

# travelbulletin

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Giving agents the edge



## India & Indian Ocean

Wellness and adventure  
in the spotlight

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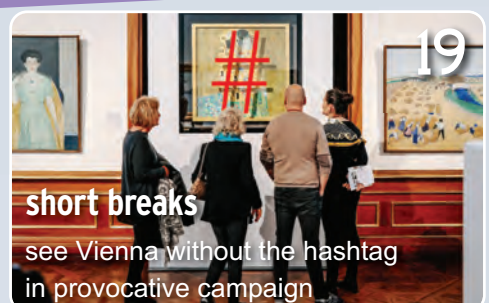
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# We're sorry.

## This is the end of small talk....

This is the end of 'talking about the weather', 'triple checking the details' and those oh such awkward silences . . .

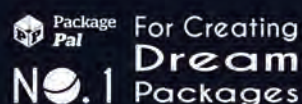
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## SEEING SPOTS...

**BOURNE LEISURE'S Louise Tansey, aka Cruella De Ville, gets agents seeing spots at the Midcounties Assistant Managers Conference with training that offered 101 reasons to sell Bourne Leisure and its three brands: Butlin's, Haven and Warner Leisure Hotels.**

## Marketing to Millennials: design & social media important in choice of hotel

RESEARCH CONDUCTED by hotel furniture manufacturers Knightsbridge Furniture suggests design and social media are essential for attracting millennial hotel guests. The study surveyed 1,000 18-34-year-olds to understand what they are seeking when it comes to booking a hotel.

The research identified that 87% of respondents cited the interior design as important when booking a hotel, while 81% identified a cool bar an important factor in their choice.

It revealed the high percentage of millennials using social media during hotel stays, with 76% of respondents saying they have shared an image of a hotel (including bar, pool, restaurant, bedroom) that they have stayed in.

The study further revealed the power of social media, with 83% stating that they booked a hotel because they had seen images from someone they follow on social media. The results also found that 73% check the social media

feed of a hotel before booking and one-third of respondents would be put off booking altogether if a hotel had no social media presence. Interestingly, 82% of millennials state a preference for experiencing a new hotel each year, while a significant 42% will return if the hotel features an impressive design.

Commenting on the research's findings, Alan Towns, CEO of Knightsbridge Furniture explained said: "We know from previous studies that the millennial generation is socially conscious, experience led and extremely connected. This research shows how this resonates though the hotel sector at every level, from the way a room is booked, the value this groups places on social media and the importance of the physical environment. Thriving hoteliers recognise the necessary investment in design, furniture and finishes to keep this audience returning."

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see the real Vienna with tourism board's provocative campaign



## Ho-ho-hold up! New 'Lapland Santa Experience' for 2019

NEWMARKET HOLIDAYS is looking ahead to 2019, offering an exclusive 'Lapland Santa Experience', combined with early bird prices which are available up to March 31 next year and the reservation of places for a low deposit of £50 per person. The company highlighted that with just a single flight operation, customers will not find themselves stuck in big queues to see Father Christmas but with limited availability, despite the addition of two extra dates during December, clients are encouraged to book a place soon.

The itinerary includes 'A 'Search for Santa Experience', with a private family meeting with Santa and a token gift for every child. A snowmobile adventure ride, a Reindeer sleigh ride, a Husky dogs experience, tobogganing, snowballing and snowman-making, a two-course Lappish lunch, with thermal clothing and hot drinks are included. The trip includes chartered flights to Pajala in Lapland, transfers from the airport to Santa's village and in-flight catering.

Richard Forde, head of trade sales suggested booking as early as possible. He said: "With only 12 flights from regional airports, once it's gone, it's gone. In 2018 several tours sold out early, which meant a few disappointed people didn't get on Father Christmas' good list!"

## Rotana signs agreement with Grandview Hotels and Resorts

ROTANA HAS signed a hotel management agreement with Grandview Hotels and Resorts Limited to manage a new five-star hotel in Zambia. The property is set to open in 2021.

The hotel is situated in the country's capital Lusaka and will be the first property to be operated under the Rotana Hotels and Resorts brand in Zambia. This is in addition to the company's three operating properties in the African continent, including Al Salam Rotana, Khartoum, Sudan; Kin Plaza Arjaan by Rotana, Kinshasa, DR Congo; and Grand Rotana Resort & Spa, Sharm El-Sheikh Egypt.

Commenting on the agreement, Selim El Zyr, vice chairman of the company, said: "We are delighted to sign the agreement for a new hotel in Zambia which underpins Rotana's growing presence in Africa. As reflected in our strong portfolio and our solid development pipeline, the continent is a key focus market for us.

"We will continue to seek new opportunities to add our hotels in new destinations, thereby providing value to our partners and guests and strengthening our global footprint even further."

The hotel will be a stone's throw away from major landmarks in the city, including the East Park Mall and several multinational corporate offices, embassies, and ministries, making it easily accessible for both business and leisure travellers.

## Summer Holiday at the new Marconfort Costa del Sol!



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## Qatar launches 'Qurated' destination campaign

QATAR HAS launched its first global destination campaign aimed at positioning the Arabian Gulf country as an attractive destination for bespoke experiences.

Under the tagline 'Qatar. Qurated For You.' the campaign brings to life Qatar's focus on tailored visitor experiences that celebrate its heritage and will be rolled out across 15 existing and targeted priority markets.

A few weeks earlier, the Qatar Tourism Authority was converted into the Qatar National Tourism Council (QNTC). The new governance structure paves the way for the implementation of major initiatives across the public and private sectors to develop a solid tourism infrastructure.

Rashed AlQureshi, chief marketing & promotion officer at the QNTC, said: "Qurated is more than an advertising campaign: we've closely examined what Qatar offers as a destination to bring into sharp focus the essence of the Qatar experience, and how it can be tailored to each of our visitor segments. We look forward to bringing the spirit of Qurated to life, on people's television screens, in airports around the world, and eventually here in Qatar where the world is welcomed to experience our authentic heritage and forward-looking vision."



**SHEARINGS HOLIDAYS** recently hosted a coffee morning at Midcounties Co-op Travel in Chelmsley Wood. The agency invited customers to come along and discover what Shearings Holidays has on offer for 2019, with some bookings made on the day. Pictured, from the left, are: Lynn Davis, branch manager at Midcounties Co-op Travel in Chelmsley Wood; Mr & Mrs Hollis, who made a Shearings Holidays booking on the day as a result of their visit and Claire Dutton, Shearings Holidays national key account manager.

## Paul Gauguin Cruises into 2020 with new Polynesian voyages

PAUL GAUGUIN Cruises has announced details of its 2020 voyages, including a 16-night Fiji to Bali itinerary, and 12- and 13-night Fiji, Tonga, Cook & Society Islands sailings.

The operator is offering a 16-night Fiji to Bali voyage departing April 11 2020, from Lautoka, Fiji, visits Espiritu Santo, Vanuatu; Guadalcanal, Solomon Islands; Samarai Island, Papua New Guinea; Port Moresby, Papua New Guinea; Thursday Island, Australia; Dili, Timor-Leste; Komodo Island, Indonesia; and Benoa, Bali, Indonesia.

The cruises offer guests a chance to sail the lagoons of these islands for an authentic experience that offers luxurious accommodation, gourmet dining, Polynesian hospitality and all-inclusive value.

A selection of the company's most sought-after itineraries: the seven-night Tahiti & the Society Islands; the seven-night Society Islands & Tahiti Iti; the ten-night Society Islands & Tuamotus; the 11-night Cook Islands & Society Islands; and the 14-night Marquesas, Tuamotus & Society Islands will be showcased in 2020.

2020 cruise only fares start from £4,137 per person based on the January 4 and 11 sailings. All voyages include round trip airfare between Los Angeles and Papeete.

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

## Philadelphia to host ITAA conference

PHILADELPHIA WILL be the first US host city for the 2018 Irish Travel Agents Association (ITAA) Annual Conference. Historically, the conference has been held in Europe, however due to increased airlift from Europe to Philadelphia International Airport and the targeted international strategy of the Philadelphia Convention and Visitor's Bureau, the city was chosen as the destination for the conference. The is expected to bring more than 100-member companies covering 140 branches throughout the Republic of Ireland.

