

IAADFS donates \$10,000 to help Caribbean Hurricane recovery

The International Association of Airport and Duty Free Stores (IAADFS) took an important step to help colleagues in the Caribbean who had been impacted by Hurricane Irma, the category 5 storm that flattened some of the key tourist islands in the Caribbean in early September.

Hoping to fund immediate relief efforts, the Association contributed US\$10,000 to the Emergency Assistance Fund of the Caribbean Disaster Emergency Management Agency (CDEMA), a regional inter-governmental agency for disaster management in the Caribbean Community (CARICOM), just days after the storm had passed.

The Agency, which was established in 1991 as CDERA (Caribbean Disaster Emergency Response Agency), is now the regional disaster management body that strategically facilitates, drives and coordinates the promotion and engineering of Comprehensive Disaster Management (CDM) in 18 Caribbean countries.

"We have a special connection with the Caribbean region, not just through our association members who are headquartered or who operate duty free and travel retail stores in the area, but also because of the many store operators that have participated in IAADFS

events for years," said IAADFS President and CEO Michael Payne.

"I think this hurricane damage is so much worse than people realize because the knock off effect for the travel industry in the Caribbean is going to be here for quite a while.

"This is not going to be a two-month fix. It is a nightmare for our industry which is why I picked this CARICAM Group. Airport terminals, cruise ports, downtown shops, the ability to sell, are all affected. Some of the islands are totally wiped out," Payne told *TMI*.

"Some islands have been terribly affected, like The Virgin Islands, particularly Tortola and the USVI. St. John is destroyed," he added.

"Even those islands that have cruise port terminals will not see the business coming right back. Even if the ships can dock anytime soon, people will not be able to go downtown and buy anything. So we have the knockon effect – no business and no tourism revenue,

not to mention the need to rebuild the airports. The airport in St. Thomas is reportedly destroyed—they are only taking relief flights now, if that."

Payne said that the IAADFS chose CARICAM because it is established, and has been in existence for many years. "They already have relief boats going to the islands from Barbados and other places. And we felt that the Caribbean is where we needed to focus, since Houston and Florida (the sites of Hurricanes Harvey and Irma, respectively) have access to more resources than are available in the Caribbean."

The IAADFS is hoping that its announcement will stir more donations to CARICOM and their emergency fund. "We will do more at the Summit of the Americas but we wanted to get something started right now," he said.

"Our thoughts are with all who have been affected by this catastrophic storm," he added.

Carnival pledges \$10m in hurricane aid, sends ships with supplies

Carnival Corp., working in part with the Miami Heat, has pledged up to \$10 million to help rebuild Hurricane ravaged communities in Florida and the Caribbean.

Carnival Cruise Line is also using 11 ships to transport supplies including food, water, clothing, medical supplies and generators to impacted areas.

Donations made by Carnival employees will also be matched by the company.



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PEOPLE

Amanda Felix has returned as associate publisher of **DFNI**, where she will be heading up all sales, editorial and marketing activity across DFNI's full portfolio, including print, digital and events production.

Felix, who retired last year, will be working on a freelance basis at the business that she has been instrumental in building.

Felix's return follows a management re-organization at DFNI's media owner, Metropolis International Group, headed up by its B2B Managing Director **Nick Stimpson**, who has been with the company for four years.

Felix noted: "I am happy to be working with Nick and the **DFNI** team again and look forward to seeing all my industry friends in Cannes, however, my retirement was short!"

Source: DFNI

Rebecca Mann, formerly with **DFNI** and **The Moodie Report**, has joined **Essential Communications** as of October. Mann, who will be working with EC part-time, will be handling new business accounts and assisting in developing the company's social media and digital strategy. She will be working with **Row Holland**, EC Managing Director.

Mann has worked in travel retail for over years 20 as a writer, commentator, editor and blogger. She began her career as Fragrances & Cosmetics Editor at **DFNI** in 1996, rising to the role of Managing Editor. She joined **The Moodie Report** as Associate Editor in 2003, before being named Executive Director – Editorial in 2013. Rebecca left the company in 2015, to work within the B2C sector.

