

BURKHALTER TRAVEL NEWS: JUNE 2017

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LATEST NEWS

- **THE LAPTOP BAN:** The U.S. government might expand a ban on larger electronics like laptops in airplane cabins to flights originating from dozens of airports in Europe, the Middle East, and Africa, according to John Kelly, the head of Homeland Security. He added that an expansion could be avoided if countries agree to improved security procedures. "We are looking right now at an additional 71 airports. We're also looking at ways that we think we can mitigate the threat without expanding the ban," Kelly said.
- **THE TRAVEL BAN:** Another federal appeals court has upheld a decision blocking President Trump's revised travel ban. The judges say the president violated U.S. immigration law by discriminating against people based on their nationality and that Trump failed to show their entry into the country would hurt American interests.
- **Another strike at British Airways?** Maybe yes, maybe no. BA members of Unite, a union of cabin crew, have tentatively suspended their plans for a four-day strike, scheduled to begin June 16. They hope to initiate new negotiations with the carrier. The strike was planned after an initial offer from the carrier was rejected by the union. Members are hopeful the walkout suspension will lead to an acceptable offer from the carrier.
- **Qatar Airways** has suspended flights amid a crisis in the Gulf, after Saudi Arabia, Egypt, Bahrain and the United Arab Emirates cut diplomatic ties with Qatar and shut down land, sea and air links. Qatar is accused of supporting terror groups in the region. Ask your Burkhalter Business Travel Agent for details on affected flights.
- **Canada's transportation minister** says no one who has bought a ticket for a flight will be allowed to be removed because of overbooking under a new passenger bill of rights. Minister Garneau said that the shoddy treatment of air passengers outlined in recent news reports will not be tolerated on any flight leaving from or arriving in Canada. He said new rules will ensure travelers are "treated like people, not numbers."
- According to the Wall Street Journal, **the TSA is considering changing the way it checks traveler IDs and boarding passes.** They will begin using machines to verify passenger IDs, instead of officers manually studying passports and drivers licenses. The ID verification machine testing will launch at Washington Dulles later this month, then Atlanta, Boston, Chicago, Austin TX and Washington Reagan Airport. They expect the full rollout to take two years.
- **UPS has launched a service dubbed "Express Critical"** to meet the needs of industries requiring rush deliveries. The service features a 24/7 contact center to plan and execute shipments. More [here](#).

AIRLINE UPDATES

ALASKA AIRLINES

- Alaska Airlines' newest Mileage Plan promotion offers members the chance to earn double miles on international trips. The promotion provides double miles on qualifying economy fares for trips on any of 10 international partner carriers that participate in Mileage Plan. The carriers are British Airways, Cathay Pacific, Emirates, Fiji Airways, Hainan Airlines, Icelandair, Japan Airlines, Korean Air, LAN and Qantas. Qualifying international flights depart from West Coast cities including Seattle, San Francisco, San Jose, Los Angeles, San Diego, Portland and Vancouver.
- Alaska Airlines allows larger carry-ons—10x17x24---than most airlines (Southwest also allows more generous dimensions).

AMERICAN AIRLINES

- American Airlines frequent fliers have a couple of recent changes to consider as they compete for upgraded seating on flights. The airline recently [began prioritizing upgrades](#) for elite passengers based on the amount they've spent on flights in the past 12 months, moving away from a system that awarded premium seats based on when an upgrade was requested.
- American Airlines first announced plans to outfit its long-haul fleet with a premium economy section back in 2015. That happened on American's new Boeing 787-9 Dreamliner aircraft. This month American will begin to install premium economy cabins in its other long-haul aircraft including its Boeing 777s, Boeing 787-8s, Airbus A330s, and Airbus A350s. The first aircraft to be reconfigured will be American's 777-200s, which will happen between June 2017 and March 2018. American's A330-200s will be reconfigured between September 2017 and December 2017, and American's 777-300s will be reconfigured between December 2017 and June 2018. Finally, American's 787-8s will be reconfigured between March 2018 and June 2018. The carrier is taking reservations for premium economy travel starting December 15 on a number of routes---ask your Burkhalter agent for details.