Annually, the ITAA Conference brings together 120 prominent members comprised of travel trade agents, suppliers, and media, all representing Ireland's travel industry.

PHLCVB President and CEO Julie Coker Graham, said: "Ireland is in the top ten largest overseas markets for Philadelphia; in 2017 our city welcomed 14,300 visitors from the region. We are honoured that ITAA has chosen Philadelphia as the first US location of its annual conference."

## Hidden gem: Madeira tipped as a hot destination for 2019

IN THE Travel Trends 2019 report launched by ABTA, Maderia was highlighted as a destination to watch out for throughout next year. The report highlighted 12 destinations independently chosen by ABTA's experts based on a range of factors such as new flight routes, major events and celebrations and areas experiencing a revival.

The report noted Madeira has attracted vistors over the years for its climate, rugged beauty and lush countryside, but now the island is also increasingly gaining a reputation for adventure and activity holidays, with mountain biking, canyoning and climbing in its dramatic, landscapes, which include snow covered mountains "picos" in the winter.

Roberto Santa Clara, executive director of the Madeira Promotion Bureau said: "This recognition is extremely important for the repositioning of the destination as a multi-dimensional subtropical European holiday destination, and consequently appeal to younger audiences."



## 'Tis the season to book a getaway with festive offers from Manchester Airport

FOR TRAVELLERS seeking to spend Christmas in the sun or explore a new city this New Year, Manchester Airport is highlighting a selection of festive getaways. TUI, Jet2.com and Thomas Cook Airlines are flying to a host of destinations from Manchester Airport and have a range of deals over the festive season.

A range of city-breaks are on offer: Thomas Cook Airlines has a New York deal on offer, starting from £299.99 from January to March 2019 for bookings made by December 9; Jet2CityBreaks is offering a three-night bed-and-breakfast stay in Prague including flights at the three-star Hotel Gloria on January 7 for £179 per person, based on two sharing; and TUI is offering a four-night stay at the 4T Exeter Hotel on a bed-and-breakfast basis, including flights, starting from £837 per person. The price is based on two adults sharing and includes flights departing January 2, 2019 and transfers.

Also on offer are sunshine escapes from Jet2Holidays departing from Manchester. These include seven nights self-catering in the three-star Vilamoura Golf Apartments in Portugal from £219 per person, including flights on January 6 and seven nights Bed-and-Breakfast in Marbella for £269 per person departing January 6 2019.



**PRINCESS CRUISES** has announced that the 3,560-guest *Regal Princess* will embark on a 56-day cruise from Southampton to Sydney in October 2020. The 'Four Continents Grand Adventure' will span Europe, the Middle East and Asia before arriving in Australia, crossing Rome, Dubai, the Suez Canal, Sri Lanka and Singapore.

## Zafiro Palace reopens in January for extended season

ZAFIRO PALACE Palmanova in Palma, Spain will reopen for its extended season on January 6.

The reopening of the hotel, which is located 20 minutes from Palma airport, showcasing modern architecture throughout, coincides with British Airways' announcement that its first year-round service will operate from Gatwick to Palma.

The new route is expected to make the Balearic Islands more accessible than ever to UK travellers during the low season. This will help position Palma as a desirable year-round city break.

The hotel's guest offering is centred around the concept of freedom of choice, encouraging guests to explore the beautiful Balearic island and the variety of experiences available. Some of the activities on offer include excursions to Mallorca's world-famous caves, the Cathedral, wine-tasting at local vineyards and days out at the numerous local water parks and aquariums all in addition to relaxing on the sandy beach of Palmanova.

Rates at Zafiro Palace Palmanova start from £160 in a Junior Suite.

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



**BUTLIN'S WILL** work in partnership with Nitro Circus to offer guests a weekend themed break with them in June 2019. In what is expected to be an adrenaline-charged show, 'Nitro Circus: Weekender' visits its Minehead resort from June 28 to July 2, 2019.



## Hop-on Hop-off sightseeing with Busabout's Asia 2019/2020 offerings

BUSABOUT HAS launched its Asia 2019/20 brochure offering a variety of trips for different tastes and budgets, plus the opportunity to experience all trips in the brochure, linked up via the Unlimited Asia Pass.

The new three-day Bangkok to Kwai Adventure is a guided mini-break where passengers will travel via private van and river boat with a local Busabout guide to visit popular attractions. The journey begins and ends in Bangkok, with visits to attractions including the River Kwai where passengers enjoy an overnight stay on a floating river hotel, and Ayutthaya Archaeological Park. Prices start from £409 per person.

Also starting in Bangkok, the new 17-day Ultimate Southern Thailand Adventure includes the local attractions and markets visited in the Bangkok to Kwai Adventure and then continues south to the jungles of the Khao Sok National Park. Passengers will then splash, dance, and munch their way through the idyllic islands of Phuket, Krabi, Koh Lanta, and Koh Phi Phi on the three-week adventure. Prices start from £1,489 per person. Departures for both new trips begin in November 2019.

Other new experiences for travellers include Instagram hotspot, the Golden Hand Bridge in the Ba Na Hills, a pedestrian walkway attracting tourists from all over the world. Busabout's Asia 2019/20 brochure is out now.

In other news following the success of Busabout's Hop-on Hop-off model in Europe, the operator will launch its freestyle form of travel in North America for the first time in May 2019.

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

## Time for festive family fun at Jumeirah

THE GROSVENOR House Suites in London by Jumeirah Living, Jumeirah Carlton Tower and Jumeirah Lowndes Hotel have a range of family activities on offer over the festive season. Two new packages on offer include: 'Festive Family Time' and 'Festive Family Fun', perfect for children and adults seeking an unforgettable escape in the capital this Christmas.

With the 'Festive Family Time' package at Grosvenor House Suites, not only do children stay for free, but they will also be welcomed with a personalised festive Toy Box filled with a selection of the latest toys, crafts and books, including a Jumeirah Teddy Bear. The package includes a Festive Afternoon Tea experience and guests will receive complimentary access to The Peak Health Club & Spa.

All three properties are a stones throw away from Hyde Park's Winter Wonderland but for travellers who are really seeking a cosy Christmas experience, they can head to Belgravia's Winter Warmer Veranda, at Lowndes Bar & Kitchen. Open until to December 31, guests can enjoy festive drinks and sweet treats including mulled wine and cider, a create-your-own hot chocolate experience, maple syrup caramelised chestnuts, dark chocolate fondue and S'mores.

The 'Festive Family Time' Package at Grosvenor House Suites starts from £600 per night, Jumeirah Carlton Tower from £702 per night and Jumeirah Lowndes Hotel from £491 per night.

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



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WINTER 2019/20 RATES NOW RELEASED



HELEN AT High Ridings invited me to a coffee morning with a presentation by Darren Taylor from African Pride. You can tell he is passionate about the product – what a fantastic brochure. I could have that at the side of my bed for just looking at the wonderful pictures. They do South and Eastern Africa covering touring, rail journeys (I love trains) winelands, coast & Route 62, the Garden Route, as well as Botswana, Namibia, Zimbabwe, Madagascar, and Tasmania & Islands, just to name a few. And they can tailor the trip to your requirements. The Africa Pride team visits Africa frequently to keep up to date with any developments in the continent and have a vast amount of experience.

As they say in their brochure, 'Be inspired'. On their tours, you can see the big five, kiss a giraffe at the giraffe sanctuary in Nairobi (yes, please!), go whale-watching, dive at night, track cheetah on foot, sit with mountain gorillas, walk with elephants, and ride a hot air balloon over the Masai Mara. I know it's great to see the animals, but meeting the locals gives you a different insight into the area.

African Pride also cover Mauritius, Reunion & Seychelles and Dubai, Abu Dhabi & Oman – there is something for everyone. Check them out here: [www.african-pride.co.uk](http://www.african-pride.co.uk) or visit them in York.

'What you see depends on what you are looking for' and 'Anyone who has never made a mistake has never tried anything new.'



