

# travelbulletin

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Giving agents the edge

## luxury

Give your clients the five-star treatment with these decadent escapes

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Twelve Apostles

Experiencing Australia by road is ideal for exploring. Hiring a car and embarking on a journey across a variety of destinations gives your customers the ultimate freedom. Alternatively, let someone else do the driving! AAT Kings tours promise a travel experience that incorporates all the must-sees and spectacular scenery your customers want, as well as breathtaking sights they never knew existed.

# Spotlight on... Australia



Melbourne



Great Ocean Road



Melbourne



Great Ocean Road

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## MUSICAL NOTES...

**FUNWAY HOLIDAYS** presented a preview performance of *Come From Away*, a new musical in London. The guests were treated to a Q&A session with Randy Adams, the show producer. He is pictured here with, from left to right, Darrell Toakley-Williams, managing director, Darrell James Travel; Suzanne Halil, leisure commercial manager, Travel Leaders UK; Melissa Tilling, managing director of Funway Holidays; and Fiona Percy, commercial manager, The Travel Network Group. The musical centres on the stories of passengers whose plane landed in Gander, a Newfoundland town, when flights were grounded after 9/11. The audience was moved to laughter and tears by the story of arrivals from across the world being looked after by the people of Gander, with lifelong friendships and romances developing.

## Sun, sea and... walking? A quarter of Brits stroll toward walking holidays

THE DAYS of Brits abroad lazing by the pool appear to be over, a new study has revealed.

The research, conducted by tour operator Jules Verne, found that opportunities to do cultural activities (43%) and see wildlife (32%) came high on the list when booking a break away.

Asking 2,000 UK holidaymakers which activities had the most influence on their booking decisions, walking trips came in as the most popular excursion. Whether trekking the Camino de Santiago, following the Inca Trail or even heading over to Hadrian's Wall, more than a quarter (28%) of British holidaymakers are using their time off to explore the world on foot.

Brits are looking to expand their mental horizons, with 23% stating they have booked a holiday to see a specific museum, festival or carnival with Venice Carnival (Italy), Oktoberfest (Germany) and La Tomatina (Spain) listed as some of the top draws. Some British tourists are following their gut when it comes to their holidays; 17% admitted to booking a trip in order to try a specific dish of the region with pizza in Naples, barbecues in Texas and a trip to Noma

in Copenhagen just a few of the culinary delicacies that have tempted holidaymakers in recent years.

For one in ten British tourists however, a walk to take in the scenery after a once in a lifetime meal is not quite enough to satisfy their adrenaline fuelled bucket lists. Eleven per cent of holidaymakers have booked a holiday with the specific intent of undertaking a thrilling activity such as scuba diving or traversing sand dunes in a 4x4 buggy. The research found that men were twice as likely to look for an action-packed getaway, with 40-44 years olds coming out as the most adventurous age group in the country. Meanwhile, one in ten 55-64 year olds have been on a holiday specifically to do an adventurous activity.

Prini Patel, head of marketing for the operator, said: "A holiday can come in many forms and with the variety the world has to offer, this is a large part of what makes travelling so enjoyable. We wanted to look into exactly what was motivating British tourists as they decided where to spend their time off in 2019. With Brits moving away from inactive breaks towards more activity-based trips, it's clear that holidays are now much more than a fortnight at the beach."

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### Mediterranean islands

Olympic looks to become "the Google of island knowledge"

**GUERNSEY**  
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**DID YOU  
KNOW?**



**The Channel Islands were the only part of the British Isles to be occupied by the Nazis during the Second World War. Visitors can experience what life was like on Guernsey during the Occupation at the island's many heritage sites, including German watchtowers, fortifications and museums dedicated to the period.**

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



**GOING FOR GOLD...** The Gold Medal call centre staff took a break from taking agent inquiries to enjoy cupcakes courtesy of the Jumeirah Group. Pictured is (L-R) Nicola Johnson, director of business development, Jumeirah Group, with Luke Roberts, Charlotte Connolly, Sarah Edwards, Lee Swords and Adrian James, all from Gold Medal.

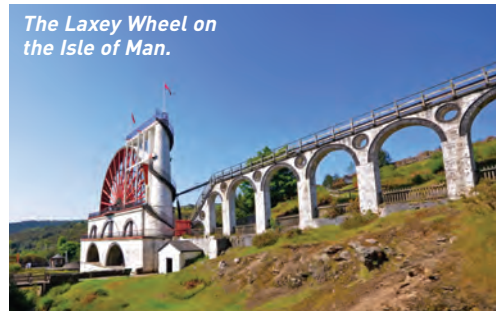
## Oh Man, the isle has gone all-inclusive

PREMIER HOLIDAYS has partnered with Visit Isle of Man to market all-inclusive breaks to UK travel agents.

Under the Isle Inclusive promotion, agents can book three-, four- or five-night breaks to the Isle of Man, which include travel, transfers, meals, accommodation and sightseeing. Packages start from £315 per person for three nights at the Rutland or Chesterhouse Hotels. Other breaks include three nights at Best Western Palace from £325, with a free upgrade to a sea-facing room and discounts for the hotel's cinema and casino; three nights at Sefton Hotel, with a free upgrade to an Atrium room and access to all the facilities at Best Western Place from £349; and three nights at Regency Hotel from £425.

All breaks depart between March 30 and May 17, and September 30 and November 1. They include a Go Explore Pass, a Heritage Pass, three-course evening meals

*The Laxey Wheel on the Isle of Man.*



and drinks, return travel by ferry, hotel transfers, and lunch vouchers to redeem at hotels and restaurants.

Agents will earn £5 in shopping vouchers for each booking, and they can promote the breaks with window posters, flyers and social media assets available from Premier Holidays' trade website.

For details, visit [www.trade.premierholidays.co.uk](http://www.trade.premierholidays.co.uk) or call 08444 937 444.

## Agents advised to plan ahead to avoid taxing times

AGENTS WHO complete Self Assessment tax returns at the end of each financial year are advised to start planning early to avoid last-minute panic and late filing penalties which caught out many small businesses this year.

David Redfern, tax preparation specialist and managing director of DSR Tax Claims, advises agents to plan ahead now by getting financial and business records organised, such as keeping all HMRC letters and financial information including bank statements, invoices and receipts in an easily accessible location.

Redfern says agents should check that they have an online HMRC Self Assessment account and all login details. Agents who may not be able to pay on time should call HMRC as soon as possible to discuss their options. He reminded taxpayers that Self Assessment tax returns for 2018/19 can be completed as soon as the tax year ends on April 5.

## High seas fun for the whole family

PRINCESS CRUISES has launched a family-friendly, interactive top-deck area. The Reef Family Splash Zone will open on the 3,140-guest Caribbean Princess in June, as the ship sails the Caribbean.

The Reef will comprise: a water playground with a splash pool, assorted sprays and showers, an interactive whale feature with running water from its tail; a multi-generational game zone including oversized activities such as giant Connect Four and Jenga; a family-friendly bar serving mocktails and cocktails; an updated pool and jacuzzi; upgraded seating and furnishings; new shade canopies and wind panels; and improved audio systems and lighting to improve evening events.

Other family-friendly features already on board include a partnership with the Discovery Channel and kids' activities, such as science experiments, mini golf and talent shows.

As well as The Reef, the ship was the first in Princess' fleet to offer the Ocean Medallion. The Medallion is an automated piece of technology, the size of a 10p piece, given to each guest, which enables: keyless stateroom access; streamlined embarkation and disembarkation; enhanced interaction with crew members and other guests; on-demand beverage delivery; and interactive games.

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



**NICE ICE...** Visit York made the most of the cold weather with the York Ice Trail 2019, held earlier this month. The theme was Myths and Legends and included 50 ice sculptures across the city.

## Carnival opens bookings for Mardi Gras voyages

MARDI GRAS, the latest vessel for Carnival Cruise Line, is now open for bookings ahead of its inaugural schedule for 2020. The cruise company will offer a range of itineraries from six- to 15-day sailings calling in at ports throughout Europe and the Caribbean beginning in summer next year.

The inaugural season will include a nine-day maiden voyage from Copenhagen to Southampton from August 31 to September 9, 2020, calling at Kiel, Gothenburg, Oslo, Rotterdam, Zeebrugge and Le Havre; a 14-day trans-Atlantic crossing from Southampton to New York via Spanish and Portuguese ports; and a 15-day voyage departing New York on September 30, arriving in Port Canaveral on October 15.

Guests can choose from more than 20 different stateroom categories, as well as suites. The company has started releasing stateroom designs to travel agency partners to help sell cruises.

For more information about the vessel and itineraries, visit [www.carnival.com](http://www.carnival.com).

## Butlin's slides into summer with helter skelter water ride

THIS SUMMER guests will be able to enjoy a £40 million swimming pool facility at Butlin's Bognor Regis Resort, featuring a helter skelter water ride.

The seaside-inspired swimming pool is believed to be one of the largest UK coastal investments in 2019 and this is the first time a traditional seaside helter skelter has been turned into a water slide. The ride stands at 7.4 metres tall, has 22 steps for guests to climb and has been created by European manufacturer Van Egdom.

Due to open in April, the swimming pool features stick-of-rock slides, rapids, a wave machine and areas dedicated to toddlers.

