



TAGNO

TRAVEL AGENTS OF GREATER NEW ORLEANS



<i>GUEST SUPPLIER</i> SANDALS AND BEACHES RESORTS	<i>DATE</i> SEPTEMBER 17, 2024 7:00PM-8:30PM	<u><i>RSVP</i></u>
<i>GUEST SPEAKERS</i> Wendy White & Melissa Young	<i>VIRTUAL PRESENTATION</i>	<u><i>JOIN TAGNO</i></u>

The mission of TAGNO

Is to encourage, assist and educate the agent community,
share ideas and information among the membership,
enhance our professional image within the community,
And to promote ethical standards within the travel industry

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"Position Vacant"

****New Board Members serve a two-year term
From January 2023 to January 2025***

GUEST PRESENTERS for SEPT. 2024

"Wendy White & Melissa Young"
Sandals Resorts Representatives



WENDY WHITE is Senior Manager, Training & Development



MELISSA YOUNG is National Manager of Dive Sales



TRAVEL INDUSTRY NEWS

All the Most Recent Tourist Taxes Announced for 2024

by [Daniel McCarthy](#) / July 29, 2024, Travel Market Report



It's more expensive ever to be a traveler, and that's not just about airfare or hotel prices. In the past 12 months, several destinations have announced tax tourists coming into their cities, ports, or regions, aimed at balancing the need for tourism to boost economies with the interests of the local people, environment, and infrastructure.

The taxes come as an anti-tourism sentiment starts growing in some destinations in Europe, most notably Spain, which saw locals burst into [anti-tourism protests](#) in several cities over the last few weeks with locals blaming mass tourism for the rising cost of living. Here are some of the most notable tourist taxes announced in just the past 12 months (*list is updating as more are announced*):

Aruba Sustainability Fee

Aruba launched a [\\$20 sustainability fee](#) for air passengers flying into Aruba at the beginning of July. All visitors aged 8 and older must now pay through the country's [Embarkation & Disembarkation \(ED\) Card platform](#) before airline check-in. The funds are being used to "upgrade the existing sewage water treatment plants and infrastructure as well as building a new, larger one to handle future demand," according to Aruba Tourism Authority.

Baja California Sur's Tourist Tax

Mexico's Baja California Sur is set to charge [international travelers a mandatory \\$25 visitor tax](#), a fee that had been voluntary, starting in October.

Bali's Tourist Tax

Starting this past February, Bali started charging all inbound foreign tourists a [new tourist tax](#) of 150,000 rupiah (around (\$9.60 USD or \$12.90 CAD). Bali's tax included children headed not just to Bali, but also its surrounding areas, and applied to all ways of travel (land, cruise, or air). Bali said the taxes would go towards "protecting the nature of Bali," including the environment and the culture on the islands.

Barcelona Cruise Tax

Currently, Barcelona charges a 7 euro (around \$7.60) fee for all inbound cruise passengers, but that could soon increase. In June, [Barcelona Mayor Jaume Collboni](#) said that the plan is to "substantially [increase] the tax for stopover cruise passengers," meaning passengers who are in the city for less than 12 hours.

Barcelona Tourist Tax

Barcelona has been charging a tourist tax since 2012, which will increase starting in October. Starting then, visitors to Barcelona will have to pay a 4 euro fee on top of the regional tourist tax. The tax is added to hotel bills and doesn't need to be paid ahead of time.

Galapagos Entry Fee

As of Aug. 1, 2024, the entry fee to Galapagos National Park is doubling to \$200. There is a reduced fee for children under 12.

Greece's Climate Tax

Announced in January, Greece is now charging a new climate tax for tourists that it said will fund disaster recovery projects in the country. The tax replaced a previously existing tourist tax. The climate tax is added to the payment for stays at any type of accommodation, including all villas, hotels, and rentals. The standard tax, charged during the off-season, ranges from 50 cents to 4 euros per night (\$.54 to \$4.34). The new climate tax for high season depends on the type of accommodation and reaches up to 10 euros (\$10.85) per night for stays at 5-star hotels.

Lisbon Tourist and Cruise Tax

Authorities in Lisbon, Portugal's capital city, recently approved an [increase in its tourist tax](#) that will go into effect in September—starting then, tourists heading into the city will have to pay a 4 euros fee, up from 2 euros. At the same time, Lisbon is increasing tax on cruise ship passengers, doubling it from 1 euro to 2 euros, also in September. Lisbon Mayor Carlos Moedas said in July that the increases are coming because of the need to balance "the externalities of tourism" with the quality of life for locals.

