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# travelbulletin

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Giving agents the edge



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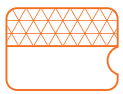
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## JUST THE TICKET...

*Teleticket celebrated 12 years of trading with long-standing partner Travel Republic recently. Pictured are Tim Martin (left) and Steve Dean from Travel Republic with Michelle Wheatley (left) and Emma Kendall from Teleticket.*

## Research predicts Brits will spend more than £7billion on credit and debit cards abroad in the next year

RESEARCH REVEALED by the newly-formed DCC Forum reveals that 40% of UK consumers 'never' or 'rarely' check the exchange rates and fees they will be charged for using their credit or debit card abroad.

In contrast, nearly three quarters (74%) seek out the best exchange rates from currency providers when purchasing foreign money.

The findings also reveal that one in five (22%) respondents is not aware that banks and card providers levy transaction fees on overseas credit and debit card purchases. More than half (57%) of those surveyed understand the transaction costs exist, but are unaware of the amounts involved. This is likely to have a significant impact on the charges and rates paid by consumers travelling overseas, as the study found that UK travellers will spend at least £7.6billion on their credit and/or debit cards when abroad over the next 12 months.

The results additionally pointed to a generational difference in checking card

rates before going abroad. One in five over 50s always check the rates charged by their credit or debit card providers before they travel, compared to one in ten (11%) 18-24 year olds. Furthermore, men are more likely to use their card to make overseas purchases than women (23% vs 15%).

The DCC Forum commissioned the research with YouGov, coinciding with its launch as a new industry body designed to help consumers understand the payment choices when using credit or debit cards abroad.

The DCC Forum also oversees best practice of Dynamic Currency Conversion (DCC), the service whereby credit and debit card holders abroad have the choice of having each transaction converted to their home currency at the point of payment.

The forum's chair, Gino Ravaioli, said: "For UK consumers, credit and debit cards are an important means of buying goods and services abroad, and are one of many

● *continued on next page*

● *continued from previous*

payment choices available. That said, our study has revealed that many consumers are not checking card rates before leaving home, which is likely to negatively impact their ability to make the right decision on card transactions. Just as holidaymakers shop around for the best foreign currency exchange rates, they need to ensure they check credit and debit card fees in advance too. "For those who remain unaware of the currency options on

a card machine or ATM abroad, the DCC Forum wants to improve understanding surrounding the choice to make a transaction in pound sterling via DCC or in the local currency. Where both options are subject to similar levels of exchange rates and fees, DCC offers consumers the familiarity of paying in pounds, and the ability to keep track of spending by clearly showing the amount of money leaving their bank account at the point of purchase." *For more information visit [www.dccforum.com](http://www.dccforum.com)*

## 'Travelation': The hidden triggers that get holidaymakers to book a holiday

LEGER HOLIDAYS has discovered the top 'Travelation' moments of holidaymakers across the nation – revealing there IS a single trigger moment where people decide to book a holiday.

Two out of three Brits have admitted to acting on their 'Travelation', with the top reasons for booking a holiday being film and television (27%), followed by a life event or illness (24%) and seeing social media updates from friends and family (17%).

Mamma Mia! came out top as the film most likely to inspire people to visit its filming location of Greece at 17%, closely followed by 'The Hobbit' and New Zealand, at 16%. Books were also amongst the top triggers inspiring people to book a holiday, with almost a third of people saying The Beach by Alex Garland has

inspired them to travel.

And despite all the temptation, conversely stress at work has prevented almost a third of us (28%) from booking a holiday at all.

The operator's managing director, Ian Henry, said: "It's fascinating to see that there's a real trend in impulse buying in the holiday market, and identifying the single moment that triggers us to book a holiday. We wanted to find out exactly what it is that influences that moment and coin a phrase that people start to use in regular conversation when talking about their holiday habits."

Simon Calder, travel writer and broadcaster, was encouraged by the research: He said: "I'm delighted to see the passion for travel among the British is so strong - and that people are acting on impulse in the best

possible way. A film, a chance conversation or a tweet can trigger a decision to go. There's an increasing awareness that experiences are more valuable than possessions. And whether you set your heart on a Christmas Market in Europe, an exploration of classical Greece or the Canadian Rockies, travel rewards you in anticipation and rich memories as well as the experience itself."

Meanwhile, the company has recently launched its new holidays for 2016, including 13 new Grand Explorer tours – a collection of premium escorted tours offering a special experience to travellers with memorable destinations, amazing sights and unique landscapes. *For more information visit [www.leger.co.uk](http://www.leger.co.uk) or call 0844-324 9262.*



**THREE CHEERS....** Prestige Holidays, in partnership with Rocky Mountaineer and Destination Canada, took a group of 12 agents to cheer on the Canucks at the Canada versus Ireland Rugby World Cup game at Millennium Stadium in Cardiff. Pictured ready to enjoy the game are Craig Upshall (left) from Rocky Mountaineer, Denise Hunn, Prestige Holidays; and Patrick Ryan, Rocky Mountaineer.

## Cruisingexcursions.com expands European 'Tour & Go' options

CRUISINGEXCURSIONS.COM has extended its range of 'Tour and Go' excursions which are available in the popular European ports of Rome, Athens, Barcelona and Marseille; in the US cities of Miami and San Francisco and further afield in Istanbul, Freemantle, Vancouver, Shanghai, Auckland, Tokyo, Cape Town and Tianjin.

The excursions, which are typically five or six hours long, ensure that those with time to spare between cruise disembarkation and the flight home get to see the highlights of their final destination, before heading to the airport for the flight home, or alternatively to a hotel if extending their stay.

The Rome tour, for example, will take in the Colosseum, the Trevi Fountain, Pantheon, Spanish Steps and St Peter's Square.

The transfer can be to either Flumicino or Ciampino Airports and the six-hour excursion costs around £78 per person.

In total the company now has a choice of almost 12,000 excursions at more than 700 ports worldwide, and all products are commissionable to agents. *Visit [www.cruisingexcursions.com](http://www.cruisingexcursions.com) or call 0800-091 8274 for details.*





## Salsa on the Seine with CroisiEurope

CROISIEUROPE is inviting guests to salsa their way down the Seine on a five-day Latin dance themed cruise round trip from Paris departing on October 25.

The cruise will be hosted by Isis Figaro, a multi-talented artist and choreographer who runs a dance school in Paris, as well as the Isis Figaro Company which comprises a team of talented dancers from various origins and backgrounds.

The cruise takes place on MS Seine Princesse and visits Les Andelys, Rouen, Honfleur, Duclair and Vernon. Cruise-only prices start from £751 per person including all meals and drinks, shore excursions, onboard entertainment including dance lessons, complimentary Wi-Fi and port taxes.

To book or for further information call 020-8328 1281 or visit [www.croisieurope.co.uk](http://www.croisieurope.co.uk) (Cruising - page 23)

**BRAZIL BREAK...**TAP hosted an event in partnership with Manchester Airport at Fazenda Bar & Grill in Manchester last month, where agents had the chance to learn about the carrier's operations out of Manchester Airport, focusing on the South American market. Pictured is Mary Philobos from Mina World Travel who won TAP flights for two to Brazil including lounge access, fast track and free parking at Manchester in the Brazil raffle. Pictured presenting the prize is Patrick Alexander (centre) from Manchester Airport and Ricardo Dinis from TAP. For more information visit [www.flytap.com](http://www.flytap.com)

## Iberia Group to launch Birmingham-Madrid route

FROM MARCH 27 next year Iberia Express will operate four flights a week to the Spanish capital.

The flights are scheduled to offer connections with another 34 Iberia destinations in Spain, Portugal, Africa, the Middle East, and Latin America, and flights will operate on Mondays, Wednesdays, Fridays and Sundays using 180-seat Airbus A320s with Business and Economy sections.

For more information or to book flights visit [www.iberia.com](http://www.iberia.com)

## Promote Iceland launches second phase of marketing campaign

PROMOTE ICELAND has announced the second phase of its Inspired By Iceland year round tourism campaign, Guðmundur 2.0, bringing a host of new features to its internet service, Ask Guðmundur, the world's first human search engine.

Following the success of phase one, which saw thousands of questions about Iceland asked on social media, the campaign works in line with Promote Iceland's objective to encourage visitors to explore the country beyond its capital city, Reykjavik, into the lesser known Icelandic regions.

The latest chapter of the campaign aims to increase visitors to other Icelandic regions by 25% for the winter season. Guðmundur 2.0 features Guðmundur Hangouts, seven once-in-a-lifetime experiences offering people the opportunity to hang out in real life with one of Iceland's special Guðmundur regional representatives. These representatives were first introduced earlier this year as part of the Ask Guðmundur campaign, in which people from all over the world were invited to ask questions about Iceland on social media using #AskGuðmundur and received a personalised video reply from each of Iceland's seven regions who offered their insider knowledge to the world.

## Taber Holidays adds new tours to winter programme for 2015/16

TABER HOLIDAYS has launched its new winter 2015/16 programme with the addition of six new tours, including for the first time, a trip to Greenland to see the famous icebergs.

Featuring other new itineraries in Norway, Sweden and Spitsbergen, it takes the total number of tours offered to 33. Highlights include a snowmobile expedition to Spitsbergen (leading in at £1,835 per person) and a dual-based city and coastal break to Sweden (starting from £1,495).

Other new tours for the winter include 'Tromsø's Arctic Fjord

Retreat' and the 'Voyage Across the Arctic Circle' (both in Norway).

The operator is also featuring a four-night 'New Year in Swedish Lapland' package from £1,850 per adult and £940 per child. The Luleå archipelago break departs on December 29.

Lead in prices for winter packages start from £765 for a Northern Lights break to the Norwegian city of Tromsø.

For more information call 01274-875199 or see [www.taberhols.co.uk](http://www.taberhols.co.uk)



# MOVERS

- THE ADVANTAGE Travel Partnership has appointed Mal Barritt, co-founder of Cruise 118 and Six Star Cruises, as a consultant to the organisation.
- MATT APPLEBY has been appointed director of product and commercial for Travel 2 and Gold Medal.
- CHIARA BROOKER has joined MSC Cruises as sales manager – national accounts and groups.
- THOMAS COOK UK & Ireland has appointed Phil Gardner as head of merchandising.
- OSCAR MUNOZ has been appointed president and chief executive officer of United Airlines.
- STOBART AVIATION, which operates London Southend Airport and Carlisle Lake District Airport, has appointed Glyn Jones as CEO and Jon Horne as chief operating officer.
- PETER KEARNS has been appointed executive director of tour operations with the Egyptian-owned Red Sea Group.
- YOUTH HOSTELLING charity YHA (England and Wales) has appointed Peter Gaines as chairman of the organisation.
- CARLSON REZIDOR Hotel Group has appointed Edward Pinchard as vice president Sales, EMEA.
- AIR NEW Zealand has promoted Joanna Copestake to sales and market development manager (UK).
- BMI REGIONAL has appointed Jochen Schnadt as chief commercial officer.



Dear Lauretta

WE ARE lucky in travel that we sometimes receive lovely invitations to exotic destinations and venues (by suppliers, hoteliers, airlines, ferries, ground handlers and tourist offices etc) where we are very well looked.

However, I thought we would have heard or read much more about travel-related colleagues queuing up to invite travel agency staff to some of the Rugby World Cup matches which are being played at venues across England and Wales, but apparently invitations are thin on the ground. Even companies owned by headline sponsors haven't been offered any tickets - or are we travel agents too far down the food chain? Well done ANA - one tour operator we know that has received some tickets.

I am not talking about the expensive tickets or top matches with New Zealand, Australia or South Africa (even if we do a hell of a lot of business to these destinations), but rather some of the smaller venues with teams who have also worked very hard to reach this stage. Wishing them all good luck from all of us - we will be watching on the telly but...there's still time!