Butlin's worked closely with Mumsnet, the online parenting community, whose research led to the new pool's changing village having underfloor heating and

bespoke changing rooms. The changing village is in excess of 800sq.m and has more than 700 lockers. Unlimited use of the pool facilities is included within the price of the break.

Resort director, Jeremy Pardey commented: "Guests repeatedly tell us that a brilliant swimming pool is one of their top three reasons for taking a break at Butlin's. When we decided to build a new one, we wanted to make sure it was innovative, fun, safe and secure; and provided facilities for changing, viewing and refreshments that ensured the whole family could enjoy as much quality time together as they wanted. We believe our new pool will do that, and we believe it will be the best of its kind in the country, and quite possibly in Europe".

The Bognor Regis resort has seen a 9% year-on-year increase in bookings.

## Singapore Tourism celebrates bicentennial with a year of events

THE SINGAPORE Tourism Board is commemorating the city state's bicentennial year with a series of events running throughout 2019.

The main events coincide with Chinese New Year celebrations, including iLight Singapore, a city-wide light show which runs until February 24; Light to Night Festival, an urban art festival which transforms landmark sites across Singapore, also running until February 24; and the Chingay Parade which celebrates multiculturalism, running from February 15-16.

From March 15 to April 7, the Singapore Heritage Festival will run community outreach events, and the Bicentennial Experience at Fort Canning runs from June 1 until September 15, taking visitors on a journey through 700 years of history.

Museums will be holding exhibitions, including "Raffles in Southeast Asia: Revisiting the Scholar and Statesman", which runs until the end of April at the Asian Civilisations Museum; and Early Singapore, which runs from August 2019 until January 2020 at the National Library.

For more information about the events running throughout 2019, go to [www.visitsingapore.com](http://www.visitsingapore.com)

## Food and fiesta in the sunshine state

SEAWORLD FLORIDA will be playing host Tampa Bay's celebrated Food & Wine festival from March 16 to April 28.

The event will pair 35 dishes – many of which have been inspired by cuisines around the USA – with more than 100 wines, craft beers and cocktails to spark a unique blend of flavour combinations. While visiting the park, attendees can treat their tastebuds to a range of spirits at the event's signature vodka, bourbon, ice wine, tequila and sparkling wine tastings.

Tampa's Food & Wine Festival will also play host to a range of class-A artists from a range of different musical genres, with Boyz II Men, Foreigner and 3 Doors Down already announced to perform. More artists

are yet to be announced for the event, with a VIP package available to attendees eager to have the best seats in the house.

Admission to Tampa Bay's Food & Wine Festival is included with admission to the park. For more information, visit [www.seaworldparks.co.uk](http://www.seaworldparks.co.uk).



## Titan celebrates 40 years with river cruise competition

TITAN TRAVEL is celebrating 40 years in the business with '40 cabins for 40 years' – a UK-wide cruise competition exclusive to trade partners.

With more than 200 itineraries spanning over six continents, the operator is offering 40 agents the chance to bring a plus-one on a Titan river cruise of their choice, free of charge.

To enter the competition, agents must sell four or more river cruises before March 31, with winners selected on a first come, first serve basis. The company is also rewarding every river cruise booking with a £25 Lifestyle voucher until the end of the month.

Bookings can be made by calling 0800 988 5800, or online via [www.titanagents.co.uk](http://www.titanagents.co.uk).

## Rake in the cash with Jet Airways' 'Book more. Earn more' trade incentive

JET AIRWAYS has teamed up with Manchester airport on a trade incentive for their Manchester-Mumbai route.

Through 'Book more. Earn more,' agents can earn £5 for every economy ticket and £10 for every business class ticket booked on the Manchester to Mumbai service and onwards until March 10.

The incentive is up and running until the end of the year (December 31). Only ticketed bookings are valid with a limited number of vouchers up for grabs for travel agents.

Bookings can be entered via

[www.manchesterairport.co.uk/travel-trade/trade-incentive](http://www.manchesterairport.co.uk/travel-trade/trade-incentive)



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Kruger National Park - credit Mike Toth/Art

It's breathtaking, it's captivating, it's endless... it's South Africa! In every province, around every corner, there's a magic moment waiting to leave you inspired, with incredible people underpinning it all. From city life to adventure, wildlife to culture, incredible scenery to sun-soaked coasts – discover South Africa.

# Spotlight on... South Africa

## Johannesburg, The Panorama Route & safari

**Days 1-2:** Johannesburg offers many historical areas of interest, plus thriving nightlife and excellent shopping. Be sure to suggest a tour of Soweto, Mandela House, the Apartheid Museum and the thought-provoking Hector Pieterse Memorial.

**Day 3:** The self-drive begins along The Panorama Route, discovering the culturally rich and diverse province of Mpumalanga. Your customers will head for Hazyview and enjoy dramatic scenery as they drive towards Long Tom Pass surrounded by fertile valleys.

**Days 4-5:** Journey highlights include the historic gold mining town of Pilgrimsrest and the spectacular Blyde River Canyon with a stop at God's Window – the geographical wonder with unforgettable views.

**Days 6-7:** Heading for the iconic Kruger National Park, your customers will enjoy thrilling game drives to spot the 'Big Five', sumptuous dining and relaxation at their lodge.

**Radisson Blu Sandton, Johannesburg** ●●●●

2 NIGHTS WITH 1 BREAKFAST

**Hippo Hollow Country Estate, Hazyview** ●●●●

1 NIGHT WITH BREAKFAST

**Blyde River Canyon Lodge** ●●●●

2 NIGHTS WITH 1 BREAKFAST

**River Lodge, Kapama Private Game Reserve** ●●●●●

2 NIGHTS FULL BOARD

7 nights from

**£1,339<sup>pp</sup>**

**Includes Avis economy car hire – pick up on day 3 from Johannesburg, drop off on departure at Hoedspruit Airport**

Includes flights from London Heathrow with South African Airways. Valid for departures 17 Jun 2019.

**Don't forget! You earn DOUBLE Farebank Rewards on every booking you make with Gold Medal between 01 - 28 Feb 2019.**



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Wynberg



Mpumalanga

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**Discover new landscapes with South African Airways**



Fly to Southern Africa in style on board South African Airways' new Airbus A330-300. South African Airways is Africa's most awarded airline offering a daily overnight flight from Heathrow Terminal Two to Johannesburg and easy onward connections to the largest route network in Southern Africa. On board, the Economy cabin is equipped with state-of-the-art high definition touchscreens, offering the latest movies and TV shows on demand. Stretch-out and enjoy newly designed seats and a choice of mouth-watering dishes served with South African wines. SAA are proud to be the national airline of South Africa delivering a world-class experience every time.



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SOUTH AFRICAN TOURISM

**GOLDMEDAL**



## AGENT INSIGHT

Ben Owen - Venture Travel



**A**S WE enter 2019, the world of social media continues to go from strength to strength and it's vital that every travel agency takes their online presence and social media seriously. Here are a few simple – and free – steps to improve your business online.

**1. Reviews:** Unlike in the past where customers would just check the reviews of the hotel you recommended online, they now check the reviews on your agency out online too. This search, whether it be on Google, Facebook or any review site, could be the difference between them booking with you or not.

It's so important that you encourage customers to leave reviews on your Facebook page, Google Business page and any other review sites where potential customers might find you. It's also important not to ignore any negative reviews on your pages as this gives the impression you don't care, so take time to respond to all reviews on your page, whether they are good or bad.

**2. Post regularly:** When customers visit your social media pages, it's important that they see regular posts and offers to keep them engaged with what you have to tell them.

Not all of your social media posts have to be offers with competitions – focus destinations and company updates are great ways to keep people engaged and talking about your business.

On the other hand, it's important not to over-post. Nobody wants to be hit with ten posts a day from your business, so schedule posts to go out a few times a week as this is definitely the happy medium.

**3. Keep up to date on the latest trends:** Instagram, Facebook and Twitter are constantly making changes to their platforms and it's important you keep up to date with these changes and get to know how to utilise them.

Some suggestions of new features to play around with are: changing your cover photo on Facebook to a video. Here is the example from our Facebook page:

[www.facebook.com/UKVentureTravel](https://www.facebook.com/UKVentureTravel). And try using Instagram stories to show off your latest deals and offers to potential customers.

## Palladium Hotel Group serves up new flagship resorts in Mexico

PALLADIUM HOTEL Group will open its flagship Costa Mujeres resorts located north of Cancun, Mexico, on February 18. With an investment of US\$ 280 million, the development includes 1,146 luxury hotel rooms spread across two new five-star hotels – the 673-room family-friendly Grand Palladium Costa Mujeres Resort & Spa, and the 473-room adults-only TRS Coral Hotel, a member of The Leading Hotels of the World.

The Costa Mujeres Resort & Spa features a state-of-the-art Rafa Nadal Tennis Centre, a luxury spa and wellness centre, and a purpose-made village comprising of a variety of restaurants, bars, kids' clubs, amphitheatre and chapel.

The Rafa Nadal Tennis Centre Costa Mujeres will offer tennis programmes developed by Nadal and his technical team for all levels and ages. Each tennis programme is personalised and conducted by coaches of the Rafa Nadal Academy by Movistar.

Meanwhile the TRS Coral Hotel's highlights include international culinary experiences at four à la carte restaurants, in addition to the nine restaurants at Grand Palladium Costa Mujeres Resort & Spa, and an Ibiza-style beach club with an infinity pool and poolside service. The resort is located 35 minutes drive from Cancun's International Airport and is surrounded by beaches and mangroves, abundant with indigenous flora and fauna.