Sandy

by SANDRA MURRAY  
in Normanton, Yorkshire

To respond to any  
of Sandy's comments email  
[news@travelbulletin.co.uk](mailto:news@travelbulletin.co.uk)

## 'Lights, Camera, Action' at Co-operative Travel

MIDCOUNTRIES CO-OPERATIVE Travel group has turned its homeworkers into digital superstars, as part of a new recruitment campaign for The Personal Travel Agents at Co-operative Travel.

Filming for the campaign recently took place at The Crowne Plaza hotel in Birmingham, with seven agents from Midlands Co-operative Travel group's homeworking division taking part and sharing their experiences of working for the brand. The videos will form part of a new recruitment campaign launching in January 2019. It will be implemented via social media, e-newsletters, blogs and on the brand's dedicated recruitment website. The head-office team were also filmed, describing some of the benefits of joining the organisation as a homeworker such as flexibility and autonomy, training and ongoing support.

Sheena Whittle, head of The Personal Travel Agents at Co-operative Travel, said: "We're delighted with how the filming went for our new recruitment campaign. As well as producing valuable material for the campaign, the filming day provided another opportunity for our homeworkers to connect with one another and our head office team – we all enjoyed a glass of bubbles at the end of filming, followed by a meal out to say thank you to our homeworkers for performing their starring roles so admirably.

"Being a member of a co-operative makes The Personal Travel Agents at Co-operative Travel truly independent and, with that, brings well negotiated, market-leading tour operator terms, which results in higher earning potential for our Personal Travel Agents. Our homeworkers have the freedom to sell holidays from a full range of suppliers, enabling them to sell the holiday that is exactly right for their customer."

Visit [www.thepersonaltravelagents.co.uk](http://www.thepersonaltravelagents.co.uk) to find out more.



## Up and away: Flybe adds new Edinburgh to London Heathrow route

FLYBE HAS added another daily return flight to its Edinburgh to Heathrow service, effective from the start of its 2019 Summer schedule on March 31, 2019. It will increase the choice of flights to five a day on weekdays and Sundays and four on a Saturday.

The new flight schedule also improves connectivity to Flybe's long-haul codeshare partners and boosts the route by another 56,000 seats a year. Roy Kinnear, the airline's chief commercial officer, said: "Scotland is a significant market for Flybe and our Edinburgh to Heathrow route has grown from strength to strength since its 2017 launch. We are therefore pleased to add another daily flight from the start of our 2019 Summer schedule for our customers' convenience which will offer a better spread of frequency across the day, with the added benefit of also improving connectivity with our long-haul codeshare partners operating out of Heathrow."



## AGENT INCENTIVES

- FUNWAY HOLIDAYS has joined forces with British Airways and Barbados to give agents the chance to win some prizes including Christmas themed hampers, Amazon vouchers and luxury chocolates, for bookings to Mexico or the Caribbean including flights with British Airways between December 1 and December 15, 2018. Bookings to Barbados count as two entries so doubles the chance of winning.
- THE TAIWAN Tourism Bureau is offering any agent that completes its online training course a chance to be entered into a prize draw to win £100 worth of Love2Shop vouchers and a bag of Taiwanese goodies. For more information visit <https://eng.taiwan.net.tw/>



PLANET HOLIDAYS recently ran a Travel Bulletin competition to coincide with the launch of its new brochure. With a grand prize of a five-night stay at the recently renovated Palm Beach Hotel & Bungalows on the outskirts of Larnaka up for grabs, the competition saw more than 600 entries. Pictured from the left is Peter Ward from Planet Holidays presenting the prize to competition winners Lorraine Wood and Angela Wilkes of Eton Travel, Wokingham.

## AGENT COMPETITION

PREMIER HOLIDAYS has unveiled its 2019 Australia and New Zealand brochure, with eight new tours and side trips, 18 additional hotels and five new excursions. Agents can win a pair of classic Ugg Boots plus nine Australian beer caddies for runners-up. Agents should visit Premier Holidays' trade website before December 12 to enter.

## WIN WIN WIN!!! with **travelbulletin** COMPETITIONS!

- Three-night stay to be won at the new Marconfort Costa del Sol Hotel in Torremolinos
- Win a seven-night stay at the new Fantasia Bahia Principe Hotel in Tenerife
- Win a three-night stay at the Hotel La Torre Golf Resort & Spa with Youtravel.com and Costa Calida!

FOR ALL COMPETITIONS ON THE SITE VISIT  
[travelbulletin.co.uk/competitions](http://travelbulletin.co.uk/competitions)

# HAPPY CHRISTMAS

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## Raise a glass: Free drinks and tips onboard Fred. Olsen Cruises

FRED. OLSEN Cruise Lines is offering guests an all-inclusive drinks upgrade aboard its entire ocean fleet – Balmoral, Braemar, Boudicca and Black Watch – on selected sailings of five to 42 nights' duration.

The deal is valid on almost every sailing from January 2019 to March 2020 on all new bookings made between December 5, 2018 and February 28, 2019 inclusive.

Some examples of the ocean and river itineraries on offer as part of the 'Cruise Sale' are as follows: Boudicca's 14-night 'Landscapes of the Canary Islands' cruise, departing from Dover on March 9, 2019, with prices starting from £1,399 per person; Balmoral's seven-night 'The Best of the Fjords in Seven Nights' cruise, departing from Edinburgh (Rosyth) on July 25, 2019; Brabant's seven-night 'Valleys & Mountains of Germany' fly-cruise, departing Nuremberg, Germany, with return flights from Heathrow/Manchester/Scotland on September 25 2019; Black Watch's 15-night 'You Choose Your Cruise' sailing, departing Liverpool on November 11, 2019 with prices start from £1,699 per person. The deal includes a free all-inclusive upgrade and £100 per person cashback available. This sailing is included in the 'three for the price of two' offer.

For further information on all sailings go to <http://www.fredolsencruises.com/agent>



## UK customers can enjoy epic adventures with Air Cruise Collection UK

LUXURY TRAVEL company, Air Cruise Collection has announced it is launching its global adventures by private plane to the UK market, starting with a new itinerary that will enable guests to explore seven countries in Asia.

The 17-day Pearls of the Orient 'air cruise', which has been designed for UK travellers, will depart from London on November 6, 2020, taking guests to Jordan, India, Vietnam, Laos, Cambodia, Maldives and UAE, with prices starting from £39,950 per person.

Guests will be onboard the Boeing 737-500 or 737-700 plane, both of which have been re-modelled to feature 56 spacious and business class seats. The company revealed that the itinerary has been designed so that all flights are during the daytime, allowing guests to enjoy a full night's sleep throughout the epic Asia adventure.

The 'air cruise' will see guests depart London, with their first stop being Aqaba in Jordan, followed by the ancient city of Petra. From Petra, travellers will be flown to Agra in India, then Hanoi in Vietnam, Luang Prabang in Laos, Siem Reap in Cambodia, the Maldives and, finally, Abu Dhabi in the UAE.

Cornelius Van Pelt, CEO of Air Cruise Collection said: "We are most excited to be launching to the UK market. We know that demand for this type of experiential, luxury travel product is high in the UK and we are thrilled to be able to offer a London departure for our Pearls of the Orient itinerary."



[www.bahiaprincipe.com](http://www.bahiaprincipe.com)

Tenerife · Spain



**CYPLON HOLIDAYS**, hosted its first fam trip to Croatia for some of its top-selling agents. The ten agents chosen had the chance to explore Croatia and its islands, staying at some of the most reputable properties, while experiencing cultural evenings and embracing local traditions.



# Su Doku

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

Number: 045

A		2	3	1		7			6
			1			9	2		
	4			6		1	8		
B		5	7				4	6	
			4	2	3				
C		9	2				8	1	
	6	8		1				5	
		4	5			6			
D	5			2		6	7	4	

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, December 13th. Solution and new puzzle will appear next week.

