

BURKHALTER TRAVEL NEWS: MAY 2019

SCROLL DOWN FOR THESE SECTIONS:

LATEST NEWS -- AIRLINE UPDATES -- AIRPORT NEWS -- HOTELS -- TOOLS, TIPS AND TECHNOLOGY -- BURKHALTER TOURS --
BURKHALTER OFFICE LOCATIONS

LATEST NEWS

- On May 23, the Federal Aviation Administration (FAA) will meet to discuss **when the Boeing 737 MAX can return to operational service**. The agency says this meeting will provide participants the FAA's safety analysis that will inform its decision to return the 737 Max fleet to service in the U.S. when it is made. A few carriers have announced delays well into the summer on redeployment of the 737 Max.
- Apparently some Hilton Honors accounts have been breached and points used to purchase items on Amazon. Read about it [here](#)
- The Los Angeles County Department of Public Health is investigating **a new confirmed case of measles** in a Los Angeles County resident and an additional non-resident who traveled throughout the county. Health officials say individuals who were at **LAX Terminal 2 on April 30 from 7:45 p.m. to 11:45 p.m. or May 1 from 7:10 a.m. to 9:30 a.m. may be at risk of developing measles up to 21 days after being exposed.**
- **Travelers to Turkey with an e-visa are advised to also bring a hard copy** or risk being denied entry. According to a number of media reports, some travelers with an e-visa but without hard copies have been turned away at the airport. According to the **State Department**, travelers from the United States need a visa to travel to Turkey for tourism or commercial travel of up to 90 days within a 180 day period, as well as a passport valid for six months beyond their entry date and enough space for both entry and exit stamps.
- Recently it's been quiet on the **Brexit** front, but only for a while. After the UK couldn't come to a deal or no-deal conclusion by the March 31 "go or stay" deadline, EU countries agreed to give the UK until October 31 to agree on a plan. Meanwhile, this is current thinking on how the various Brexit/No Brexit options might affect travelers. Look for it [here](#).
- If you're heading to Europe this summer, expect another season of delays and cancellations. The European Union has been trying to come to grips with the continent's fragmented airspace for more than a decade, and the issue is not resolved. Add to that the annual "summer season" strikes, work slow-downs and walk-outs. Plan ahead!
- To put an end to curbside chaos that has been fueled by ride-sharing service at airport departure levels, **San Francisco International Airport has taken a drastic step**. Effective June 3 it will relocate all domestic terminal **pickups** for Uber, Lyft, and Wingz to the top level of the domestic hourly parking garage. **International terminal pick-ups** will continue in the current curbside location, at the center island of the departure level roadway. **Drop-offs** will continue to occur at designated upper-level departure areas. Expect other airports to follow suit.

AIRLINE UPDATES

ALASKA AIRLINES

- Travelers departing from Alaska Airlines new gates at **Washington Paine Field** near Seattle say the service is “a calm delight.” There is high praise for Alaska and Paine Field’s quick check-in, painless security screening and a posh lounge.
- British Airlines announced it will increase the price of Alaska Airlines partner awards on May 30. So far, they haven’t announced what the changes will cost.

AMERICAN AIRLINES

- American Airlines will discontinue [Dallas/Ft. Worth-Managua](#), Nicaragua service on June 1.
- American recently celebrated the opening of the Terminal E Satellite at Dallas/Fort worth International Airport, where the airline has 15 new gates. The terminal satellite features updated dining options, and a new Admiral's Club that will open later this year.
- American Airlines has extended its cancellations of flights operated by the grounded Boeing 737 Max aircraft again, this time through August 19. Last week, the airline had canceled those flights through June as it prepares for the busy summer travel season. In its statement announcing the new cancellations, American said that it is “highly confident” that the Max will be recertified prior to August 19. “But by extending our cancellations through the summer, we can plan more reliably for the peak travel season and provide confidence to our customers and team members when it comes to their travel plans.
- Apple Music subscribers will have free internet access to the app on board any American Airlines flight that has ViaSat Wi-Fi, in accordance with a sponsorship deal between the companies.
- American Airlines recently announced the addition of new functionality in its smartphone app. The newest version of the app, 5.12.3, now features a Notifications center for all flight alerts from the previous 24 hours. The app will also notify passengers of any opportunities to volunteer for an alternate flight in the event of overbooking. The notification will take place 24 hours before departure and passengers will be asked to select an amount, \$200, \$300, \$400, and \$500, that they would receive for accepting the bump.

DELTA AIR LINES

- **Detroit/Metro** lost its nonstop to Brazil when Delta Air Lines ended its three weekly flights to **Sao Paulo/Guarulhos** on March 29.