New Zealand Cruise Tax Increase

In July 2024, the New Zealand government took aim at the cruise industry, with a [hefty hike on border processing fees for cruise ship guests](#) that amounts to an 88% increase. Starting Dec. 1 the processing fee per cruise ship passenger will go from NZ\$11.48 to NZ\$21.54. Cruise Lines International Association Australasia and the New Zealand Cruise Association have hit back, both at the staggering increase and the government's lack of notice to the industry.

Quintana Roo Cruise Tax

While not live yet, Mexico's Quintana Roo will start charging a \$5 tax to all passengers arriving via cruise ship starting in 2025. According to Quintana Roo, the funds collected will be held in a disaster relief fund.

Quintana Roo Tourist Tax

Quintana Roo's cruise passenger tax might not be live yet, but its [foreign visitor tax](#) for other travelers has been live since April 2021. All visitors aged 4 and up are required to pay the tax, which is around \$10 to \$11 per person. The tax can be paid either at kiosks at the arrival airport, or online via Visitax.

U.S. Virgin Islands Cruise Tax for Royal Caribbean

In October 2023, the USVI launched a [new tax of \\$5 per passenger on all Royal Caribbean Group](#) brands docking at the Austin "Babe" Monsanto Marine Terminal in Crown Bay, St. Thomas. This includes Royal Caribbean International, Celebrity Cruises, and Silversea Cruises. According to the [Virgin Islands Consortium](#), the Capital Cost Recovery Charge (CCRC) goes towards funding "significant capital improvement projects" at the terminal. These include the construction of a third cruise ship pier.

Venice's Day Tripper Tax

Venice just wrapped up its day-tripper tax pilot program, which charged day-trippers coming into the city a tax of 5 euros (\$5.45) from April through July 2024. In total, [Venice collected 2.2 million euros](#) (\$2.4 million) from the tax. While it didn't seem to do so much to curb overtourism, the expectation is that the city will look to install the tax permanently. Venice also limited the [size of tourist groups at the end of 2023](#), in another effort to curb tourism.



After 57 Years, Southwest Airlines Is Dropping Its Open Seating Policy

by [Daniel McCarthy](#) / July 25, 2024, Travel Market Report



Southwest Airlines is making the biggest shift in its 57-year history. Effective immediately, the airline will start assigning seats and offering premium seat options, on all its flights. It is a seismic shift in the philosophy of Southwest, and one it is making because “preferences have evolved” among its customers, who are taking longer flights and prefer to be able to pick their own seats on those routes.

“The research is clear and indicates that 80% of Southwest Customers, and 86% of potential customers, prefer an assigned seat,” Southwest said in its announcement. “When a customer elects to stop flying with Southwest and chooses a competitor, open seating is cited as the number one reason for the change.” President Bob Jordan said that the move is a “transformational change” but one that is the “right choice” because of that research.

Open seating has been a huge part of Southwest’s DNA ever since it was launched. As the airline started expanding in the 1980s, Southwest’s marketing told passengers that “you choose who sits next to you.” “Unlike assigned seating, you’re free to sit next to someone just like you,” an [ad from 1984 said](#). The idea was to keep things simple for their customers, with the pitch being to pay a low fare and get treated the same as everyone else with no priority boarding, no cabin classes, and no assigned seats. But now, all that is changing.

Other big changes

At the same time, Southwest is making two other big changes that it hopes will “broaden” its appeal to flyers.

- The first also has to do with seating. Southwest will start offering a premium ticket option on its flights that has extra legroom, another change that comes from customer preferences. The timetable for this change is a little less clear—Southwest says the layout details “are still in design.”
- The second is new redeye domestic flights within the U.S. that will launch on Valentine’s Day 2025. Initially, Southwest will offer overnights between five markets: Las Vegas to Baltimore and Orlando; Los Angeles to Baltimore and Nashville; and Phoenix to Baltimore. It expects to add more in the future, too. Again, another change Southwest is making because of passenger preferences.

Why now?

After two of the best years in travel history, airlines are seeing a drop in profit as consumer demand for air travel, and appetite to pay high prices for it, falls. Southwest’s second-quarter profit was down 46% compared to the same time a year ago and American Airlines said on Thursday that its second-quarter profit was also down 46% (American also has other major issues). Southwest’s changes and additions, along with American’s about-face on its sales strategy, are all seemingly in reaction to those results. But that’s not all.

RyanAir, the biggest airline by passengers flown in Europe, also sent a warning this week when its [CEO Michael O’Leary](#) cited weaker-than-expected consumer demand as a reason behind lower airfares coming over the next few months.

Is Southwest Considering a Change to its Free Baggage Policy?

by [Daniel McCarthy](#) / August 23, 2024, *Travel Market Report*

Since Southwest has axed its open seating policy, there have been rumors that another huge change could be coming. According to [Bloomberg](#), Southwest is at least asking its passengers what it thinks about changing its baggage policy, which might be the most customer-forward policy in the industry. Currently, Southwest offers all passengers the option to check bags at no additional cost, something no other U.S. airline does.