For more information about the new properties, go to [www.palladiumhotelgroup.com](http://www.palladiumhotelgroup.com)

## Fred. Olsen gives single supplements the slip on selected sailings

WITH SOLO travel on the rise, many companies are either reducing or cutting single supplements and now Fred. Olsen has joined the trend with no single supplement on two river cruises. To mark the start of Brabant's new river season in 2019, the company will drop the single supplement on two of the vessel's initial cruises – the R1901 and R1903 'Springtime Dutch Discovery' sailings, which depart in April.

The company has launched its second season of European river cruising in 2019 aboard the 156-guest Brabant with a number of offers. As well as no single supplement on selected sailings, Fred. Olsen is offering a free tips, dining and drinks upgrade on almost every 2019 river cruise, for bookings made by February 28.

Voyages where the dining and drinks upgrade apply include a five-night 'Springtime Dutch Discovery' fly-cruise, departing from Amsterdam with flights from Heathrow; the seven-night 'Romantic Rhine & Moselle Marvels' fly-cruise, departing from Basel with flights from Heathrow, Manchester and Edinburgh; and the seven-night 'Cruising the Rhine, Main & Moselle' fly-cruise, departing from Düsseldorf with Heathrow flights. Prices start from £999 for the 'Springtime Dutch Discovery' cruise, which is based on two adults sharing a twin-bed standard room, including accommodation, all meals and entertainment on board.

To find out more, go to [www.fredolsencruises.com/agent](http://www.fredolsencruises.com/agent) or call 01473 746164.

## AGENT INCENTIVES

- ONE AGENT from the UK and Ireland will win a wildcard space at the G Adventures Change Makers Summit, which will be held at an undisclosed location from June 2-9. To be in the running, agents will need to make a "social submission" entry, either written or video, that demonstrates how they have given back to others and/or their community. Visit <https://sherpa.gadventures.com/change-makers/> or speak to your local Global Purpose Specialist for more information. Entries close on February 28.
- BOURNE LEISURE'S Time to Save incentive offers agents the chance to win more than £150 in Love2Shop vouchers every week. Agents that make and register a Butlin's, Haven or Warner Leisure Hotels booking by February 18 will be in with the chance of winning a top prize of a £100 Love2Shop voucher, a second prize of a £50 Love2Shop voucher, and a third prize of £20 Love2Shop voucher. Go to [www.BourneLeisureSales.co.uk](http://www.BourneLeisureSales.co.uk) to log your bookings.
- AGENTS CAN earn 10% commission with European Waterways on select departures in April and May aboard La Belle Epoque. The French hotel barge itineraries include falconry displays, wine tastings and events with regional aristocracy. The luxury barges have a capacity of up to 20 people and are available for charter starting at £32,720, £8,180 off the original price of £40,900. Cabin prices start at £2,920 per person, based on double occupancy. For details, go to [www.europeanwaterways.com](http://www.europeanwaterways.com)

## AGENT TRAINING

THE VANCOUVER Specialist Program is an educational tool designed to expand agent knowledge on Vancouver and help sell the destination more effectively. Agents who earn accreditation as a Vancouver Specialist are eligible for a destination pass for free access for two people to attractions, industry rates for accommodation in Vancouver and fam trip opportunities.

To find out more, go to [www.travelbulletin.co.uk/travelgym](http://www.travelbulletin.co.uk/travelgym)



MORE THAN 500 agents entered the Palladium Costa del Sol competition featured on [travelbulletin.co.uk](http://travelbulletin.co.uk) and Holly Johnson from TUI Christchurch was drawn as the lucky winner. She won a three-night, all-inclusive stay at the new property, which is set to open in July.

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

- Win a two-night stay and island tour, plus return flights for two people to Guernsey.
- Win a four-night all inclusive stay for two at the new Palladium Hotel Costa del Sol.
- A £25 Amazon voucher, pamper hamper and a bottle of wine to be won with Visit Austria.

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

## New partnership for Global to reward members

GLOBAL TRAVEL Group has partnered with mybookingrewards.com to help its agents earn rewards on their holiday bookings with more than 2,000 hotels and destinations.

Participating agents will receive a mybookingsreward.com Mastercard so all their rewards can be added to one card and so they can spend them anywhere that accepts Mastercard. It is an HMRC-approved loyalty scheme. For details, visit [www.globaltravelgroup.com](http://www.globaltravelgroup.com) or call 0844 826 4567.



The lights of London await a lucky agent.

## London calling for window-wise agents

SUPER BREAK has launched a competition that offers agents the chance to win a two-night break in London. To enter, agents need to promote any Super Break offer either in their shop windows or via social media channels before the end of February. To be in the running, agents need to email a screen shot or picture plus their name and ABTA

number to [sales@superbreak.com](mailto:sales@superbreak.com). They will then be entered into a prize draw.

The competition runs from until February 28 and the winner will be announced on the Super Break for agents Facebook page on March 1. The prize is accommodation only, based on two adults sharing a room.

For more information, go to [www.superbreak.com/agents](http://www.superbreak.com/agents)

## Flexible forays into Africa with Acacia's loyalty scheme

AGENTS WILL be able to take advantage of Acacia Africa's updated loyalty scheme, with the tour operator offering holidaymakers the opportunity to combine any two of its new Value Plus Discounts when booking camping and accommodated overland tours and select accommodated small group safari.

Arno Delport, sales & marketing manager at the company, said: "Our new Value Plus Discounts give agents more flexibility, and they will undoubtedly boost commission prospects as outside of our targeted promotions agents can still offer their clients significant savings." For details, go to [www.acacia-africa.com](http://www.acacia-africa.com)

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# Su Doku

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

Number: 007

**A** →

	4		7	6		5	1	9
1					5	8		2
	8			2	4		3	

**B** →

			8			9	5	
3	2	8				7	6	4
	7	9			3			

**C** →

	3		4	8			9	
8		1	2					6
7	9	4		1	6		2	

**D** →

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, February 21st. Solution and new puzzle will appear next week.

**The winner for 1st February is Sophie Kirtley, Lincolnshire Co-operative Travel in Spalding.**

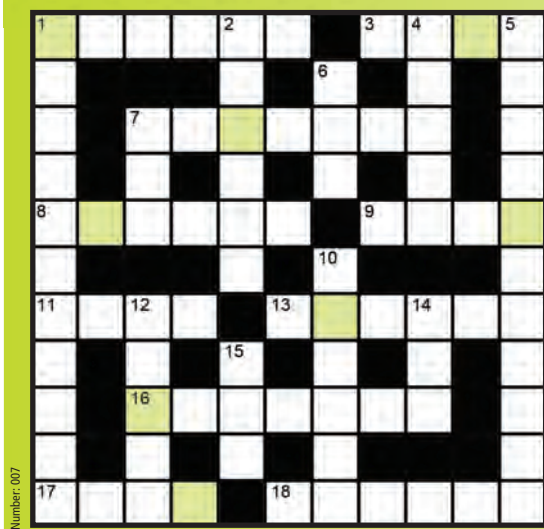
**February 1st Solution: A=1 B=5 C=4 D=7**

# Where Am I?



This uniquely shaped incised meander of the Colorado River is accessible via hiking a 1.5-mile round trip from Route 89 and can be viewed from the steep cliff above.

# Crossword



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

Across

1. Independent, Isleworth-based operator (6)
3. Irish actor, \_\_\_ Neeson (4)
7. North African country on the Med (7)
8. Airline, sponsor of Manchester City FC (6)
9. Asian desert (4)
11. Tower now leaning less in this city (4)
13. Texas city (6)
16. Major UK airport (7)
17. Currency of Slovenia (4)
18. Papeete is the capital (6)

Down

1. Playwright returning to Stratford in All Is True, at a cinema near you (11)
2. Corfu is located in this sea (6)
4. One of the Rocky Mountain states (5)
5. The American Queen paddle steamer cruises this mighty river (11)
6. National airline of the Czech Republic (3)
7. Put 'U' in the middle for a well-known travel company (3)
10. Capital of the Philippines (6)
12. British billionaire Baron, Alan (5)
14. Currency of Albania (3)
15. Dance Captain on BBC's The Greatest Dancer, \_\_\_ Mabuse (3)

For the solution to the Crossword and Where Am I?  
Please see page 34

# Industry Insight by...



The Association of National Tourist Offices and Representatives



**Tracey Poggio, chairman of ANTOR, looks into the real story behind overtourism – is it a reality, is it under control or is it overpublicised?**

**W**HAT IS overtourism? Responsible travellers define it as “when there are too many visitors to a particular destination”. “Too many” is a subjective term, of course, but it is defined in each destination by local residents, hosts, business owners and tourists. Examples include: rent prices pushing out locals to make way for holiday rentals; narrow roads jammed with tourist vehicles; wildlife scared away; tourists unable to view landmarks because of the crowds, or fragile environments becoming degraded.

ANTOR destinations are well aware of the effects overtourism can have on the local environment as well as on the tourist experience. Destinations are learning from each other and past experiences by imposing restrictions on numbers, encouraging year round travel and local engagement especially in the alternative accommodation sector.