Myron Barnard, Travelplanners

## New South Africa campaign from Premier Holidays aims to drive sales

PREMIER HOLIDAYS has launched a new South Africa campaign in conjunction with both South African Tourism and South African Airways this month to raise awareness and drive sales to the destination.

Following the launch of its 2016 Southern Africa brochure in August, and with forward bookings significantly up, the operator has released a series of tactical offers based on its most popular South African touring itineraries. They include a range of added value extras such as free meals, free game drives and free wine tasting.

The South Africa campaign offers include a 14-night Glimpses of South Africa escorted tour from £1,745 per person, saving up to £734 per couple; a nine-night Cape Town, Winelands and Kruger National Park tour from £1,799, saving up to £714 per couple; and a 12-night Cape Town, Garden Route & Game Reserve self-drive from £1,795, saving up to £646 per couple.

All offers must be booked by October 31 and are valid for travel on selected dates during both this year and next.

The company's product manager for South Africa, John Parker, said: "Now recognised as one of the core areas within our portfolio, we have seen an



Premier Holidays' Carly Charteris (centre) is pictured launching the campaign with Mandy Voyle (left) and Debbie Saunders of Midcounties Co-Op in Frome.

excellent result for our South Africa sales over the last year and have introduced this new campaign to build on this success going forward.

"These offers are based on our most popular South African itineraries and each includes a wide variety of options for clients looking to experience the best of South Africa. We hope agents will get behind this campaign and promote our South Africa holidays to their clients wherever possible."

Encouraging travel agents to support the campaign, the operator

has produced a series of marketing collateral including a dedicated campaign poster and flyer, both available to download from the operator's trade website at [www.trade.premierholidays.co.uk](http://www.trade.premierholidays.co.uk)

Agents can also benefit from a booking incentive, earning between £25 and £150 per South Africa booking, dependent on the booking value.

For more information or to book call 0844-493 7542 or visit [www.trade.premierholidays.co.uk](http://www.trade.premierholidays.co.uk)

## Six new Northern Lights adventures launched by Simply Sweden

SIMPLY SWEDEN has launched six new holidays that embrace the Northern Lights to its collection.

The holidays feature in a new 60-page full-colour brochure and window posters are also available for agents to download featuring stunning photography of the Northern Lights and other Arctic scenes.

The six new holidays give guests the chance to drive their own teams of huskies on an adventurous three-day journey through the wilderness of the Finnmark Mountain Plateau in northern Norway.

As an example, Husky Expedition – Finnmark travels beneath the Northern Lights to the vast snow deserts of the Øvre Anarjohka and Stabbursdalen national parks, staying in cabins used by Sami reindeer herders. Prices start at £1,755 per person.

Acknowledging the hard work that travel agents put into selling its holidays, owner Chris Graham has produced a short training video about the Northern Lights, now available to watch on YouTube or as a PowerPoint presentation.

For details see [www.simplysweden.co.uk/travel-agents](http://www.simplysweden.co.uk/travel-agents) or call 01427-700115.

## Triple offer for London's new Kinky Boots musical from Encore Tickets

KINKY BOOTS the musical is the new hit show in London, and Encore Tickets has the best value in town for group travel organisers and coach tour operators.

In addition to offering trade bookers the best prices for the sell-out show, the company has put in place an added value package for the groups and coach market. This includes a free meal for the GTO or coach driver when the group books a pre-theatre meal package; free parking for coaches; and guaranteed sale or return on tickets.

The company's UK trade sales manager, Sergio Cicalo, said: "Kinky Boots is the best groups show to hit the West End for a long time. It has everything; a moving storyline, great music from Cyndi Lauper, outstanding acting and humour throughout. It's just what GTOs and coach tour operators have been waiting for."

The company is offering the best seats at £35 for 40+ groups, down from £69.50, discounts of £45 for smaller groups of ten-plus and pre-theatre meal packages starting at £48.50 all-inclusive.

To book or for more information call 020-7492 1525 or email [groups@encoretickets.co.uk](mailto:groups@encoretickets.co.uk)



Kinky Boots the musical

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## SPECIAL OFFERS



### NIKA ISLAND RESORT MALDIVES

#### EXCLUSIVE O&E TRAVEL TRADE OFFER!!!

Garden Villa on FB basis for 5 Nights with Return Seaplane Transfers. Valid for stays now through to 31 Oct 2015

**From £ 599 per person**



### RONIL ROYALE GOA, INDIA

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Extra Nights £8 per person per night

Valid for stays between 01 Oct 15 – 30 Apr



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Above includes Return Transfers by Domestic Flight

Run of House accommodation - Ex night £52

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All above offers are subject to availability. Terms & Conditions Apply



## No1 Lounges unveils new Clubrooms product at Gatwick's South Terminal

N01 LOUNGES has announced the launch of Clubrooms, a new lounge product which offers an exclusive experience at the airport with privacy and a tailored service.

The latest addition has opened at Gatwick's South Terminal with four private lounges that can accommodate up to 48 seated guests, or canapé receptions for up to 80 guests.

Each room features its own television, soft drinks fridge and fresh fruit bowl, while dedicated hosts offer guests a choice of magazines and newspapers, and deliver a wide selection of freshly prepared food and drink to the table.

The new facility is open daily from 06:00-20:00 and prices lead in at £37.50 per person for up to eight guests for visits starting three hours' prior to flight departure (minimum £150 per room).

Visits are tailored as required for groups of more than eight guests.

For further information or to book see

[www.no1lounges.com/clubrooms](http://www.no1lounges.com/clubrooms) or call 0844-264 6440.



## Jordan Tourism Board announces six-month marketing campaign

THE JORDAN Tourism Board (JTB) has launched a six-month marketing campaign to highlight the destination's hospitality, history, culture and discovery.

Over the course of the campaign, more than 40 'Jordan' taxis will be on London's streets along with 100 buses, digital panels and LCD screens in underground stations, rail landmarks and backlights in major London stations, as well as regional promotions.

A large portion of the campaign also links in with 'The Martian' – the new Ridley Scott film starring Matt Damon being released today (October 2), which was filmed in Wadi Rum.

Adel Amin, the JTB's director of marketing, said: "We look forward to seeing agents capitalise on the promotion period to work together to ensure visitor numbers to our wonderful Kingdom of Jordan increase. The campaign is designed to show Brits what the country has to offer, and inspire them to visit, as well as extend support to you, our trade partners."

"The campaign will highlight areas such as Petra, The Dead Sea, Wadi Rum and Aqaba. Our objective was to create desire and intrigue through a combination of thought-provoking headlines and stunning visuals."

## MOVERS

- ROYAL BRUNEI Airlines has appointed Christina Vidos as UK country manager.
- THE HONOURABLE Shamfa Cudjoe has been appointed Trinidad and Tobago's new Minister of Tourism.
- FOLLOWING A recent commercial restructure at Carnival UK, Tony Roberts has been appointed vice president for Princess Cruises, UK & Europe.
- CHEAPFLIGHTS HAS appointed Phil Bloomfield as global head of PR and Comms.
- DIMPEE KALITA-SMITH has joined Condor Ferries as revenue manager in sales and marketing.
- TOURISM TORONTO has announced that Johanne Bélanger has been appointed president and CEO.
- SCENIC AND Emerald Waterways has appointed Dawn Quinn as sales manager.



## DFDS' GREAT CHRISTMAS GIVEAWAY!

We love to treat our agents at Christmas, so that's why we've got a great new incentive for you!

Make a booking for our Newcastle-Amsterdam route and you'll get a £5 Love to Shop voucher. If you book over 20 customers on a trip, then you'll receive a £20 Love to Shop voucher.

There's no limit to how many vouchers you can redeem, simply book in October to claim yours.

Email your bookings to [loves.travelagents@dfds.com](mailto:loves.travelagents@dfds.com) before 6 November to enter. You'll receive your vouchers by 20 November, just in time to start your Christmas shopping!



**PROSECCO PARTY...** The team at Holbeache Travel in Stourbridge, West Midlands is celebrating after winning a case of prosecco in Cosmos Holidays' agent competition. Pictured presenting the prize to the agency's Charlotte Skelding (middle) and Lucy Bate (right) is the operator's Karen Woods.



## Booking incentives

- **AGENTS ARE** being awarded a £30 Love2Shop voucher for each booking of seven nights or more booked at either of UNNA's resorts, Saint Peter's Bay Luxury Resort and Residence, or Port Ferdinand Marina and Luxury Residences in Barbados, made through one of the tour operator partners from now until December 1 for travel up to December 15, 2016. Operators will also receive a £15 Love2Shop voucher for each travel agent booking as a thanks for helping agents to sell UNNA. For details email [victoria@paradisepromotions.co.uk](mailto:victoria@paradisepromotions.co.uk) or see [www.stpetersbaybarbados.com](http://www.stpetersbaybarbados.com) and [www.portferdinand.com](http://www.portferdinand.com)
- **TRAVEL 2** is giving agents the chance to win a two-week holiday for two to New South Wales and Sydney with its latest campaign. The operator has teamed up with Destination New South Wales and Qantas to promote Sydney and what the rest of the state has to offer for holidaymakers. To be entered into the prize draw, agents need to make a qualifying booking, including three nights' ground arrangements in New South Wales and flights with Qantas before October 11. Details at [www.travel2.com](http://www.travel2.com)
- **CLUBCENTURIA** is offering a £50 shopping voucher from Selfridges or John Lewis, with every seven-night booking made this month. Agents can book Half Moon, Jamaica; Eagles Palace, Greece; Paradise Beach, Nevis; Scrub Island, BVI (villa bookings only) and Ocean Terrace Inn, St. Kitts with their preferred tour operator and email the booking details to [info@clubcenturia.com](mailto:info@clubcenturia.com) to receive the voucher. Travel windows for Half Moon and Eagles Palace apply.

## Agent training

The German National Tourist Office (GNT0) has launched a new, online desk training Platform for all members of the travel trade. The aim is to support travel professionals with a service that enables the user to increase their knowledge of the breadth of choice Germany has to offer as a travel destination. For details see <http://germanyexpert.co.uk>

## Agent offers

- **TOUCHDOWN IS** running an exclusive offer for travel agents to promote to their clients. All-inclusive nights at the soon-to-open Ravenala Attitude in Mauritius lead in at £58 per person, per night. For details see [www.touchdown.co.uk](http://www.touchdown.co.uk) or call 01293-425000.
- **AGENTS CAN** be in with the chance of winning £200 of shopping vouchers by telling Intrepid Travel what travel means to them. The operator has created a website ([live.intrepidtravel.com](http://live.intrepidtravel.com)) where agents and customers can create their own travel mantra as part of a new social media campaign. Agents can choose their favourite photograph from their travels and answer the question 'what does travel mean to you?', and then share their creation on their Facebook page using the hashtag #intrepidukagents. The best entry submitted before October 13 will win.
- **TO CELEBRATE** the launch of Uniworld's new 2016 brochure and its new enhancements, the company is offering agents the chance to win an exclusive day out at Blenheim Palace in Oxfordshire this November. For a chance to win, email your answer to the following question: What is the name of Uniworld's special royally themed cruises? to [agency.sales@uniworld.com](mailto:agency.sales@uniworld.com) by October 16. For details see [www.uniworld.com](http://www.uniworld.com) or call 0808-168 9231.



**WINE O'CLOCK...** The Vienna Tourist Board ran a competition in cooperation with Travel Bulletin to celebrate 150 years of Ringstrasse. By answering questions about the Ringstrasse Boulevard, agents had the chance to win a case of Viennese wine. Pictured is the winner - Shilpa Patel-Emilsson from Travel Counsellors.

# agentreview

*Travel Bulletin's Lauretta Wright booked Airport Parking & Hotels' (APH) Park and Ride product at Gatwick. Here's what she thought of the airport parking service...*

## First impressions .....9/10

Heading for the off-airport car park, I expected to have to drive for miles and miles, but the parking facility was about ten minutes' drive from Gatwick Airport, albeit through some windy country roads. It was easy enough to find, having been given handy instructions prior to my departure, and it was as simple as driving in, parking up and dropping off my car keys. I received a friendly, quick service and a receipt with instructions for the inbound journey and, best of all, the coach to the airport was ready and waiting.

