

travelbulletin

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Giving agents the edge

Activity & Adventure

Putting the fun back into
family holidays

this week

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to promote to clients

Invites you to a



An agent networking evening

Showcase

Featuring



Agents, come and join us at this informative, fun event enabling you to learn more about the accommodation and flight options available to this enriching destination. Discover the bustling cities, exotic wildlife and sun drenched beaches in this stunning part of the world. With the diverse range of activities and tailor-made packages on offer, you can create something unique to meet your customers' needs.

The evening will involve a combination of networking and presentations, delicious food and drinks, exciting entertainment along with a free prize draw with a number of fantastic prizes to be won.

Registration: **18:00 hours**

Networking & Presentations: **18:30 hours**

Hot Dinner, Entertainment & Prizes: **20:30 hours**

Carriages: **21:30 hours**

To confirm your place at this amazing event,
email the names of up to 5 staff members by

Friday 22nd June 2018 to: events@travelbulletin.co.uk

or telephone:

020 7834 6661

for more information.



QUIZ CAPTAINS...

AIR NEW Zealand and the Los Angeles Tourism & Convention Board (LATCB) have been touring the UK in a bid to find travel agents with the best L.A. knowledge, through a Mastermind-style quiz. Each agent was encouraged to participate in LATCB's new online training modules, L.A. Insider, ahead of the quiz to learn all about the destination. Pictured with agents from Flight Centre are, from the left: (top row) Paul Scott and Amela Dautovic, Air New Zealand; Francine Sheridan, LATCB; Lizzie Cotton, Air New Zealand cabin crew; Jhoanna Salcedo and Anna Boylan from Flight Centre Oxford St, London; Hayley French, LATCB; with, (bottom row) Nishi Prasad, Air New Zealand; Lachlan Rigg and Jarrod Hilder from Flight Centre.

Home or Away: 45% of Brits plan their holidays around the World Cup

THE WORLD Cup has official kicked off and new research from Travel Republic has revealed some of the extreme lengths Brits will go to in order to watch the World Cup both at home and away; half of Brits will watch the matches when 'off sick' from work and one in five will pay for their family to be on an excursion whilst the match is on.

When it comes to holidays, 45% of Brits planned their travel around the World Cup, with almost a third preferring to wait until the World Cup has finished to book last minute and 21% admit to booking once England have dropped out in the past.

Moreover, where Brit's go is just as important; just under a third (31%) of Brits cite the importance of the hotel having screens to show the football and good Wi-Fi around the pool to be able to watch the matches (29%). Destination is also key as a quarter of Brits admit to travelling to a different country to be able to watch the matches at a sociable hour.

The World Cup however doesn't just affect football fans. A third of non-football fans admit to making room in their suitcase for football paraphernalia on behalf of their football enthusiast partner and half are made to get to the pub early to get the best seat to watch the game.

Wesley Marley, head of sales for the company (and a self-

confessed football fan), said: "For many of our customers, the World Cup is an important event that cannot be missed. I can easily relate to this, as I chose the most expensive flight of the day to ensure I arrived in time to watch a match, when going on holiday. Luckily many popular holiday destinations take the World Cup just as seriously as in the UK making it easy to enjoy the World Cup and also provide entertainment for the non-football fans in the family."

Regionally, adults in Wales are the most likely to 'pull a sickie' for the World Cup (59%) whilst those in Yorkshire are most likely to use the majority of their annual leave during the sporting event (53%). At 32%, those in the North East are most likely to travel to a different country to watch the matches whilst those from the Midlands are the most likely to send their family on an excursion during the matches (28%).

In celebration of the UK's love of football, both at home and away on holiday, the online travel agent has created a series of helpful destination guides, including some of the best locations to enjoy the football aboard and where best to soak up the sights for the 90 minutes the match is on.

The guides can be viewed at travelrepublic.co.uk/blog/holiday-football-guide

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this week's industry developments & announcements

TravelSupermarket appoints HolidayTaxis as exclusive ground transport supplier

TRAVELSUPERMARKET HAS announced an exclusive deal with global ground transportation aggregator, HolidayTaxis Group.

Previously, the brand's transport services were provided by multiple partners offering varying solutions and product ranges. To provide a consolidated, optimised transportation service to its customers, TravelSupermarket will now be supplying all of its airport transfers through global operator, HolidayTaxis.

Utilising a combination of widget and white label technologies, HolidayTaxis has built the brand a bespoke, modernised solution, allowing customers to search for airport transfers directly via the TravelSupermarket website. Previously, customers were directed to external non-branded sites to complete their purchase.

Ian Coyle, CEO at Holiday Taxis Group, said: "We're absolutely thrilled to have secured this exclusive distribution agreement. The team at TravelSupermarket are true thought leaders in their vertical, recognising the functionalities that we have developed for the price comparison/meta sector are truly unrivalled in respect of monetisation opportunities."

'Early Bird' promotion & VIP chauffeur service from Wendy Wu

WENDY WU Tours is currently running an 'Early Bird' promotion offering 2019 holidays to China, Japan, Southeast Asia and India at 2018 prices.

The operator is also rolling out free door-to-door private chauffeur driven transfers in conjunction with the promotion.

John Warr, global sales director for the operator, said: "With savings of up to £500 per person across 2019 holiday departures, now is the perfect time to book a 2019 holiday with Wendy Wu. For example it's worth noting that prices for Japan are likely to be higher in 2019 than current, given Japan is hosting the 2019 Rugby World Cup and 2020 Olympic Games, and so it makes sense to book now and take full advantage of 2018 prices.



"Our new private VIP chauffeur service is a welcome addition to our holiday offering and takes away the hassle of getting to and from the airport ensuring holidays start well and truly from the minute you leave

your front door."

The Early Bird promotion applies to new bookings made by June 30 and applies to selected 2019 departures. Visit wendywutours.co.uk/agents or call 0800-902 0888 for full details.



SELLING WITH STYLE... Mike Bowers from Shearings Holidays recently joined Book In Style in Leyland who held a coffee morning for customers to come along and book their next trip. Pictured with Mike are the agency's Shelly Ainscough Glynn (left) and Rachel Marsden.

Stars we want to share our holidays with

PETER KAY, Emma Watson and Julie Walters are the unlikely group of celebrities that UK adults most want to share a holiday villa with according to a poll by Florida4Less, who asked 2,000 people which British stars they'd most like to take a Florida holiday with and why.

Funnyman Kay came top of the list largely because of his sense of fun, which a quarter (25%) of the people who voted for him cited as the main reason.

Actress and activist Emma Watson came second on the list, with one in three (29%) saying her good looks made her the ideal companion. Perhaps unsurprisingly, three times as many men voted for her as women did, making her men's top choice.

Julie Walters came in as the nation's third choice, with her voters split between the fact that she'd be entertaining to talk to (12%) and her sense of fun (10%) as the main reasons. She was also women's favourite celeb choice.

The rest of the top ten list were Adele, Joanna Lumley, Ed Sheeran, Danny Dyer, David Beckham, Lewis Hamilton and Stephen Fry.

When people were asked what they think their chosen celebrities would like to do with them on a holiday, actress Joanna Lumley was chosen as the most likely to know about the state's hidden treasures and sights.

Actor Danny Dyer, meanwhile, is apparently the most likely party guest, showing off the more rowdy personality of his characters.