Tobago, Aruba and Samoa are yet to be affected and are taking precautions for the future. Aruba is supporting sustainable growth by capping the number of all-inclusive properties, promoting ATA-approved alternative accommodation and encouraging year-round travel. Meanwhile, Samoa is monitoring new cruise arrivals, working with locals to ensure cruise passengers and residents find the experience mutually positive.

Tunisia, however, is working hard to regain the tourist numbers reached before the 2015 terrorist attack by rebuilding confidence with encouraging results in 2018 from the UK. The ministry is working steadily on a sustainable tourism policy, respectful of the environment, encouraging the consumption of local produce and involving the local population. They no longer encourage massive beachfront hotels. Instead, they're facilitating and incentivising Tunisians to start new types of accommodation called “dars” (boutique hotels) which are in harmony with their environment and communities. They are aware that all-inclusive and mass tourism threaten Tunisia's natural resources and have introduced a local tax on hotel stays to improve infrastructure and the environment around the resorts.

Botswana realised early in its tourism journey that its landscapes and wildlife provided the most amazing, if fragile, eco-systems. The government implemented

policies which meant that these wilderness areas, with their diversity of wildlife, would be preserved as carefully as possible for the future. They are designating over 30% of the country as national parks and game reserves.

These areas are not fenced, allowing animals to move freely, but there are restrictions on building, driving at night, off-track driving and the number of vehicles at sightings. The number of beds in camps and lodges is limited to 24. The cost of visiting is higher, but the value to the consumer is greater for the exclusive experience.

Germany is in a good position to accommodate visitors all year. Their 2019 marketing campaign highlights the availability of rooms in cities at great rates over summer, but the trade is asked to be mindful of exhibitions etc., when making bookings in cities at other times.

CzechTourismUK has an alternative city and regional gateways campaign, showcasing the wider country, following the lead of the Netherlands, which is a great example of reacting to overtourism. Prague has set a maximum number of visitors at 10m a year – although increasing every year this is still under 8m. To spread tourists further afield than the historic centre, the long-term strategy of Prague City Tourism is promoting neighbourhoods such as Prague District 7.

In Sweden, Gothenburg is being developed as a sustainable destination, so that everyone who lives there benefits from the growing hospitality industry. Crowded hotspots are still unusual in Sweden so they are in a good position to communicate how tourism can play a positive role in keeping towns and villages alive.

Visitor numbers to Gibraltar are within healthy parameters, but the protection of historical sites and attractions is continually assessed. The Upper Rock area was officially designated a Reserve in 1993 to help protect biodiversity and the natural habitat. Only officially licensed vehicles can take visitors up the rock and walking nature trails are used to encourage foot traffic.

While ANTOR members are only a small snapshot, globally we see a varying picture of the advancement of the potential impact from over tourism. With global travel figures on a yearly upward trend, it is reassuring that destinations have this issue on their radar and can

## Win tickets for two to Toronto with Air Transat

AIR TRANSAT is launching a new and improved online training course for travel agents.

Designed with flexibility in mind to help fit around agents' busy schedules, the course will take users through a series of modules so that they can familiarise themselves with the airline's USPs and product offering. Travel agents who successfully complete the course before March 11 will be entered into a competition to win return flights for two to Toronto. The winner will be revealed on March 20.

Adrian Keating, the airline's commercial director for the UK and Ireland, said: "At Air Transat we continue to make significant investments to ensure that our valued partners are fully equipped with the tools they need to sell Air Transat and its products with confidence. The launch of our online training platform and recently announced agent incentives, are the first in a series of touchpoints between Air Transat and the travel trade in 2019."

For more information go to [www.airtransatacademy.com](http://www.airtransatacademy.com)

**SCENIC & Emerald Waterways have launched an online training course called Agent Academy. With courses designed to help travel agents expand their knowledge of Scenic Cruises & Tours and Emerald Waterways Cruises, those who complete the first four modules by March 4 will be in with a chance to win £500 of luxury gifts. New modules will be also rolled out every quarter in 2019. To sign up go to <https://agentacademy.litmos.com/self-signup/>**

## Good onya: UK's first Aussie Specialist Ambassador picked for Tourism Australia fam

MATT DOIDGE, a Travel Designer with Austravel, has been selected as the UK's first-ever Aussie Specialist Ambassador to join a fam trip Down Under and share his experiences with travel agents back home.

Participating in the Ambassador competition, which saw a large increase in travel advisers becoming qualified Aussie Specialists, Doidge submitted a winning video pitch and beat a rigorous vetting process to be announced as the UK's Aussie Specialist Ambassador by Tourism Australia last week. He will join eight fellow Aussie Specialist Ambassadors from regions around the world on a fam to Australia in March, with a camera crew to capture their experiences which will be shared with other travel sellers.

Commenting on his win, Doidge said: "My lifelong love of travel was born at 19 on my first trip around Australia –

now, 12 years later, my dedication to travel continues unabated and my enthusiasm for Down Under is stronger than ever. I cannot wait to meet other Aussie Specialist Ambassadors who share this passion and to ultimately help UK travel agents book amazing Australian adventures for their customers."

Sally Cope, Tourism Australia's regional manager for UK and Northern Europe, said: "We are very proud to appoint Matt Doidge as our first-ever ASP Ambassador and have no doubt his experiences will inform and inspire agents in the United Kingdom. The Aussie Specialist Program is a must-have tool for any agent selling Australia – it gives advisers exclusive access to bespoke training modules and sales resources, travel offers from Australian operators, invitations to attend exclusive Australian events and regular product

updates and training webinars."

Noting how important frontline travel agents are in the travel distribution system, the tourism board's managing director, John O'Sullivan, added: "These Aussie Specialist Ambassadors will come Down Under and have a fantastic time experiencing our world-class tourism products and share their enthusiasm and insights with other travel sellers in their home market. We hope content created by the Ambassadors will help other Aussie Specialists improve their product knowledge, encourage more frontline travel sellers to sign up to the program, and ultimately help more people book fantastic Australian holidays."

To find out how to enrol onto the Aussie Specialist Program and extra benefits go to [www.travelbulletin.co.uk/travelgym/destination-training](http://www.travelbulletin.co.uk/travelgym/destination-training)



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## training



### #TBS showcases action from St Helena

ST HELENA Tourism has confirmed that the second weekly scheduled flight service that launched last December will operate again throughout the 2019-20 summer season and was on hand at Travel Bulletin's Africa Showcase in Dorking to share this news direct with the trade.

Sharing practical advice and its top tips to help agents better sell the island, this extended flight programme means more people than ever can discover the upcoming destination of St Helena.

Helena Bennett, director of tourism, said: "The agent training event was an extremely useful opportunity to co-exhibit with two valuable partners, South Africa – the gateway for access – and flight operator SA Airlink, to raise awareness of St Helena's USP and help share the fantastic experiences our beautiful destinations offers. With new exhibitions and cultural events, the return of the Festival of Running and a host of natural spectacles, there is plenty coming up to excite visitors about St Helena.

"Our team thoroughly enjoyed meeting agents through the evening, and it was great to partner with South Africa Tourism and SA Airlink to present St Helena to a highly engaged audience seeking knowledge about Africa," she said.

### Get your Funway fix on all things Orlando

FUNWAY HOLIDAYS has announced Orlando as their 'Destination of the Month' for February, with the operator's sales team out in force visiting agents around the UK and talking all things Orlando.

The training is designed to reinforce the appeal of Orlando as a destination for families and as part of the training, agents will be provided with new collateral including a dedicated eight-page mini brochure along with new-look window posters. As an example of deals they can promote, the operator is offering a seven-night stay at Universal's Cabana Bay Beach Resort in Orlando including Gatwick flights to Orlando with Virgin Atlantic, from £890 per person based on a family of four (two adults and two children) departing on August 1.

In tandem, the operator is offering an Orlando booking incentive with the chance for agents to win different prizes. A '500 Club' MoneyCard Incentive draw is to take place at the end of March where three winners will be picked to receive: first place a £200 MoneyCard; second, a £100 Love2Shop Voucher; and third, a £50 Love2Shop Voucher.

For more details go to [www.funway4agents.co.uk](http://www.funway4agents.co.uk)

## A suite to remember on Regent Seven Seas' Splendor

AN IN-suite spa retreat, a USD\$200,000 hand-crafted bed and unobstructed 270-degree views are just some of the features of the Regent Suite which will be perched on the 14th deck of Seven Seas Splendor, above the bridge and overlooking the ship's bow when she sets sail in February 2020.

Dubbed the largest suite ever constructed on a luxury cruise ship, with more than 3,000 square feet of interior accommodations (4,443 square feet total), the Regent Suite's in-suite retreat features a personal sauna, steam room and treatment area with unlimited spa treatments, unobstructed views over the bow from the wraparound veranda, and a glass-enclosed solarium sitting area on top of the bridge for a captain's eye view of some of the world's most beautiful destinations as Seven Seas Splendor arrives at each port. Guests in the Regent Suite can enjoy business-class flights, a dedicated personal butler to manage all the finer details of their experience, a personal car with driver and guide in every port, and the comfort of a custom \$200,000 Vividus bed from the renowned Hästens brand. In addition, unlike many exclusive retreats on land, the stunning views from the suite's floor-to-ceiling wall of windows along three sides of the ship will change daily as guests sail to iconic destinations and hidden gems across the world.