**The winner for 23rd November is Caitlin Seib, Flight Centre in Cheltenham.**

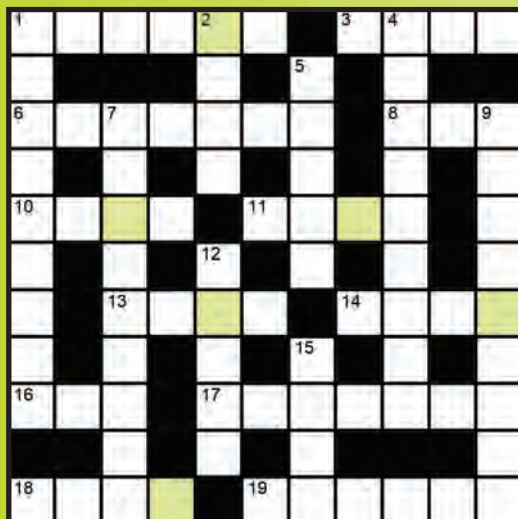
**November 23rd Solution: A=1 B=5 C=8 D=7**

## Where Am I?



With its blend of Baroque, Renaissance, and Art Nouveau buildings, watched over by a medieval castle, this capital city is one of Europe's greenest and was awarded the coveted Green Capital of Europe title by the European Commission for 2016.

## Crossword



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

### Across

- Well-known brand of Wyndham Hotels & Resorts (6)
- Capital of Norway (4)
- South American country (7)
- Naples airport code (3)
- Capital of Greenland (4)
- Actor Idris, soon to return as Luther (4)
- Austrian resort, part of the SkiWelt (4)
- Friendly term for a New Zealander (4)
- Doncaster, Sheffield airport code (3)
- After 25 years, this Irish band are saying, Thank You & Goodnight (7)
- Muscat is the capital (4)
- MEA operates from this city (6)

### Down

- Nottinghamshire folk hero, appearing again at a cinema near you (5,4)
- UK TV channel (4)
- Country, fully surrounded by Italy (3,6)
- Iconic Cape Town mountain (5)
- Baton Rouge is the state capital (9)
- North Cyprus specialist, New \_\_\_ Holidays (9)
- Shakespeare's Bankside theatre (5)
- Gateshead Millennium Bridge spans this river (4)

For the solution to the Crossword and Where Am I?  
Please see page 22



**MARTIN WALKER** from *Holiday Hamster* and **Andy Jacques** from *Debonaire Travel* demonstrate why they should star in the next *Jurassic Park* movie when they encountered a dinosaur at the Universal Orlando theme park.

## Global managing director says: "Be confident but do your homework."

IN AN interview with *Travel Bulletin*, Andy Stark, managing director of the Global Travel Group, offered advice for agents seeking to open a high street shop: "Be confident but be sure to do your homework. Research the hell out of it, go over every single bill."

He said there are "opportunities with available space on the high street to be had cheaply so negotiate hard and get yourself a great deal ... It's a long-term investment ... There is absolutely space on the high street for travel agents alongside businesses like coffee shops and hairdressing salons."

In regard to Brexit, Stark said it is "at the back of the mind" across the travel industry, "but it's not the first conversation I have with agents."

"There might be a drop in traffic for a period of time [but] it is a resilient industry and we go through change all the time and we work it out, such as geopolitical issues," he said.

"We are seeing more bookings in the East Mediterranean, especially Turkey which has always been popular with the Brits. It's a great product with a beautiful coastline, great activities, golf, affordable at the lower end of the market – there is something for everyone."

"Croatia is a little jewel and there has been an increase in North Africa especially with operators going back to Tunisia. And the Caribbean is quite a hot destination, and the US, of course."

He said there are good opportunities for agents specialising in niche markets, such as adventure tourism which has seen an 18% increase. With experience-based travel, Stark said often it is about the experience first and the hotel and flights are secondary concerns, particularly with younger customers.

Themed experiences are becoming popular in the UK and abroad. He cited Warner Hotels as having strong offerings in the experiential market.

"Solo travel has become more fashionable – it is not necessarily people without partners taking solo holidays. It is often about the experience," Stark told *Travel Bulletin*. "Single supplements can be a massive barrier but there are more hotels who are not applying the surcharge."



**Andy Stark**, Global Travel Groups' managing director, says a few words at the welcome dinner in the Harry Potter attraction.

## Buddies and branding boost for Global Travel Group

CHERIE RICHARDS, commercial director for the Global Travel Group, announced the wider roll-out of the Global Buddies programme. The Global Buddies programme, which connects new travel agents with more experienced members for mentoring, advice and support, has been piloted for the last couple of months and is now ready to be rolled out across the entire group, following positive feedback from participants. Members of Global's executive team will each be assigned their own new member 'buddy' to help during their first year of membership.

New branding was launched by Andy Stark, the group's managing director. The new logo comes in a range of colours to suit different types of travel and occasions, as well as a rainbow option for LGBT promotions. Stark told *Travel Bulletin* that the new branding will "future-proof the brand" and "give members a sense of security".

## Winning agents honoured in Orlando

AGENTS FROM across the UK were honoured at the Global Travel conference during the gala dinner.

Outstanding achievement award winners were: Olive Lounge Travel (North); Love2Shop Holidays (Central); Your Travel (South).

Top home office winners were: Disabled Access Holidays (North); Coddwomple Travel (Central); and Bordessa Holidays (South).

Best newcomer winners were: Vannin Travel (North); Venture Travel Group (Central); and Keeva Travel (South).

Top agent winners were: JF Travel (North); Cruise Directions (Central) and Cartwright Travel (South).

Winners in the High Flyers category were: JF Travel, Olive Lounge Travel, Stephen Howard Travel, Marken Travel, Pillinger World Travel, Excellence Travel, Tivoli Travel, Travelgate, Cruise Direction, Honeymoon Dreams, Traveltrain, Love2Shop Holidays, Travelounge, Teuthiau Menai, Myriad Travel, Cartwright Travel, Travel Designers, Stoke Newington Travel, Woods Travel, Thames Valley Travel, Bordessa Holidays, Open World Travel, Travel Options 4 U, Horizon Travel and Milford Travel.



## Sales coach shares secrets of selling to six personality types

SIMON COX, a sales coach with a background in travel, sales management and the arts, led a session at the Global Travel Group conference focused on the six broad types of customer and what they need from an agent for a sale to be made.

The types are the Queen (who needs the agent to be a private secretary), the nervous traveller (needs a parent), the honest Jane (generally easy to sell to), the reluctant traveller (needs a therapist to find out why there is reluctance and it may be someone in the group apart from the person making the booking), the deal chaser (needs the agent to be Arthur Daly with the good deal) and the dreamer (who needs direction to make a decision).

He explained the sales psychology arc, which involves asking, exploring options, reacting to what the customer says, presenting the offer and closing the deal.

Mr Cox advised asking open questions, such as "talk me through your plans" or "what type of experiences are you looking for?", and that "80% of the conversation should be the customer talking and only 20% the agent."



**AGENTS AT the Global Travel Group conference were keen to join Erin Brockovich for a group photo after her no-nonsense keynote address received a standing ovation.**

## Mr Motivator, Katy Hill and Erin Brockovich fire up agents

THE MOTIVATIONAL speakers at the Global Travel Group conference, Derrick Evans (better known as Mr Motivator), Katy Hill and Erin Brockovich gave well-received talks to the agents, all of which advised delegates to be themselves and be true to their values.

Mr Motivator shared his journey to becoming a TV star on GMTV, which was testament to the power of persistence: "Be prepared to climb the mountain and swim through shark-infested waters. You are the most important person in the world. Look after yourself first."

Katy Hill, formerly a Blue Peter presenter and now a life coach and travel blogger, told agents to "sell the sizzle, not the sausage" because "selling travel involves selling emotions". It was Ms Hill's first conference presentation since starting her life coaching business this year.

Erin Brockovich, who rose to fame as a legal clerk who helped prepare a case against Pacific Gas & Electric Company of California for water contamination, still works as an advocate as well as a speaker. Her keynote presentation focused on how flaws can become strengths. She was diagnosed as dyslexic and labelled as the "disruptive" kid but being disruptive became a gift in her advocacy career.

"There's more than one way to learn. Find another way to find a solution," she told the conference.

## Retro fun and sleek chic at Universal's newest Orlando hotels

UNIVERSAL'S CABANA Bay and Aventura hotels are part of the group's strategy to expand and cater to a wide range of Orlando holidaymakers.

At a tour of Cabana Bay and Aventura, *Travel Bulletin* was told that Universal has 9,000 hotel rooms in the area but plans are underway to increase this to 15,000.