New website from Your Car Hire

TRADE ONLY car hire broker Your Car Hire has launched its new website featuring a new look and feel but still keeping the booking process quick and simple.

Ruth Bligh, the company's managing director, said: "Being trade-only we wanted to keep the simple booking process in place but give a more contemporary feel that is easier on the eye. We listened to what our agents and tour operators wanted from a car hire perspective and we really think we have achieved this. However, we are always open to new ideas and suggestions from agents"

To view the new site go to your-carhire.com

Kids under 12 go free this summer in Ras Al Khaimah

KIDS UNDER 12 will go free this summer in RAK with packages available at a wide range of hotels.

The UAE's northernmost Emirate is nestled between the Hajar Mountains and the Persian Gulf and is easily accessible for families, just 45 minutes from DXB airport. The beaches and hotels offer a wide variety of activities for families, while the desert and mountains are ideal for safaris and nature trails. For older children (over 120cm) and their parents, the newly opened Jebel Jais Flight is a bucket list experience. The world's longest zipline measures 2.83km and sees pilots take flight over the stunning mountains with views over to the crystal blue waters.

If you're looking for a day of excitement with the kids, then Ice Land Water Park will keep them amused with its thrilling water slides, or you could take a go-kart for a spin at the newly built RAK Track. The emirate's malls are also a popular destination with a host of dining choices, multiplex cinemas and retail outlets.

This year 'Kids Go Free' stays including their meals are available at 11 selected hotels and resorts in the Emirate, running from April through to October including Waldorf Astoria Ras Al Khaimah, Rixos Bab Al Bahr, Marjan Island Resort & Spa, DT Marjan Island Resort & Spa, DT Ras Al Khaimah City (all valid until September 30), Hilton Al Hamra and Hilton Garden Inn, Hilton Ras Al Khaimah Resort & Spa, Al Hamra Residence & Village, Ritz Carlton Al Wadi/Beach and Cove Rotana (valid until October 31).

There are also some summer deals for families, friends and couples with complimentary airport transfers to the Waldorf Astoria Ras Al Khaimah and Cove Rotana for bookings of six consecutive nights.

For further information see en.rasalkhaimah.ae/summer



Free child places at Phokaia Beach Resort

Welcome to Phokaia, our new Turkish beach resort, set within a dazzling bay, with outstanding childcare, free watersports, tennis and cycling.

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- Free evening childcare
- Free watersports with tuition
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or call 033 3305 7267

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Lead in price of £749 refers to 23rd June at Phokaia Beach Resort. Free child places refers to childshare prices, which is when children exceed the standard room occupancy. Free places are applicable to the first childshare place only. Savings of £1379 refer to childshare rate for 2 weeks on 4th, 11th or 18th August 2018. Mark Warner booking conditions apply.



MADEIRA MATES... Bryony White (centre) from Super Break visited Travel House in Port Talbot recently to promote the operator's seven-night holiday to Madeira this autumn, direct from Cardiff airport. Pictured with Bryony are the agency's Chloe Haller (left) and Amy Absalom.

Jet2holidays partners with Love Island

JET2HOLIDAYS IS the official travel partner of Love Island, which recently began its fourth series on ITV2.

With last year's series bringing in ITV2's highest ever ratings the package holiday specialist is using the popularity of the show to specifically target millennials and young adults.

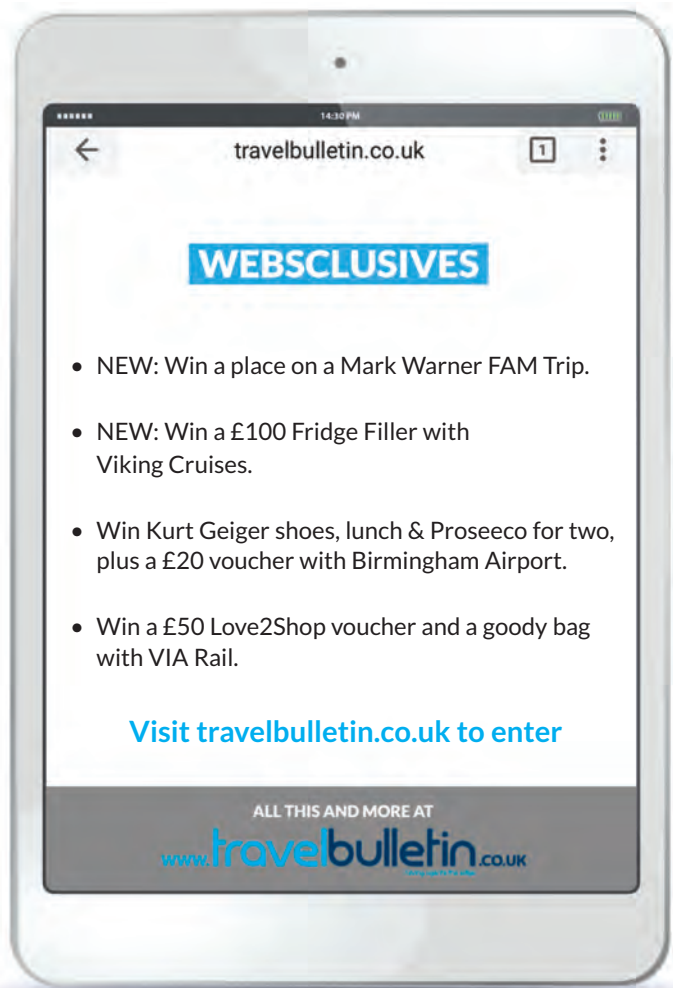
The operator will reach out to this audience by running commercial competitions, TV and digital advertising, social media campaigns, and a dedicated microsite hosting exclusive content.

A series of bespoke advertisements to support the partnership have been filmed in Majorca, where the Love Island villa is located. The ads were filmed at four Jet2holidays hotels in Majorca (Sol House The Studio Calvia Beach, BH Mallorca in Magaluf, Sol Wave House in Magaluf, and the Iberostar Grand Portals Nous in Portals Nous) from the perspective of a friend's camera, and follows a group's holiday through the lens.

Four summer vibes are captured in the ads - Party, Chilled, Culture and Active - showcasing the different holiday experiences that the operator offers customers in Majorca and across its network of European destinations.

Moreover, the holiday brand is offering viewers the chance to win ten pairs of money-can't-buy tickets to the Love Island Live final and a Jet2holiday for two people to Majorca will be up for grabs each week throughout the series.

Steve Heapy, CEO of Jet2.com and Jet2holidays, said: "Love Island was one of the most popular and talked about TV shows last summer, and it looks like this summer will be no different. Working in partnership with such a high profile programme means we can showcase the fantastic range of holidays we have on offer for young people, so we are delighted to be the official travel partner of Love Island."



Rackets at the ready with Caribtours

THIS NOVEMBER, Caribtours is partnering with luxury resort Curtain Bluff in Antigua and famed British former tennis champion Annabel Croft to launch The Perfect Match, a week combining tennis, wellbeing and relaxation on Antigua.

From November 24 to December 1, the operator will offer a seven-night tennis break at Curtain Bluff which includes tennis lessons from Annabel Croft, daily yoga and Pilates, an exclusive Q&A session with Croft and more.

The operator has also partnered with Annabel Croft Tennis Holidays to offer adults and children year-round breaks at Pine Cliffs Resort, Algarve and the Ritz-Carlton Abama, Tenerife.

