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AIR CANADA

### **Air Canada Flight Attendants Agree on Process**

Following the federal Minister of Labour's referral to the Canada Industrial Relations Board of the dispute between Air Canada and the Canadian Union of Public Employees, representing the airline's 6,800 flight attendants, Air Canada has confirmed that both parties have achieved an agreement on a final and binding process to resolve the impasse under Section 79 of the Canada Labour Code.

Under the terms of the agreement, both parties will submit outstanding issues to a process with the final and binding decision to be issued by no later than November 7, 2011. **By agreeing to this process, the parties are also bound by the Labour Code requirement that no strike or lockouts may occur.**

Travel Resources continues to monitor the situation and will provide our clients with information as it becomes available.



AIR CANADA

### **Aeroplan Members Should be Aware of Phishing Emails**

There is currently a phishing scam to obtain Aeroplan numbers and passwords. If you receive an email claiming that you have purchased a ticket from Air Canada in the amount of \$438.60 with the booking number K4QCTI, refrain from opening the links and delete the email.

If you accidentally open the email, we recommend that you change your Aeroplan password and secret question.

If you are a victim of this scam, we encourage you to report it. In Canada, contact the RCMP anti-fraud centre by calling 1-888-495-8501 (PHONEBUSTERS) or by email at [info@phonebusters.com](mailto:info@phonebusters.com). If you reside in the United States, you can report phishing emails to the FBI's Internet Crime Complaint Center at [www.ic3.gov](http://www.ic3.gov) or by sending an email to [phishing-report@us-cert.gov](mailto:phishing-report@us-cert.gov).



## **Billy Bishop Airport to get Pedestrian Tunnel**

**The federal government has amended regulations to allow for the construction of a pedestrian tunnel connecting mainland downtown Toronto to Billy Bishop Toronto City Airport (BBTCA).**

The Toronto Port Authority (TPA) proposed building a pedestrian tunnel connecting BBTCA to the Western Gap of the Toronto harbour to manage increased passenger flows at the airport in 2009. Previously, TPA regulations prohibited the building of a bridge or similar fixed link between mainland Toronto and the Toronto Islands. The amendment to the regulations removes the prohibition as it relates to a pedestrian tunnel.

The TPA has indicated that costs associated with the pedestrian tunnel will be funded through a mix of private-sector financing and the Airport Improvement Fee. The regulatory amendment will not change existing restrictions in place related to air operations and the allowable number of flights



## **New Checked-Bag Fees at Delta**

**Delta Air Lines has introduced new checked-bag fees, including second-bag charges of \$40 or \$60 for economy-class passengers on many international routes.**

Those fees, for travel booked as of Oct. 1 and flown beginning Oct. 15 or Nov. 1, depending on the market, affect those traveling between the United States and markets in Asia/Pacific, India, the Middle East and South and Central America. Routes to and from Brazil, Japan and the Philippines are excluded.

Delta also introduced a \$25 first-checked bag fee for Caribbean travel booked on or after Oct. 1 and beginning Nov. 1, excluding flights to and from the Dominican Republic, Guyana and Haiti.

The carrier also raised to \$40 from \$30 the second-checked bag fee for travel between North America and the Caribbean and Mexico.

Delta previously had instituted a second-checked bag fee for economy-class passengers traveling between the United States and Europe.



## **Delta Launches Expanded In-Flight Wi-Fi Options**

Delta Air Lines has launched new in-flight entertainment options for customers as part of its \$2 billion investment in the flying experience.

The additions include Delta Connect, a new in-flight portal that will be available exclusively to all customers using Wi-Fi on Delta aircraft; wireless movies and television on demand on Boeing 757-300 aircraft; and a more user-friendly design for Airbus A330 in-flight entertainment systems that include more content choices.

### **Delta Connect**

Delta Connect is a new in-flight Wi-Fi portal developed jointly by Delta and its on-board wireless provider Gogo. It will offer an expanded range of free content for Delta customers such as more choices for entertainment and shopping as well as flight and destination information.

Delta Connect partners include Gilt.com and OpenTable.com. Customers will also have free access to partners that provide information on destination oriented concerts, festivals and events as well as news and entertainment.

### **Entertainment on Demand**

At the same time Delta is launching a new feature through on-board Wi-Fi: entertainment on demand. Entertainment on demand is now available on all 16 of Delta's Boeing 757-300 aircraft. Choices will include an introductory price for television programming starting at \$.99 and movies available for \$3.99 from major Hollywood studios. Customers can sort titles by genre, length of feature, movie or show and other categories. Trailers are available for complimentary viewing prior to rental.

The programming also offers an added benefit. Rentals will remain accessible on the customer's personal device for viewing after landing for at least 24 hours after their flight. Unexpired content will be available for playback on the ground by using the same device and browser used onboard.