As part of EC's long term expansion strategy, **Tilly Holland** will now divide her time between Essential Communications and a role as marketing coordinator with retail giant Hammerson.

Rimmer named TFWA managing director as Maingreauad chooses a part time role

John Rimmer, TFWA Conference, Research and Corporate Affairs Director, has been named TFWA Managing Director, effective Oct. 1.

Rimmer succeeds Alain Maingreauad, who has held the position since 2010. Maingreauad will be assuming a new part-time position as Associate Director, which would give him time to pursue some personal projects.

As Associate Director, Maingreauad will report to Rimmer, assisting him on various projects including the organization of the association's two biggest events, TFWA World Exhibition & Conference and TFWA Asia Pacific Exhibition & Conference.

Maingreauad has been with the association since 1995.

Rimmer joined TFWA in October 2012. He has been involved in the duty free and travel retail industry for seventeen years in a variety of positions including editor of *Duty-Free News International* from 2004 to 2006, deputy director of business development at French travel retailer Aelia (now Lagardère Travel Retail), and as executive director business development of *The Moodie Report* (now *The Moodie Davitt Report*).

As Managing Director, Rimmer will report to the TFWA president, Erik Juul-Mortensen, assuming full responsibility for the association's events and activities, and helping define its strategy as approved by the board and management committee.

Commenting on the changes, Juul-Mortensen said: "Alain has

been a stalwart of the association and has made an extremely important contribution to its success for over twenty years. The board and management committee are very grateful to him for his work over the years and we are delighted that he will continue to serve TFWA as associate director, providing support to John and the permanent staff on a number of projects.

"John is known to many people in the industry, and in his five years with TFWA so far he has driven a number of successful new initiatives as well as strengthening our vital conferences & research division. He has also played a significant role in managing the association's charity initiative, TFWA Care.

"We are certain he is the right person to lead the association's next phase of development, and to strengthen our links with industry stakeholders – firstly our members and exhibitors, but also all those who visit our events, along with trade associations, press and partners around the globe."

Juul-Mortensen continues: "As part of his overall responsibilities, John will continue to oversee the running of TFWA's conferences, assisted by conference manager Michele Miranda, and research & corporate, assisted by Maha Abdennbi and Sabine Parmentier.

"The board, management committee and staff of TFWA look forward to working closely with John, who will have the full support of the whole team as we move into an exciting new phase for the association."

Disney commits millions to hurricane aid

Orlando-based Walt Disney Co has also committed to provide \$2.5 million to aid community rebuilding efforts from the Hurricane. Money will be channeled to the American Red Cross, UNICEF, Save the Children, and other nonprofits.

The company said this is on top of the nearly \$16 million raised for those impacted by Hurricane Harvey, which hit southeast Texas and Louisiana the week earlier.

Disney is also matching employee donations to the hurricane relief efforts.



BY THE TRADE



Above left: John Rimmer assumes the position of Managing Director of the Tax Free World Association, while (right) Alain Maingreauad, the current MD, will take a part-time role as TFWA Associate Director.



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**Hurricane Irma Update****U.S. Virgin Islands sustains major damage, assessments still underway**

St. Croix in the U.S. Virgin Islands escaped any serious damage from Hurricane Irma, and Virgin Islands Port Authority's Executive Director David Mapp reports that the Henry E. Rohlsen Airport on St. Croix is open and fully operational with American Airlines flights resuming on September 12. All seaports on St. Croix are open and fully operational as well.

St. John and St. Thomas suffered serious damage however. Mapp said on Friday, Sept. 15, that commercial flights will resume at the Cyril E. King Airport on St. Thomas only after the Transportation Security Administration (TSA) is fully functional. Damage to the roof is preventing TSA from operating its equipment and repairs were hampered further by heavy rains on Friday.

Local officials will meet with TSA and the airlines Sunday to determine when normal operations will resume, he said.