DELTA AIR LINES

- Delta has launched new daily transpacific service from [its Atlanta hub to Seoul Incheon](#), supplementing the daily flight in the same market operated by its partner Korean Air. The Delta flight uses a 777-200LR featuring a Delta One cabin with 37 lie-flat seats, 36 Comfort+ extra-legroom economy seats, and 218 main cabin seats in a nine-across layout. All seats have power ports and entertainment on demand, and satellite Wi-Fi is available.

- Delta Air Lines and Aeromexico now have a joint-venture operation and have announced details of the arrangement. Pending government approval, the airlines will add five new routes: Atlanta-Merida; Atlanta-Queretaro; Los Angeles-Leon; Seattle-Mexico City; and Portland-Mexico City. The carriers will also add additional flights on several existing routes.
- Delta SkyMiles members will have a new warm-weather route to use up some of those hard-earned miles this winter. Effective December 23, Delta will fly a weekly Boeing 757 flight from its New York/Kennedy hub to St. Kitts and Nevis. Ask your Burkhalter Leisure Agent for vacation options on either (or both!) of these lush Eastern Caribbean islands, separated by a channel known as The Narrows.

SOUTHWEST AIRLINES

- Southwest Airlines has announced plans to add flights to Costa Rica and the Dominican Republic from Fort Lauderdale, FL along with nonstop service connecting St. Louis and Nashville to Mexico. The new routes are set to begin in November and are subject to regulatory approval.
- Southwest is getting closer to adding Hawaii flights. Southwest CEO Gary Kelly told Southwest's shareholders at their annual meeting that flights to Hawaii are a high priority for the airline. He also said Canada flights are on the airline's radar, but not a priority
- Southwest is testing dual-door deplaning as a way to reduce the time it takes for passengers to exit the aircraft. The concept is being tested at three airports in California.

UNITED AIRLINES

- United is going after the lucrative Hawaii market, adding 11 new non-stops from the mainland and adding even more lie-flat seats on overnight flights. It is also making its Denver hub a major year-round gateway to Hawaii from the Midwest. **Side note:** Chicago-Maui service will increase to five times per week, up from three.
- United Express has resumed flights to California's Charles M. Schulz-Sonoma County Airport where a 4,000 square foot passenger waiting area was unveiled this week.
- United will introduce daily nonstop flights between its Los Angeles International Airport hub and Singapore's Changi Airport, effective Oct. 27 (westbound), subject to government approval. **The flight between LAX and SIN will set the new distance record for any airline operating a flight to or from the United States, at 8,700 miles.** Travelers hoping to pass the long flight in the carrier's new Polaris seats will be disappointed. The LAX-SIN flights won't have them.

- United Airlines plans to end its Caracas, Venezuela flights from Houston Bush Intercontinental effective July 1. United is just the latest of several carriers that have suspended Venezuela flights, in part because they have had trouble getting money from ticket sales out of the country.

INTERNATIONAL AIRLINES

- **Air Canada** will operate two weekly non-stop flights between **Montréal/ Trudeau International** and **Tel Aviv/Ben-Gurion** airports between June 22 and Oct. 16, using a 292-seat Airbus. Twenty-seven of those seats will be business class and 21 will be designated “privileged economy class.”
- **Copa Airlines** will launch a daily flight from **Denver to Panama City, Panama**, beginning on December 11. Copa's Star Alliance partner, United Airlines, briefly flew the route in 2014 and 2015.
- **Avianca Brasil** is due to kick off new daily flights between **Miami and Sao Paulo** June 23, with red-eye service in both directions. An Airbus A330-200 with 238 seats will fly the route.
- **SAS** has launched new business class service to **Copenhagen**. Followers of columnist Chris McGinnis posted a comprehensive review of the flight and inflight service, including photos of various menu selections. Look [here](#).
- A recent report from a passenger on an **Emirates Dubai-to-New York** flight offers insight into the impact of the **electronics ban**. Read it [here](#).

AIRPORT NEWS

- **Ten major U.S. airports are participating in a trial of another new TSA process.** Check-points at Los Angeles/LAX, Boston Logan, Detroit Metropolitan, and more will now require passengers to remove from their carry-on all electronics larger than a cell phone as well as certain food items, for inspection. This procedure had already been implemented at four airports, and it's expanding to ten. The TSA said some electronics and food are mistaken in the X-ray scanner for prohibited items such as explosives. **NOTE:** The new process will only apply to passengers waiting in the “regular” line and will not impact those who have Pre-Check status.
- **U.S. Customs and Border Protection** recently deployed **facial recognition** biometric exit technology at Washington Dulles International for one daily flight from the U.S. to Dubai. The deployment builds on a June 2016 [pilot](#) at Hartsfield-Jackson Atlanta International. Future deployments of the technology are planned this summer for additional airports including New York/JFK.