The Perfect Match at Curtain Bluff leads in at £3,699 per person, based on two sharing a deluxe room for seven nights on an all-inclusive basis including the tennis package, British Airways' World Traveller flights, private transfers and lounge access on departure from Gatwick.

To book or for more information see caribtours.co.uk or call 020-3553 7543.



EUROPEAN ONLINE parking reservation company, ParkCloud, has agreed a contract with Edinburgh Airport that will enable it to offer users the option of reserving their parking across all of Edinburgh Airport's car park products. With a range of options to suit all travel needs, drivers parking up at the airport will be able to choose from long stay, long stay express, mid stay, terminal surface, valet parking, multi-storey with fastTRACK, along with the airport's official off-site car park - Plane Parking. For details see parkcloud.com

New direct service from Jet Airways connects Manchester & Mumbai

JET AIRWAYS has announced that from November 5 it will launch the first non-stop service between Manchester and Mumbai.

Further strengthening its flight offering in the UK and its commitment to opening up travel to India for UK business and leisure travellers, the service will operate four days a week including Monday, Thursday, Saturday and Sunday.

Manchester will become the 66th addition to the carrier's network and its 21st international destination. With the introduction of the new flight - the carrier's fifth non-stop service to/from the UK, Jet Airways will also become the largest carrier between Mumbai and the UK.

The launch of the new service will provide seamless connectivity to nearly 35 domestic destinations to and from India which include Ahmedabad, Vadodara, Bhuj, Bhopal, Bengaluru, Kolkata, Coimbatore, Delhi, Goa, Hyderabad, Indore, Aurangabad, Jaipur, Chennai, Nagpur, Rajkot, Raipur, Udaipur, via the airline's HUB, Mumbai.

Similarly, quick connections to further points on the carrier's international network such as Bangkok, Colombo, Hong Kong, Singapore, Dhaka and Kathmandu, will now be available.

The new service will complement the carrier's existing three daily, non-stop services between Heathrow and Mumbai, and once a day service between Heathrow and Delhi.

Flights are available to book at jetairways.com, with fares starting at £400 return.

Tucan Travel re-introduces group tours to Cuba & Egypt

TUCAN TRAVEL has announced two new group tours - nine-day itineraries in Egypt and Cuba.

The Cairo to Cairo tour leads in at £599 with a local payment of 100 Euros and visitors can learn more about one of the oldest civilisations in the world. Highlights include visits to the Great Pyramids and Valley of the Kings and an overnight felucca sailing experience.

The Cuban option travels from Havana to Havana and leads in at £789 plus a local payment of 140 Euros.

Highlights include a Havana walking tour, a visit to Cafetal Buenavista (Cuba's oldest coffee plantation), lunch at a local organic farm and a visit to a tobacco plantation.

Travelport signs agreement with Qantas bringing content directly to agents

TRAVELPORT HAS signed a multiyear agreement with Qantas Airways that includes distribution of the Australian national carrier's content and integration into Qantas' recently announced NDC platform, the Qantas Distribution Platform (QDP).

The company's rich content and branding merchandising solution has been deployed, giving more than 65,000 of Travelport-connected travel agencies globally access to images of cabins and meals. These agents will also be able to book ancillaries such as extra legroom seating.

For details see travelport.com



CARDIFF COUP... Flybe has reinforced its commitment to Wales by jointly celebrating with Cardiff Airport three successful years of operating from the aircraft base having recently positioned a third Embraer jet to service a 124% increase in passengers and an almost doubling of routes during this time period. The milestone was marked with a birthday celebration at the airport with the carrier's regional sales manager, Paul Willoughby (right) and Cardiff Airport's financial director, Huw Lewis handing out specially branded cupcakes to passengers as they prepared to jet off to Dublin.

Shearings Leisure Group rebrands to Specialist Leisure

IN A move to better portray the breadth and depth of its diverse collection of leisure and travel brands, Shearings Leisure Group has rebranded as Specialist Leisure Group.

As the holding company for eight brands including Shearings Holidays, National Holidays, Coast & Country Hotels and the newly launched Country Living Hotels, the new name aims to more clearly describe what the group offers in terms of brand specialisation and product differentiation.

The objective of the name change is to provide greater clarity and visibility to the business community such as current and future commercial partners, the travel trade, associations and the investment and financial community.

Richard Calvert, the company's CEO, said: "Our change in name allows us to better portray what we do and show how we specialise and lead in different areas of travel and leisure. We offer holidays, hotel breaks, event and experiences to over 1.1 million customers a year as a group. Each of our brands are stand-alone entities in their own right, specialising in what they do, with a loyal customer following and we wanted to reflect this.

"Shearings Holidays is a marquee brand, synonymous with delivering great value holidays for the over 55s and the UK's largest escorted tour company. However, having it in the groups name often causes confusion, as people don't grasp the scale and range of the operating companies within the group. We have 2,600 team members, 45 hotels, multiple brands,

products and destinations. Our new group holding company name should help us maximise the visibility to the business community of who we are, what we are about and where we are going."

Looking ahead, the Specialist Leisure Group will continue to invest in its businesses with a host of activities planned to future proof each of its brands. Alongside the ongoing multi-million pound refurbishment plan to its hotel portfolio, a new reservations system for Shearings Holidays goes live in six weeks' time, a new CRM system for the group launches later this month and a new workforce management system which replaces manual systems will be introduced. In addition, all branded coaches now have Wi-Fi and a new in-coach entertainment system is planned for the entire coach fleet.

A new corporate website has also launched at specialistleisuregroup.com along with a new logo and strapline 'Excellence Through Expertise'.



Summer sale from Hilton

HILTON HAS launched its summer sale, which runs until September 3 and includes properties across Europe, the Middle East and Africa, offering holidaymakers savings of up to 25%.

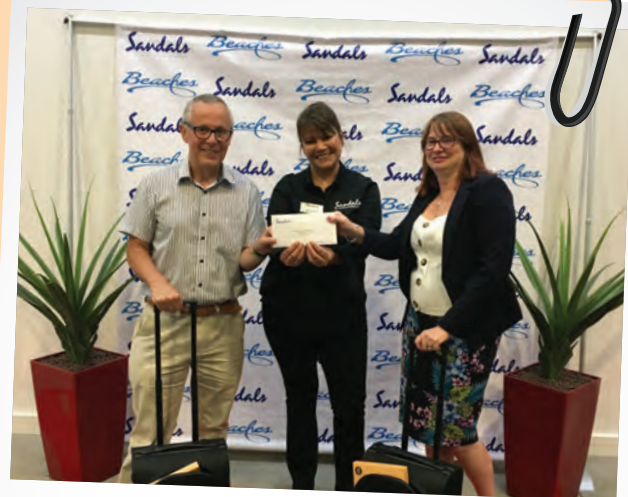
With more than 500 participating hotels to choose from, savings can be made on the entire portfolio of Hilton brands including Hilton Hotels & Resorts, DoubleTree by Hilton, Hampton by Hilton, Hilton Garden Inn, Curio Collection by Hilton, Waldorf Astoria Hotels & Resorts and Conrad Hotels & Resorts.

Deals for guests include Dubai from £38 per night, Istanbul from £52 and Malaga from £66.