Humanitarian and military flights are scheduled for this weekend. Scheduled charter flights from major airlines are expected to begin Monday.

The USVI department of tourism is requesting the postponement of all scheduled visits to St. Thomas and St. John.

New York Governor Andrew M. Cuomo toured hurricane-ravaged areas of St. Thomas on Sept. 15 and announced at a news conference afterward that his state is providing support with 100 National Guard troops, 30 state troopers, humvees and a vehicle called a "gator," which can access areas difficult to reach.

The following lists of damaged hotels gives some idea of the scope of the impact on the tourism infrastructure in St. Thomas:

Bluebeard's Castle

Resort: Sustained major damage

Bolongo Bay Beach Resort:

Currently looking to reopen second or third week of December as the resort is housing people in need and a multitude of workers trying to help the island.

Frenchman's Reef & Morning**Star Marriott Beach Resort,**

Marriott International has advised the resort is closed until further notice.

Margaritaville Vacation Club: Club Wyndham Reservations advises that all four St. Thomas resorts will be closed until October 10.

Point Pleasant Resort: Some resort buildings sustained damage but most of the villas are ready for occupancy. The larger issue, however, is that the resort and a large portion of the island are without power and water. At this time, all reservations due to arrive through October 15 are canceled. Depending on when utilities are restored, this may be altered.

Ritz-Carlton, St. Thomas: Marriott International has advised the resort is closed until further notice.

Secret Harbour Beach Resort: No major structural damage to the buildings. The generator is still working.

Sugar Bay Resort & Spa: The damage is being assessed and an update will be provided when available.

Windward Passage: Will close for six months.

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Cruise and airline partners help USVI post - Irma

The Government of the U.S. Virgin Islands is extending its gratitude to its cruise and airline partners for transporting visitors and residents out of the district of St. Thomas and St. John following the passage of Hurricane Irma.

Commissioner of Tourism Beverly Nicholson-Doty thanked the Florida-Caribbean Cruise Association (FCCA), Norwegian Cruise Line and Royal Caribbean Cruises for providing urgent transportation and also for delivering needed supplies to aid with Hurricane Irma relief efforts.

"The cruise industry has proven to be our partners in good times and true friends in times of need," she said.

The Commissioner also thanked Delta Air Lines for operating a humanitarian flight from Atlanta to St. Thomas, bringing in much-needed recovery supplies and carrying out U.S. citizens to Detroit, including those with urgent medical needs. She also thanked JetBlue Airways and United Airlines for performing similar relief flights.

"We believe the majority of visitors have now departed St. Thomas and St. John and we are working feverishly to establish the number of accommodation options available to house relief workers as we work on rebuilding the district," said Commissioner Nicholson-Doty, who promised St. Thomas and St. John will build back stronger and better.

International Shoppes wins major Newark duty free contract from master developer Westfield

International Shoppes has been awarded the seven-year duty free contract at Newark International Airport Terminal B by master developer Westfield, the company has confirmed to *TMI*.

With its minority partner Shekinah Group LLC, IS will take over around 8,000 sqf of space in six stores beginning in Spring 2018.

IS Vice President Scott Halpern tells *TMI* that as a major Northeast US airport, Newark is very important to IS on a number of levels.

"EWR fits perfectly in our wheelhouse from proximity to our corporate office/warehouse to understanding the consumer base that utilizes this great facility. EWR Terminal B has a tremendous lineup of airlines with a great global reach. We believe our experience servicing this passenger in other cities gives us a unique opportunity to create an excellent customer experience while generating maximum revenues. We are excited to partner with Westfield, PANYNJ, the airline partners and our vendors to create a 1st class experience," says Halpern.

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Behn DANZKA and Pallini Limoncello form strategic Duty Free alliance

Spirits companies Pallini Limoncello and Behn DANZKA have established a business alliance to help support the future of their travel retail business. The two companies, both family-owned and operated, say the alliance – which they are calling the Family Brands Alliance - will enable them to thrive in the changing travel retail world.