## Comfort & Quality .....9/10

The coach itself was bright and spacious with plenty of room for everyone's luggage. It was also very clean and had the feel of a new vehicle. I had to wait a while for the bus to fill up with passengers, but it was a matter of minutes. The journey took just over ten minutes and was a pleasant, smooth ride.

## Affordability .....9/10

A week's Park and Ride airport parking at Gatwick costs from £31.21 with APH in November, offering great affordability when compared to some of the company's competitors – and the airport's onsite parking of course.

## Service .....10/10

I was hugely impressed with the service. The driver went out of his way to help everyone with their luggage. He was also very friendly which was nice to see – especially given the early morning start to the day. There are frequent transfers to both North and South terminals and the facility is open 24 hours a day. Clients can also amend or cancel their booking up to 24 hours' prior to arrival without charge.

## Good to know .....

APH's products are now available through the Traveltek iSell platform, giving agents the capability to quickly search and book the full range of airport parking products available. Commission structures also offer partners the opportunity to boost revenues. The award-winning, long stay airport parking provider offers its own car parks at Gatwick, Birmingham and Manchester, and offers car parking services at many other UK airports including Stansted, Heathrow and Luton. For details see [www.aph.com](http://www.aph.com) or call 01342-859442.

## Overall scoring

*If you'd like to take part and receive a £10 M&S voucher please email [lauretta.wright@travelbulletin.co.uk](mailto:lauretta.wright@travelbulletin.co.uk) or call 020-7834 6661 with your name and contact details.*

9/10

## New loyalty scheme from Red Funnel

MY RED Funnel Rewards has been launched as a new points based loyalty scheme from Isle of Wight specialist, Red Funnel Ferries.

The scheme allows members to earn four points for every £1 spent on foot passenger tickets (including Red Jet), new vehicle bookings and food and beverage purchases.

Earned points, each worth 1p can be used to buy passenger tickets, make vehicle bookings or purchase food & beverages from any ReFuel or Steam Coffee outlet. For example, a customer who spends a notional £500 with the company will earn 2,000 points worth £20 which can be put towards food and beverage purchases or future ferry trips.

All of the company's Season Ticket and Saver Ticket holders who are My Reward members will earn points when renewing their tickets. Travel card holders, who already receive discounts of up to 20%, are also able to make savings when making vehicle bookings, buying passenger tickets or when purchasing food and drinks. For details see [www.redfunnel.co.uk/myrewards](http://www.redfunnel.co.uk/myrewards)

## Love2Shop vouchers from Avalon

AVALON WATERWAYS is offering up to £500 off per person on a choice of 2016 European cruises with a free Apple iPad Mini 2 for customers booking before November 10, delivered in time for Christmas.

The company has also launched a 'Christmas Shopping Club' for agents to earn £25 in Love2Shop vouchers for each person booked before November 30 on any cruise.

Agents can keep a tally of their confirmed booking references and claim their vouchers at the end of the booking period by emailing [agencysales@avaloncruises.co.uk](mailto:agencysales@avaloncruises.co.uk) For details call 020-8315 4545 or email [agencysales@cosmostours.co.uk](mailto:agencysales@cosmostours.co.uk)



**LONDON LEARNERS...** SuperBreak has launched its third training module, which focuses on London, and is timed to coincide with the start of the key city and short break autumn booking period. Modules are loaded on to the website and are available via webinars and are used in store during training events. Each module contains everything an agent needs to know on the selected product element including key selling points, how to book and top tips from the team. After successfully completing a quiz at the end of each module, agents become an expert and receive a certificate. Pictured showcasing the modules is the operator's Scott James with Lucy Lee (left) and Lisa Ingram from Polka Dot Travel in Oswestry.



## Su Doku

Win a £50 M&S voucher in the [Travelbulletin](#) Su Doku prize puzzle

Number: 0xx

**A** →

7	5			1		8		4
	8	9	7	6				
1	6		4			2		9

**B** →

2			6	7				
	1	8				7	9	

**C** →

				5	1			3
5		6			8		4	7
				4	6	5	8	

**D** →

8		1		2			3	6
---	--	---	--	---	--	--	---	---

Fill in all the squares in the grid so that each row, column and each of the 3 x 3 squares contains the digits 1-9.

Once you have completed the puzzle, simply identify the numbers that relate to the letters, A, B, C and D then e-mail the solution, with your name, company name, and full postal address plus phone and ABTA number if applicable to:

[competition@travelbulletin.co.uk](mailto:competition@travelbulletin.co.uk)

Closing date for entries is Thursday, October xxth. Solution and new puzzle will appear next week.

**The winner for 18th September is Mina Guppy, Spear Travels in Dorset.**

**September 18 Solution: A=4 B=5 C=7 D=2**

## Travagrams

Can you solve the following anagrams to decipher the destination & tour operator?

### Triplet Invader



Small group adventure travel company with big adventures the globe over

### Mistaken Turn



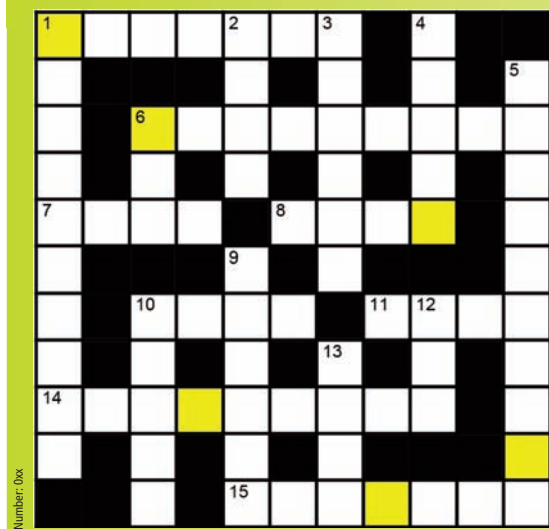
Central Asian country with the capital city Ashgabat

## Where Am I?



Known as the world's only seven-star hotel

## Crossword



Fill in the crossword to reveal the mystery location highlighted by the green squares.

### Across

- Holiday parks operator (7)
- Hit musical set in the 60's, currently touring the UK (9)
- Popular city break destination (4)
- South American country (4)
- Luxury train that runs through South Africa (4)
- American singer songwriter, Sheryl (4)
- Capital of Iceland (9)
- Former Apprentice contestant James Hill was this year's winner of Big \_\_\_\_ (7)

### Down

- He is currently the bookies favourite to win Strictly 2015 (5,5)
- Lively Rhodes resort (4)
- County, could be East or West (6)
- One of the Ionian islands (5)
- Picturesque Cumbrian lake with a Wordsworth connection (5,5)
- Hamburg airport code (3)
- State in North India (6)
- Surname shared by singer Susan and director Danny (5)
- Airport code for 14 Across (3)
- Low cost flights operator (4)

For the solution to the Crossword, Where Am I? and Travagrams, please see page 30



## Bermuda & New York twin-centre breaks from Virgin Holidays

THE BERMUDA TOURISM Authority (BTA) has launched new breaks with Virgin Holidays, offering a flexible, two-centre holiday option for UK travellers, pairing the sub-tropical Atlantic paradise with a city break in New York.

The beaches and island vibe in Bermuda are a 90-minute flight from the Big Apple, and the new twin-centre packages are available from January 2016 and are featured in the operator's new USA & Canada brochure.

Victoria Isley, chief marketing and sales officer at BTA, said: "This is an exciting announcement for Bermuda as the new Virgin Holidays packages will provide UK travellers with greater choice in creating their perfect Bermuda escape. A truly distinctive island getaway, Bermuda offers a unique mix of British Charm and island soul. Surrounded by crystal

clear, turquoise waters, guests are offered amazing experiences - from reef and shipwreck snorkelling and diving to paddle boarding, kayaking, cliff jumping and sailing."

The twin-centre breaks, departing from Heathrow, are available to book, with departures from January 2016. Travellers can book the package year-round and itineraries can include any combination of nights.

Prices lead in at £1,175 per person for two nights at Martha Washington Hotel NYC and five nights at the Grotto Bay Hotel Bermuda, based on two sharing on a room-only basis.

To book or for more information see [www.virginholidays.co.uk](http://www.virginholidays.co.uk) or call 0344-557 3870.

## X Factor finalists Fifth Harmony to perform live at Atlantis Paradise Island

Fifth Harmony, finalists on the X Factor USA, are taking to the stage at Atlantis Paradise Island, Bahamas, on October 10 to perform live at the Atlantis Theatre.

The chart topping girl group have had UK top ten hits with their platinum singles 'BO\$\$' and 'Worth It' and will offer a performance of songs from their current album Reflection.

Tickets are on sale and prices start from £35. Guests at the resort can take

advantage of unlimited access to Aquaventure – a 141-acre waterscape comprising more than 20 million gallons of fresh and saltwater lagoons, pools, waterslides and habitats, as well as access to the Atlantis Movie Theatre and Fitness Centre, free in room Wi-Fi and a free resort shuttle service.

See [www.atlantisbahamas.com](http://www.atlantisbahamas.com)



Atlantis Paradise Island, Bahamas



MACMILLAN MILLION...P&O Cruises is celebrating after raising £1million for Macmillan Cancer Support with celebrity chef Eric Lanlard. Pictured on the line's new ship Britannia are, from the left: the line's Captain David Pembridge, Eric Lanlard and Rachel Gascoigne from Macmillan Cancer Support.

## Newsbites

- MSC CRUISES and Barrhead Travel are giving Scottish guests the opportunity to fly straight to the Mediterranean in 2016, following new regional departures from Glasgow. Barrhead Travel will operate its first dedicated Glasgow – Genoa service throughout the summer next year, with flights ideally timed for cruisers joining MSC Fantasia on its seven-night Western Med sailings from the Italian city.
- DELEGATES AND clients will be given the opportunity to learn about the history of the Barbican alongside their event with specialist packages created by the Business Events Team, which include tours of the iconic building. Details on 020-7382 7043 or email [businessevents@barbican.org.uk](mailto:businessevents@barbican.org.uk)
- DISCOVER EGYPT is offering seven-night Nile cruises from £899 per person on selected departures throughout this month and next on the five-star deluxe Royal Viking. Prices include flights from London or Manchester to Luxor, the full-board cruise, with the opportunity to upgrade to an all drinks package by adding £90, and ten guided excursions during the Nile cruise. For details call 020-7407 2111 or visit [www.discoveregypt.co.uk](http://www.discoveregypt.co.uk)
- MAVERICK HELICOPTERS in Las Vegas has invested almost \$2million to upgrade its entire ground transportation fleet to limo coaches offering its Las Vegas guests a similar luxury experience to their helicopter tours. Details at [www.maverickhelicopter.co.uk](http://www.maverickhelicopter.co.uk)

## Rock star service at Kata Rocks

KATA ROCKS in Phuket has announced the launch of its rock star service giving guests the opportunity to holiday like a rock star.

Upon arrival, guests are offered bespoke consultations to ensure an all-encompassing level of service. In keeping with the name, the hotel's ambition is to 'rock their guests' worlds'; and their 'Rock Stars' will do anything and everything required to bring the extraordinary to life.

When it comes to service, the over-sized apartment layout design and panoramic views gives the illusion that guests are on board their own private super yacht.

An Ocean Front Sky Villa starts from £380 per night, including breakfast.

## Stay like royalty from £195 at Dubai's Jumeirah Al Qasr, Madinat Jumeirah

JUMEIRAH AL QASR 'The Palace' invites guests to enjoy complimentary Club benefits on stays of five nights or more. The offer is valid on entry level rooms including the Arabian Deluxe or Ocean Deluxe.

The property is one of the three grand boutique hotels within Madinat Jumeirah, the Arabian Resort of Dubai, and guests can book a last minute summer break with exclusive benefits from Madinat Jumeirah's Club Executive Lounge and Premium Leisure Club.

