

# IN FOCUS

weekly industry update

News from TravelFocus  
February 27, 2007



## New Phone System Update

Our new phone system is in place and if you or your travelers have any feedback or issues please send these to [phones@travelfocus.com](mailto:phones@travelfocus.com). Thank you for your patience during this transition period.

In addition to the phone system change over, our after hours service experienced an extremely heavy call volume due the weather across the country this past weekend. Please see their comments below:

“This past weekend, with 100 percent of our staff working, TESS experienced our third busiest weekend in recent years. At several points in the weekend TESS agents were handling more calls at one time than is the norm within a 24-hour period. TESS' track record of nearly 30 years attests to lower hold times and dropped calls, while providing more attentive agents than offered direct from airlines on the phone, or in person at the airport. The weather forecast for the East Coast continues to be a concern. We have alerted staff to be on standby, should we need to add them as the day progresses, and we will monitor the situation throughout the next 24 hours. Thank you for understanding the situation and for your continued support of ABC Corporate Services. Again, we apologize for any frustration this experience may have caused, and are working diligently to alleviate or minimize hold times as best as we can.”



## Fitting in a workout on the fly is getting easier (Source: USA Today.com)

Fitness-oriented road warriors often fantasize about jumping out of bed at the crack of dawn and rushing to a gleaming hotel gym for a pep-inducing workout. The reality is that the crack of dawn arrives way too early. And the hotel "gym" often turns out to be nothing more than a wobbly stationary bike, a worn treadmill and a mismatched pile of free weights. If your travels take you to the right place, the airport could turn out to be the place you get your dream workout on the road.

About half a dozen airports have fitness clubs either right in the terminal or in hotels attached to a terminal. Offering day passes at \$15 or less, these clubs can include everything from the latest workout equipment to lap pools, whirlpool tubs, saunas and spa and massage services.

**STORY:** [Walking the airport works for exercise, too](#)

All have showers and a few sell T-shirts, shorts, swimsuits and other items travelers may need for their workouts. Right now, Las Vegas McCarran seems to be the only airport in North America with a stand-alone on-site gym. Accessible via elevator from above the baggage claim level of Terminal 1, this branch of 24 Hour Fitness has an extensive workout area as well as saunas, showers, lockers and occasional classes and massage services.

Business traveler Chris Costakes, 31, a software consultant from Birmingham, Mich., once used the Las Vegas gym during a six-hour layover. He says the gym was uncrowded and the workout great. As a practical matter, though, Costakes says he rarely has time to fit in a workout at the airport. "I head to the client right after I land," he says. If you're not lucky enough to land in Las Vegas, don't worry.

Hotels attached to airports in Boston, Chicago, Detroit and Vancouver, B.C., sell day passes to their fitness clubs as well. (See chart.) At Miami, the eighth-floor fitness center that had been accessible to air travelers at the Miami International Airport Hotel is closed for renovation, and no announcement has been made about a re-opening. In Boston, the Hilton Boston Logan Airport Hotel is accessible from the airport via sky bridge or free shuttle bus. The hotel's 6,600-square-foot health club and spa has a fitness center, indoor lap pool, whirlpool, massage and tanning services and locker rooms with steam room and sauna.

Mike Harrington, a certified personal trainer who works at the club, says that on an average day about a dozen travelers with long layovers find their way over from Logan. And not everyone is there for a workout. Says Harrington: "The showers, steam room and sauna are especially popular first thing in the morning for folks who've just arrived on a red-eye flight and need to freshen up before heading into town for meetings."

Dragan Petrovic, a United Express pilot employed by Mesa Airlines, says he tries to get in a 90-minute workout at the O'Hare Hilton whenever possible. "The staff is great, and the gym is really good," he says.

Some hotels allow guests to check in at reduced day rates, allowing access to fitness clubs even if they don't sell day passes. Hotels at or near airports often allow usage of the hotel in the late morning and afternoon for about half the nightly charge. So, for example, checking into the Hyatt Regency at Orlando International at a day rate would permit use of its gym and pool. But that can be a pricey way to get a workout. A less-expensive option is a day pass at a fitness club at a hotel near an airport and accessible via free shuttle van or short cab ride.

For a list of options, consult [Airportgyms.com](#). The site relies on financial contributions from users and seeks input from users on gyms that should be included. Call ahead, though, because some of the information on this site may be out of date.

**Where travelers can get a workout**

Here are some fitness clubs that are readily accessible to air travelers.