- **American Express** has added access to three **Escape Lounges** as a new perk for Platinum cardholders. In the U.S., [Escape Lounges](#) are located in [Hartford CT](#), [Minneapolis](#) and [Oakland](#) airports. In Europe, there are three Escape lounges at Manchester and one each at East Midlands and Stansted airports, but these are not part of the Platinum plan. Escape Lounges are not affiliated with specific airlines, so anyone can enter for \$45 per visit. Some Escape lounges have agreements with airlines in the airports where they operate to allow complimentary access to business or first class passengers. The lounges offer free Wi-Fi, hot and cold food and bar service.
- **Veteran road warriors might remember** the futuristic **TWA terminal** at **New York/JFK**---back then it was called Idlewild Airport. The old terminal, now a national landmark, is undergoing a complete renovation and will launch next year as the 505-room “TWA Hotel at JFK International Airport.” Read all about it at the developer’s [website](#).
- **American Airlines** has opened a **new lounge at George Bush Intercontinental Airport in Houston**. The lounge, known as the Admirals Club, is part of a larger \$3 billion investment that American has committed to enhancing the customer experience at airports and on its planes. The lounge will provide complimentary snacks and alcoholic beverages and offers 87 seats and ottomans, a business center and charging outlets.
- **American Airlines** also launched a new **airport dining experience at New York/JFK** for its international first class travelers. The so-called “Flagship Dining experience” is a free, in-airport, sit down dining service for premium travelers to supplement the onboard experience. Attached to the airline’s Flagship lounges, it effectively delivers free restaurant service to passengers who can avoid the headache of the crowded terminal. The concept will be expanded to six other airports, including Chicago O’Hare. Read about it [here](#).

HOTEL UPDATES

- This might interest you if you do business in the **Indianapolis area**. Carmel, Ind., has hired a team to attract a **Marriott Autograph Collection** property to the city. The hotel plan calls for up to 120 rooms; it is expected to achieve a 4.5-star rating. More [here](#).
- **Madison** has a new **AC Marriott Hotel**, located at One North Webster Street across from the State Capitol. The stylish property offers a rooftop small plates restaurant and bar under the name and guidance of longtime Madison favorite, **Eno Vino**.
- **New technology** is engaging guests in hotels across the country---including Madison’s AC Marriott mentioned above. Read about it [here](#).

- The Associated Press is reporting **American Express will become the exclusive credit card issuer for Hilton Hotels**, considered a major success for a business that has been facing increased competition. The New York-based credit card company will be the sole issuer of the Hilton co-branded credit card starting **Jan. 1, 2018**. Currently Hilton has credit cards issued by Citigroup and AmEx.
- **Hilton** has a new room type called **Five Feet to Fitness**, which offers guests access to more than 11 types of exercise equipment. "The global wellness movement -- people who are tuned into health and better living -- is larger than it's ever been," said Ryan Crabbe, the company's senior director of global wellness. Check it out [here](#).

TOOLS, TIPS AND TECHNOLOGY

- **Eurostar** announced the addition of a direct route from **London to Amsterdam** by the end of 2017. The trip will take a little **under four hours**, with initially two trains running daily.
- The **Federal Aviation Administration has ordered airlines to take some smaller jets out of service to remove and replace seats**, following discovery of a potential safety issue. The problem relates to the 'Slim' or 'Slim Plus' seats manufactured by Zodiac Seats California LLC, which do not protect passengers sufficiently during an impact. The FAA says there is a real possibility of neck injuries. **SkyWest** joined **Delta Air Lines** and the seat manufacturer in asking for time to explore a potential modification of the seats rather than removing them altogether, but the FAA refused to delay its directive. The seats are typically found on smaller regional jets including Boeing's 717-200 and MD-90-30 aircraft, Bombardier and Embraer jets.
- **Columnist Phil Baker** thinks you're not taking full advantage of your **smartphone camera's** "brilliant" capabilities. Read his suggestions [here](#).
- **Meeting attendees** can forego lanyards, name badges and business cards when planners offer **Loopd bi-directional wearable smart badges** instead. Read about it [here](#).
- The TSA recently announced **more airline additions to the Pre-Check program**. The newly eligible carriers – a mix of big and small, foreign and domestic – are Copa Airlines, Dominican Wings, InterCaribbean Airways, Silver Airways, Singapore Airlines, Swift Air and Turkish Airlines. The additions increase the total number of carriers eligible for Pre-Check to 37.
- Cute little **therapy horses offering airport stress relief?** Why, yes! At the **Cincinnati/Northern Kentucky International Airport**, miniature horses deliver a calming force two times a month. "Denver" and "Ruby," two of 34 therapy horses at Seven Oaks Farm in southwest Ohio, trot out of their trailer and into the ticketing area. Read about them [here](#).