Complimentary services include pre-dinner drinks and canapés on the Club's terraces at sunset, daily breakfast in the Club Executive, Premium Leisure Club or private in-room dining and all-day complimentary appetisers, drinks and afternoon tea, served in the lounge.

Meanwhile, families can take advantage of the Premium Leisure Club with its specially trained team, exclusive check-in and reception, lounge area and spacious outdoor seating. A purpose built playroom and computer room is also provided for children's entertainment.

Rates start from AED1100 (approximately £195), excluding taxes.

For more information or to make a booking see [www.jumeirah.com](http://www.jumeirah.com) or email [mjreservations@jumeirah.com](mailto:mjreservations@jumeirah.com)



**THE NEW ibis Styles Glasgow Centre George Square Hotel** has officially opened. Once checked in at the industrial-inspired lobby, guests will be greeted in their room by a digital print headboard featuring iconic images of the city and traffic cone lights. There are also stencilled crane illustrations in the bathroom mirrors and on the bedrooms walls, giving the impression the TV is suspended from a height. Overnight stays start from £99 for a double room including breakfast. Find out more at [www.ibis.com](http://www.ibis.com)



## Park Hyatt Vienna unveils largest suite

ONE YEAR after opening, Park Hyatt Vienna has announced that it has opened the 'largest suite in Austria', offering 820sq.m of living space distributed over two levels.

Guests of the Royal Penthouse Suite are treated to views over the Austrian capital from four outdoor terraces and the suite can be hired as accommodation for a family break or as spacious venue for a special event or celebration.

Other features include a living and dining area, three kitchens, four bathrooms, gym, walk-in closet, family room and an office. The two bedrooms (with the possible addition of two more) can accommodate between seven and ten people.

Nightly rates start from approximately £14,478 per night including breakfast and VAT.

Overnight stays can be booked at [vieph\\_sales.and.marketing@hyatt.com](mailto:vieph_sales.and.marketing@hyatt.com)

## InBrief

- SONEVA FUSHI in the Maldives has announced the launch of its state-of-the-art Glass Studio. It includes a retail boutique and art gallery, which are designed as platforms to exhibit the work of Maldivian and international glass artists hosted at the resort. The property plans to offer unique and fun experiences to guests in the form of courses, art exhibitions and interactive events. Several glass exhibitions will also be held every year in collaboration with a rotating programme of visiting artists, and tours and glass-blowing lessons will be available to guests at Soneva Fushi from this month.
- Finch Bay Eco Hotel in the Galápagos Islands is currently undergoing extensive refurbishment. Due for completion by November, the hotel's new design embodies the hotel's commitment to ensuring a sustainable approach to tourism within the delicate ecosystem of the archipelago. See [www.finchbayhotel.com](http://www.finchbayhotel.com) for details.
- Anantara Hotels, Resorts & Spas is introducing a brand refresh to redefine its luxury positioning. The new brand carries the philosophy 'Life is a Journey' to reflect a contemporary interpretation of Anantara's unique philosophy and core values of natural luxury, in parallel with its expansion plans.



# ROYAL MUSEUMS GREENWICH

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in one location:**  
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*Cutty Sark*  
**National Maritime Museum**  
**Peter Harrison Planetarium**  
**The Queen's House**







# LONDONLIFE

## Hotel Updates

The **St Ermin's Hotel** in Westminster is offering a prize worth more than £10,000 with a two-night bed-and-breakfast stay and Christmas dinner for up to 20 guests from Christmas Eve to Boxing Day, plus a decorated private dining room and exclusive family lounge complete with tree and novelties. The competition is for anyone who takes a photograph of themselves, or has previously been photographed, on the hotel's Grade 2 listed curved staircase in the lobby. *To win, the photo needs to be uploaded at [www.sterminshotel.co.uk/win](http://www.sterminshotel.co.uk/win), and the most 'liked' and 'shared' photo by midnight, November 1 wins the prize.*



St Ermin's Hotel

**Nadler Hotels** has announced the opening of The Nadler Victoria. The hotel is currently under development and is expected to open in November.



Opening at **The Dorchester** is a new coffee shop called Parcafé. Located next to the Ballroom on Park Lane, Parcafé will serve high quality coffee, teas and fresh juices with sweet and savoury products to enjoy. It will be open seven days a week from 06:30 until 20:30.

As part of a new partnership between **Dorsett Hotels & Resorts** and Asian Art in London, a pop up art exhibition will be held at Dorsett Shepherds Bush between November 5-14.

As an official partner of Frieze London and Frieze Masters, **Hotel Café Royal** has launched an exclusive package, giving guests unlimited VIP access to Frieze Art Fair, which takes place in Regent's Park from October 14-18. Prices are from £510 for a night's stay, while a new 'Dream With The Tide' package - aimed at encouraging deep relaxation and restful sleep - costs from £575. Visit [www.hotelcaferoyal.com](http://www.hotelcaferoyal.com) for details.

## Attraction News

**SuperBreak** has launched a new Day and Night ticket at The Shard for agents booking short breaks to London. The View from The Shard is one of London's top attractions and it is now possible to see it twice in one day - during the day and again in the evening for different views of London. Tickets cost from £44.25 per person when added to any London hotel booked through the operator. Visit [www.superbreak.com/agents](http://www.superbreak.com/agents)

Super yacht, **Mischief**, will be mooring at Canary Wharf this autumn and will play host to cocktail parties, Michelin starred pop up dining, live act performances and DJs throughout the Rugby World Cup. Until October 28, Wednesday evenings will offer private dining onboard, with famous international Rugby Legends in attendance and prices from £990 plus VAT per person. The yacht is also available for private hire on match days during the World Cup 2015 until November 1, with seats available from £590. Visit [www.mischief.travel](http://www.mischief.travel) for more information.







*The opening ceremony at the GEM Convention Centre with performers across ASEAN including the 'Five Countries – One Destination'.*

## News from the 11th annual International Travel Expo (ITE) held last month in Ho Chi Minh City, Vietnam 10th - 12th September - 11th Annual International Travel Expo

HELD AT the Saigon Exhibition & Convention Centre in Vietnam's Ho Chi Minh City, the 11th annual International Travel Expo (ITE) was jointly organised by the Ho Chi Minh City Department of Tourism and the Vietnam National Administration of Tourism (VNAT) and took place last month.

The theme 'Five Countries – One Destination' has helped promote tourism in the five countries of the lower Mekong river region. This year's ITE hosted more than 220 international buyers and 100 local buyers from Vietnam, Cambodia, Laos, Myanmar and Thailand.

Speaking about the event, H.E. Dr. Ha Van Sieu, VNAT vice chairman, said: "Tourism is considered a key economic industry of Vietnam and on the 1st of July the visa waiver for citizens of the United Kingdom, Belarus, France, Germany, Italy and Spain was launched for stays of up to 15 days. It is hoped that this will help Vietnam continue to develop as a world class destination that delivers an unrivalled visitor experience from natural wonders to adventure tours and beautiful beaches with some of the leading resorts in the world."

Do Khoi Nguyen, deputy general manager of sales & marketing at Vietnam Airlines, said: "The changes to the visa policy come at an opportune time as Vietnam Airlines showcases its new generation of Boeing 787-9 Dreamliners and Airbus 350 - 900 XWB to its fleet.

"We have a new corporate identity with a new modern livery, logo and uniform. The new Dreamliner has three compartments with Economy, Premium Economy and a Business Class with a fully flat horizontal seat. Our aim is to be a four-star Sky Team airline and have a fleet of



***Coast & Culture, Ha Long Bay, one of the many UNESCO recognised heritage sites in Vietnam.***

up to 120 aircraft by 2020."

Meanwhile, Mary McKeon of VNAT announced both the launch of a new tag line - 'Vietnam – Timeless Charm' - and new roadshow events to the five new visa exempt countries to promote Coast & Culture with product lines of coastal, green eco based tourism, culture & heritage and city breaks.

In other news, Vietnam has welcomed a new terminal at Hanoi Airport and there is a new express way between Hanoi and Lao Cai in the northeast of the country. Tax back from shopping is also now available at Ho Chi Minh, Hanoi and Da Nang airports.

Looking ahead for 2016, the destination's niche tourism products will focus on weddings & honeymoons, cruising, spa & wellness, MICE, golf and adventure tourism. VNAT reports that it plans to be active at this year's World Travel Market in November, with a press conference on the Tuesday which will highlight details of a new e-marketing campaign, plus the launch of a new video.

*For more details visit [www.vietnamtourism.gov.vn/english](http://www.vietnamtourism.gov.vn/english)*

# southernafrica



## South Africa's Blue Train partners with Sun International

TRANSNET'S BLUE Train has signed a partnership agreement with African hotel brand Sun International.

The 18-month pilot partnership is aimed at repositioning 'Africa's Leading Luxury Train' at the centre of the global tourism market, adapting to growing competition and

recapitalising, which may include the building of new state-of-the-art train sets and the development of new routes.

Sun International's SunLux Collection properties include The Table Bay Hotel in Cape Town, The Maslow Hotel in Johannesburg, The Palace of

the Lost City at Sun City and The Royal Livingstone at Victoria Falls - all of which are accessible by rail.

The Blue Train, which offers five-star accommodation, fine dining and personalised service, offers a unique way of exploring Southern Africa's landscapes and landmarks on rail.

## Five-star Leeu House set to open in Franschhoek this December

LEEU HOUSE, an exclusive five-star, 12-bedroom boutique hotel located in the heart of Franschhoek, South Africa's gourmet capital in the picturesque Franschhoek Valley will open its doors on December 1.

The property is located within easy strolling distance of restaurants, art galleries and boutiques, as well as the village's many other attractions.

The hotel offers 12 individually styled rooms and suites, and all rooms offer premium technology, such as a media hub with high-speed Wi-Fi access, Nespresso coffee machines and under floor heating in bathrooms.

A host of complimentary items and services are also

available including all local spirits, house wines and soft drinks, a laundry and pressing service, plus a tasting of Mullineux & Leeu family wines per guest, per stay.

Guests are also offered the complimentary use of bicycles to explore Franschhoek and the surrounds, and access to the spa facilities and grounds of Leeu Estates, via a complimentary shuttle service, are also offered once it opens in the second quarter of 2016.

*For further information email [reservations@leeucollection.com](mailto:reservations@leeucollection.com) or see [www.leeucollection.com](http://www.leeucollection.com)*

## New brochure and agent incentives from Premier Holidays

PREMIER HOLIDAYS has introduced a new selection of tours, hotels and excursions to its 2016 Southern Africa brochure, which was recently launched to agents.

New tours include a nine-night Cape Town, Garden Route & Eastern Cape tour of South Africa. Based on a classic self-drive itinerary, the tour incorporates the sights and attractions of Cape Town with the beauty of the Garden Route, finishing with a two-night stay at an Eastern Cape Game Reserve.

Alternatively, clients can try the new Namibia Etosha Highlights - a three-night escorted tour of the Etosha National Park. The operator has also introduced a new route from Pretoria to Kruger on the Blue Train, valid for departures on selected dates during 2016.

New South Africa hotels include the recently refurbished four-star Townhouse in Capetown; the boutique

Rickety Bridge guest house close to Franschhoek in the winelands; and the Robberg Beach House, a private retreat in Plettenberg Bay.

For those in search of the Big Five, the operator has also introduced a new range of game reserves and lodges to its portfolio.

In Zimbabwe, the five-star Stanley & Livingstone Private Game Reserve can be found 15 minutes from Victoria Falls, while the four-star The Hide Safari Lodge offers an authentic tented safari experience inside the Hwange National Park. In Zambia, the Royal Chundu Zambezi River Lodge offers a haven of solitude, while clients looking for something unique can try the Zambezi Queen, a houseboat experience on Botswana's Chobe River.