Cabana Bay's rooms start at US\$115 per night. Set in a 1950s-inspired complex, family-friendly facilities at the 2,200-room property include a desk for booking Universal attractions, two pools, games arcade and bowling alley. There is no valet parking and the restaurant is cafeteria-style.

Aventura features modern design and is aimed at families with older children, millennials and the young-at-heart.

The 600-room property features a pool, room facilities such as lighting and TV controlled by tablet, fire pit, a food court-style dining area and a 17th-floor bar with views.

## Sharing social media strategies for sales success

THE IMPORTANCE of customer engagement via social media was a major theme of the Global Travel Group conference, with members of the agent discussion panel talking about how they leverage platforms, such as Facebook and Instagram. Ben Owen, from Venture Travel, said Facebook leads to "around 100 inquiries a day" and said it was useful for targeted marketing. He said voice recognition technology will help him "stay ahead of the wave", explaining that this technology relies on Google search data to answer verbal inquiries. He encourages customers to leave positive Google reviews to boost the company's search profile. Claire Welling from ItsSo Travel uses Facebook to generate interest in the eye-catching window displays she puts up in her St Ives travel agency.

In her motivational session, Katy Hill told delegates that Instagram was "essential" for engaging customers through attractive image-sharing.

# india & indian ocean



## India helps tourists move beyond the Golden Triangle

WITH ITS fascinating kaleidoscope of people, languages, religions, customs and traditions India has long been a tourist destination for diverse travellers in all seasons. Now with a growing number of tourists from the UK, e-visas and a 24/7 security helpline in place the India Tourism Board is developing its digital presence and its experiential offering.

At this year's WTM Rashmi Verma, India's secretary for tourism, said: "The tourism sector in India is growing at a fast pace. India received ten million foreign tourists in 2017 registering an increase of 14% over 2016 which is much higher than the world average of 6.8%. We are targeting an increase in the number of tourists from our main markets which includes the UK. In 2017, India received around one million tourists from the UK and we see great potential for receiving more tourists from this market.

"India introduced e-tourist Visas, to facilitate foreign travellers visiting the country. The e-Visa facility has received positive feedback from tourists across the globe. In 2017, a total of 1.7 million foreign tourists arrived in India on an e-tourist Visa of which 305,954 were from the UK. This facility is now available to nationals of 166 countries for entry through 25 designated airports and five designated seaports in India".

In recent years, Indian tourism has moved beyond its primary focus around the Golden Triangle of Agra's Taj Mahal, Rajasthan's forts and Delhi's immersive history; branching into leisure, spiritual, wellness, nature, adventure, beach and cultural tourism. The Ministry of Tourism and Government of India is according high priority to increasing foreign tourist arrivals and the development of the local infrastructure is being backed by improved connectivity such as the revamp of tourist

amenities at major railway stations, new routes by air, and highway development to provide easy access to various tourism destinations.

"The safety and security of tourists is also our prime concern. The Ministry of Tourism has launched a 24/7 toll-free multi-lingual Tourist Helpline in 12 international languages offering assistance to callers during times of distress while travelling in India and if need be alert the concerned authorities" concluded Verma.

India has a vast coastline dotted with beaches on the eastern and western coast, which are well-suited for family vacations. The States of Goa, Kerala, Tamil Nadu, and Odisha, as well as Andaman and Nicobar Islands, Lakshadweep Islands and Puducherry have various beach resorts and provide many water-based sports and adventure activities for tourists.

In a nod to the destination's diversity, Aashima Mehrotra, director of the ministry of tourism, added: "The popularity of India as an adventure tourism destination is growing rapidly. It offers various adventure sports such as mountaineering, trekking, hand gliding, paragliding, bungee jumping and river rafting. 73% of the Himalayan Region is in India and provides opportunities for different types of adventure sports and India is celebrating 2018 as the 'Year of Adventure Tourism'."

A new Incredible India website and mobile app has been launched to provide easy access to information on tourism destinations within India. The website showcases India as a holistic destination, revolving around major experiences, such as spirituality, heritage, adventure, culture, yoga, wellness and more. Visit [www.incredibleindia.com](http://www.incredibleindia.com) for more information.

## Snapshot of Sri Lanka

HELPING TRAVELLERS to bring their holiday memories into focus, Explore has launched a series of six new expert-led photography trips including a 12-day 'Photographing Sri Lanka' tour.

During their journey, travellers will discover Sri Lanka's ancient cities, rock carvings and gilded temples with experienced photographer Renato Granieri, winner of the 2018 Nat Geo Traveller Photographer of the Year award. Highlights of the trip will include the opportunity to photograph the rolling hills of the Golden Valley tea plantations, wildlife-filled national parks, tropical coastline, and a chance to capture the rich Buddhist history through the lens whilst meeting friendly faces along the way.

Departing on March 23-April 4, 2019, prices start from £2,590 per person and includes flights, internal transfers, 11 nights' accommodation, breakfast plus some lunches and dinners, and services of a tour leader.

Go to [Explore.co.uk](http://Explore.co.uk) or call 01252-883409 for more information.





## From FOMO to JOMO in the Seychelles

TAPPING INTO the desire from travellers to get off the grid rather than visit overly popular destinations in 2019, the Seychelles is pitching itself as a destination where holiday-makers can get away from it all, indulge in a digital detox and experience the joy of being in the moment.

Although the Seychelles has 115 islands, most of them are uninhabited and besides the three main islands – Mahé, La Digue and Praslin – where the Seychellois live, the others are resorts or deserted islands travellers can visit on a day trip, making them ideal for off-grid escapes. Places such as Curieuse Island and Bird Island, for example, both have protected bio-reserves and come with an abundance of untouched natural beauty, which can be explored often without bumping into another tourist. Even the main islands offer off the beaten track experiences; either by spotting rare wildlife in Port Launay Mangrove Forest in Mahé or the secluded beaches of Anse Cocos in La Digue.

Visit [seychelles.travel](http://seychelles.travel) for more information.

## Sun Siyam's Sun Aqua Iru Veli opens its doors

SET ON ALUVIFUSHI, a private island forming part of the South Nilandhe Atoll (also known as the Dhaalu Atoll) is Sun Aqua Iru Veli, the newest property from the Sun Siyam group. Opening at the start of this month, the premium all-inclusive resort joins sister resorts Sun Aqua Vilu Reef Maldives and Sun Aqua Pasikudah Sri Lanka and will look to fuse island indulgence with playful elements all set amid a tropical idyll.

The five-star property is geared toward couples and families, and consists of 125 light filled beach and over-water villas and suites. All villas and suites have private freshwater swimming pools and sunbathing areas with complimentary mini bars replenished twice daily.

Guests can opt for a romantic dinner for two on the beach, dine at three restaurants or keep it low key with family dinners served in the privacy of villas, as the resort is able to offer private dining anywhere and has its own wine cellar and resident mixologist.

The Sun Aqua Spa provides six over-water pavilions with double massage tables, open-air rain showers and flower-strewn baths and a main spa house with hydrotherapy pools, steam, sauna and spa boutique. Set within its own lagoon, Sun Aqua Iru Veli has its own house reef and PADI / SSI facility dive centre and guests can select three dives per stay or swap for spa credit up to US\$100 per day. The use of snorkelling equipment is complimentary, and guests will also each receive a complimentary half hour group wind surfing lesson and a 15-minute Jet Ski ride per person, per stay together with one of the following: dolphin cruise, guided snorkelling safari tour, sunset cruise or local island discovery.

Go to [www.iru-veli.com](http://www.iru-veli.com) to find out more.

## Win a Dynasties Christmas hamper with Pugdundee Safaris

IN LIGHT of the popularity of Sir David Attenborough's five-part series 'Dynasties' on BBC One, Pugdundee Safaris is giving travel agents the chance to win a Christmas Dynasties Hamper.

The grand finale of the series airs this weekend, on Sunday December 9, with a trip to India to observe a tigress called Raj Bhera raising four newborn cubs in India's Bandhavgarh National Park in Madhya Pradesh. In celebration of Tiger Week, Pugdundee Safaris which offers six tiger eco-lodges in Madhya Pradesh, is offering a hamper prize to agents which will include the new Dynasties Coffee Table Book, a £25 voucher and chocolates.