Jason Montague, president and chief executive officer of Regent Seven Seas Cruises, said: "The Regent Suite is the ultimate example of how Seven Seas Splendor will astonish luxury travellers with an unrivalled experience, and it reflects the superior level of detail you'll uncover throughout this stunning ship. In the Regent Suite, whether you're entertaining friends in your elegant living room, enjoying caviar or lobster in your dining room, relaxing on your hand-crafted Hästens Vividus bed, delighting in unlimited spa services in your personal in-suite treatment area, or exploring a seaside village with your personal car and guide coordinated by your dedicated head butler, the holistic experience represents luxury perfected."

There is only one Regent Suite on board Seven Seas Splendor, and it builds on the reputation of the Regent Suite on Seven Seas Explorer. The Regent Suite master bath and in-suite spa are 30% larger on Seven Seas Splendor to incorporate a floor-to-ceiling ocean-view shower. Another new feature is a custom-made Treesse mini-pool on the front balcony, a great spot to take in the views while guests soak and relax with a glass of Veuve Clicquot.

## Take a stroll down Hong Kong's Avenue of Stars

VICTORIA DOCKSIDE, located on Hong Kong's waterfront, has undergone a transformation to become a unique area dedicated to art and design. More than 100 designers from around the world have helped to shape this new neighbourhood which includes Hong Kong's famed Avenue of the Stars, the new Rosewood Hong Kong and mixed-use art museum and commercial tower K11 Atelier.

After closing in 2015 for refurbishment and reopening this month, the Avenue of the Stars features the handprints of 112 artists from Hong Kong's film industry and now includes digital enhancements to allow visitors to access biographies and watch well-known clips from the artists' films.

Set to be a recognisable city landmark, the five-star Rosewood Hong Kong is also set to open on March 17. Taking up 43 floors in the former New World Centre, the harbour front hotel will offer 413 guest rooms, eight dining options and a fitness centre and swimming pool, as well as the first urban setting for Asaya, Rosewood's innovative holistic wellness concept.

## Seek out the Silk Road

GREAT RAIL Journeys' "Taste of the Silk Road" tour promises the discovery of a land of fable and legend with fourteen days travelling the Silk Road trading routes by private train.

Nick Thorne, product manager for rail at Great Rail Journeys, said: "This epic rail tour takes place on the Golden Eagle, arguably the best quality of rail travel offered anywhere in the world. The private train offers a standard of accommodation and catering that most passengers crossing the globe can only dream of. The journey takes luxury to the extreme and is truly decadent."

Bustling markets and desert scenery await as guests travel between Moscow and Almaty with an itinerary that also includes Tashkent, Merv, Khiva, Ashgabat and Bukhara. Departures and prices are arranged on an independent basis and tailored around travellers' specific needs but start from approximately £15,635 per person. Go to [www.greatrail.com](http://www.greatrail.com) to find out more.



**WARM WELCOME...**Kay Jackson from the Cook Islands welcomes Travel Counsellor Sarah Clarke to our drinks reception.



**HOLIDAY WIN...**Sharon Sansone (left) from Tony Sheldon Travel was delighted to win a four-night stay for two at a Constantinou Bros. Hotels, presented by the company's Ellis Burns.



**GREEK RETREAT...**Nicola Torbell from Hidden Retreats was overjoyed to collect her prize of a complimentary stay for two at Minos Beach Art Hotel from Bluegr Hotels & Resorts' Yiannis Ioannou.



**HUMMINGBIRD TABLE...**from the left, Sophie Vokes, Julie Bird, Jade Nixey and Rebekah Goldwater from TUI meet with Tomas Cochrane of Hummingbird Travel to learn more about its programme across the Indian Ocean.

## #TBSHOWCASES

AGENTS WERE in for the five-star treatment at Travel Bulletin's Luxury Showcase in Reading and in Cheltenham last week. With dreamy destinations, opulent operators and prized properties all on hand, agents had the chance to find out more about some of the world's most luxurious getaways, be wined and dined and even had the chance to bag themselves a lavish holiday escape!

## HEADLINE SPONSORS



**TECH TREAT...**Georgina Nicholl from Brand USA was on hand to answer agents' questions on all things luxury in the States and also presented raffle winner Billy Lyle from Not Just Travel with a Fire TV Stick.



**TRIP TO TENERIFE...**a very happy Julie Audoire (left) from Pineapple Holidays is pictured with Samantha María Hernández Galand from Adrian Hotels after winning a weekend break at one of their hotels in Tenerife.



**GRECOTEL KNOW-HOW...**from the left, James Bowden, Laurie Moss, Hana Patey, Anna Murphy and Cat Beresford from Flight Centre catch up with Kostas Sinis from Grecotel Hotels & Resorts to learn more about the company's diverse portfolio.



**SEE SETOUCHI...**Adam Forsdike for the Setouchi Tourism Authority presents a £50 Japan Centre voucher and gift bag to raffle winner Cindy Cape from All About Travel.



**OFF TO CYPRUS...**Sophia Buttigieg (left) from Thanos Hotels & Resorts presented lucky prize winner Sibyl Brandon from Courtney World Travel with three complimentary nights at the five-star Annabelle for two.



**EXSUS ESCAPES...**from the left, Ryan Sowney and Jennifer Lynch from arrangeMY escape; meet with Exsus Travel's Katie Horton and Neil Sealy; with Bethany Brandwood from arrangeMY escape and Arron Mitchell from Platinum World Travel.



**SUN SIYAM SUCCESS...**from the left, Katharine Wood delivers the latest news from Sun Siyam Resorts to KT's Travel's Tiffany Cornforth, Joanne Mortimer, Katie Hamlin, Karen Capstick and Jennifer Davison; alongside Alison Smith from Sun Siyam.



**HIGH FLIERS...**Dominic Cook (left) from Co-Operative Travel was Oman Air's on-the-spot prize winner of a £50 shopping voucher gifted by the airline's Nick Beauchamp.



**BIRMINGHAM GURUS...**from the left, Catherine Reeves from Birmingham Airport shares the latest airport developments and airline route news with Travel Counsellors Julie Caro, Sandra Thomas, Lucy Ross and Lucy Thurston.



**MADILVES MIXER...**from the left, Taz Jones from Not Just Travel; Zoe Martin and Kelly Stanley from Kelly's Travel Services; discover more about the soon to open Hard Rock Maldives from the company's Ashleah Sanchez; along with Gary Holmes from Not Just Travel; Natasha Beach and Harriet Gibbons from Kuoni Travel.

Want to get in on the **#TBSHOWCASES** action?  
Our next event will be the LGBT+ Travel Showcase taking place in Manchester on February 25. To confirm your place or find out when we will be hosting our next event near you contact [events@travelbulletin.co.uk](mailto:events@travelbulletin.co.uk)



**THE CROSSROADS Maldives project, the first integrated multi-island resort destination of the island nation, is primed to make its debut this June and with it, the opening of the Hard Rock Hotel Maldives. Located in the Emboodhoo Lagoon – a 15-minute boat ride from the airport – the Hard Rock Hotel will combine contemporary design fused with tropical architecture, topped with regionally inspired music memorabilia and branded activities and amenities for the whole family. The resort will offer 178 guestrooms including family suites, beach villas and one and two-bedroom overwater villas. Visit [www.hardrockhotels.com/maldives](http://www.hardrockhotels.com/maldives)**

## Wing over in a private jet with Abercrombie & Kent

ABERCROMBIE & Kent is expanding its 'Wings Over the World' portfolio, a collection of intimate private jet journeys which allow guests to travel in small groups to a variety of far-flung destinations across the globe.

The four new itineraries which traverse Europe, Southern Africa, China, and the Middle East, Israel, Jordan and Egypt all offer the advantages of luxury small group travel with the comfort and convenience of privately-chartered flights meaning less travel time, hassle-free flight departures with no layovers and includes expedited check-in and immigration procedures. Kerry Golds, the holiday brand's managing director, said: "We are continuing to grow our Wings Over the World portfolio with four new regional journeys, designed for culturally-curious travellers who want to make the most of their time in each destination. The Middle East in particular has generated phenomenal interest – so much so that several of our departures have already sold out."

As an example of itineraries the new 'Wings Over China featuring The Peninsula Hotels' travelling on October 14 for 12 days is priced from £26,920 per person (based on double occupancy) and has a maximum group size of 18 guests. During their journey, clients will get to experience the Forbidden City just as the Emperor did with private access to a hall usually off limits to visitors; visit the Great Wall of China, ascending to the top of the well-preserved Mutianyu section, before sitting down to a

champagne brunch served atop the wall; marvel at the faces of the Terracotta Warriors with an on-site specialist; and enjoy 'Pen Moments' such as drinks overlooking Shanghai at Sir Elly's Terrace, classic High Tea in Hong Kong and a ride in a Rolls-Royce, all courtesy of The Peninsula Hotels.

Also new for this year, A&K will be introducing a choice of 'Design Your Day' options on each journey where guests are invited to personalise their travel experience with a choice of three to five options, selecting the activity that best suits their interests. Depending on the destination, possibilities include a scenic hike, a round of golf, a culinary experience with a local chef or a relaxing spa treatment.

To find out more visit [www.abercrombiekent.co.uk](http://www.abercrombiekent.co.uk) or call 01242-547892.