In South Africa, options include the new Rhino Ridge Safari Lodge in the Hluhluwe game reserve, offered on a full-board basis with two game drives

per day; the Savanna Private Game Reserve situated in the renowned Sabi Sands Game Reserve; and the luxury Hamiltons Tented Camp in Kruger National Park, which offers a unique vintage experience with tented suites themed on style of the early 1900s.

Travel agents can benefit from the operator's agent incentive, earning between £25 and £150 per Southern Africa booking, dependent on the booking value.

*For more information or to request a brochure call 0844-493 7542 or visit [www.trade.premierholidays.co.uk](http://www.trade.premierholidays.co.uk)*





Travel Bulletin, along with Sunlux, was a sponsor at the fifth annual Celebrate Africa Workshop held last month, which took place at Baden Powell House in London. Tour operators and travel agents met with 28 passionate African suppliers, all keen to share their expertise. Here is a round-up of pictures from the event...



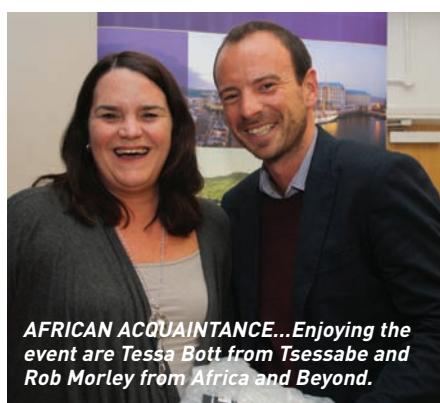
**SEASONS GREETINGS...** Nikki Lynas (right) from The Independent Traveller picks up a prize giveaway from Ailsa Tavares of Seasons in Africa.



**IN THE BAG...** Alison Whitfield from Ethos Marketing presents Umgang Gossain from Ubon Safari with a Blue Train goody bag.



**BULLETIN NEWS...** Elke Menz from Tsogo Sun updates Travel Bulletin's Jeanette Ratcliffe with the latest news.



**AFRICAN ACQUAINTANCE...** Enjoying the event are Tessa Bott from Tsessabe and Rob Morley from Africa and Beyond.



**ON YOUR MARKS...** Amanda Marks (left) from Tribes receives a prize from Angela Price of South African Airways.



**GIRL POWER...** Getting together are Gemma Higgins (left) from Ramblers; Natalie de la Porte (centre) from AMG; and Zoe Carroll from Cape Grace.



**BROCHURE BROWSERS...** Fiona Malan from SunLux shows James Jones from Lotus Group the latest brochure.

## SAA sale offers discounted fares for 2016

SOUTH AFRICAN Airways is offering discounted year-round fares from London to eight of Africa's cities including South Africa's Johannesburg, Cape Town, Durban and Port Elizabeth; Mozambique's Maputo; Namibia's Windhoek; Zambia's Livingstone and Zimbabwe's Victoria Falls.

With discounted fares available now through to June 19, 2016, travellers can save up to £258 on a typical fare and up to £1,085 in Business Class.

Discounted Economy Class fares are available for purchase for travel between now and December 3, January 5 to March 23 and April 5 to June 23, 2016 and discounted Business Class fares are available from now through to June 19, 2016.

The national carrier for South Africa offers double daily flights to Johannesburg from Heathrow's newest Terminal 2. For more information visit [www.flysaa.com](http://www.flysaa.com) or call 0844-375 9680.



Abercrombie & Kent is offering a 13-night 'Classic South Africa' adventure from £2,995. Highlights include the opportunity to gaze out over Cape Town from the top of Table Mountain, penguin spotting and pinotage sipping on a tour of the Western Cape, whale watching from the shore at Hermanus, a chance to drive the Garden Route, plus a safari tour at the Eastern Cape's Kariega Game Reserve.

## Tauck highlights 12-day tour for 2016

A 12-DAY Botswana, South Africa and Zambia World Discovery for Tauck is being offered for 2016, with prices from £6,125. The popular trip immerses guests in a safari experience, featuring custom-made on-tour film vignettes by natural history experts and, when the opportunity arises, the use of field equipment. It commences with a two-night stay in Livingstone, Zambia where guests embark on a 'Rhino Walking Safari', followed by a visit to Victoria Falls and a safari through the national parks of Zambia and Botswana. The final stop is in Cape Town, where guests will stay for three nights. Alternatively, guests can opt for a 13-day Kenya & Tanzania: A Classic Safari, with prices leading in at £5,465 plus on-tour air. Highlights include observing the herds roaming the Serengeti, the 'lost world' of Ngorongoro Crater and a hot air balloon over the Masai Mara at dawn.

For further information or to book visit [www.tauck.co.uk](http://www.tauck.co.uk)

## Durban to build new cruise terminal

A NEW cruise terminal at A and B berths at the Port of Durban is currently in a tender process, as planned by Transnet National Ports Authority (TNPA) and eThekweni Municipality.

The plans for a new terminal forms part of the planned development around the uShaka Marine World and Durban Point Waterfront area, and a conference and exhibitions venue are also incorporated in the plans, as are retail and entertainment facilities, bars and restaurants, a tourism kiosk and a souvenir market.

## Turkish Airlines adds Durban flight

TURKISH AIRLINES will become the third major global hub carrier to introduce flights to Durban, host of this year's World Routes.

The news follows the announcement made that the carrier will introduce a continuation link to the coastal city on its already established Istanbul – Johannesburg route, likely from later this month.

KwaZulu-Natal's largest air gateway, King Shaka International Airport in Durban, is already served by Emirates Airline with direct flights to Dubai, while Qatar Airways has also announced the introduction of services to Doha, via Johannesburg.

## Belmond Eagle Island Lodge reopens as Botswana's Ultimate Water Based Safari

BELMOND EAGLE Island Lodge in Botswana reopens next month following an almost total rebuild.

Reflecting the region's natural beauty and offering an insight into the heart of the delta, local artisans and materials have been used to create the lodge's fresh new tented guest accommodation, restaurant and lounge.

Each of the lodge's new 12 deluxe tented rooms is 82sq.m and features a plunge pool and outdoor deck. Offering contemporary luxury, every detail has been carefully thought-out, from a mini-bar crafted in the style of an explorer's toolbox to the hand-stitched waxy leather upholstery on furniture and a custom-designed table with canvas and leather pockets.

The centrepiece is an oversized bed with views across the delta. Its handmade copper finish headboard references Botswana's mining tradition and its design, inspired by the wildlife that inhabits the lagoons, allows light to filter through and dance on the bed.

Each tented room features a luxury bathroom, double vanity unit and a walk in wardrobe, as well as a walled

outdoor shower with a window looking onto the delta.

The public areas of the lodge have also been totally renovated and now include a roomier reception area, new restaurant offering indoor and outdoor dining and new lounge area with bar and library.

For an all-embracing Northern Botswana experience, the lodge can be coupled with the company's two other luxury lodges, Belmond Khwai River Lodge in the Moremi Wildlife Reserve and Belmond Savute Elephant Lodge in Chobe National Park.

Prices start from \$1,560 (approximately £1,000), based on double occupancy, per night. From November 1 until December 23, the company is offering four nights for the price of three at any combination of Belmond safari lodges in Botswana and a complimentary 35-minute helicopter safari when staying at Belmond Eagle Island Lodge. Accommodation is fully inclusive, including all meals, safari activities and alcohol.

To book or for more information call 0845-077 2222 or visit [www.belmond.com](http://www.belmond.com)





# cyprus

## ATTRACTION WORLD

*is giving agents the chance to highlight 10% savings at WaterWorld Water Park in Agia Napa to their clients. The deal is available until the end of this month, with prices leading in at £34 per adult and £22 per child aged three-12. For more information visit [www.attractionworld.com](http://www.attractionworld.com)*

## Cyprus enters final stages of World Responsible Tourism Awards 2015

CYPRUS IS among the diverse list of finalists awaiting the results of the World Responsible Tourism Awards, to be revealed at WTM London 2015.

A total of 37 organisations have been chosen across 12 categories, recognising achievements from animal welfare campaigns to accessible tourism practices. The range of organisations vary hugely - in size; from tourism industry giants such as TUI Travel UK & Ireland, to small individual enterprises such as Cnoc Suain in Ireland, in setting; from city tours to an isolated Amazon ecolodge and in style; from mainstream tour operators to small,

niche businesses. The finalists are also based in more countries than ever before - 20 different countries worldwide, with Cyprus, Hong Kong and Finland represented for the first time.

Commenting on the entries received this year, managing director of Responsible Travel and founder of the awards, Justin Francis said: "In our entries this year we've seen organisations clearly influenced by the work of our previous winners, for example city tours run by homeless guides. It is our responsibility to find those inspirational people again.

"Looking at our hugely diverse list of finalists this year, I think we have found these people. The organisations in the list really prove that responsible tourism is viable and can be successful in all types of tourism, from niche to mainstream. These organisations are the shining stars of responsible tourism."

Voting is currently underway for the awards' only publically-decided category, the People's Choice in Responsible Tourism, with the winner for this, for each of the other 12 categories, and the overall winner announced at World Travel Market in London on Wednesday November 4.

## Olympic urges agents to promote destination's winter holiday appeal

CYPRUS IS increasingly being flagged up as the ideal winter holiday destination as it appeals across all market sectors.

The company's commercial director, Photis Lambrianides, said: "Cyprus offers everything that people want from a holiday at any time of year, and it's all easily accessible. It has long been a prime winter destination, attracting all kinds of client.

"The island has everything that far larger destinations have and more besides; a wealth of culture and history, delightful beaches and outstanding scenery, as well as lots of activities and top-quality nightlife.

"While there's plenty to occupy families in the school holidays, Cyprus is a wonderful retreat for couples and older clients, or a fun summer place for groups of young people to visit."

The operator reports that its winter sun clients tend to head for resorts in Limassol and Paphos, with more out of season activities that include golf and bowls, and where many of the five-star hotels offer spa facilities.

The operator also highlights how different parts of Cyprus attract different markets, with the east of the island largely popular with young people and families, and resorts in the western part attracting a mix of visitors including couples, the senior market, culture seekers and more active holidaymakers.

Meanwhile, the company has introduced three Cyprus hotels to its winter sun programme for 2015/16, including the four-star Ayii Anargyri Natural Healing Spa Resort in the village of Miliou.

Others include the King Evelthon Beach Hotel & Resort, a five-star all-inclusive hotel in Paphos, and the four-star Poseidonia Beach Hotel in Limassol, offered on a bed-and-breakfast basis with an all-inclusive option also available.

As an example of prices, a seven-night breakfast stay at the four-star Poseidonia Beach Hotel in Limassol, based on two sharing a twin room, costs £419 per person in January 2016. It includes flights from Gatwick and transfers.

To book or for further information call 0844-499 4449 or see [www.olympicholidays.com](http://www.olympicholidays.com)

Columbia Beach Resort

## Early booking offers lift winter sales to Cyprus for Classic Collection Holidays

CLASSIC COLLECTION HOLIDAYS is featuring more than 90 early booking offers at a selection of Cypriot hotels to encourage winter sales for 2015/16.

According to the operator, sales to the island have proved challenging over the last 12 months but are currently up by more than 20% for winter 2015.

The operator is offering savings of £546 per couple, per week with a complimentary upgrade to half-board on all

stays at the beachfront five-star Columbia Beach Resort, valid on selected dates throughout 2016.

Meanwhile, savings of up to £154 per couple, per week are available on selected dates at sister hotel Columbia Beachotel, where a complimentary upgrade from half-board to all-inclusive is available.