To be in with a chance to win, agents just need to like the Pugdundee Safari page on Facebook ([www.facebook.com/Pugdundeefaris](http://www.facebook.com/Pugdundeefaris)) and contact the company with an email including their name and agency name to [press@luxuryrepcollection.com](mailto:press@luxuryrepcollection.com). Moreover, should agents like further guidance on how to sell tiger safaris and would like Tesna or Aisling from Luxury Rep Collection to pop by for a training session this can be arranged by expressing interest in the entry email.



FROM DECEMBER 21 to January 6, Outrigger Mauritius Beach Resort will be running a festive holiday and New Year programme with themed dining occasions and a diverse range of activities. Guests can indulge in a Christmas Eve gala menu with a jazz theme at the colonial-style Plantation Club, Christmas show at Bar Bleu, jazz brunches, and a rolling New Year's Eve party celebration at various locations around the resort. The resort has created some especially romantic experiences to help couples 'Escape Ordinary' during their holiday and the resort can also provide a full range of activities for families with children, from the arrival of Santa Claus, cinema under the stars, treasure hunts and cooking classes. Visit [outrigger.com](http://outrigger.com)





**PROSECCO PRIZE...** Annette Allmond (left) from Travel Counsellors collects her raffle prize of a bottle of Prosecco from Air Austral's Carol Tumber.

## #TBSHOWCASES

TRAVEL BULLETIN transported travel agents to the crystal-clear waters and white sand beaches of the Indian Ocean as part of our latest showcase events. Taking place at the Royal Bath Hotel in Bournemouth and Jury's Inn Oxford, travel agents met directly with luxurious properties, leading airlines and top operators and even picked up some amazing holiday prizes!



**SUN SIYAM ESCAPE...** Winning two nights at the new Sun Aqua Iru Veli was a delighted Sarah Joy (left) of Pineapple Travel, collecting her prize from Katharine Wood of Sun Siyam.



**OFF TO THE MALDIVES...** Travel Counsellor Kim Ward was overjoyed to win an all-inclusive holiday for two to the Robinson Club Maldives, presented by the company's George Morris.



**AGENT READY...** Pictured preparing their tables and to meet with agents are Lisa Darchambaud (left) from Uga Escapes, Nicola Wood for Como Hotels & Resorts, and Travel Bulletin's Matthew Gill.



**WARM WELCOME...** From the left Mövenpick's Cynthia Turner and Olivia Knight from Attitude Hotels greet Gemma Harvey and Sarah McAlpine from Kuoni to the drinks reception.



**KUONI GOODIES...** Lucy Ellingham (right) from Kuoni was on hand to meet with agents and presented raffle winner Claire Waldron of Highworth Travel with a bottle of champagne and some Kuoni goodies.





**HIGH FLYER...** Anne Knight from Flamingo Travel was our prize winner of a £50 shopping voucher gifted by Nick Beauchamp of Oman Air.



**FRED. OLSEN BUNCH...**from the left, we say hello to Helen Apps and Clare Ruffell from Fred. Olsen Travel, Bournemouth and Tom Holland from Fred. Olsen Travel, Christchurch.



**A TOAST!...** Martha Grady (right) from Veranda Leisure & Hospitality congratulates our on-the-spot prize winner, Chrissi Knights from Explorer Travel, and gifts her with a bottle of Champagne.



**COMO CATCH-UP...**from the left, Nicola Wood from Como Hotels & Resorts delivers the latest product news to Gayle Nicholls and Tanya Marshallsay from Worldspan Travel, and Holly Perkins and Rebecca Smith from TUI.



**TRAVEL TRIO...** Catching up over drinks during our welcome reception is, from the left, Hays Personal Travel Agent Emma Barsdell, Nicole Kelly from Weald Travel and Neil Pirie from Generation Travel Group.



**HELLO HOLIDAYSPLEASE...** We welcome Tanya Sayers-Carter (left) and Kathryn Skeates from Holidaysplease to our showcase evening.



**CHAMPAGNE WIN...** Tomas Cochrane (left) from Hummingbird Travel presents raffle winner, Phil Davis of Travel Counsellors, with his Champagne prize.

Want to get in on the [#TBShowcases](#) action?

Our next event will be the Africa Showcase taking place in Surrey on January 21. To confirm your place or to find out when we will be hosting our next event near you contact [events@travelbulletin.co.uk](mailto:events@travelbulletin.co.uk)



## Venture over, under & through the waters at Centara Ceysands

THANKS TO its unique position, nestled between the Bentota River and the Indian Ocean, guests of Centara Ceysands Resort & Spa Sri Lanka can partake in a combination of activities geared towards nature lovers, curious explorers, or those wanting to learn a new sport.

Now offering personalised river safaris down the Bentota river, guests will have the opportunity to venture into mangrove forests and spot the local wildlife, including colourful tropical birds, fruit bats and crocodiles.

For a more immersive experience, safaris to the Madu River flow through an area of wetlands and local villages before entering the Indian Ocean. The tour includes an overnight stay in tented accommodation on an inhabited island making for an authentic way to experience the Madu Ganga in all its beauty.

The waters on the river-facing side are ideal for kayaking, water-skiing, jet-skiing, wake-boarding and dinghy-rafting. With medium-sized white crested waves, it's also a good spot for beginner surfers. With Sri Lanka's underwater ecosystem, world-class dive sites are located within easy reach of the resort, allowing guests to explore the marine life and colourful coral reefs.

The resort offers a range of accommodation options to suit the needs of couples and families, with 165 rooms and suites and a variety of amenities from Deluxe Poolside Terraces to Family Residences.

Find out more at [www.CentaraHotelsResorts.com](http://www.CentaraHotelsResorts.com)



**RITA ORA** has confirmed an exclusive New Year's Eve performance at Amilla Fushi in the Maldives. Alongside entertainment from pyro performers The Fuel Girls and lead singer of B\*witched Edele Lynch, guests seeing out 2018 at the resort can look forward to an intimate performance by the UK singles chart's most successful British female artist. Taking place two months before the start of the Phoenix World Tour, which kicks off in Melbourne on March 1, 2019, the Amilla 'tribe' could be among the first to experience the singer's new material live. As well as the star-studded New Year's Eve performances – open to all island guests at no extra charge – festive foodie surprises are in store. Visit [www.amilla.mv/festive2018](http://www.amilla.mv/festive2018)



Outrigger Konotta Maldives Resort



Outrigger Mauritius Beach Resort

## Escape Ordinary.

Discover your next dream destination at one of our spectacular resorts in the Indian Ocean.

Find out at [Outrigger.com](http://Outrigger.com)



## Mövenpick makes its Maldives debut

MÖVENPICK HOTELS & Resorts has raised its first flag in the Maldives, opening the doors to Mövenpick Resort Kuredhivaru Maldives on a private island in the Noonu Atoll.

The resort, which is 45 minutes by sea plane from Malé, features 105 villas and suites comprising 72 overwater pool villas, 30 beach pool suites and three beach spa pool residences, each with a private plunge pool. The resort will also be accessible by a 15-minute speedboat ride from the new airport on Maafaru island in Noonu atoll, which will open in early 2019.

Patrick Basset, chief operating officer of Upper Northeast & Southeast Asia and The Maldives for AccorHotels, said:

"Mövenpick Resort Kuredhivaru is one of the few properties located in the Noonu Atoll house reef, home to some of the most beautiful diving spots in the Maldives and offering guests a unique opportunity to immerse themselves in this vibrant and unspoiled marine life."

The property features four dining experiences, a Mövenpick Little Birds Club and babysitting services, a diving centre, tennis court, gym, watersports centre, and the Sun Spa by Esthederm. Another stand-out feature is the exclusive beach pool spa residence with a spacious living area with resort views – ideal for small weddings and private gatherings of up to 20 guests.