## Race to the top in Royal Caribbean's 'Lap of Luxury' agent competition

ROYAL CARIBBEAN has launched 'The Lap of Luxury' initiative, giving travel agents the opportunity to win a VIP trip to Dubai.

The trip will take place in May this year, with 15 Club Rewards winners being treated to Emirates Flights, a luxurious stay at the Atlantis Hotel, a visit to Royal Caribbean's new ship Spectrum of the Seas, a chance to unwind at Nikki Beach and more exclusive surprises.

To be in with a chance of winning a place on the trip, agents can earn points through making bookings, answering quiz questions and posting Royal Caribbean content (available via Club Rewards) on social media; bonus points can be achieved for bookings on Dubai sailings, Cruise and Stay holidays and Emirates flights.

As agents gain points they will move around Royal Caribbean's virtual 'track' as a Ferrari avatar, stopping at iconic Dubai locations, answering product and Dubai-related questions along the way. When the competition concludes on February 28, the top 14 agents on the leader board will be guaranteed a place on the trip. Places 15-25 will be challenged to race it out in a high-octane circuit around the famous Brooklands circuit at Mercedes-Benz World in Weybridge. The agent who completes the track in the fastest time will take the remaining place.



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# THE CYBER AUTHORITY

2019 - Lack of security on WiFi and Bluetooth in the Travel industry

"We spend a lot of time and money making sure that Hummingbird's offices and our client data is secure. We are very much a wireless office in London, and it wasn't until our security consultants asked us how we were protecting our WiFi and Bluetooth connections that we gave these areas considerable extra thought" says Tom Chambers, CEO at Hummingbird Travel, Europe's largest B2B Indian Ocean travel specialists.

Hummingbird is definitely not alone. What has quietly crept up on all organisations is the fact that mobile phones now have similar computing power to desktop computers of just 5 years ago; and we now live in an age where employees are encouraged to bring their own laptops and phones. The vast majority of these are connected to the internet via WiFi or Bluetooth. And therein lies the hackers' latest playground as Claire McLaughlin, COO at The Cyber Authority explains:

"There are now some 15 billion Internet of Things devices spread around the world, forecast to become 30 billion by the end of 2020. Unfortunately, a significant number of these are built down to a price with minimal, if any, security. To hackers, using the bare minimum of hardware, once they are into your WiFi, it's 'game over'.

The entire hospitality industry collects valuable data for any travel planned by customers. The well publicised 'Marriott' hack exposed 383 million guests. Approximately 5.25 million guests' unencrypted passport numbers were included, as well as 20.3 million encrypted passport numbers. Approximately 8.6 million encrypted credit or debit card numbers were also exposed.

"Every hospitality outlet, including hotels, restaurants or resorts should be considering how to protect their guests" says McLaughlin, "even though your tap water is free, if a guest is infected they will come after you - same with your WiFi". Indeed, an international fast food franchise with over 400 restaurants in an APAC country has deployed the exact same system as Hummingbird for not only its HQ, but to protect its customers and the brand reputation against WiFi attacks whilst guests are using guest WiFi. Food for thought indeed!

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## A 'PremiAir' private jet experience for any class of travel to land at Manchester Airport in 2019

MANCHESTER AIRPORT has revealed plans to be the first major UK airport to open a private terminal, offering passengers a 'private jet experience' while flying on commercial airlines.

The airport has released some preview designs of the new terminal, which will be called PremiAir. The PremiAir experience will be available to purchase for passengers, irrespective of class of travel or the destination to which they are flying, with prices starting at £50.

The terminal will be entirely separate to the existing three terminals at Manchester and will offer a number of different services depending on individual passengers' preferences. The intention is that PremiAir offers a premium service to a wide range of passengers, whether they are travelling on business, for a special occasion or simply want to add a touch of luxury to their trip.

Passengers using the terminal can expect a personalised welcome, speedy baggage processing, an elegant lounge with complimentary food and drink, and a dedicated security channel. They will then be driven straight to their plane in a private car transfer. Passengers arriving back into Manchester will also be able to use PremiAir, either as part of a round trip booking or as a standalone service.

Travellers will benefit from a car transfer direct from their plane and use of a dedicated passport control service. They will be able to relax in the PremiAir lounge while their luggage is returned personally to them.

Inside the terminal, there will be a range of spaces designed to cater for different needs, ranging from individual travellers to larger groups.

The new PremiAir terminal is situated away from the existing terminals, a two minutes' drive from the M56. Secure

parking will be available for those who drive to the facility. As well as easy road access, passengers using PremiAir will benefit from reduced walking distances.

Andrew Harrison, CEO of Airport Services at Manchester Airports Group, said: "By introducing PremiAir, we're offering something unique for all of our passengers, and creating a completely new way to travel. It is something a large number of customers have been telling us for some time they would be interested in and we hope the services it will offer will appeal to a wide range of passengers, whether they are travelling for business, want to mark a special occasion or just want to add something different to their experience."

"The launch of PremiAir at Manchester Airport is the beginning of an exciting new project for MAG and we plan to assess opportunities to introduce it at other airport sites in the future. At MAG, we are always looking for new and innovative products to improve the passenger experience, and PremiAir is a significant addition to our portfolio."

Currently, no other major airport in the UK offers an accessible private terminal option for passengers on a 'pay as you use' basis and construction is now underway with the facility due to open in mid-2019.



## Pair Dom Perignon with dinner

OCEANIA CRUISES has unveiled an exclusive Dom Perignon Experience at La Reserve, a first of its kind dining experience at sea that pairs six palate-piquing courses with a different expression and vintage of Dom Perignon's acclaimed vintages.

Bob Binder, president and CEO of the cruise line, said: "This is a totally new concept that is exclusive to Oceania Cruises. We worked with the team at Dom Perignon to pair the perfect champagnes with the perfect flavours and the outcome is spectacular. Marina and Riviera will be the only places in the world for travellers to enjoy this exclusive Dom Perignon experience. We created this dinner to be sophisticated, memorable, a little bit decadent, but also a lot of fun. After all, champagne is all about celebration."

Due to the exclusive nature of the Dom Perignon Experience, which is limited to 24 guests, advance reservations are required and the cost is \$295 per guest, gratuities are additional.

## 'Shipwrecked' in paradise: how to go five-star in the Cook Islands

THE COOK Islands has gained a significant amount of exposure lately thanks to the latest series of 'Shipwrecked'.

Airing on E4 across the UK, the reality TV show captured the fun, challenges, burgeoning relationships, disagreements and competition between the two rival islands, the Shark Island and Tiger Island, set on a backdrop chosen for its palm fringed, white sand beaches and turquoise blue waters.

The show was filmed on the motus (small islets) of Aitutaki which are located 220km – or a 45-minute flight – from Rarotonga, the largest of the Cook Islands Pacific, found half way between Hawaii and New Zealand.

For Brits inspired to head out on their own Shipwrecked adventure in the South Pacific, the Cook Islands can be easily accessed via Air New Zealand's direct flight from Los Angeles. Alternatively, Rarotonga is under four hours flight time from Auckland, New Zealand, and six hours from Sydney, Australia. The motus used for filming can be visited on day trips from Aitutaki, and there travellers can snorkel and experience the beauty below the water, relax on the fine sand beaches or explore the interior, which is home to a variety of wild animals, birds and spectacular flora and fauna. For those clients who wish to combine with five-star accommodation, agents could recommend Rarotonga's Te Manava Luxury Villas & Spa or Rumours Luxury Villas & Spa or Aitutaki's Pacific Resort Aitutaki.

For more information go to [www.CookIslands.Travel](http://www.CookIslands.Travel)

## Naomie Harris presents the Belmond Cap Juluca

BELMOND HAS revealed its newly designed flagship Caribbean resort, Belmond Cap Juluca, through the lens of British movie star Naomie Harris, in a short film portraying the serenity of this barefoot luxury escape in Anguilla.

With an authentic connection to the Caribbean, clean-living values and international lifestyle, Naomie's experience of Belmond Cap Juluca is aimed at the modern traveller seeking the luxury of time to indulge in pure escapism. Focusing the power of being able to disconnect from the everyday and reconnect with yourself, Naomie said: "For me, Belmond Cap Juluca embraces the soul of the Caribbean, the place where I feel most at home. It is magical to be able to just take a moment to breathe in and do nothing, and simply enjoy the joy of being surrounded by beauty and nature."

The property's 108 newly designed rooms and suites look to embrace laid back island life, with cosy nooks to read and write and space to dine alfresco along with 'outrageously' large bathrooms opening onto walled botanical courtyards, serene sanctuaries for relaxation. The three- and five-bedroom private villas offer generous space for families and groups of friends to embrace the exclusivity of dining, swimming and socialising in private – but with front row access to one of the island's best beaches.

New brand traditions and modern luxuries help define the in-resort guest

experience. Mornings begin with an invigorating 'swim to breakfast', where staff meet guests at the water's edge of Cip's by Cipriani with a fresh towel, robe and fruit juice in hand. Stylish pedal bikes and VW vans painted in the resort's signature turquoise colour provide a novel way to potter about the property. A lesson with the resident yogi at the pavilion offers a tranquil setting for sunrise yoga and a coaching session with the tennis pro or game of basketball and croquet are a fun way to punctuate relaxing beach days. The crescent of the cove and clear waters also provide the backdrop for all things aqua – be it paddle-boarding, kayaking or swimming the length of the bay.