For further information call 0800-008 7288 or visit [www.classic-collection.co.uk](http://www.classic-collection.co.uk)



Olympic Lagoon Resort

**JET2HOLIDAYS HAS added the five-star Olympic Lagoon Resort in Paphos to its portfolio. Newly opened in June this year, the all-inclusive property enjoys a privileged location on the resort's Blue Flag beach and features spacious accommodation, a range of dining options and extensive leisure facilities. As an example of prices, a seven-night stay departing from Newcastle on April 13, 2016 leads in at £739 per person based on two sharing a deluxe room, including 22kg baggage allowance and shuttle transfers. Also new to the operator's programme in Paphos is the three-star Sunset Bay Garden Apartments and the four-star St George's Gardens Apartments. Details on 0800-408 5587 or visit <https://tradesite.jet2holiday.com>**

## Winter Sun Holidays in Cyprus

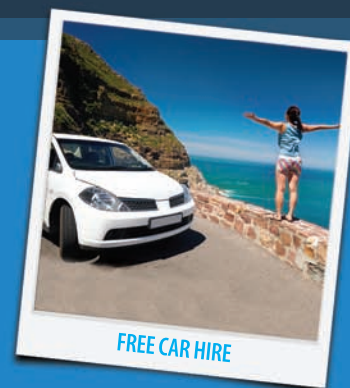


Package Holidays from: **£319** PER PERSON

\* Price above is based on a 4\* Hotel, Half Board Basis, departing from London Luton Airport on the 2nd December 2015 for 7 nights, with Private Taxi Transfers included, 20kg baggage allowance in a Pool View Room.

## Luxury Holidays in Cyprus

- ✓ Free Winter Car Hire, T&C's Apply
- ✓ Exclusive Winter Sun Offers
- ✓ Flights available from regional UK airports for all durations
- ✓ Our package holidays include Baggage & Private Taxi Transfers
- ✓ Luxury package holidays in Paphos, Limassol, Larnaca and more
- ✓ 100% Financially Protected



FOR MORE INFORMATION, PLEASE VISIT [WWW.CYPLON.CO.UK](http://WWW.CYPLON.CO.UK) • FREEPHONE 0800 074 8888 •



## Cycling offer from Palm Beach Hotel & Bungalows

THE FOUR-STAR Palm Beach Hotel & Bungalows in Larnaka is highlighting cycling activities to guests looking to try something different, with the picturesque villages in the region ideal for daily excursions and bike tours.

A number of bike centres are located in and on the outskirts of Larnaka that offer rental services, route information, guide assistance and support, and a total of 37 cycle routes are offered.

All operators featuring the newly renovated Palm Beach & Bungalows are offering autumn discounts, which have been extended to the end of November.

As an example of prices, Planet Holidays is offering a four-night breakfast stay with flights from £711 per person. Family October half-term packages start from £2,987.88 for two adults and two children up to the age of 12 sharing a family bungalow on a bed-and-breakfast basis including flights from Gatwick.

To book or for details see [www.planet-holidays.co.uk](http://www.planet-holidays.co.uk) or call 01438-841270.

For more information about cycling in and around Larnaka, including the villages visit [www.larnakaregion.com](http://www.larnakaregion.com) and for details on the Palm Beach see [www.palmbeachhotel.com](http://www.palmbeachhotel.com)

## Carlson Rezidor announces debut hotel launch in Larnaca for 2017

REZIDOR HAS announced that its first hotel in Cyprus, the Radisson Blu Hotel & Residence, is already under construction and scheduled to open in Larnaca for 2017.

Wolfgang M. Neumann, president and CEO of the hotel group, said: "Our entry into Cyprus provides an excellent opportunity for us, and Larnaca is a major city which fits well with our Radisson Blu strategy. We believe that this signing will mark a significant step in the island's recovery and will pave the way for further local and international hotel interest.

"We are delighted to be working with Quality Group who are an established developer in Cyprus, and SunnySeeker Hotels as the renowned third-party hotel management company."

The hotel is located across from the main sea port and the Larnaca waterfront, and is 7km from Larnaca Airport. It will feature 105 guestrooms and serviced apartments, a restaurant and bar, club lounge, a pool bar on the fifth floor offering panoramic views, spa and health club, conference room, themed restaurants and cafés, plus exclusive shops on the ground floor.

Visit [www.carlsonrezidor.com](http://www.carlsonrezidor.com) for more information.

Olympic Lagoon Resort Paphos



## Winter deals from Cosmos Holidays highlights resorts in Larnaca & Agia Napa

COSMOS IS promoting its full range of accommodation options for winter packages, which range from all-inclusive to self-catering.

Winter packages to Larnaca from Birmingham, Luton and Gatwick are currently being highlighted, with flights departing throughout the winter on Monday, Wednesday and Sunday from Birmingham and Wednesday and Saturday from Luton/Gatwick.

There are a range of properties in

Larnaca, Agia Napa, Protaras and Limassol offering all board bases, and facilities that cater for families, couples and people of all ages. As an example, a week's stay leads in at £285 per person based on two adults sharing a studio at Napa Prince Hotel & Apartments in Agia Napa.

The operator also offers breaks to the South West coast. Packages fly into Larnaca and a taxi transfer takes guests to Paphos in less than an hour

and 45 minutes.

Meanwhile, the company reports that with the growing trend of families seeking luxury resorts, it will be offering the Olympic Lagoon Resort Agia Napa for next summer. The all-inclusive family-friendly resort features six swimming pools, various restaurants and its own water park. The operator will also offer the all-inclusive Olympic Lagoon Resort Paphos for next summer.



## Oceania Cruises announces Culinary Creations Land Tours

OCEANIA CRUISES is expanding its gastronomic exploration with a collection of multiday pre-, post- and mid-cruise land tours aptly called Culinary Creations Land Tours.

Available from spring 2016, the new tours will be offered in Rome, Barcelona, Monte Carlo, Rome, Athens, London and Buenos Aires during select sailings on Nautica, Marina, Riviera and, the newest ship in the fleet, Sirena.

The tours will offer guests the opportunity to interact with local culinary experts by exploring local food

markets, cooking schools, restaurants and nearby attractions.

Jason Montague, president and chief operating officer for the cruise line, said: "As destination experts we recognise that many cultures around the world are often defined by their culinary traditions, and the new Culinary Creations Land Tours we designed are perfect for guests seeking a more in-depth exploration of those traditions."

For more information visit [www.oceaniacruises.com](http://www.oceaniacruises.com) or call 0845-505 1920.

## Celebrity Cruises launches new Caribbean overnight excursions

CELEBRITY CRUISES is bringing more of the Caribbean to holidaymakers with 'Evenings Around the World' shore excursions, featuring 14 unique experiences that begin after the sun goes.

The programme offers guests a menu of evening experiences that go beyond the port, including evening jazz, bonfires and exclusive boat parties in Cozumel, Mexico; wine tasting at the Caribbean's first winery in Willemstad, Curacao; drifting along Aruba's coastline listening to live Caribbean music on a special sunset cruise; and night time, horse-drawn carriage tours in Cartagena, Colombia.

Lisa Lutloff-Perlo, president and CEO of the cruise line, said: "We have created 'must-do' experiences to give our guests a unique way to enjoy the vibrancy of the Caribbean at night. More time at the port means more time to explore, and we now offer more overnights, more excursions and more of the Caribbean than any other cruise line. We are taking holidaymakers beyond the ordinary to capture firsthand what makes each island truly special."

Now open for booking, these excursions are available in destinations such as Cartagena, Colombia; Philipsburg, St. Maarten; Cozumel, Mexico; Aruba; Curacao and Barbados, and range from \$45-\$239 per person.

For more information see [www.celebritycruises.co.uk](http://www.celebritycruises.co.uk)

## APT River Cruises adds itineraries to Bordeaux & solo savings

NEW FOR 2016, APT River Cruises is offering two new Bordeaux itineraries which include signature invitations, specifically for guests who travel on Royal Collection river cruises.

The VIP invitations provide guests with the opportunity to enjoy an evening of fine dining at Chateau Pape Clement and taste some of the wine that they have produced from vines planted in the 13th century. Guests are also invited to take part in a tour of Grignan Castle, followed by a private cocktail reception while being entertained by local musicians.

In addition, guests can choose from more than 13 shore excursions including the opportunity to visit 'Chateau de Cognac' (a French cognac house) and taste caviar at a caviar estate in Libourne.

Cruises start from £3,045 per person, saving up to £250 per person if booked before October 31, and include home to airport private transfers, flights, all food and drink onboard plus excursions.

In other news, agents can also help solo travellers enjoy savings of up to £2,550 per person on select sailings when booked before October 31.

Highlights of the solo traveller discount offer include the 15-day Magnificent Europe River Cruise, the 15-day Wonders of Bordeaux and Rhone River Cruise, an eight-day Grand Bordeaux River Cruise and the eight-day Rhine Treasures River Cruise departing in 2016.

For more information visit [www.aptouring.co.uk/royal](http://www.aptouring.co.uk/royal) or call 0800-046 3002



# Selling cruise is CLIA



**by ANDY HARMER, director,  
CLIA UK & Ireland**

CRUISE AND land holidays have their differences, of course, but they are not as far apart as you may think.

Cruise holidays give travellers the opportunity to explore new destinations and cultures, wonderful cuisine and wines, and to enjoy a wide range of entertainment and activities for all ages. With the wealth of facilities available on board, modern cruising is so much more than the clichés it is often perceived to be.

Across the industry, cruise lines are bridging the gap between sea and land holidays, with considerable investment being made to develop partnerships which will only expand the on-board offering to passengers.

The trend of bringing the familiar to cruising is well underway. Many ships work with recognisable brands offering products and experiences on par with those found in cities around the world. Examples include children's brands such as LEGO, cuisine by celebrity chefs such as Jamie Oliver and Marco Pierre White, and wine choices from connoisseurs including Oz Clarke and Olly Smith. There's entertainment which has been brought from the theatres of Broadway and the West End and there are many recognisable High Street names including Starbucks and Pandora.

These brands help us when talking to customers as it brings familiarity and helps in challenging the dated myths that can surround a cruise holiday. Linking well-known and trusted brands to cruise itineraries is a valuable means to drive passenger bookings and help convert the new-to-cruise market. What better way to get those all-important bookings than to bring the familiar to those who may not have considered cruising otherwise?

Cruise continues to evolve and CLIA can help in keeping you updated with what's new and to assist with those customer conversations. We recently launched the CLIA Cruise Daily that features the latest cruise news which is backed by a whole section of unique cruise resources available in the CLIA Cruise Toolbox. We also have factsheets such as one dedicated to the ships that feature West-End style shows. These tools are a great resource for cruise sellers looking for essential cruise information available all in one place.

*For more information visit [www.cruiseexperts.org](http://www.cruiseexperts.org)*

cruising

## Abu Dhabi gets set for busiest season following new terminal in 2015/16

THE 2015/16 cruise season is set to be Abu Dhabi's busiest to date, with the new Abu Dhabi Cruise Terminal set to open and an expected 220,000 passengers from 113 ship calls due to visit.

The new terminal will be located in Zayed Port and will feature a wide range of facilities including 24-hour immigration and customs facilities, banking facilities, tourist information, shops, restaurants, and bus and taxi stands.

MSC Cruises will be the first line to make the new terminal its home, with the 2,550-passenger MSC Musica offering 16-week long Arabian Gulf sailings out of Abu Dhabi between December 13 and March 26, 2016.

Celebrity Cruises is set to follow suit, announcing it too is to homeport in Abu Dhabi in the winter of 2016/17.

*For more information see [www.visitabudhabi.ae](http://www.visitabudhabi.ae)*

## Carnival Pride returns to Tampa

CARNIVAL CRUISE Lines has announced that its 2,124-passenger Carnival Pride will return to the Port of Tampa in January and February 2017, offering a selection of 'Fun Ship' holiday choices to guests from the Florida port.

The ship will operate a series of seven-day cruises from Tampa departing January 15, 22 and 29 and February 19, 2017, visiting some of the most popular destinations in the Caribbean, including Cozumel, Mexico; Belize City, Belize; Mahogany Bay, Isla Roatan; and George Town, Grand Cayman.

The itinerary will also offer a five-day cruise round-trip from Tampa February 14-19, 2017, calling at Grand Cayman and Cozumel.