Bloomberg cited a survey of some of its loyalty members, focused on the airline’s bag policy and which Southwest confirmed, as a hint that a change could be coming. According to the report, the questionnaire specifically asked about “hypothetical scenarios imposing bag fees for lower-cost fares.”

Southwest has long maintained that the policy is not changing. EVP and CCO Ryan Green said in April during the company's quarterly earnings call, that "no, we are not considering bag fees."

"People choose Southwest Airlines because we don't have bag fees," Green said, adding that 60% of its customers say that fly Southwest because of that policy, according to a J.D. Power Survey. "Bag fees are not on the table for consideration." Still, Southwest's open seating policy was also a staple of the airline and a reason some chose Southwest. That was axed in July after 57 years. Southwest cited customer research as the reason for that change.

It's also worth noting that Southwest is currently in a proxy fight with an activist investor, Elliott Investment. Elliott, one of the airline's largest shareholders, is seeking to replace 10 of 15 directors on the Southwest board and replace CEO Bob Jordan.

After the open seating news, [Elliott put out a statement](#) that said that change, among a myriad of other initiatives Southwest announced, came "more than a decade late."



ON THE RUNWAY



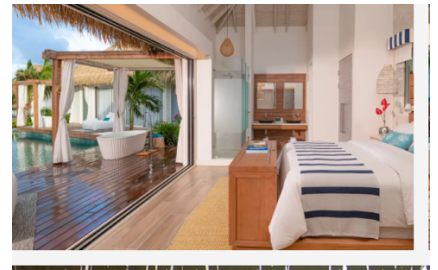
TAGNO MEMBERS FAM RETREAT 2025

All-inclusive 3 night stay compliments of
SANDALS RESORTS

DATES: TBD

DESTINATION: Curacao

More information to follow



Requirements for trip:

- *Sandals Specialist Training*
- Active TAGNO members Only

What's not included:

- Flight
- Travel insurance

2024 TAGNO 4th Quarter Calendar

DATE	SUPPLIER/ORGANIZATION	PRESENTER
JULY 20	VIRTUAL TOUR OF LISBON PORTUGAL	Tour Guide from Portugal
August 20	ARCH INSURANCE "RESCHEDULED"	Eric Andersen <u>eandersen@archinsurance.com</u>
September 17	SANDALS & BEACHES RESORTS TOPICS: DIVING & WEDDINGS	VIRTUAL PRESENTATION BY REPRESENTATIVES OF SANDALS

****ZOOM LINK WILL BE PROVIDED WHEN RSVP IS SENT FOR THE SANDALS
PRESENTATION****

BDM'S FOR THE SOUTHERN REGION

- ***Carnival Cruise Line***, Maria Cobb-Lopez, *email:*
mlopez3@carnival.com
- ***Delta Vacations***, Christopher Dacus, *email:*
cdacus@deltavacations.com
- ***Disney Destinations***, Elainia M. Fischer, *email:*
elaina.m.fischer@disney.com
- ***Sandals & Beaches Resorts***, Yasmine Davis, *email:*
ydavis@uvi.sandals.com
- ***Virgin Voyages***, Ruel Campbell, *email:*
ruel.campbell@virginvoyages.com

EDUCATIONAL RESOURCES

AGENT TOOLBOX

Stay informed about destinations, business practices, agent programs, industry news, changes and trends. Knowledge is the sharpest tool in your “Agent Toolbox”