Running until December 23, guests can book a room stay with breakfast for two starting from USD\$577 per night. For bookings of three nights or more, they will receive a \$100 resort credit, valid for food and beverage, spa treatments, water sports and diving, plus 20% off at the Diving and Water Sports Centre, with a free room upgrade subject to availability. For more information visit [www.movenpick.com/kuredhivaru](http://www.movenpick.com/kuredhivaru)





## See Vienna not #Vienna in provocative tourism campaign

FOLLOWING THE success of the Vienna Tourist Board's 'Daring Ad Campaign' in 2017, questioning whether Schiele's nudist paintings were still considered provocative, this year, the tourist board is launching another campaign designed to spark conversation.

In pursuit of the perfect social media snapshot, many holidaymakers perhaps lose sight of their surroundings; looking through their camera lenses rather than savouring special moments. With a knowing wink, the Vienna Tourist Board's latest campaign taps into a global phenomenon by promoting the concept of a digital detox in the 'Unhashtag Vienna Campaign' encouraging travellers to take fewer photos and experience more.

Norbert Kettner, the tourist board's managing director, said: "Vienna offers all the advantages of a modern metropolis, but without the stress factors associated with a major world capital, which definitely sets it apart from its competitors. This is why we are actively encouraging visitors to adopt a more mindful approach to experiencing individual moments and attractions – by all means including selfies and all the rest of it, but less

often and with a little more discernment.

"Our campaign is not about finger wagging, and certainly shouldn't be seen as us railing against social media. After all, we use it extensively ourselves in our tourism marketing activities to spread our own messages – including in this campaign. What we are trying to do is use a healthy dose of humour to draw attention to Vienna's relationship with social media, while putting the focus on experiences and moments of enjoyment."

In its UK campaign, the "See Vienna – not #Vienna. Enjoy the city behind your pics!" message was delivered in public spaces across London and across social media with one of the most visually striking elements of the campaign featuring a large red hashtag which obscured one of Vienna's best-known artworks – Gustav Klimt's "The Kiss" at the Belvedere. Last month, the Tourist Info on Albertinaplatz in the first district offered visitors the chance to borrow instant cameras for free, limited to just ten shots, to ensure tourists had ample time to focus on enjoying Vienna to the full. *Go to [unhashtag.vienna.info](http://unhashtag.vienna.info) for more details.*

## Haven launches 2019 brochure with 25% off all breaks

HAVEN HAS launched its 2019 brochure detailing the latest product updates for five parks and low pricing offers, as well as providing savings of up to 25% on all 2019 breaks.

Focusing on five main parks – Craig Tara, Hafan y Môr, Haggerston Castle, Hopton and Seashore – the holiday brand will introduce guests to new places to play, eat and enjoy time together with new eateries, restaurants and bars and activity facilities

Now available, the brochure continues the theme of 'A Breath of Fresh Air' to highlight its parks' beauty, nature and coastal settings, as well as family fun. It features more detail on what's available to do in and around the local area and showcases how families can make the most of the park, its facilities and the seaside location.

The tour operator is offering savings up to 25% on all 2019 breaks, and an exclusive £50 off per booking for travel agent customers when they book by February 18, 2019.

## Premier Holidays encourages agents and their clients to book early

PREMIER HOLIDAYS is encouraging agents to book early for breaks to the Channel Islands next year by unveiling a selection of packages for 2019.

Travel agents can book a range of early offers to Jersey and Guernsey for travel until September 2019, either by sea from Poole or flying from regional airports. The tour operator is highlighting the benefits of travelling mid-week when people can save up to £200 in the height of the season.

As an example of offers to Guernsey, packages include three nights at St Pierre Park from January to March from £255 per person by sea including a free room upgrade; four nights at Duke of Richmond from £499 by sea, travelling between May and September; and three nights at Le Friquet from £229 by sea.

For more information visit [www.trade.premierholidays.co.uk](http://www.trade.premierholidays.co.uk) or call 08444-937444.



**RAIL DISCOVERIES** has put together a short break called 'Captivating Cornwall' offering clients five days to explore the history and the natural landscapes of this enchanting part of the country. The itinerary includes Lands Ends, Penzance, Bodmin and Wenford Railway, Launceston Steam Railway, King Arthur's Great Halls, Lanhydrock House and St Ives. Prices start from £525 per person with tour departures on April 23, June 30, July 7 and September 29, 2019. Visit [www.raildiscoveries.com](http://www.raildiscoveries.com)

## Norfolk Woods opens in partnership with Hoseasons

AGENTS WILL soon be able to make bookings for Norfolk Woods Resort & Spa near King's Lynn, a new multi-million pound resort for couples, families and groups looking for an active outdoor break, or relaxing spa break in the East of England.

Opening in January, the resort will feature 80 lodges nestled in wooded areas at Norfolk Woods, each offering a chic, open-plan living area with expansive landscape views. Many of the lodges will also include a private outdoor hot tub, with a selection of pet-friendly accommodation options also available. As a Go Active location, activities such as archery, fencing, waterwalkers, bodyzorb, snorkelling and sea scooters, are available.

Mark Warnes, the company's property and portfolio director said: "We're confident that this new addition to the Go Active portfolio at Hoseasons will become a popular choice for holidaymakers. It's set to be a great crowd-pleaser for agents looking to book luxury accommodation for both families and couples within a highly desirable corner of the East of England. Norfolk is in one of our top five holiday hot-spots here in the UK, and a popular location for staycations. Last summer we saw an unprecedented surge in demand for late breaks prompted by the prolonged good weather plus a demand for Hoseasons active holidays were up 10%. We have absolute confidence that with the combination of Norfolk Woods' desirable location, luxurious offering, and with the added lure of Go Active activities, the property will attract droves of locals and nationwide visitors this coming year."

Prices for a family of two adults and two children for a three- or four-night, low-season short break, start from £229. The holiday brand is also giving consumers 10% off bookings made before January 1 on any dates and accommodation throughout 2019.

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

## Kirker adds Saint-Germain icon to Parisian portfolio

NEW FOR 2019, Kirker Holidays has added the five-star Hotel Lutetia, the only luxury grand hotel on the city's Left Bank, to its hotel selection in Paris.

This landmark building, located in Saint Germain, reopened earlier this year following four years of painstaking renovations to reimagine the Art Deco property for the 21st century. It has 184 bedrooms, featuring marble bathrooms and furniture reminiscent of the early heyday of 1910, but with a contemporary makeover.

Elegant dinners can be savoured in the 'Brasserie Lutetia' overseen by G rald Passadat; or for a more relaxed experience, meals are available all day in the 'Saint Germain' restaurant complete with stained glass ceiling and adjoining patio. An expansive spa has been added under the

hotel offering holistic treatments, as well as a large indoor swimming pool.

The operator has a special offer with which clients can stay three nights for the price of two from £1,129 per person based on two sharing, saving £216 per person. The offer applies to stays between January 3-15, February 1-23, and October 21-November 18, 2019. It includes standard class Eurostar travel, hotel transfers, accommodation with breakfast, Kirker's Guide Notes to restaurants, museums and sightseeing, a two-day museum pass (which gives complimentary access to more than 60 museums, monuments and galleries), a carnet of five M tro tickets, Seine river cruise, and the services of the Kirker Concierge. For further information call on 020-7593 2288 or visit [www.kirkerholidays.com](http://www.kirkerholidays.com)

## Let me entertain you: Las Vegas with Robbie Williams

FUNWAY HOLIDAYS has put together some special short break packages to coincide with Robbie Williams' US tour next year.

As an example of prices for 'Las Vegas With Robbie', the operator is offering three nights staying at the Wynn Las Vegas from £780 per person including Gatwick flights with American Airlines based on two adults sharing and departing on March 5, 2019. Concert tickets are not included but are available online from £160 per person with Robbie Williams performing at the Encore Theatre on March 6 at Wynn Las Vegas.

The operator is also highlighting a selection of short breaks in the US for Valentine's Day. With getaways available to Boston, New Orleans, Chicago and New York, Malcolm Davies, the company's destination product manager, said: "We have some fantastic US mini breaks available – both romantic and budget friendly." For 'Love in New York' the company can offer three nights in New York over the Valentine weekend staying at the four-star Distrikt. Prices start from £479 per person including direct flights with Virgin Atlantic from Heathrow, based on two adults sharing and departing February 13, 2019.

Visit [www.funway4agents.co.uk](http://www.funway4agents.co.uk) to find out more.