BURKHALTER TOURS

In 2016 Burkhalter Tours offered a "Mystery Destination" tour to Europe and with no more than a few preliminary details---like, "You'll need a current passport!"---the tour sold out "that fast!" Clearly, our Tours Travelers love an adventure, and those who signed on early enough to be part of the group definitely had one---a great trip to Spain and Portugal. This month we're offering the same itinerary to those intriguing countries---details below---and again, we encourage you to sign up early! We're also showcasing a tour to captivating Croatia, a beautiful destination with spectacular scenery along the Dalmatian Coast and loads of history. Read on....

LISBON, SEVILLE AND MADRID - October 5 - 14, 2017

This delightful 10-day adventure introduces you to some of the Iberian Peninsula's most fascinating cities and towns---many of them UNESCO World Heritage sites. The magnificent capital of Madrid, the university town of Salamanca, colorful Seville and Moorish Cordoba are just a few of Spain's highlights. In Portugal, you'll visit lovely Coimbra, the pilgrimage city of Fatima, the beautiful walled city of Obidos, and the capital of Lisbon with its legendary connection to world explorers. There are add-on options to customize your trip---visit stunning Barcelona or add a short stay in Valencia---ask us for details!

\$2,890 including estimated air from Chicago, eight nights first class and superior tourist class hotels, several meals, extensive sightseeing, a professional guide/driver, local expert hosts, deluxe motorcoach and much more! See brochure details [here](#), call any Burkhalter office TODAY or e-mail [Burkhalter Tours](#). **Ask us about special offers including a Journeys Club discount!**

CROATIA EXPLORER - October 24 - 31, 2017

On this fascinating tour you'll discover the history and charm of a destination that is rapidly becoming one of the most popular in the world. You'll begin your journey in Zagreb; with its historic Upper Old Town and colorful square, it's "an old city with a young soul." You'll see Zadar, the oldest Slavic town on the Adriatic, and traveling along a spectacular coastline you'll arrive in Split, a picturesque town nestled between mountains and sea in the center of the Dalmatian Coast. From Split, experience a breathtaking drive along the coast dotted with palm trees, olive groves and quaint fishing villages. In beautiful Dubrovnik, an ancient port town surrounded by age-old walls, you'll have time to explore the meandering cobblestone streets on your own. You'll also visit Plitvice Lakes National Park, a UNESCO World Heritage Site.

\$3,576 including roundtrip air from Chicago, seven nights first class hotel with *ensuite* facilities, lots of meals, extensive sightseeing, a professional tour director and driver with deluxe motorcoach, and more! See brochure details [here](#), call any Burkhalter office TODAY or e-mail [Burkhalter Tours](#). **Up to \$140 discount available---ask us for details!**

BURKHALTER TRAVEL COMPANIES OFFICE LOCATIONS

Madison West

6501 Mineral Point Road
608-833-5200/800-556-9286

Fitchburg

3050 Cahill Main
608-441-0151/888-522-4269

Stoughton

Chalet Travel, 226 S. Forrest
608-873-8133/800-733-6970

Madison East

615A North Sherman Avenue
608-241-7500/800-414-7166

Prairie du Sac

180 Washington Street
608-643-4599/800-242-8457

Brookfield

Olson Travel, 17550 W.
Bluemound
262-782-0110/800-847-5921

Oregon

763 N. Main Street
608-835-8474/800-537-0419

Baraboo

141 Third Avenue
608-356-4999/800-660-8359

Dubuque IA

Travel Headquarters, 2095 JFK Rd
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