- **Delta and Kenya Airways** signed a new codeshare agreement allowing travelers on a direct flight from Nairobi to connect to 11 cities in the United States and four cities in Canada via New York. The codeshare destinations are Miami, Columbus, Houston, Chicago O'Hare, Kansas City, Orlando, Phoenix, Denver, Charlotte, Philadelphia and Raleigh - Durham in the U.S., and Toronto, Montreal, Ottawa and Edmonton in Canada. Guests will also be able to earn and redeem miles on the network operated by both airlines. Additionally, Kenya Airways says it will increase its frequency to New York from five days a week to seven days a week starting in June. Ask your Burkhalter agent for details.
- Delta Air Lines recently announced that it would limit the amount of seat recline on its A320 fleet by about 50 percent, restricting the ability of passengers to lean back, but guaranteeing more working space in front of everyone on the flight. Delta characterizes the move as positive for customers---especially business travelers--- who want to maximize both space in front of them and their productivity.

SOUTHWEST AIRLINES

- Southwest Airlines donated 10,000 round-trip tickets to hospitals and transportation charities, which will distribute them to patients needing travel assistance.
- Dallas-based Southwest fell into a tie for second place in an annual customer satisfaction ranking of airlines. Southwest led in the American Customer Satisfaction Index ranking a year ago, but was surpassed this year for the top spot by Alaska Air. Alaska benefited from its merger with Virgin America, which the report said expanded its network and lowered its fares. JetBlue also moved up into a tie with Southwest for second best.

UNITED AIRLINES

- United launched several seasonal routes on April 29, including Chicago-Edinburgh, Chicago-Rome, Newark-Bermuda, Newark-Glasgow, Newark-Porto (Portugal), Newark-Stockholm, Newark-Venice, and Washington Dulles-Madrid. On the same date, United deployed new 787-10 Dreamliners on two more transatlantic routes out of its Newark hub, including UA 57 to Paris CDG and UA 120 to Barcelona.
- United Continental Holdings Inc. will stop publishing charts showing the miles needed to obtain tickets through its frequent flyer program, allowing for a wider, and more expensive, range of prices. The move follows a similar decision by rival Delta Air Lines in 2014 to eliminate fixed tables in favor of dynamically pricing award tickets. The change allows a carrier to maximize revenue during peak travel periods. Southwest Airlines Co. has adopted a similar approach for award travel.
- United is repainting its planes and opinions abound. You can watch the transformation and review the likes/dislikes [here](#).

- United Airlines announced plans to launch a new nonstop route between **Newark and Cape Town** starting in December. Operated on Boeing 787-9 Dreamliner aircraft with 48 seats in United Polaris business class, 88 seats in United Economy Plus and 116 seats in United Economy, the new flight will operate three times weekly, cutting travel time between New York and Cape Town by over four hours.
- United is piloting "dynamic departure" technology that helps gate agents determine if they can hold a flight for late connecting passengers without risking a late arrival at the flight's destination. The technology is being tested at Colorado's Denver International Airport.

INTERNATIONAL AIRLINES

- **Singapore Airlines** is combating stereotypes about airplane food with a new initiative bringing super-fresh organic produce to its in-flight meals by partnering with AeroFarms, which has transformed an abandoned steel mill near Newark International Airport into a massive vertical farm providing select greens for passengers' dishes. The veggies in SIA's "Farm-To-Plane" program---which will launch this September in Business and Premium Economy---will be picked, delivered to the airport and used within 24 hours, in dishes like garden green salad, soy-poached chicken and heirloom-tomato ceviche.
- **Korea's Asiana Airlines** plans to drop its five weekly flights between **Chicago O'Hare and Seoul Incheon** on October 27.
- **China's Hainan Airlines** is due to launch new 787-8 service twice a week from **Chicago O'Hare to Chengdu** on June 28.
- Gulf carrier **Qatar Airways** has **joined the U.S. Transportation Security Administration's Pre-Check program**, giving enrolled travelers who enter their TSA Pre-Check known traveler numbers at the time of booking access to Pre-Check lanes at Qatar Airways terminals in Atlanta, Boston, Dallas/Fort Worth International, Washington Dulles, Houston Bush, New York JFK, Los Angeles, Miami, Chicago O'Hare and Philadelphia. Sixty-six carriers currently participate in Pre-Check.
- **British Airways** will be increasing the price of partner awards on Alaska, Air Italy, American, Cathay, Finnair, JAL, LATAM, Malaysia, Qantas, Qatar, S7, Sri Lankan, and Royal Jordanian---in other words, much of oneworld plus Alaska and Air Italy. So far, BA has not announced what the changes, effective May 30, will cost members.
- **Etihad** is giving its A320 cabins a refresh this summer, expanding the economy class cabin and adjusting many of the services on board. The company describes the effort as "empowering our guests with more control of their travel experiences, through onboard digital transformation, improved choice and redesigned cabins and products."