To book or for further information see hilton.com

AGENT COMPETITIONS

- **SUPER BREAK** is offering one agent the chance to win a holiday for two to Madeira. Launched to promote the operator's charter programme to the island this autumn, the competition runs between now and June 30. To enter agents need to get busy promoting the packages to potential customers via all marketing channels. Depending on the marketing mechanic or booking type, agents will receive a number of entries into a prize draw - the more entries the more chance of winning. Every direct mail, e-shot, window display or social media post on the programme will receive three entries, while every booking made on the programme will receive five entries. Agents should email any booking references, photos and screenshots to sales@superbreak.com with their agency name and ABTA number. The prize draw will take place on July 2.
- **AGENTS ARE** being given the chance to experience a christening ceremony, courtesy of river cruise operator Amadeus River Cruises. The Amadeus Star, the newest ship to be announced by the company, will be christened in the spring of 2019 in Amsterdam. To be in with a chance of winning a place, agents are being asked to get snap-happy with their own pair of 'Star Glasses', which will be distributed to those wishing to take part in the competition. Once the perfect picture has been taken, this needs to be shared on Facebook and Instagram with the hashtag #AmadeusStar by the end of this month. The most creative, winning picture will be chosen and announced via social media. To request the Star Glasses email agency.sales@fredrivercruises.co.uk or call Emma Moody on 0800-954 0063.



QUIZ MASTERS... Sandals is continuing to hold its 'Sandals on Tour' Quiz Nights until early July and were recently in Duxford, Cambridgeshire. Pictured are the first place quiz winners, Ian Fleming and Susan Fleming (right) from Not Just Travel in Huntingdon, with the operator's Lorraine Adams, who presented them with Sandals' suitcases plus a ticket to the final quiz night, prosecco, chocolates and other goodies. To register your interest in attending email agencysales@sandals.co.uk

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NEW STAR AWARDS SPONSOR

THE DEPARTMENT of Culture and Tourism – Abu Dhabi is thrilled to be sponsoring the Travel Bulletin Star Awards for our very first time this year. It is an event which we follow closely to see which travel brands are proving popular amongst agents, so it will be an honour to hand out the awards to such inspirational companies and people.

We take great pride in providing agents with the most up to date information and selling tips for our very exciting destination, ensuring they are better equipped to generate sales, and we know that all of those shortlisted play an equally integral part within the travel industry – something which we are looking forward to celebrating at the awards ceremony.

Jane Dawkins, Senior Trade Executive UK and Ireland



Agent registration now open at CLIA UK and Ireland events

AGENT REGISTRATION has opened for three key CLIA UK and Ireland events for this autumn: two luxury and river cruise showcases in Manchester and Norwich in September, and its inaugural European Luxury Cruise Showcase in Malaga, in October.

Andy Harmer, CLIA senior vice-president membership and director UK & Ireland, said: "Here at CLIA, we don't like to rest on our laurels, so hot on the heels of our biggest-ever flagship conference last month, we are delighted to announce that registration is open for agents for these three events."

At the luxury and river cruise showcases in Manchester and Norwich, on September 13 and 20 respectively, around 100 agent places are available at each location.

The events give agents the opportunity to meet the CLIA team and cruise lines representing these ever-growing sectors of the cruise industry, and learn about the latest innovations in the luxury and river cruise sectors.

Following the two UK-based events, the association is hosting its inaugural European Luxury Cruise Showcase in Malaga on October 15 and 16.

For more information see cruiseexperts.org



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 Cozumel • Ixtapa • Puerto Vallarta

*Bookings made by 30 June for travel up to 01 Jan 2019.



Su Doku

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

Number: 023

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

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

Closing date for entries is Thursday, June 21st. Solution and new puzzle will appear next week.

The winner for 25th May is Christine Caldwell, Dorchester Travel in Dorset.

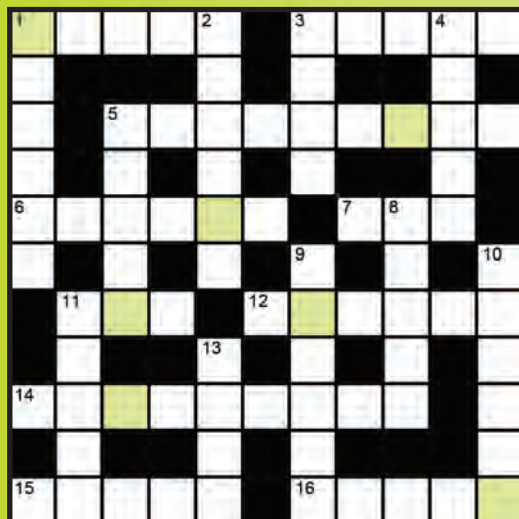
May 25th Solution: A=7 B=3 C=5 D=1

Where Am I?



With a name that literally means 'New Swan Castle', King Ludwig II built this many towered and battlement covered fantasy fortress in the 19th century. Some say it served as the inspiration for Walt Disney's famous theme park castles.

Crossword



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

Across

- Greece, Turkey, Cyprus operator, part of Thomas Cook (5)
- State capital of Idaho (5)
- Popular European city break destination (9)
- Family-friendly P&O cruise ship (6)
- Scandinavian airline, initially (3)
- Bratislava airport code (3)
- Viking offers romantic cruises on this "Blue" river (6)
- One of the actresses appearing in the Book Club at a cinema near you (4,5)
- Party resort in southern Corfu (5)
- Capital of Bulgaria (5)

Down

- The FIFA 2018 World Cup opening ceremony was held in this city (6)
- Tennis player, ___ Williams (6)
- Picturesque Devon coastal village, sounds alcoholic (4)
- Pontins Holiday Park in Sussex, Camber ___ (5)
- Historic Brittany port (5)
- Caribbean island off the coast of Venezuela (5)
- Famous film festival venue in the south of France (6)
- Carson City is the state capital (6)
- One of the Spanish Costas (5)
- Ferry operator, ___ Seaways (4)

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

Industry Insight by...



In his final monthly feature for Travel Bulletin, Neil Basnett reminisces about his time as chief executive of Elite and how he'll be spending his time going forward...

IT IS hard to believe that I have been writing regular articles for Travel Bulletin for five years! Now that I have worked my last day for Elite, it is also time to hang-up my writing boots and I hand over this mantle to somebody else. I am hugely indebted to Laretta and her team for having given me the opportunity to pontificate about everyday items and issues that affect the travel industry, many of which we are completely powerless to change. Time perhaps therefore to merely reflect on some of these issues, some of which have been dragging on seemingly for the whole five years of my ramblings!

For how many years has congestion of airspace around London, the construction of a third London Airport and the topic of a third runway at Heathrow Airport been discussed? Government after government seem to forget that there are other airports in this country although none will ever supplant Heathrow which to its credit, despite its size and the staggering number of flights every day, still manages to be this country's top-performing airport in relation to punctuality. Why is it therefore not surprising that the Cabinet of this totally dysfunctional government has approved plans for the construction of a third runway at what is already the world's second busiest international airport? Dubai first surpassed Heathrow back in 2014 as the world's busiest but unlike Heathrow, there is room to continually expand there, which is not a luxury that Heathrow is able to boast. Although London rightly always will be the main hub for international flights, surely it would cause much less disruption all round to build a second runway at Gatwick Airport if further expansion was needed in the London area? Many of my own clients tell me that it is their worst nightmare having to fly from Heathrow but they often have no choice owing to the more restricted availability of flights from Birmingham and other regional airports. Even more baffling are the words from the ineffective Transport Secretary that this third runway would benefit the whole of the U.K.? How will

this help people in Edinburgh, Newcastle or Cardiff? As this man is struggling at the moment even to provide us with a decent train service, the thought of him trying to oversee improving our flights is even more alarming.