A special 14-day Carnival Journeys voyage will depart Tampa February 26, visiting Cozumel, Limon, Colon, Aruba, Bonaire, and St. Maarten before arriving in Baltimore March 12, 2017. Following this voyage, the liner will then resume its year-round schedule of seven-day cruises from Baltimore.

## Ponant crosses the Northwest Passage

LAST MONTH Ponant completed a first in the history of navigation, as two of its sister-ships, Le Boréal and Le Soléal, crossed the Northwest Passage from Greenland in the east to Siberia in the west.

The cruise line pulled off a world first with two of its ships crossing the passage three days apart on the historic explorers' route via the Bellot Strait.

*For details visit [www.ponant.com](http://www.ponant.com)*

## Crystal Yacht Cruises unveils culinary concept for Esprit

CRYSTAL YACHT Cruises has unveiled the culinary concept for the 62-guest Crystal Esprit, which focuses heavily on local ingredients from the Seychelles Islands and Mediterranean coast with a menu of globally inspired Michelin starred cuisine for its guests.

Fares for voyages start from £2,675 per person for a seven-night cruise from Limassol to Athens departing April 3, 2016 when booked by October 31.

*For details call 0207-399 7601 or visit [www.crystalcruises.co.uk](http://www.crystalcruises.co.uk)*



## Turkey expansion from Celestyal Cruises

CELESTYAL CRUISES is planning to extend its cruise programme in Turkey for another two years with itineraries embarking from Istanbul, Izmir and Kusadasi.

A new ship, the Celestyal Nefeli, will replace the Celestyal Odyssey and is ideal for docking in smaller, unique harbours throughout the Eastern Mediterranean. The focus on smaller ports is part of the line's strategy to open new destinations in Eastern Mediterranean cruising.

Due to popular demand, the company will also increase the number of themed events on its cruises in 2016, to provide guests with enhanced experiences of Greek culture, gastronomy, history and wine.

As an example of itineraries, guests on the Nefeli can experience the whitewashed churches of Patmos, the sunsets of Santorini, the olive groves and hiking trails of Crete and the beaches of Mykonos over a three-day weekend.

Starting and finishing at Kusadasi in Turkey, the cruise can be combined with a trip to the ancient city of Ephesus, as well as half a day to explore the historical sites in Athens.

Prices start from £215 including full board accommodation and entertainment, with cruises running from March 12, 2016 through to October.

For further information or to make a booking visit [www.celestyalcruises.com](http://www.celestyalcruises.com)



## New savings, agent incentives & offers from Avalon Waterways

AVALON WATERWAYS is offering up to £500 off per person on a choice of 2016 European cruises with a free Apple iPad Mini 2 for customers booking before November 10, delivered in time for Christmas.

The company has also launched a 'Christmas Shopping Club' for agents to earn £25 of Love2Shop vouchers per person on any of its cruises booked before November 30. Agents can keep a tally of their confirmed booking references and claim their vouchers at the end of the booking period by emailing [agencysales@avaloncruises.co.uk](mailto:agencysales@avaloncruises.co.uk)

The discounted prices on 2016 European cruises lead in at £1,220 per person for an eight-day 'Paris to Normandy's Landing Beaches' cruise on Avalon Creativity departing on March 22.

Other discounted itineraries include the newly introduced 'Charms of Holland & Belgium', the 'Burgundy & Provence', 'Blue Danube Discovery' and popular 'Romantic Rhine' cruise.

For further information call 020-8315 4545 or email [agencysales@cosmostours.co.uk](mailto:agencysales@cosmostours.co.uk)

## Swan Hellenic highlights winter Med deals

GUESTS CAN experience 11 UNESCO World Heritage Sites and cities when Swan Hellenic's Minerva embarks on her 2016 winter season in the Mediterranean.

The winter season begins with Aegean Classics on November 2, 2016 with five overnight stays as the Minerva cruises from Cyprus to Greece.

The itinerary will make four port calls along Turkey's Lycian coast, including Kusadasi, allowing time to explore the ruins of Ephesus, Miletus and Didyma.

Colin Wilson, group sales director for All Leisure Holidays, said: "The winter itineraries allow our guests to explore each destination away from the peak season crowds.

"Our cruises will be accompanied by carefully selected guest speakers who will bring to life each port of call, with their in-depth knowledge of the region."

The company is also offering a saving of up to 10% on all winter 2016 /17 cruises booked by October 31, with prices for the Aegean Classic cruise starting from £1,481 per person.

For details call 0185-841 4001 or visit [www.swanhellenic.com](http://www.swanhellenic.com)



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Viking gives you more opportunities to earn greater commission than any other river cruise company.



#1

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Think you might be more of a 'Visionary' than a 'Go-Getter'?  
Go to **madefortrade.co.uk**  
now and take our fun quiz for  
the chance to **win a year's  
worth of chocolate**



## cruising

### Free onboard spending money from Princess Cruises

PRINCESS CRUISES has announced its latest deal on a range of worldwide voyages departing February to December, 2016.

Passengers are being offered balcony upgrades as well as up to \$600 onboard spending money per couple.

The offer runs until November 30 and covers cruises from three- to 34-night durations, with destinations including Europe, Alaska, Caribbean, the Americas and Asia.

A total of 290 different cruise itineraries are available with the offer, with prices starting from £599 per person for seven nights in Spain & Portugal, £619 for seven nights in Alaska and £799 for an eight-night Asian cruise in Japan.

Passengers will receive \$150 onboard credit per person on a voyage of four to ten nights, \$250 on an 11- to 12-night voyage, and \$300 on a voyage of 13 nights or more.

For more information call 0843-373 0333 or visit [www.princess.com](http://www.princess.com)

### 14-night 'Best of Egypt' cruise and beach combo from Discover Egypt

DISCOVER EGYPT is offering a 14-night 'Best of Egypt' cruise and beach holiday with weekly departures throughout the year from Gatwick and Manchester to Hurghada.

The holiday combines a seven-night full-board Nile cruise on the five-star deluxe Royal Viking with ten guided excursions and seven nights in Hurghada, staying at the four-star Grand Plaza Hotel on an all-inclusive basis.

Highlights include visiting Luxor and the Valley of the Kings; the Temple of Hatshepsut at the Valley of the Queens and Temple of Karnak; the Temple of Horus at Edfu; the High Dam; the Old Granite Quarries; and the unfinished Obelisk in Aswan.

There is also the chance for guests to join an optional excursion to Abu Simbel.

Prices lead in at £1,298 per person which includes a £200 saving and flights and transfers are also included, with the cruising on a full board basis and the hotel stay on all-inclusive.

For more information call 0207-407 2111 or visit [www.discoveregypt.co.uk](http://www.discoveregypt.co.uk)

### RCI's Harmony of the Seas makes a splash with interactive aquapark

Royal Caribbean International revealed that Harmony of the Seas will be the first ship in the Royal Caribbean fleet to feature Splashaway Bay.

The interactive aqua park for kids and toddlers will feature sea creature water cannons, winding slides, a giant drench bucket and a multi-platform climbing frame.

It will be the first in a new generation of Oasis class ships and will arrive in May 2016 for the inaugural summer season, showcasing Europe's most popular cruise destinations on seven-night Western Mediterranean itineraries calling at Barcelona, Palma de Mallorca, Provence, Florence and Pisa, Rome and Naples.

In November 2016, the vessel will arrive at her homeport of Fort Lauderdale, Florida offering seven-night eastern and western Caribbean sailings.

For more information visit [www.royalcaribbean.com](http://www.royalcaribbean.com)

## New river & ocean options from Viking Cruises

IN RESPONSE to an increase in guests booking extended trips to discover new areas, Viking Cruises is offering a new two-night extension in Basel on the Rhine Discovery itinerary for next year.

Starting from £339 per person, the package includes two nights' breakfast stay at the Radisson Blu Hotel Basel, a walking tour of Basel with hotel to ship transfers and the services of a concierge.

Also new for 2016 is the ocean itinerary 'Ancient Empires & Holy Lands'. The 15-day itinerary offers the opportunity to explore historic destinations in the Eastern Mediterranean and experience some of the sacred sights of the Middle East while travelling through the heart of the Holy Land.

Guests will have the chance to spend three days in Israel, making stops in Jerusalem and Haifa, plus the chance to explore the ancient cities of Rome, Athens and Istanbul.

'Bergen to the Bosphorus' is another new 15-day ocean journey for next year that begins in Bergen before cruising south to the Mediterranean, stopping in Paris and Lisbon along the way.

Once in the Mediterranean, travellers visit Tunis, Valletta and Athens before concluding the trip in the ancient cosmopolitan city of Istanbul.



*Insider Journeys has added a new 'Mekong & Beyond' small group journey to its portfolio. Departing in January 2016, the seven-night river cruise from Tonle Sap in Cambodia to the Mekong Delta in Vietnam leads in at £2,815 per person. For details see [www.insiderjourneys.co.uk](http://www.insiderjourneys.co.uk) or call 0186-526 8944.*

## Voyages to Antiquity sails into the UK

VOYAGES TO Antiquity will be calling into the UK for the first time in 2016 with a number of new itineraries.

The small-ship cruise line has four new itineraries available - the 24-day 'Grand European Voyage', 15-day 'Iberia, France & England', 'The Best of France & Portugal' and the 27 day Grand Voyage to the Riviéras.

The new UK cruises lead in at £2,395 per person for a 15-day cruise and include flights and shore excursions.

All gratuities for restaurant and cabin staff on board are included, as well as a 10% single supplement, plus wine with dinner.

For more information visit [www.voyagestoantiquity.com](http://www.voyagestoantiquity.com) or call 0845-437 9737.

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The Viking Longships® are the most innovative and awarded river cruise ships on the European waters.

# #2

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Forward thinking is written into your DNA. You always see the bigger picture. And when it comes to river cruising, it doesn't get much bigger than Viking. We have over 40 Viking Longships sailing on Europe's most scenic rivers. We give you more destinations, more dates and create more possibilities to sell than any other operator. And we've won more awards, too. Our intuitive, UK based sales team is here to make things happen seven days a week. So what are you waiting for? See how Viking can push your boundaries. It's made for agents like you.

Think you might be more of a 'Go-Getter' than a 'Visionary'? Go to [madefortrade.co.uk](http://madefortrade.co.uk) now and take our fun quiz for the chance to **win a year's worth of chocolate**

  
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# #3

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Inspiring others is what inspires you. That's what you love about this job. The more you know about the products and destinations you are selling, the better you get. And the more commission you earn. It's a given. At Viking we do everything in our power to make sure you know as much about our river cruises as we do. As well as empowering visits from our dedicated agent, you can take advantage of bespoke OTT training, ship visits, fam trips and a helpful UK based sales team at the end of the phone seven days a week. Feeling inspired? Viking is made for agents like you.

Think you might be more of a 'Go-Getter' than an 'Inspirer'? Go to [madefortrade.co.uk](http://madefortrade.co.uk) now and take our fun quiz for the chance to **win a year's worth of chocolate**



## cruising

### Saga Sapphire sails 66-night Latin America cruise in 2017

SAGA SAPPHIRE will call at a record-breaking 18 new ports on a Central American Discovery which departs from Southampton on January 11, 2017.

The voyage includes two new maiden ports - Belize and Trujillo, Honduras, and some of the highlights include sailing through the Panama Canal on the outward and return journeys; an overnight call in Havana; and boarding a restored Atlantic Railway passenger train to view wildlife in Costa Rica.

Other ports of call on the cruise include Castries, St Lucia; Port of Spain, Trinidad; Bridgetown, Barbados; Horta, Azores and Funchal, Madeira.

Priced from £11,224 per person based on two people sharing, the holiday includes a chauffeur service to and from Southampton or car parking at the port, all meals and entertainment, a choice of table wines at lunch and dinner, afternoon-tea, 24-hour room service, a welcome cocktail party, unlimited tea and coffee in selected venues, free Wi-Fi, all on-board gratuities, portage, shuttle bus to nearest town centre, tourist visa, optional travel insurance and additional cancellation rights, or a discount of £385 if the passenger has their own insurance.