## Cirque du Soleil on sale with Super Break

SUPER BREAK has put packages on sale for Cirque du Soleil's new show 'TORUK – The First Flight', which will make its UK debut in June 2019, including a stop at the O2 Arena in London.

Inspired by James Cameron's record-breaking movie AVATAR and with creative input from Cameron himself as well as experts from the movie's production, 'TORUK – The First Flight' is a visual spectacular combining the acrobatic athleticism of performers, projections, massive set pieces and the largest collection of puppetry in Cirque du Soleil history to create a prequel to AVATAR.

The show at the O2 Arena runs from June 26-30, 2019 and agents can book packages from £175 per person. This includes one night at the three-star St Giles Hotel, breakfast and a ticket to the show and is based on two sharing. For more information call 01904-436000 or visit [www.superbreak.com/agents](http://www.superbreak.com/agents)

## Warner Leisure helps guests beat the January Blues

WARNER LEISURE Hotels is encouraging guests to pamper themselves this January with a spa break at Thoresby Hall Hotel in Nottinghamshire.

Guests can choose from a two-night midweek 'Relax and Unwind Spa Break' or a three-night weekend 'Indulgent Spa Break'. These spa breaks include two- or three-nights' accommodation, full English or Continental breakfast, a three-course evening meal each night, live entertainment and a host of daytime activities. Guests can take advantage of leisure facilities including a heated swimming pool and fitness studio, choose from a 55-minute facial, 55-minute Swedish massage or 55-minute back, neck and shoulder massage and relaxing scalp ritual. In addition, the three-night 'Indulgent Spa break' also includes a Rhassoul Mud treatment.

Each spa break package will include a two-hour spa experience, which allows guests to use all of Thoresby's spa facilities from its Aromatherapy Cave, Scandinavian Sanarium and Turkish steam room, to its Ice Cave, experience showers, hydro spa pool, foot spas and relaxation lounge.

Prices for a two-night 'Relax and Unwind Spa Break' start from £239 per person when arriving on January 23, 2019.

In addition to Thoresby Hall Hotel, guests can also enjoy a spa break at the brand's new property, Studley Castle. The Stables Spa is Studley Castle's sanctuary, and offers guests a sauna or steam room, heated indoor pool, communal rest and relaxation area, as well as specialist facials and body boosts. Spa Breaks at Studley Castle will be available from March 2019 with two-night breaks starting from £289 per person. For more information go to [www.bourneleisuresales.co.uk](http://www.bourneleisuresales.co.uk)

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## puzzlesolutions

### Crossword:

Across: 1. RAMADA, 3. OSLO, 6. BOLIVIA, 8. NAP, 10. NUUK, 11. ELBA,  
13. SOLL, 14. KIWI, 16. DSA, 17. BOYZONE, 18. OMAN, 19. BEIRUT.  
Down: 1. ROBIN HOOD, 2. DAVE, 4. SAN MARINO, 5. TABLE,  
7. LOUISIANA, 9. PRESIDENT, 12. GLOBE, 15. TYNE.

Highlighted Word: DUBLIN

Where Am I?: Ljubljana, Slovenia



**EARLIER THIS** year, Eating Europe Tours launched its operations in Paris, exploring the 10th arrondissement which remains largely undiscovered for most travellers to the city. The early afternoon experience called 'Hip Eats & Backstreets' offers a mix of tasting French cuisine like the croque Monsieur, rare cheeses and wine along with local trends such as neo-bistros, Moroccan couscous and award-winning pastries. All the while, guests can dive deeper into local culture, historical anecdotes and the famous savoir vivre at seven foodie stops all off the beaten track. Tours run Tuesday to Saturday, 12:00-16:30, and cost 95 euros per adult. Visit [www.eatingeurope.com/paris-food-tours](http://www.eatingeurope.com/paris-food-tours)

We asked our staff the following question this week:

## Which Short Break destination have you been planning to take a trip to?



### Jeanette Ratcliffe

Publisher

[jeanette.ratcliffe@travelbulletin.co.uk](mailto:jeanette.ratcliffe@travelbulletin.co.uk)

*Lisbon - amazing views, hotels, restaurants and ambience.*



### Adam Potter

Features Editor

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*Rome - gotta throw that coin into the Trevi Fountain.*



### Georgia Lewis

Managing Editor - News Team

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*I am very curious about Ljubljana, especially the castle.*



### Hiriya Bairu

News Editor - News Team

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*Barcelona - for a friends birthday*



### Lauretta Wright

Contributing Editor

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### Paul Scudamore

Contributing Editor

*Tallinn, Estonia - Fabulous Christmas market, history, people, restaurants and bars.*



### Simon Eddolls

Sales Director

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*Either Matera in Italy or Plovdiv in Bulgaria...a cultural must next year!*



### Tim Podger

Account Manager - Far East

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*Edinburgh for a golf weekend.*



### Bill Coad

Account Manager

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*Dublin.*



### Matt Gill

Senior Account Manager

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*Kiev.*



### Sarah Terry

Account Manager

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*Puglia. It looks really unspoilt and has amazing wine.*



### Hannah Carter

Events & Sales Administrator

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*Slovenia, because it looks so pretty.*



### Ashweenee Beerjeraz

Events & Sales Assistant

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*Croatia - it just looks amazing.*



### Vidwan Reddy

Online Editorial Assistant

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*Andamans (not the Sentinelese).*



### Lucia Mathurin

Junior Designer

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*New York.*



### Eugenia Nelly Mendes

Head of Production

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

*Lisbon - Affordable, sandy beaches, plenty of festas.*



# travelbulletin

## SHOWCASES

JANUARY

### Africa Showcase

Monday 21st January - Home Counties (Surrey)

### Canary Islands Showcase

Tuesday 29th January - Birmingham

FEBRUARY

### Luxury Showcase

Monday 4th February - Reading  
Tuesday 5th February - Cheltenham

### Weddings & Honeymoons Showcase

Monday 18th February - Belfast  
Tuesday 19th February - Dublin

### LGBT Travel Showcase

Monday 25th February - Manchester

MARCH

### Escorted Tours Showcase

Monday 11th March - York

### Airline Showcase

Tuesday 12th March - Birmingham

### North America Showcase

Monday 18th March - Oxford  
Tuesday 19th March - Sheffield

### Cruise Showcase

Tuesday 26th March - Liverpool

APRIL

### Caribbean Showcase

Monday 8th April - Cambridge  
Tuesday 9th April - Brighton

### Pacific Islands Showcase

Monday 15th April - Chester

### Luxury Showcase

Monday 29th April - Southampton  
Tuesday 30th April - Northamptonshire

MAY

### Family Holidays Showcase

Monday 13th May - Bristol

### Airline Showcase

Tuesday 14th May - Manchester

The Travel Bulletin agent training dates, themes and locations for 2019 have now been announced!

Calendar  
2019

JUNE

### Mediterranean Showcase

Monday 10th June - Oxford  
Tuesday 11th June - Sheffield

### Luxury Showcase

Monday 17th June - Liverpool  
Tuesday 18th June - Glasgow

JULY

### Far East Showcase

Monday 1st July - Home Counties (Essex)

### City Breaks Showcase

Tuesday 2nd July - Southampton

### Cruise Showcase

Monday 15th July - Belfast

### Australasia Showcase

Tuesday 16th July - Home Counties (Surrey)

SEPTEMBER

### Cruise Showcase

Wednesday 18th September - Cambridge

### Adventure & Activity Holidays Showcase

Tuesday 24th September - Exeter  
Wednesday 25th September - Bournemouth

### Luxury Showcase

Monday 30th September - Peterborough

OCTOBER

### Luxury Showcase

Tuesday 1st October - Sheffield

### Airline Showcase

Monday 14th October - Chelmsford

### Family Holidays Showcase

Monday 21st October - Birmingham

NOVEMBER

### Indian Ocean Showcase

Monday 18th November - Chester  
Tuesday 19th November - Home Counties (Kent)

travelbulletin  
SHOWCASES

To register to attend any of these Showcases, simply email your name, job title and contact details confirming which events you are interested in to [events@travelbulletin.co.uk](mailto:events@travelbulletin.co.uk)





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