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Airport	Location/hours	Day pass	Facilities include	For more information
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<b>Boston Logan</b>	Hilton Boston Logan Airport Take sky bridge or shuttle to hotel. <b>Weekdays:</b> 5:30 a.m.-11 p.m. <b>Sat./Sun.</b> 6:30 a.m.-10 p.m.	\$10	Staffed fitness center, lap pool, whirlpool, lockers with steam rooms and saunas. Disposable swimwear for sale.	www.hilton.com 617-568-6882
<b>Chicago O'Hare</b>	Hilton Chicago O'Hare Airport Take underground walkway or shuttle to hotel. <b>Weekdays:</b> 4:30 a.m.-11 p.m. <b>Sat./Sun.:</b> 6 a.m.-10p.m.	\$11	Staffed fitness center, pool, whirlpool, sauna/steam room, massage services. Shorts and T-shirts for sale.	www.hilton.com 773-601-1723
<b>Detroit Metro</b>	Westin Detroit Metropolitan Airport in the McNamara Terminal <b>Fitness center:</b> Open 24 hours for hotel guests. <b>Pool:</b> 7 a.m.-11 p.m.	\$15 for two-hour pass between 5 a.m. and 11 p.m.	Fitness room, indoor pool, whirlpool, in-room spa and massage services.	www.westin.com 734-942-6500
<b>Las Vegas McCarran</b>	24 Hour Fitness Take elevator from above the south baggage claim carousel. <b>Monday:</b> 5 a.m.-midnight. <b>Tuesday-Thursday:</b> Open 24 hours. <b>Friday:</b> 12 a.m.-11 p.m. <b>Saturday:</b> 6 a.m.-9 p.m. <b>Sunday:</b> 10 a.m.-6 p.m.	\$10; free with some 24 Hour Fitness memberships. <b>Tip:</b> Free trial coupons may be online.	Staffed fitness center, sauna/steam room, massage services.	www.24hourfitness.com 702-261-3971
<b>Vancouver, British Columbia</b>	Fairmont Vancouver Airport Take elevator up from International Departures Terminal. <b>Hours:</b> 6:30 a.m.-9 p.m. daily	\$15 Canadian for lap pool and fitness center; \$10 Canadian for sauna and showers.	Staffed fitness center; lap pool, whirlpool, children's wading pool, saunas and massage and spa services.	www.fairmont.com/vancouverairport 604-207-5200 or 866-540-4441



**[AA Chases Delta, JetBlue with New NYC Service \(Source: BTNmag.com\)](#)**

American Airlines last week detailed plans to bulk up its presence in New York through September by adding new routes, expanding frequencies and upgrading aircraft on certain city pairs.

The carrier announced new American Eagle service from LaGuardia Airport to Cincinnati and

Louisville, Ky. and mainline service from John F. Kennedy International Airport to Las Vegas. On existing routes from JFK, American is upping frequencies to San Francisco International Airport from five to six daily flights; adding five weekly flights to Port Au Prince, Haiti; and adding two frequencies weekly to Caracas, Venezuela. The carrier, meanwhile, is upgrading its aircraft mix to add mainline jets on routes between New York and Atlanta and Raleigh.

David Cush, AA senior vice president of global sales, told *BTN* that American is being more vocal about its presence in New York and competing with the likes of JetBlue Airways and Delta Air Lines, among others. JetBlue has a stronghold on the New York-Las Vegas market and recently announced plans to operate between New York and San Francisco. Delta last year bulked up international and domestic service from JFK by adding 46 new departures to 17 destinations, to which COO Jim Whitehurst noted the level of service was "more than American Airlines, our nearest competitor ([BTN, March 20, 2006](#))."

"While others have been trumpeting a little bit more, we've been adding to our breadth of schedule," Cush said, noting that many of the service changes are directly targeted toward business travelers. The carrier also continues to move forward with premium services in the New York market. Cush said that in May "all Boeing 767 international flights out of JFK will be with the new generation seat. It will be the first market where we'll have 100 percent lie-flat business." The carrier also is upgrading its transcontinental product with a new first class seat and improved entertainment systems. "All those flights touch New York," Cush said. "A lot of our product investment has been very focused on the business traveler and premium traveler."

Cush said the carrier also has invested \$1.1 billion in its new JFK terminal—the first phase of which opened in 2005 and the next on schedule to open in May, when the carrier plans to consolidate all of its international flights to the terminal and open a second Admirals Club lounge. The last phase, Cush said, would be in July— "the old terminal will see a wrecking ball shortly thereafter," he noted. Cush also noted that today's announcement would be followed up with others. "We would expect that we'll make other significant schedule announcements later in the spring and summer as these come on line."

*If you have any questions regarding the information in this update, please contact your Account Manager. In Focus is copyright 2005 by TravelFocus. All rights reserved. To unsubscribe, email [travelfocusnews@travelfocus.com](mailto:travelfocusnews@travelfocus.com).*