Both companies individually have a long history of craft, loyalty and service, with premium spirits brands going back more than a century. However, globalization and consolidation within the travel retail industry has become a challenge for middle-sized family-owned companies, they say, which has led them to form the alliance to create greater logistical optimization.

“Today, there is a concentration of Duty Free operators, and retailers are asking for increased marketing investment and competitive pricing,” say the companies in their announcement.

Behn and Pallini say that the strategic alliance will allow them set up a well-balanced, diverse portfolio that will preserve the individuality of the star brands of each partner, harmonize the strengths and weakness of all partners, facilitate the high service level of a family-owned company on a global level, and optimize and increase manpower for sales and marketing.

Waldemar Behn GmbH CEO Rüdiger Behn says the alliance was the logical response to the travel retail globalization and consolidation.

“The globalization and consolidation within the travel retail industries is a challenge for a middle-sized family-owned company. That’s why we are inviting family-owned companies to join their forces with ours by keeping the high service level we are known for as family-managed companies and stay still true to our values of independence, uniqueness and craftsmanship our fans around the

world honor us for. When meeting with Micaela Pallini I knew from the very beginning we had found the right partner and the successful path for the future of travel retail,” says Behn.

“When Rüdiger Behn approached me with regards to this alliance I quickly realized the potential for us as a family-owned and run company. We share the same values, dreams and passion and the synergies within this partnership which allows us to stay fully independent but serve the travel retail world on a global level,” says Micaela Pallini.

The Family Brands Alliance will allow the companies to stay competitive while still being fully independent by sharing logistic, sales, and marketing costs on a global base. They can continue thinking globally, and will be able to act locally.

The worldwide implementation of the alliance is an ongoing process as some current contracts have to be taken into consideration.

For information, please contact: Waldemar Behn GmbH Export Director, Philippe Biais, biais@behn.de



Left:
 Micaela
 Pallini;
 Below:
 Rüdiger Behn



IATA Financial Monitor – July: fastest annual pace of passenger yields since late-2013

The latest Airlines Financial Monitor from IATA – the International Air Transport Association – reports that passenger yields in June were slightly higher than a year ago (0.1%); nevertheless, this was the fastest annual pace since late-2013. Passenger yields have continued to trend higher in recent months, albeit modestly, says IATA.

The latest airline financial results indicate that the squeeze on profit margins from higher costs and weak yields continued into Q2 2017, although the pressure on margins has eased from that seen in Q1. Moreover, the sample total masks a wide spread in performance at a regional level, with Europe in particular improving strongly.

Global airline share prices fell in August for the second month in a row. The decline was driven by a fall in North America, partly reflecting the impact of Hurricane Harvey, but European and Asia Pacific airline shares rose solidly.

The hurricane season in the Gulf of Mexico also caused some volatility in oil prices during August.

Passenger and freight volumes both posted robust year-on-year growth rates in July. The seasonally-adjusted passenger load factor remained close to an all-time high, although the freight load factor has fallen back slightly in SA terms in recent months.

The stronger global trade backdrop is helping to support premium passenger demand, particularly to, from and within Asia. Premium's share of industry-wide revenues increased to 27.0% in H1 2017, from 26.5% a year ago.

U.S. Depart. of Transportation approves \$318.1m in infrastructure grants to 78 airports

U.S. Department of Transportation last week announced the Federal Aviation Administration (FAA) will award \$318.1 million in airport infrastructure grants to 78 airports in 34 states across the United States as part of the FAA's Airport Improvement Program (AIP).

To date this year, the DoT has announced nearly 1,580 new grants to nearly 1,294 airports for a total of \$2.8 billion. These grants will provide funds for 646 runway projects and 557 taxiway projects that are important to the safety and efficiency of the nation's system of airports.

Airports are entitled to a certain amount of AIP funding each year, based on passenger volume. If their capital project needs exceed their available entitlement funds, then the FAA can supplement their entitlements with discretionary funding.