AIRPORT NEWS

- **The new Istanbul Airport opened in early April** after what Turkish Airlines called “The Big Move” from the old (and very tired) Istanbul Ataturk airport. The **IATA airport code IST** will apply to the new Istanbul Airport and Istanbul Ataturk will acquire IATA airport code ISL.
- **New 3D scanners** coming to airports across the country will allow travelers to keep laptops, liquids and other materials in their carry-on bags for inspection. The TSA will deploy 300 new machines at airports nationwide, beginning this summer. The roll-out will continue into next year. The agency has entered into a \$98.6 million contract with Smiths Detection, Inc., of Edgewood, Maryland, for 300 computed tomography (CT) systems and associated ancillary equipment and services over five years. TSA began testing the 3D scanners at airports in Phoenix and Boston in June 2017. Since then, the machines have been expanded to 12 more locations.
- Atlanta Journal-Constitution reports some travelers arriving at Atlanta's Hartsfield-Jackson International Airport are facing long lines and hours-long waits to pass through Customs. One reason: Atlanta customs agents are being sent to the southern border to help with the surge of migrants there. Hartsfield-Jackson's general manager is so concerned that he's reached out to members of Congress for help.
- **Las Vegas** has a swanky new common-use lounge. The 7,000-square-foot, 149-seat **Club LAS**, operated by the folks behind Priority Pass, is now open in Terminal 1. It replaces a smaller lounge in the same terminal. The Club in Terminal 3 remains open.
- **Denver International** has a new beer-centric restaurant on Concourse C. The Great Divide Brewhouse, named for a famous Denver microbrewery, offers a full range of the brewery's beers and ales.
- The first two airport branches of the Melt Shop chain will open this year in **Pittsburgh** and **New York/Kennedy**. The chain is known for grilled cheese and other sandwiches featuring melted cheese.
- **Singapore** has another huge attraction at Changi Airport, already considered the best airport in the world. The Jewel is a dome-shaped, 1.46-million-square-foot structure offering gardens, an indoor waterfall and a 130-room Yotel transit hotel. There are also hundreds of retail shops and food-and-beverage operations.
- **New Orleans International Airport** won't open its new terminal this month after all. The 35-gate, 970,000-square-foot building, under construction since 2016, now won't open until at least the fall. No specific new opening day has been announced.

HOTEL UPDATES

- The **Holiday Inn LAX Airport** at 9901 S. La Cienega Boulevard just wrapped up a major renovation that included all 405 guest rooms as well as public areas, dining venues and meeting space. Rooms got new Serta mattresses, double-paned windows, upgraded bathroom fixtures, and blackout drapes. There's a new "e-bar" called The Spot with laptop stations and full connectivity; a new grab-and-go venue called Sip & Savor with coffee and snacks; and Taste LA, serving lunch and dinner as well as a breakfast buffet.
- **Hong Kong** recently welcomed a pair of new luxury properties: a **Rosewood** and a **St. Regis**. **The Rosewood Hong Kong** is located in the trendy Victoria Dockside district, part of Kowloon's Tsim Sha Tsui neighborhood. (Next door to the InterContinental Hong Kong.) **Marriott, meanwhile, has just cut the ribbon on the St. Regis Hong Kong** – its 7,000th property worldwide. It's across the water from the Rosewood, on Hong Kong Island near the harbor between the Central district and Causeway Bay, at 1 Harbour Drive in the Wan Chai district.
- **The TWA Hotel at John F. Kennedy International Airport** is nearing completion. Partially housed in the storied TWA Flight Center, which serves as its reception area and lobby, the hotel will open its doors to guests on May 15. Read about it [here](#).
- **Hyatt Place** has added a somewhat **flexible check-in and check-out program**. Top-level (Globalist) members of World of Hyatt can reserve check-in as early as 9 a.m. to go with the existing benefit of checkouts as late as 4 p.m. Second-tier elites (Explorist) get the same check-in perk with their 2 p.m. checkouts. Early check-in can be reserved within seven days of arrival. It is *not* guaranteed availability, however. The complete details are [here](#).
- **Marriott, Accor and Hilton** are among the big brands developing hotels across **Africa**, one of the fastest growing hospitality markets.
- **Wardrobe**, the peer-to-peer digital marketplace to rent women's and men's clothing and accessories from people's closets, has struck a [fashion](#) and sustainability partnership with **The Gregory Hotel in New York**. This is the first hotel partnership launch for Wardrobe. It works like this: Prior or during a stay at The Gregory at 42 West 35th Street, hotel guests can reserve items from the Wardrobe app, and the items will be delivered to them at their hotel room for the duration of their stay. After wearing, they can leave it in the hotel closet or with the concierge. The partnership began April 22.
- **Marriott's modular-designed AC Hotel** going up in New York City will be the tallest prefabricated hotel on the planet, according to the company. "It's about speed to market, and any time we can move that needle, it's good for everybody," Marriott's Eric Jacobs said. The 26-story AC Hotel is expected to rise in 90 days and open next year. Read about it [here](#).