ONLINE EDUCATIONAL RESOURCES

TRAVEL AGENT UNIVERSITY – <http://www.tauniv.com>

TRAVEL AGENT ACADEMY - <http://www.travelagentacademy.com>

THE TRAVEL INSTITUTE:- <http://www.thetravelinstitute.com>

CLIA- <http://www.Clia.com>

JAX FAX MARKETING MAGAZINE- <http://www.jaxfaxmagazine.com>

RECOMMEND MAGAZINE- <http://www.recommend.com>

DELTA VACATIONS- www.WorldAgentDirect.com

FARE BUZZ- www.Farebuzz.com

VACATION ACCESS (VAX)- www.vaxvacationaccess.com

VACATION EXPRESS – <http://vacatinexpress.com>

SANDALS- <http://taportal.sandals.com/landing>

WALT DISNEY WORLD – www.DisneyTravelAgents.com

CRUISING POWER- <http://cruisingpower.com>

- Royal Caribbean International
- Celebrity Cruises
- Azmara Club Cruises

VIRGIN VOYAGES – <http://virginvoyages.com>

CARNIVAL- <http://goCCL.com>

NORWEGIAN CRUISE LINE – www.NorwegianCentral.com

MSC CRUISES- www.MSCCruisesAgent.com

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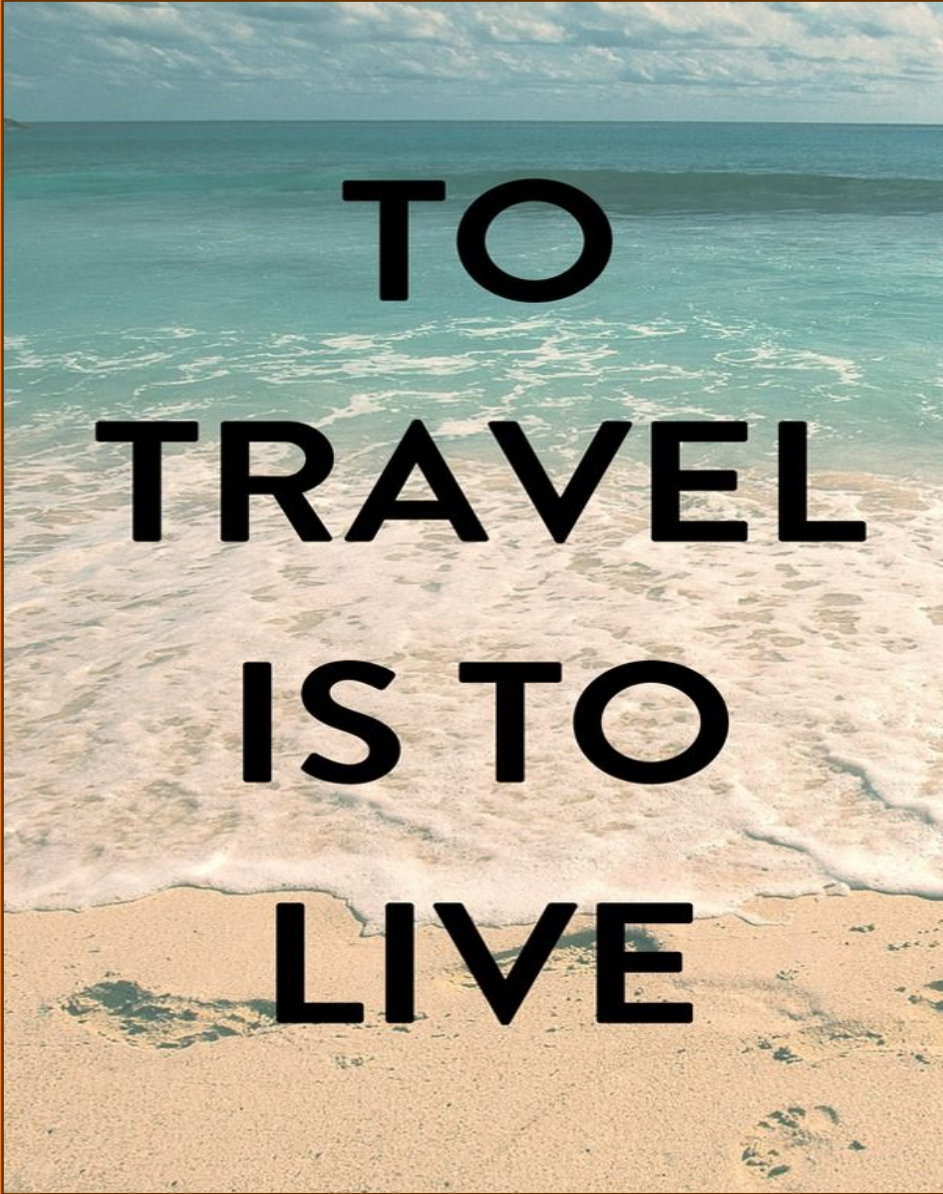
Correspondence to/from suppliers -> tagno.nola@gmail.com

Member application & dues -> tagnomembership@gmail.com

Member suggestions, questions or concerns -> tagno.info@gmail.com

If any member has suggestions, comments, travel information for the newsletter, please send an email to tagno.info@gmail.com. We also want to know if any member is ill, lost a family member or friend, recovering from surgery or just needs to know that someone cares, please let us know so our members will know.

TAGNO wants to boost its social media presence and membership. We need volunteers to serve on either of these committees. We have many travel advisors in our region that have never heard of TAGNO and we need to let our presence be known. Please let our President, Desiree Turner, know if you're seriously interested in this endeavor or send to our business email. THANKS in advance.



**TO
TRAVEL
IS TO
LIVE**

Message from Dez:

*We have lots of useful information and plans for 2024!!
Come out, network, sharpen your skills and continue to support
TAGNO!*