It has been an honour to have been chief executive of Elite for the last five years. Having been involved with the consortium in various capacities for 28 years, my greatest benefit has been the forging of wonderful friendships with so many industry colleagues. We all share the same problems in trying to run our businesses in an industry that is too often bogged down with bureaucracy and frustrations. The vast majority of independent travel agents provide their clients with outstanding levels of personal service with unrivalled knowledge and expertise. It is such a shame that too much of their time has to be spent tackling endless changes to regulations, which often cause even more confusion e.g. the upcoming changes to the Package Travel Directive. Despite margins continually being squeezed, there is still a reasonably healthy presence on the high street of good independent travel agents despite the capability of clients booking their travel arrangements online. As long as tour and cruise operators, car-rental and ancillary companies continue to value the worth of agents as being one of their most effective methods of distributing their products, the future will continue to be rosy for independent agents.

My final words are dedicated to Elite itself. It is an outstanding achievement that despite all the odds perhaps being against it owing to its small size, it has survived all the challenges put in its way and is now into its 41st year. It has a wonderful working relationship with Advantage and this partnership has worked well for more than ten years. The members look upon the consortium as being one large family with everybody happy to help each other at any time. Although my time is nigh at Elite, I will now devote myself entirely to arranging holidays for my own clients, providing them with their very own 'Holiday Inspirations'.



NEW AGENTS REWARD SCHEME

From 1st June 2018, Mercury Holidays & Sunspot Tours are moving to a NEW system with Love2shop, this will enhance and simplify how you receive your rewards!

BENEFITS FOR YOU:

- No Emails!
- Points Delivered Direct in to your Personal Love2shop Account
- Multiple Voucher Redemption options

FOR YOU TO KNOW:

- If you make regular claims with Mercury & Sunspot, we will create you an Account. Usernames and Passwords will be distributed, or you can contact Agency Sales for this.
- Not made a claim recently? email us with your details and we will set up an account for you, otherwise upon making a claim we will set one up.

To celebrate this NEW system, Mercury Holidays & Sunspot Tours are offering **DOUBLE INCENTIVES** on ALL bookings made up to 30th June 2018:

Mercury Holidays - was £10 NOW £20 per adult
Sunspot Tours - was £20 NOW £40 per adult

1

CLAIM YOUR INCENTIVE VOUCHER:

Once you have made your booking, all you need to do is Log in to the respective website, log in and claim for your booking through our online claims form.

www.mercuryholidays.co.uk
www.sunspottours.com

2

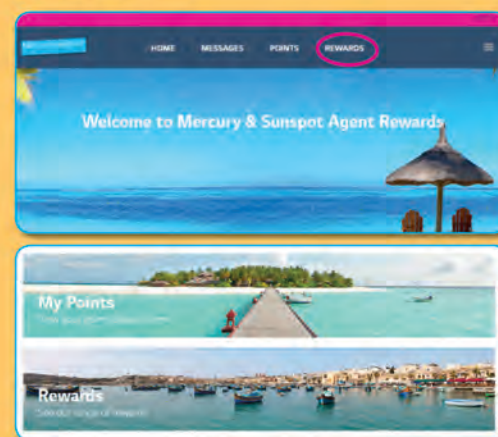
RECEIVE YOUR BOOKING REWARDS:

Your points will be allocated to your Love2shop account, which you can find by opening up the following link:

www.mercuryagentrewards.co.uk

Your points are as follows:

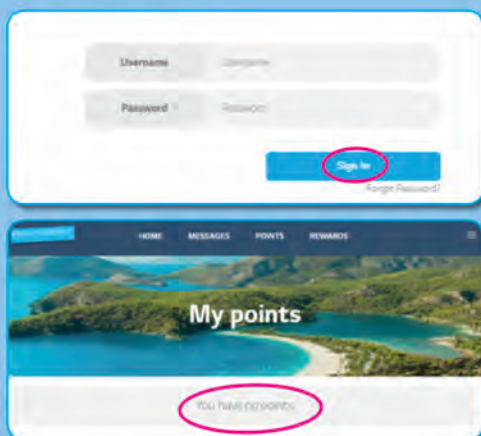
1 point = £1.00



3

SIGN IN & VIEW YOUR POINTS:

Once you have logged in, you can find the points for your booking under the 'Points' section, this will be clearly labelled which booking your points are allocated for.

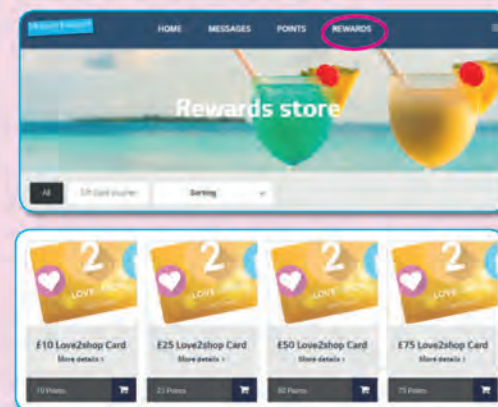


4

CONVERT YOUR POINTS TO REWARDS:

By clicking in to the 'Rewards' section of the site, this opens you up to a world of options to choose from.

Once you have selected your chosen reward, all you need to do is check out!



FOR FULL INFORMATION OR ACCOUNT DETAILS, PLEASE CONTACT AGENCY SALES ON 01732775009 OR EMAIL: AGENCYSALES@MERCURYHOLIDAYS.CO.UK

TERMS AND CONDITIONS:

Double Incentive applies to all New Bookings made up to 30/06/2018 and applies for all departures. Incentives exclude flight only bookings.

For full details on the current incentive visit the Incentive section on our website www.mercuryholidays.co.uk

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STEP UP YOUR TRAINING

The TravelGym is the location for travel agents to access the latest e-learning programmes and course incentives!

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Featuring Courses



training



Brush up on your US knowledge with Premier

TRAVEL AGENTS can now become experts in America with the release of Premier Holidays' new online destination training.

The operator has updated the training academy on its trade website, adding refreshed America modules. Agents can expand their knowledge on the operator's US portfolio and brush up on their destination expertise by completing the interactive modules, with helpful hints and tips offered throughout.

All agents are offered the chance to become a 'Premier Holidays America Expert' on completion of all questions with a 100% pass rate. They will also benefit from the use of the operator's 'Expert' logo.

Visit trade.premierholidays.co.uk to access the course.

BOURNE LEISURE and Co-operative travel agents recently visited Thorpe Park to attend training courses in true caravan speed dating style. National Sales Manager, Louise Tansey (far right) is pictured with agents from The Co-operative Travel, Lincolnshire. Using speed dating sessions, this allowed agents to gain more knowledge of Haven's brand in a fun and educating way.

Voyages to Antiquity to host four ship visits for UK agents

VOYAGES TO Antiquity is giving UK agents the chance to join them this summer by laying on four educational ship visits.

The cruise line will be hosting tours of its vessel Aegean Odyssey in June and August when the ship stops back home during its current European season. Visits will take place in Falmouth (June 20); Tilbury (June 23 and August 5); and Hull (August 3). Up to 25 spots on each tour are available and will be issued on a first-come first-served basis.