A Gogo Wi-Fi purchase is not required to access Delta Connect content or the video service. Entertainment on demand will be available for laptops and expanded to tablet and mobile devices by early 2012 on 757-300s.

### **Airbus A330 In-Flight Entertainment Upgrades**

Customers flying on Delta's total fleet of 32 Airbus A330 aircraft will experience a redesigned in-flight entertainment experience with more entertainment choices by the end of 2011. The improved in-flight entertainment system will expand to the rest of Delta's fleet of nearly 300 aircraft equipped with personal in-flight entertainment by mid-2012.

The new system includes offers easier navigation, 150 percent more movies and more television, music and games offerings. A new feature includes a Delta Sky Kids section that offers family-friendly content designed with young travelers in mind.



## **Porter Adds 6<sup>th</sup> Daily Toronto-Boston Flight**

**Fly Porter and enjoy six daily flights between Toronto & Boston. Increased service started earlier this month.**

Porter has brought Boston and Toronto even closer together with the addition of a sixth weekday roundtrip flight between Billy Bishop Toronto City Airport and Boston's Logan International Airport.

Increased service allows greater same-day business travel flexibility and offers leisure travelers a wider range of departure options..



## **United-Provided Medical Oxygen Service to be Phased Out**

**Effective November 11, 2011, United will no longer offer in-flight medical oxygen**, except for flights between Guam (GUM) and Tokyo (NRT), and GUM and Honolulu (HNL).

**United will not accept new reservations for in-flight medical oxygen on other flights after October 3, 2011.** United will honor all existing requests for in-flight medical oxygen, provided these bookings were made on or before October 3, 2011.

Customers may continue to use FAA-approved Portable Oxygen Concentrators (POCs).



## **Trump Toronto to Open Jan. 31**

**Trump International Hotel & Tower Toronto is set to welcome guests Jan. 31, 2012**, marking Trump's second international hotel and first foray into Canada. Towering over 270 metres above the city, Trump Toronto will be Canada's tallest residential building with 65 storeys, proving a dramatic addition to the city's skyline. Located in the heart of the financial and entertainment district, the Toronto hotel will be a natural retreat for business and leisure travelers.

The hotel will offer 261 guest rooms and suites, all outfitted with the latest in business and entertainment technology, including wired and wireless, high-speed Internet access, flat-screen LCD IP televisions, and high-tech conveniences such as bedside touch-panel controls for window coverings and lighting. Other features include fine dining on the 31st floor signature restaurant, STOCK, a 1,620-square-metre spa and wellness facility, and ballroom and meeting facilities.



## **Avis Moving to New Terminal at Winnipeg Airport**

On October 31, 2011 all flights into Winnipeg will go through the new terminal.

**As part of the transition to the new terminal the Winnipeg Airport Authority has mandated that the car rental companies move to the new car rental center parking area on Monday October 24, 2011.**

The Airport Authority's intent is to direct car rental customers from the old terminal to the new car rental centre for the remaining week that the flights are going into the old terminal. While the distance is not significant it is outdoors and involves walking through two parkade structures or out in the elements.

Avis will be shuttling arriving customers from the old terminal to the new car rental center and shuttling returning customers from the new check in area to the old terminal from October 24 to October 30.

Avis will have greeters in the old car rental center and the Shuttle vans will be marked and scheduled to run 0530-2359. Avis will adjust this schedule if flights warrant it.



## **KLM Offers "a la carte" Meals**

KLM passengers travelling in Economy Class on most intercontinental flights from Amsterdam\* can now choose from a range of fresh, high-quality dishes in addition to standard in-flight meals: Healthy Japanese, Bella Italia, Indonesian Rice Dish and Vegetarian Favourite.

Meals cost between €12 and €15 and can be ordered as of 90 days before up until 48 hours prior to departure, via the "Manage my Booking" process on klm.com.



## **SkyTeam Launches Online Round the World Planner**

**SkyTeam, the global airline alliance, has launched a new, self-service Round the World Planner for its customers.** The user-friendly online application has been designed to allow customers to create their own SkyTeam Round the World itineraries, using the extensive networks of all 14 SkyTeam member airlines.

Two versions of the Round the World planner have been developed. Both enable customers to build tailor made itineraries in compliance with SkyTeam's Round the World fare products, terms and conditions. Customers access the application via the recently refreshed skyteam.com, while a customized version

for travel agents can be accessed via the newly created dedicated skyteam.biz website.

The SkyTeam Round the World planner intuitively guides users through every step of planning an itinerary, which once saved can be printed or emailed. Customers can book their chosen travel plans via their travel agent or any SkyTeam member airline.

Future phases of the application will feature real-time flight availability and prices and the ability to book online via skyteam.com.



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Should you have any questions please contact a member of our Management Team at 905-480-9986:

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