Details can be found at [www.saga.co.uk/cruises](http://www.saga.co.uk/cruises)

### Silversea Cruises offers 246 'port-intensive' voyages for 2017

SILVERSEA CRUISES has unveiled a collection of 246 voyages for 2017 that are now available for travellers to reserve.

Lisa McAuley, the company's commercial director for UK and Ireland, said: "Every year we strive to offer inspirational journeys that combine the luxury of intimate cruising with the thrill of making new cultural discoveries. We believe our voyage collection for 2017, with its wealth of longer, port-intensive cruises, will accomplish just that. From the rainforests of South America to the castles of Europe and the temples of Asia, guests will enjoy experiences that will enrich their lives for years to come."

Highlights of the 2017 schedule include a 116-day world cruise departing from San Francisco on January 6 on Silver Whisper, which will visit 62 destinations in 25 countries on a westward path to Monte Carlo; a 63-day round-trip Grand Voyage from Fort Lauderdale circling South America; a series of four, ten-day voyages on Silver Cloud showcasing South Africa's east coast; and dozens of voyages, ranging from seven to 17 days from the Greek Isles to the British Isles and Scandinavia.

Meanwhile, the line's luxury expedition fleet will expand to four ships in November 2017 when Silver Cloud joins Silver Explorer, Silver Discoverer and Silver Galapagos. Fresh from an extensive refurbishment and conversion to an ice-class expedition ship, the ship will launch with a series of Antarctica voyages in November and December, featuring itineraries from ten to 19 days, and sailing mostly round-trip from Ushuaia.

Visit [www.silversea.com](http://www.silversea.com) for further details.

## Swan Hellenic highlights winter Mediterranean options

GUESTS CAN experience 11 UNESCO World Heritage Sites and cities when Swan Hellenic's Minerva embarks on her 2016 winter season in the Mediterranean.

The winter season begins with Aegean Classics on November 2, 2016 with five overnight stays as the Minerva cruises from Cyprus to Greece.

The itinerary will make four port calls along Turkey's Lycian coast, including Kusadasi, allowing time to explore the ruins of Ephesus, Miletus and Didyma.

Colin Wilson, group sales director for All Leisure Holidays, said: "The winter itineraries allow our guests to explore each destination away from the peak season crowds. Our cruises will be accompanied by carefully selected guest speakers who will bring to life each port of call, with their in-depth knowledge of the region."

The company is also offering a saving of up to 10% on all winter 2016 /17 cruises booked by October 31, with prices for the Aegean Classic cruise starting from £1,481 per person.

For details call 0185-841 4001 or visit [www.swanhellenic.com](http://www.swanhellenic.com)



## Spring is in the air for The River Cruise Line as it launches new 2016 brochure

THE RIVER CRUISE Line has launched its second edition brochure for 2016, featuring new itineraries and departures.

One of the new additions is a leisurely seven-day journey along the Dutch Waterways, travelling on the four-star MS Serenity, which takes in four of the region's finest gardens, with opportunities to explore Brussels, Antwerp, Ghent and Rotterdam.

The cruise departs on April 9 and costs from £779 per person based on two sharing an en-suite cabin on a full board basis. It includes ferry crossings, coach travel from joining points nationwide, many excursions, plus the services of a cruise manager throughout.

The latest brochure also features several other new itineraries on the Dutch Waterways, itineraries featuring the Christmas markets of Belgium and the Netherlands, plus festive breaks that offer Christmas Day in Ghent or New Year's Eve in Antwerp. For more information visit [www.rivercruiseline.co.uk](http://www.rivercruiseline.co.uk) or call 0844-544 7580.

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cruising

## Culture & carnival options with Fred. Olsen's Latin America brochure

FRED. OLSEN Cruise Lines has launched a new Latin America brochure, showcasing seven cruise holiday experiences for 2016/17.

Highlights include partying at the Rio Carnival on Balmoral's 46-night 'Rio Carnival & River Plate' voyage, departing from Southampton on January 19, 2016; Braemar's 14-night 'Amazon River Adventure' fly/cruise, departing from Bridgetown, Barbados on February 4, 2016; and fun at the annual Mardi Gras carnival in New Orleans on Balmoral's 46-night 'Central America & the Mardi Gras' cruise, leaving from Southampton on February 4, 2017.

Nathan Philpot, sales and marketing director for the cruise line, said: "Our selection of Latin American cruises is vibrant, colourful and packed with unique experiences. We have worked closely with our destination partners to offer our guests a host of unforgettable 'holidays of a lifetime' and world-famous events to discover."

For further information visit [www.fredolsencruises.com](http://www.fredolsencruises.com)



AmaWaterways is offering free flights and a saving of £800 per person off an 11-night land and cruise stay from Siem Reap to Ho Chi Minh City. Prices lead in at £2,229 per person including two nights' pre-cruise in Siem Reap; seven nights on the AmaDara cruising the Mekong with unlimited house spirits, local beer and soft drinks, plus wine with lunch and dinner; daily tours; excursions and airport transfers. Visit [www.amawaterways.co.uk](http://www.amawaterways.co.uk) or call 0800-0256 8422 for details.



## Azamara boosts onboard offerings for guests

AZAMARA CLUB Cruises has announced that its two ships, Azamara Journey and Azamara Quest, will undergo extensive refurbishments next year to reinvigorate guests' onboard experience.

The transformation on the mid-sized ships will cover all staterooms and suites, dining, spa and entertainment venues.

Larry Pimentel, president and CEO of the company, said: "We can't wait for our ships to come out of dry dock as these major upgrades are going to have an instant impact on our guests' experience. Each corner of the ships will have a new look and feel, setting a brighter, more contemporary ambiance, while the new venues will offer fresh experiences for guests. We're also investing in new onboard innovations and have paid close attention to the smallest of details."

To mark the new changes, guests are being given the opportunity to receive up to 25% off cabin prices on a selection of 2016/17 cruises booked before October 31.

Examples include a 12-night Aegean Sea To Rome departing June 4, 2016 and a 13-night Vietnam and Thailand cruise departing on December 10 next year.

The cruise line is also part of Royal Caribbean International's trade loyalty programme, Club Royal, and agents who are signed up to the incentive scheme will receive £20 per booking made on any new 2016/17 voyage until October 31.

For more information visit [www.azamaracruises.co.uk](http://www.azamaracruises.co.uk)



**Azamara's Journey & Quest vessels are undergoing extensive refurbishments**



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## travelbulletin

Giving agents the edge

We asked our staff the following question this week:

**When was the last time you were nervous?**

**Publisher:** Jeanette Ratcliffe

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*Two weeks ago on my son's first day at secondary school*

**Editor:** Lauretta Wright

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*When my son took his 11+ exams a few weeks ago*

**Editorial Assistant:** Adam Potter

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**Contributing Editor:** Paul Scudamore

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*When my wife said "Darling, I have an idea ..."*

**Sales Director:** Simon Eddolls

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*At the Star Awards*

**Advertisement Manager:** Tim Podger

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*Watching Japan beat South Africa...amazing!*

**Account Manager:** Bill Coad

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*When I tried a forward 4 1/2 somersault in the tuck position at the pool at the weekend*

**Account Manager:** Matt Gill

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**Sales Executive:** Matthew Weinreb

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**Sales Executive:** Kathryn Frost

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*Most days I get a bit nervous about important calls, but nerves are good!*

**Events & Sales Administrator:**

Gemma Reeve

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*Before the Star Awards!*

**Designer:** Tom Davies

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**Designer:** Liam Jackson

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*My driving test*

**Production:** Carol Mthembu

carol.mthembu@alaincharles.com

*My son's first day of school - I was a wreck!*

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## Explore the Norwegian Fjords with Leger

NEW FOR 2016, Leger Holidays is offering a cruise from August 15 on the Costa neoRomantica, taking passengers to all corners of the Norwegian Fjords.

Sailing along the North Sea, the 12-day tour includes stops at some of Norway's most picturesque destinations including Bergen, Hellesylt, Geiranger, Andalsnes, Olden, Flåm and Stavanger, where guests can disembark and explore the scenery.

The cruise also includes excursions to Dutch destinations Amsterdam, Delft and The Hague.

Prices start from £1,349 per person based on two sharing a twin room and includes ten nights' full board cruising and one overnight breakfast stay in Belgium.

### puzzlesolutions

#### Crossword:

Across: 1. PONTINS, 6. HAIRSPRAY, 7. ROME, 8. PERU, 10. BLUE, 11. CROW, 14. REYKJAVIK, 15. BROTHER.

Down: 1. PETER ANDRE, 2. IXIA, 3. SUSSEX, 4. CORFU, 5. RYDAL WATER, 6. HAM, 9. PUNJAB, 10. BOYLE, 12. REK, 13. AVRO.

Highlighted Word: PHUKET

Travagrams: Top: Intrepid Travel Bottom: Turkmenistan

Where Am I?: Burj Al Arab Hotel



[1] Ponant Bonus fare based on two people sharing a cabin, excluding pre/post transportation, port & security taxes. Ponant Bonus Fare is susceptible to change depending on availability at the moment of reservation. More information is available at [www.ponant.com](http://www.ponant.com). Document & photos non contractuel. Photo credit: © PONANT / Nathalie Michel / Flettybvre / Clement Vial

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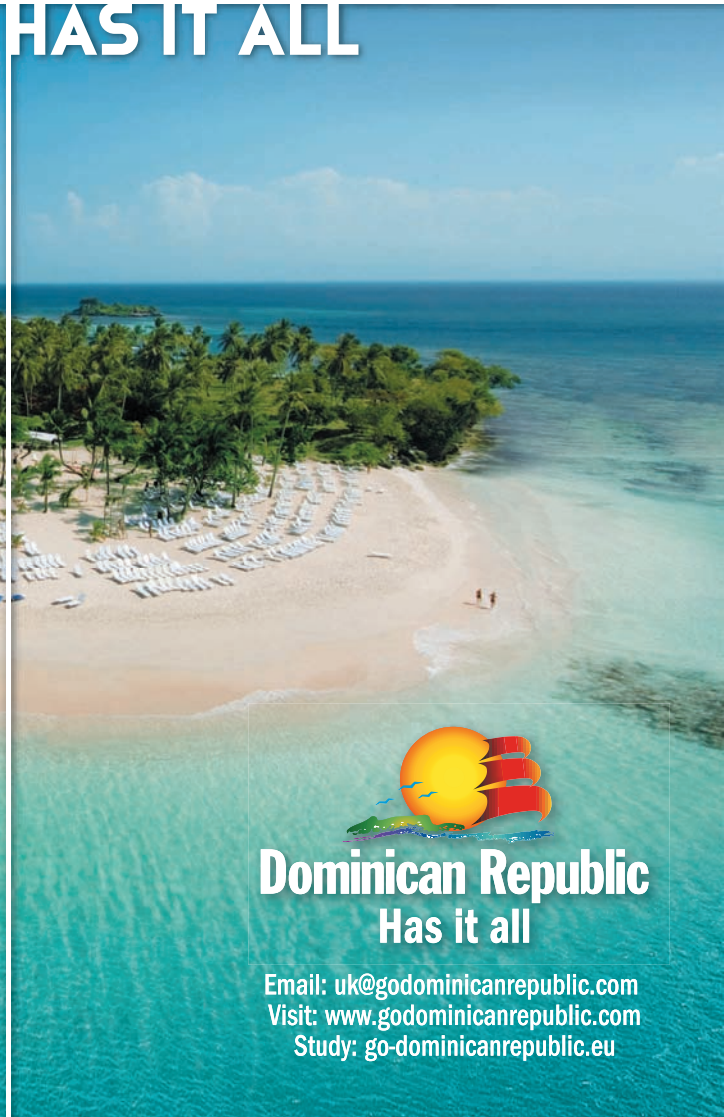


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