Michelle Daniels, the company's global head of commercial, said: "The trade has proved incredibly important to Voyages to Antiquity as the business has grown and we are very keen for this valuable relationship to continue.

"We offer a very specialised holiday for customers so it is important that our agent partners really understand the product and can speak about it with authority. I am really looking forward to welcoming cruise specialists on board and helping them get under the skin of Voyages to Antiquity and learn all about our fascinating ports of call and expert speaker programme."

The ship visit programme follows the launch of the line's 2019 European programme, which includes its maiden 14-day 'Baltic Capitals & St Petersburg' cruise setting sail on July 3, 2019. The sailing takes in six new countries – Denmark, Sweden, Finland, Estonia, Poland and Germany – and is already more than half sold.

Daniels added: "Our current 2018 summer season is on target to be our most successful yet, and much of that is down to our travel trade and specialist partners who have generated in excess of 60% of our business. We are continually evolving the product so agents have a reason to keep talking about us to clients – repeat business is very high so we offer excellent earning potential."

Ship visits will feature a full tour of Aegean Odyssey, the opportunity to talk to the crew, a short presentation about the brand, refreshments and the latest news about its plans for the trade.

To register agents should use the link voyagestoantiquity.typeform.com/to/iErC90



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Jamaica: Montego Bay | **Mexico**: Cancun (Dec. 2018)
Cozumel • Ixtapa • Puerto Vallarta

*Bookings made by 30 June for travel up to 01 Jan 2019.





BRIGHT RECENTLY went west at the end of May to welcome independent agents from Wales and the Westcountry to its workshop in Bristol. Pictured from the left is Ruth Harper from Travel Counsellors (who also won the evening's grand prize from Inside Asia) with Viviana Anselmi and Jonathan White of Workham Hotels, Travel Counsellor Lolly Burvill and Ilenia Giannone, from Workham Hotels. See brightconsortia.com

Saga invites agents to experience Spirit of Discovery firsthand in July 2019

THE ANNUAL CLIA Conference which took place in Southampton at the end of last month saw Saga Cruises extend a special invitation to agents to sail on Spirit of Discovery in July 2019.

More than 400 agents who attended the conference will all receive their invitation to join the Saga team on the new ship before she embarks on her first customer cruise.

Iain Powell, head of trade sales,

said at the event: "This is an incredibly exciting time for Saga and we want to share it with our agent partners. Spirit of Discovery marks a real turning point for us, delivering small ship luxury cruising designed for the UK market. I have consistently said that I have high hopes for the trade in supporting the growth of our travel business; for this to be realised, we need to

allow them to experience the product first hand."

The trade event will take place amongst a period of inaugural events in June and July 2019. Other key partners and agents will be invited bringing the total number of agents who will see Spirit of Discovery in this period to 700, followed by an extensive ship visit programme throughout the year.



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Gold Medal gives agents access to all areas in training events

AGENTS ACROSS the UK are embracing the latest series of Gold Medal's Access All Areas training days. Now in its fourth year, the long haul operator has trained more than 500 agents to date.

The first of this year's events unveiled the operator's new quote system which provides agents with an improved quote document to help sell the holiday on to their customer. Featuring richer content, destination and property descriptions, and inspirational imagery it has been designed to help agents bring the holiday to life for their customers in a more tangible way, helping secure that all important sale. The quotes are mobile and tablet friendly to create an enhanced user experience regardless of the device the quote is viewed on. Still in its trial-phase, the operator is encouraging feedback from agents and hopes to be able to roll out the product to all destinations in the coming months.

The Access All Areas events are held at Gold Medal's headquarters in Preston and hosted by head of sales, Colin Currie and members of the eight-strong key account manager team. With up to 40 agents at each event, the sessions update agents on the latest product news, agent support, incentives and campaigns along with training from key suppliers. The day-long events finish with networking opportunities between agents and key head-office staff.

More Access All Areas events are currently being planned for August and November.

Go to goldmedal.co.uk for more details.

allinclusives



Funway presents all-inclusive deals in new collection

FUNWAY HOLIDAYS has launched a new monthly AMResorts Mexico and Caribbean all-inclusive deals collection packed with offers and savings including preferred club room upgrades, flight upgrades and exclusive credits.

The new eight-page brochure includes package holiday prices from £769 per person for seven nights in the Dominican Republic staying at the five-star Now Larimar Punta Cana in a deluxe tropical view room. Flying from Manchester with Thomas Cook Airlines this price is based on two adults and two children sharing, departing October 5 and includes a saving of up to 25%, with the first child staying free.

Visit funway4agents.co.uk for more details.

TRAVEL 2 is highlighting the new Panama Jack Playa Del Carmen as a good choice for families looking to holiday in Mexico. The hotel is located next to the vibrant 5th Avenue and offers plenty of activities to keep all the family entertained, from cooking classes and kids club/teen zone to Zumba and nightly live entertainment. The operator is able to offer seven nights staying in a standard room including a reduced rate at the five-star resort on an all-inclusive basis for £1,229. Representing a saving of up to £165 per person, this also includes return economy flights with Virgin Atlantic from Gatwick and return shuttle transfers and is valid for travel from September 18 to October 9. Visit travel2.com

Discover Bavaria's fairytale castles on GRJ's all-inclusive tour

MAGNIFICENT CASTLES, mysterious forests and majestic mountains are some of the biggest highlights on Great Rail Journeys' all-inclusive Bavaria tour.

Guests will explore Bavaria over seven days to uncover the hidden gems of this historic kingdom with an itinerary that includes St Mang's Abbey, Fussen, a journey on the Zugspitze Railway, Nuremberg and Neuschwanstein.

Tour departures are on August 26 and September 16 and prices start from £1,475 per person.

Julian Appleyard, the company's commercial director, said: "Our all-inclusive trips are always popular, and this trip exploring Bavaria is a customer favourite. With fairytale castles and magical scenery, it is a great adventure. Guests tell us that they like to take an all-inclusive tour as it means they have nothing to worry about; all the food, transport, accommodation and excursions are paid for, so the only thing they need money for is extras. This means that they can truly relax and fully enjoy their holiday." Visit greatrail.com or call 0800-240 4470 for more details.



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Cozumel • Ixtapa • Puerto Vallarta

*Bookings made by 30 June for travel up to 01 Jan 2019.



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OPENING
DEC 2018**



ALL OF Sandals and Beaches Resorts are five-star Luxury Included, which means guests can enjoy all-inclusive global gourmet food as well as unlimited top-shelf spirits and premium wines. Those who want to be active on their holiday can enjoy complimentary land and water sports including paddle boarding, sailing and snorkelling and those who have a PADI diving qualification can also take part in up to two free dives per day. Beaches Turks & Caicos reopened in December last year, bringing with it a range of exciting additions for families to enjoy, as too did Sandals Royal Barbados which opened with all 222 rooms butler and concierge suites, including Sandals' signature Rondovals, Millionaire Butler Suites and Skypool Suites, along with an extensive Crystal Lagoon pool complex with Swim-Up Suites. Call 020-7590 0210 or visit sellingsandals.co.uk

Ikos Dassia elevates all-inclusive offering on Corfu

IKOS DASSIA, and third property for Ikos Resorts, has officially opened on Corfu.

The five-star hotel is looking to bring a new high in all-inclusive offerings to the popular Greek island, with highlights including signature à la carte menus curated by Michelin starred chefs, beach waiter service and an innovative 'Dine Out' offering allowing guests to enjoy local restaurants as part of their stay.