Arnaud Champenois, senior vice-president of brand and marketing for the company, commented: "We are delighted to work with the beautiful Naomie Harris on this film to capture the essence of 'barefoot luxury' that we have created at Belmond Cap Juluca, a true authentic escape. Naomie brings this genuine feeling to the narrative that inspires you to walk in her footsteps. With the opening of our new flagship property on Anguilla and sister hotel, Belmond La Samanna on Saint Martin, with its retro-chic pastel refresh celebrating contemporary nostalgia, we have redefined luxury Caribbean escapism."

Deluxe Beachfront King rooms start from £568 per night based on two people sharing, including breakfast.

## Super Ships: Uniworld elevates luxury river cruise standard with 2020 expansion

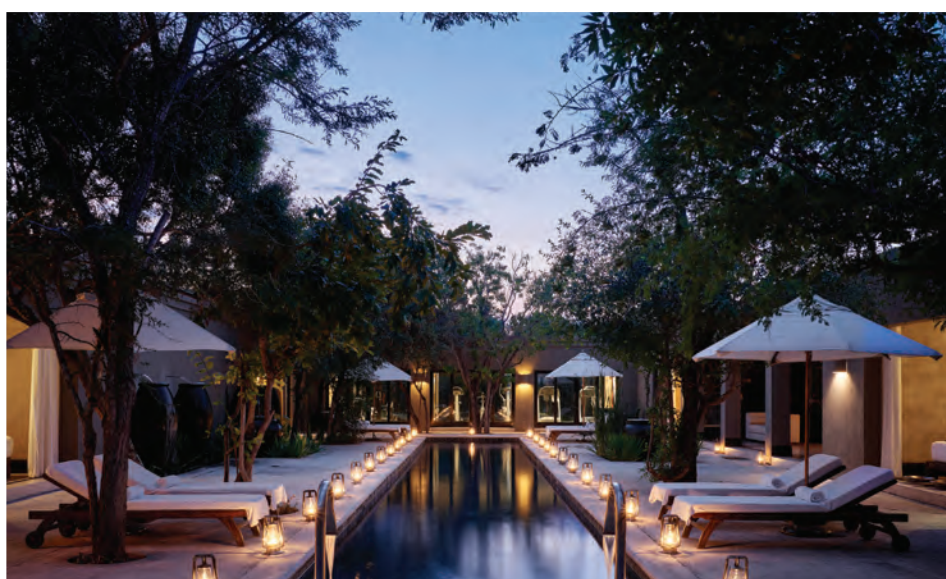
WITH FOUR new Super Ships primed for delivery and a major renovation plan already in place, Uniworld Boutique River Cruise Collection is continuing its efforts to evolve its product offering over the next two years and further elevate the luxury river cruise standard.

By 2020, more than half of the ships in its fleet will be a Super Ship with the addition of three new vessels in Vietnam, Egypt and Portugal and another Super Ship renovation in Italy. The new floating boutique hotels will feature signature touches and distinctive themes with more suites, more dining venues and more luxurious finishes, while maintaining a high crew to guest ratio.

Over the last five years the company has aggressively moved on its plan to transform the fleet. This began in 2017 with the successful launch of the S.S. Joie de Vivre and was followed by the debut of the fully renovated S.S. Beatrice in 2018, and the premier this April of the completely transformed S.S. Bon Voyage. The plan continues in 2020 with four new Super Ships planned for the Mekong, Nile and Douro rivers, and the Venetian Lagoon.

Ellen Bettridge, the cruise line's CEO, said: "We are consistently and relentlessly pursuing excellence but expansion for expansion's sake has never been our business model. We are fortunate to operate under the guidance and vision of the Tollmans – a family synonymous with hospitality and innovation. We do not answer to a board of directors or investors, but instead boldly commit to the projects that will continuously elevate Uniworld to the leading position within the river cruise industry. Our ships are absolutely unique and, like a boutique hotel, reflect the destinations they serve from décor and artwork to food, beverage and programming. We look forward to making our high calibre of service and personalisation in these remarkable destinations even better."

For more information go to [www.uniworld.com](http://www.uniworld.com)



**FOLLOWING ON from the refurbishment of Royal Malewane in South Africa, The Royal Portfolio has announced the opening of The Farmstead, an exclusive new safari lodge on site. Opening on June 1 and now available for bookings, the lodge will offer a unique new take on luxury safari accommodation. Accommodation at The Farmstead will include three Luxury Farm Suites and The Farmhouse – a four-bedroom villa offering private services. The main lodge area will have a double spa treatment room, a gym, fire pit and vast deck where guests can relax and take meals while watching the abundant wildlife visiting the surrounding waterhole. Visit [www.theroyalportfolio.com](http://www.theroyalportfolio.com)**

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## Crete treats from Grecotel

WITH BREAKS centred on wellness and wellbeing growing in demand amongst UK holidaymakers, Grecotel Hotels & Resorts is offering a range of innovative experiences, immersive spaces and refreshing activities in Crete to help clients relax and recharge, and live the life of a traditional Greek farmer.

The 'Be a Farmer For a Day' programme at Agreco Farm (pictured) takes place every Wednesday and combines local traditions, organic food and heart-warming hospitality to immerse visitors in a traditional Cretan farming experience. They can make farmhouse bread, see how wine is made in a vintage wine press, pick their own ingredients, and end the day enjoying the fruits of their labour with a home cooked meal. Guided tours with dinner and Cretan dances are also held Tuesdays, Thursdays and Saturdays at 18:00. *Visit <https://agrecofarms.gr> for more details.*

### Combine gastronomy & art

In honour of ancient ceramic art and the way it inspired the masters of the 20th century, Minotaur at Amirandes is as much a gallery as it is a restaurant. From the ceramics that adorn the walls to even the plates on which the food is presented, everything is a work of art. Guests can also see a collection of genuine Picasso ceramics while enjoying quality Italian dishes, all in the ambience of a star-lit lagoon. Rates for a Superior Guest Room Garden View for two start from £193.

### Float away on a cloud of zen

Whether it's a blissful body and soul elixir, an aromatherapy massage or a special treatment for two, the Caramel Wellness Centre has a range of special therapies that can't be found anywhere else in the world. For the serious spa-goer, the wellness centre offers two- to six-day programmes, packing a year's worth of treatments into a few days. Email [reservations.cb@grecotel.com](mailto:reservations.cb@grecotel.com)

### Reach for the sky

For wining and dining with a view, clients might like to head up to the Zeus & Amalthia Sky Bar. Located on the rooftop of Creta Palace, guests can sip on a cocktail or two while taking in the sunset views of the Cretan Sea. The venue is open 19:30-01:00 daily.

### Live the LUX ME life

The LUX ME concept at White Palace means guests can enjoy its 24-hour WhatsApp concierge service, world-class restaurants, a sand and pebble coast, 17 pools and lagoons, and full entertainment programme as standard on their all-inclusive stay. Guests can start their day tucking into an all-organic healthy spread with detoxifying natural juices and get active with sunrise or sunset aerial yoga, blending traditional yoga poses, pilates and dance choreography with the use of a hammock to keep suspended. Fitness fanatics can also embark on wellness walks with a personal trainer, with the chance to learn more about the local area, its history and customs, while being put through their paces. *For more information about visit [grecotel.com](http://grecotel.com)*

## African adventures for the school holidays

KNIGHTON REEVE has released its latest luxury travel guide as part of its collection of inspirational holidays to Africa and the Indian Ocean – this includes a series of family itineraries well suited to those looking for an African adventure during the school holidays.

For example, the 'Masai Mara and Zanzibar Luxury Family Safari' is priced from £19,650 per family of four (based on two adults and two children under 12) on which a family can combine three nights at the Kichwa Tembo Tented Camp, Masai Mara on full-board including game drives with a week relaxing on the beach at The Residence, Zanzibar on half-board. Departures are available from Heathrow during July and August.

Alternatively, there is the 'KwaZulu-Natal for families' priced from £11,275 per family of four and combining soft adventure with safari over a week with stays in Churchills Cottage at Three Tree Hill Lodge and a Family Cottage at and Beyond Phinda Mountain Lodge. Departures from Heathrow are available during August and October.

*More information can be found at [www.knightonreeve.co.uk](http://www.knightonreeve.co.uk)*

## Enhancement through extras with Funway Holidays

THIS YEAR, Funway Holidays is witnessing a significant rise in demand for more luxury holiday add-ons.

Malcolm Davies, product destination manager for the operator, said: "This sector continues to grow for us as customers look to further enhance their holiday experience, with quality and customisation being key elements in their decision-making."

The company is highlighting all the complimentary luxury 'extras' available when making an AMResorts holiday, from free catamaran sailings, horse riding on the beach to complimentary golf green fees, spa treatments and more.

Funway Holidays is offering seven nights in Jamaica staying at the all-inclusive Zoëtry Montego Bay with prices from £1,775 per person including transfers and flights from Heathrow with American Airlines, based on two adults sharing and departing June 13. As an example of some of the luxury add-ons available at this resort, all bookings will receive a complimentary Club Mo-Bay, VIP Airport Lounge Bundle Service, which includes Butler Service for the arrival and departure experience. In addition, guests staying in a Swim Out Suite or Master Suite will receive a complimentary Sunset Boat Ride to Sip, Savour & See at nearby Secrets Resorts & Spas, offering an additional eight dining options and nine chic bars to enjoy a cocktail and watch the evening entertainment.