TOOLS, TIPS AND TECHNOLOGY

- If you're heading to **San Francisco** and plan to drive a car while you're there, **be aware** that long-out-of-order **red-light cameras** at multiple city intersections—19 cameras at 13 intersections--- are about to become functional again. Look [here](#) for more information.
- **Cafés and restaurants in Paris** have opted to follow the lead of hotels and guest-houses. They will start charging their customers with **cash penalties for a late cancellation of reservations** or failing to appear on time. Hundreds of Paris eateries are currently adopting the system that is widely used in the hotel industry. Restaurants often ask clientele to leave details of their credit cards while making reservations, with big-name places warning customers about a potential charge in case of a no-show.
- You say what you really want is an in-depth analysis of **Starbuck's new award redemption levels**? We're happy to help. Look [here](#)
- The first **Tesla Supercharger Station** in **Los Angeles** has been installed at the **Hotel Indigo Los Angeles Downtown**. The 10-charger station will be open 24/7.
- **Apple announced** the expansion of its **Apple Pay service** to **Austria**. The Erste Bank und Sparkasse, Austria's largest bank, is supporting the new service as is German-based mobile bank N2. Apple Pay in Austria will support Maestro, Mastercard, as well as Visa debit and credit cards.
- **New York City, Geneva and Zurich** in Switzerland, and **Washington, D.C.**, are the most expensive cities for business travel, according to ECA International.
- On May 15 the **TWA Hotel** at New York's John F. Kennedy International Airport will launch an **infinity pool with runway views**. The pool will be open year-round, and heated up to 100 degrees Fahrenheit in winter.
- The arts-oriented **Saint Kate hotel** in **downtown Milwaukee** will house an all-day restaurant, Neapolitan-style pizzeria, a lobby bar with entertainment and a Champagne bar. Marcus Hotels & Resorts plans to open the redeveloped former InterContinental hotel this spring.
- The **Armathwaite Hall Hotel and Spa in Keswick, England**, is treating guests to **outdoor yoga with lemurs** as part of wellness offerings linked to a nearby wildlife park. "Lemoga" allows participants to "feel at one with nature, at the same time joining in with the lemurs' play time," the hotel says.
- A reminder about the **Real ID Act**: If your driver's license is not Real ID compliant [it will have to be by Oct 1, 2020](#).

New This Month! **BURKHALTER TRAVEL SPECIALS**

We're making it very easy for you to find your dream vacation. Our new collection of leisure travel Specials can take you to almost any corner of the world! As many of you already know, our leisure travel agents specialize in everything from active and adventure travel, historical and cultural excursions, family vacations, Disney vacations, cruises and relaxing beach vacations to destination weddings, honeymoons or romantic getaways,—and more. Explore this Month's Specials, and then call any of our offices (see contact details on the next page):

Experience Burkhalter's Culinary Collection

Because we know how much our travelers enjoy unique culinary experiences, Burkhalter Travel offers **exclusive culinary amenities—at no additional charge**. Our Culinary Collection sailings, a carefully curated selection of worldwide cruises, celebrate a world of epicurean delights, featuring demonstrations from world-renowned chefs, onboard and onshore cooking classes, wine and spirit tastings and delightful meals focused on regional cuisine. Culinary Collection sailings feature some of the most popular itineraries aboard a wide selection of cruise lines. An incredible experience! Look [here](#) for details! *Book now to 12/31/2019 for 2019-2020 sailings.*

Escape to Your Tropical Paradise

An **All-inclusive Vacation** means you'll arrive, settle in to your beautiful accommodations, and spend every day and night enjoying *ahhhh*-time: the freedom of vacationing at your own pace. Endless activities—absolutely! Gourmet meals—of course. Lush tropical beachfront settings, entertainment—there for your enjoyment! Burkhalter Travel and Funjet Vacations make it so easy, with two low deposit policy payment options, All-In-One Travel Protection an available option, as well as nonstop flights to RIU and Iberostar Resorts in Mexico and the Caribbean. Take the family, or make special memories—just the two of you. You'll find details [here](#)—*booking deadline is June 1.*

Free at Sea

Explore the **rich culture and history of Europe's charming villages and sparkling coastal cities**...and beyond—and do it your way! Only on Norwegian can you do what you want, when you want. Dine with no set times or seating arrangements. Relax with a spa treatment or poolside. Enjoy attentive service, fascinating port destinations and enriching excursions. Burkhalter's Free at Sea options include up to FIVE free offers and sailings to FIVE exquisite destinations! You'll find details [here](#)—*booking deadline is May 29.*

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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, 200 S. Executive Dr.
Suite 101
262-782-0110/800-847-5921

Oregon

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

Baraboo

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