At no extra cost guests will have access to menus by Michelin-starred chefs, complimentary mini-bars, kid's clubs, an array of sports activities, branded spirits, 300 local and international wines selected by the resort's Sommelier, 24-hour room service and more.

The new resort offers 411 bedrooms, suites and villas by the bay of Dassia, 15 minutes from the historic Corfu town and 20 minutes from Corfu International Airport, which is serviced daily by major airlines.

Rates start from 230 Euros per night based on two people sharing a double room. Go to ikosresorts.com for more details.

AMResorts breaks down its range of all-inclusive concepts

WITH A collection of luxury resorts set across Central America, Mexico and the Caribbean, AMResorts looks to pair sunny beaches, elegant accommodation options, spas, gourmet dining, unlimited premium drinks, and other pampering amenities with its all-inclusive concepts.

Every one of its resorts - each with its own unique personality - features Endless Privileges, Unlimited-Luxury or Unlimited-Fun concepts to help guests make the most of their stay.

Endless Privileges offers amenities such as lavish accommodation, no check-in or check-out time, and maid service three times daily, healthy gourmet cuisine, unlimited top-shelf spirits, 24-hour concierge services and more.

The Unlimited-Luxury experience goes beyond the traditional inclusions to offer guests a superior getaway where everything is included. Complete with graciously appointed guestrooms and suites, 24-hour room and concierge services, reservation-free gourmet restaurants and lounges



serving top-shelf spirits, there is daytime activities and nightly entertainment available, and more set amidst oceanfront settings.

A stress-free take on the traditional inclusions, the Unlimited-Fun experience comes complete with spacious guest rooms and suites, concierge service and 24-hour front desk, dedicated activity programs for kids and teens, access to 24-hour dining options and lounges serving international and domestic brand beverages, daily activities and more.

Carlisle Bay partners with Daisy Jewellery for exclusive Yoga Retreat

LUXURY ANTIGUAN resort Carlisle Bay is launching its first Yoga Retreat 'A Journey through the Elements', this summer.

The hotel has partnered with contemporary jewellery brand Daisy Jewellery and will gift all guests participating in the retreat with the iconic Chakra bracelet. The collaboration aims to promote internal wellbeing, harmony and balance while in a peaceful Caribbean setting.

Hosted by yoga instructor Tanja Mickwitz, the retreat will take guests on a soul-searching journey using the yoga tradition of Panchamahabhutas and exercises incorporating the five elements of earth, wind, fire, air and space. The retreat will also include active experiences to compliment the yoga, allowing the guests to also experience some Antigua adventures during their trip such as horse-riding, a helicopter and car tour around the island and sunset cruise along the coastline.

The yoga retreat is available to book for August 11-18 and prices start from \$6,999 per night, based on two sharing. This includes seven-nights on an all-inclusive basis and daily activities. Visit carlisle-bay.com for more information.

activity & adventure



Gabriella Burden, marketing executive at Mark Warner, shows how to blend the perfect mix of activities into a fun family break....



Gabriella Burden (left) with Mark Warner's agency sales manager, Julie Franklin.

BOOKING A holiday that the whole family will love, no matter their age, can be a challenge even for the most experienced travel agent. Often families ask for a beach holiday, or a villa holiday with 'some sort of entertainment' with not much other guidance as to what they're looking for.

I have found since working for Mark Warner, that often one adult in a family likes something to keep them busy and active whilst the other is content reading a book by the pool or on the beach. One thing always crops up in conversation though – 'If the kids are happy, I'm happy'. Sometimes that means however that whilst the hotel might be great for the kids it's not always ideal for the parents. I think it is so important for adults to explore their own requirements but equally have peace of mind that the children are looked after to a high standard when going on holiday so that everyone can fully enjoy their time away.

Kids clubs are a fantastic way for children of all ages to meet children their own age. Gone are the days where these clubs are full of cheesy entertainment staff, and we welcome the days where children can sail a boat and windsurf! For older kids, teenagers (and parents!) it's all about Instagram so their friends can see what they are doing; whether it's relaxing on the beach, doing something exhilarating or just a photo of the local non touristy resort.

Parents like to see that their children have achieved something and activity holidays are perfect for this, giving

children life skills and confidence. We have seen shy teenagers arrive in a resort and leave a much more confident person, to the extent that they take the skills they have learned into their lives when back home. This is the same for the adults too; more and more are trying a new sport on holiday and are looking to be a little more adventurous and, because the childcare clubs give them the time to do so, they can enjoy fulfilling their own aspirational choices.

Julie (our agency sales manager) recently took a fam trip to our brand new Phokaia resort in Turkey and since returning, two travel agents have signed up to tennis lessons because they loved it so much in resort. Some of the group hadn't ridden a bike in years and they confidently embarked on a guided bike tour to the local town. Others had never water-skied and have now added it to their tick list... Julie herself even finally managed to master the windsurf board!

Many more multi-generational families are now travelling together and to meet this demand our accommodation suits too with family rooms, interconnecting and even some villas in some resorts giving the ultimate in privacy but still access to all the facilities.

Families want more from a holiday and I believe there is a lot more these days that they could take advantage of if they only knew about it.

Intrepid Travel launches vegan food adventures

IN RESPONSE to veganism growing at substantial rates around the globe, Intrepid Travel has unveiled three new tours specifically highlighting vegan food culture. The limited edition vegan food trips will be rolled out in India, Thailand and Italy departing in 2019.

Tara Kennaway, the company's regional product manager, said: "Our local tour leaders are receiving more vegetarian and vegan food requests from UK travellers and 'Vegan' is also now one of our most commonly searched words on the Intrepid website. Food is one of the best ways to connect with a local culture, but dietary requirements can be tricky with language barriers. Why should vegans miss out on authentic food experiences? You might think somewhere like Italy, famous for its pizza and pasta, won't have vegan options readily available but the opposite is true and we wanted to share our leader's local knowledge and to cater to vegan travellers."

The new tours were developed by the

adventure brand's destination and food product teams, with insight from a team of vegan influencers from around the world, and each trip will offer delicious plant-based food experiences in their respective locales and include insider tips on where to find the best vegan eats.

Visit intrepidtravel.com for more details.



New family adventures from InsideAsia explore further

WITH MORE families looking beyond the usual beach break and seeking more cultural immersion and adventures, InsideAsia Tours will be launching a new family page for June/July to help provide useful information for agents and to those clients looking for an adventurous family trip.

The page will bring together family focused itineraries from all of its destinations in Indochina, Japan and Burma, blog pieces written by families for other families and a competition in conjunction with fellow Bristol-based partners, Trunki. The page also offers fun, illustrated cultural guides and destination relevant activity sheets for kids.

As an example of tours, InsideJapan has released two new self-guided itineraries for adventurous families. The 14-night 'Alpine Adventure: Family Driving Holiday' costs £12,930 for a family of four and travels from Tokyo taking families through hot spring towns and impressive alpine passes whilst giving them a taste of Japanese 'Omotenashi' hospitality with stays at traditional ryokan, family run Minshiku guest houses and independent hotels. The adventure also includes experiences such as Taiko drumming classes, cycling tours and white water rafting.

Alternatively, the ten-night 'Zen & Now Family Holiday' costs from £4,650 for a family of four and is based in Tokyo and Kyoto. Accommodation is an experience in itself with a traditional Machiya townhouse offering a self-catering base in a Kyoto neighbourhood, allowing the family to be part of the local community. The trip allows for families to day trip to nearby Nara and its sacred deer or to Himeji and the impressive samurai castle. All accommodation, experiences such as sushi making class and a fun 'Tokyo Mystery Game' and all transport including rides on the bullet train are included.

G Adventures partners with Wiwa community

THE LOST City of Teyuna, in Colombia's Sierra Nevada region, has long captured the imagination of travellers seeking off-the-beaten-track trekking adventures. G Adventures, and its non-profit partner Planeterra, have partnered with the Lost City's Wiwa community to allow travellers to explore a new undiscovered route, visiting an indigenous village that is opening its doors to tourism for the first time.

The seven-day 'Colombia - Lost City Trekking' tour includes a Wiwa guide, overnight stays in Wiwa camp sites and a new exit route, open exclusively to those travelling with the operator. Leading groups through the farmland surrounding the Lost City, the new route will pass through the Wiwa village of Gotsezhi, where travellers will undergo a traditional soul-cleansing ceremony before entering. Once inside, they will visit the community with one of the company's Chief Experience Officers to translate, learning first-hand about their customs, before enjoying a traditional meal cooked by the women using local ingredients. Prices start from £539 per person, excluding flights.

For more information go to gadventures.co.uk

Exodus Travels sees demand for hiking holidays reach new peaks

HIKING TRIPS have always been a popular holiday choice for active travellers but in recent years Exodus Travels has seen an increase in this category, welcoming a record number of hiking clients in 2017.

Good weather paired with lighter evenings and more sightseeing opportunities mean the spring and summer seasons are ideal for hiking trips. The adventure brand notes that Morocco and La Palma are two of the most popular destinations in spring, with Nepal and Costa Rica also making the list for those looking for holidays further afield. Closer-to-home destinations, Italy and Spain continue to prove popular with travellers and both have seen impressive growth in bookings recently, with Italy seeing a 22% year-on-year increase and Spain a 20% year-on-year increase.

Chloe Knott of Exodus Travels said: "Current lifestyle trends mean our hiking holiday bookings have soared as more and more travellers opt for active trips. The increase in people booking short trips away means our European cities are becoming more and more popular, but with customers looking for a slightly different experience to the norm. Our hiking trips cater for every experience - from first-timers to professionals - so we really can offer the best trip possible for everyone."

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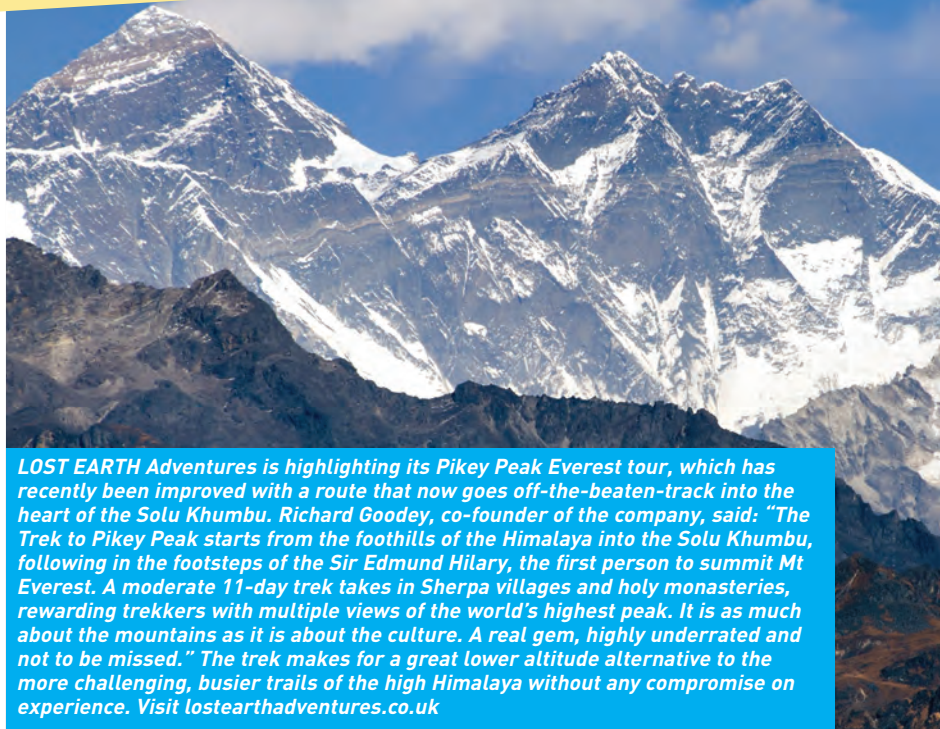
puzzlesolutions

Crossword:

Across: 1. MANOS, 3. BOISE, 5. BARCELONA, 6. OCEANA, 7. SAS, 11. BTS, 12. DANUBE, 14. JANE FONDA, 15. KAVOS, 16. SOFIA.
Down: 1. MOSCOW, 2. SERENA, 3. BEER, 4. SANDS, 5. BREST, 8. ARUBA, 9. CANNES, 10. NEVADA, 11. BRAVA, 13. DFDS.

Highlighted Word: MONTANA

Where Am I?: Neuschwanstein Castle near Füssen, southwest Bavaria, Germany



LOST EARTH Adventures is highlighting its **Pikey Peak Everest** tour, which has recently been improved with a route that now goes off-the-beaten-track into the heart of the Solu Khumbu. Richard Goodey, co-founder of the company, said: "The Trek to Pikey Peak starts from the foothills of the Himalaya into the Solu Khumbu, following in the footsteps of the Sir Edmund Hilary, the first person to summit Mt Everest. A moderate 11-day trek takes in Sherpa villages and holy monasteries, rewarding trekkers with multiple views of the world's highest peak. It is as much about the mountains as it is about the culture. A real gem, highly underrated and not to be missed." The trek makes for a great lower altitude alternative to the more challenging, busier trails of the high Himalaya without any compromise on experience. Visit lostearthadventures.co.uk

We asked our staff the following question this week:

What are you looking forward to most about summer?



Jeanette Ratcliffe

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The World Cup, Wimbledon, BBQ's & Gary Barlow at Hampton Court!



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Rooftop bars and longer summer nights!



Paul Scudamore

Contributing Editor
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The sun!



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Having a tan.



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Wearing my summer outfits.



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Not walking around with so many layers



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My annual holiday - festival in Spain.



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My family holiday.



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Booking a holiday.

HAPPY BIRTHDAY!

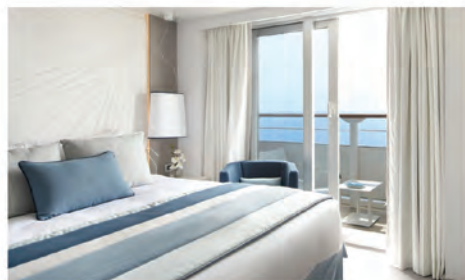
Simon Eddolls

Sales Director
simon.eddolls@travelbulletin.co.uk
Many happy returns to the larger than life character, Mr Simon Eddolls, whose infectious laugh carries throughout the office - all the way to accounts. Shame he misses a trick when it comes to his cricket skills though More cricket.



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10:45 am
62° 56' 27.35" S
60° 33' 19.35" W



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