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

## Bermuda SPA-rks indulgent initiative

HOT ON the heels of its annual Pink Sale, a new initiative led by the Bermuda Tourism Authority is encouraging travellers to visit the island in the month of February for 'Spa Month'.

Seven of Bermuda's luxury spas are involved, including Exhale at The Hamilton Princess Hotel & Beach Club, Newstead's Three Graces Day Spa, Sense at Rosewood Bermuda, Siam Thai Massage and Herbal Spa, The Spa at The Loren, Ocean Spa at Cambridge Beaches and Willow Stream Spa at Fairmont Southampton.

Throughout the month, clients can take advantage of treatments such as hot stone massages, soothing aloe vera body wraps and deeply hydrating treatments at 50% off the regular pricing.

Victoria Isley, chief sales and marketing officer for the tourism authority, said: "In addition to the island's Pink Sale, Restaurant Weeks and Festival of Performing Arts, Spa Month is another opportunity to encourage visitors to escape to Bermuda during the winter months."

For more information visit [www.gotobermuda.com/lis/t/celebrate-spa-month](http://www.gotobermuda.com/lis/t/celebrate-spa-month)



## A new record for Bermuda with its comeback on three-peat

ACCORDING TO a report released last week by the Bermuda Tourism Authority, year-end visitor arrival statistics for 2018 confirm three straight years of economic comeback and uninterrupted growth for the island's tourism trade.

In 2018, total visitor arrivals surged to 770,683, an 11% increase over the previous year and a new record for Bermuda. Air leisure arrivals finished up 12% year-over-year and spending from this audience jumped 11%.

In addition to the overall trend in growth, the report highlights that last year's performance was historically significant in various areas: record-breaking number of total holidaymakers for the second consecutive year; the highest number of leisure air arrivals since 2002; total visitor spending into Bermuda's economy climbed past \$500 million; and cruise passenger arrivals jumped 34% during non-summer months – a major objective in the tourism board's National Tourism Plan.

Kevin Dallas, the tourism authority's chief executive, said: "By every imaginable definition, Bermuda's tourism industry is on a sustained path of recovery. Our team put together a totally fresh tourism approach in 2014 and 2015. Stakeholders believed in our vision and helped build on the new foundation – that two-step process is the reason the country's tourism has progressed so impressively. The past three years is just the first chapter of Bermuda's comeback story. There is a long way yet to go. Bermuda can get there though, with a continued spirit of collaboration and using the National Tourism Plan like a North Star to navigate our path to success."

## Put a 'spring' in your step with Prestige's special seasonal offers

PRESTIGE HOLIDAYS has put together a series of special spring booking offers for holidays to Bermuda.

Clients can look to book a luxurious Bermudian getaway at the Fairmont Southampton and save £1,126 per couple per week. The resort is situated on one of the highest points in Bermuda, offering panoramic views, a pink sand beach and a golf course. Within the 100-acre estate are nine restaurants, tennis courts, a spa and Beach Club. Scuba diving and other water sports can be arranged and there is a complimentary ferry service to the city of Hamilton.

The operator is offering savings of up to 45% off stays completed by April 10, along with a free room upgrade. A week's break departing April 1 is priced from £2,027 per person including flights with British Airways, private transfers and accommodation in a Moderate Room upgraded to a Fairmont room, on room only.

Alternatively, clients can save up to 40% off stays at

Cambridge Beaches. Representing a saving of £1,002 per couple the offer is applicable to reservations of at least seven nights when booked by February 28 for travel by May 15 or between August 18 – December 31.

Set on its own 30-acre peninsula with the ocean on two sides and Mangrove Bay on the third, Cambridge Beaches is a cottage resort offering privacy and comfort. It has four private beaches and several sandy coves to relax on, as well as an infinity pool with direct beach access. The Ocean Spa has a whirlpool, indoor pool, and Experience Suites for 'his and hers' massages. There are three restaurants, tennis courts, yoga activities and a putting green.

The operator has a week's break departing April 23 from £2,019 per person including flights on British Airways, private transfers and accommodation in a Harbour View room on bed & breakfast.

Call 01425-480400 or visit [www.prestigeholidays.co.uk](http://www.prestigeholidays.co.uk) to find out more.



— EST. 1989 —

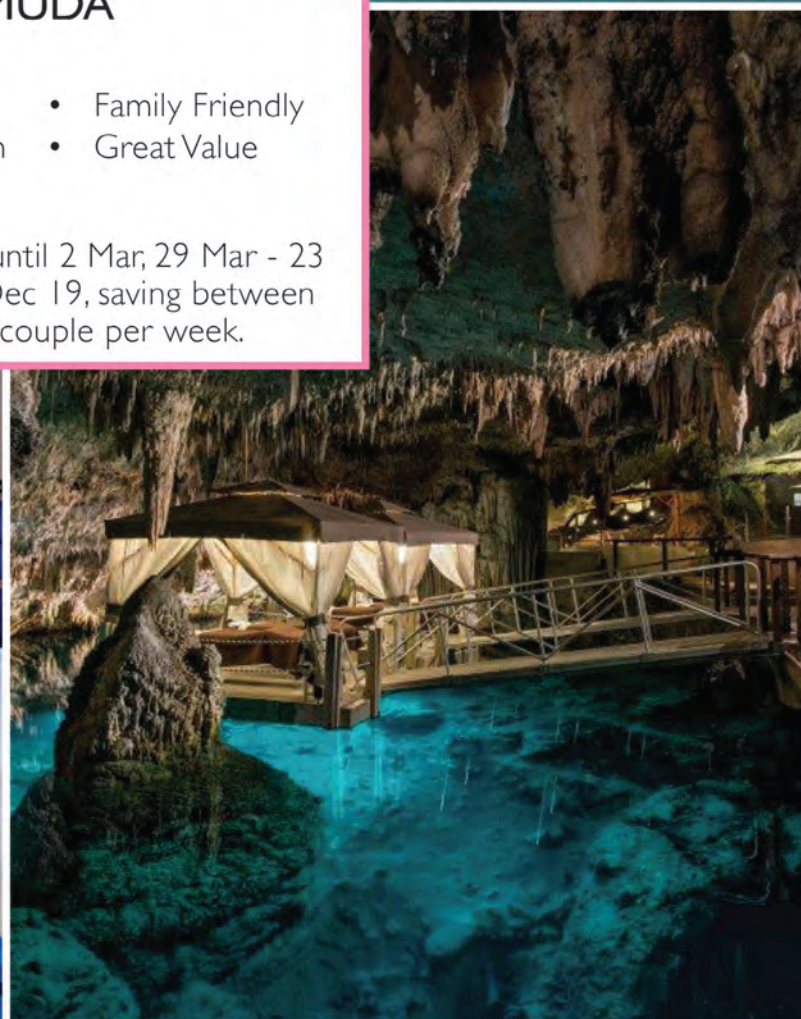
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## One for little Princes & Princesses

FOR FAMILIES holidaying to Bermuda this year, the Hamilton Princess has launched its 2019 Children's Club.

Designed for kids aged between five to 12, the 'Prince & Princess Club' is a paid optional programme offered in themed half and full day (morning & afternoon) sessions from \$40 for half a day.

Activities range from treasure hunts and flag painting on 'There be Pirates!' day; 'Artist' will see kids embark on an art tour, craft their own masterpieces and learn how to build elaborate sandcastles like a pro for an afternoon competition; visit the Bermuda Underwater Institute to learn more about Bermuda's geological past, shipwrecks and underwater creatures on 'Bermudian Ecology Day' followed by a trip to the Bermuda Aquarium, Museum and Zoo; and a chance to learn all about the history and culture of Bermuda through Gombey, a traditional island dance, on 'Bermudian Party' day.

Families will have the convenience to book in advance or on property and charges will be billed to the guest's incidentals.

To book family rooms go to [www.prestigeholidays.co.uk](http://www.prestigeholidays.co.uk) or for more information about the hotel go to [www.thehamiltonprincess.com](http://www.thehamiltonprincess.com)

**THE REEFS Hotel and Club is offering savings of up to 30% on bookings made by February 28. The offer applies to stays of seven nights or more for stays up to March 31, 2020 and as an added bonus, the hotel is offering a complimentary upgrade from a Poolside room to a Cliffside room for stays up to April 30, 2019. For more information visit [www.thereefs.com](http://www.thereefs.com)**

## Classic Collection shows a new way to recharge on holidays to Bermuda

VISITORS TYPICALLY travel to Bermuda to recharge on a classic beach break, but things have become a whole lot more adventurous thanks to new eco-friendly rental vehicles opening up the island to holidaymakers like never before.

Visitors can now explore Bermuda by renting electric two-seat Renault Twizy electric vehicles from various locations including the Hamilton Princess & Beach Club. The vehicles can travel up to 50 miles on a single charge and the island has a 25-strong fleet of eco-friendly, zero emission vehicles which are available to visitors in possession of a valid driver's licence and who are at least 25 years old.

Agents may be aware that previously renting a car wasn't an option for non-residents so instead holidaymakers had to hire mopeds and bikes to navigate the island's lanes and highways. However, now with this new initiative, those who may not feel too confident with a moped can opt for the Twizy electric vehicle, with four wheels giving much more stability than two. The passenger sits in line behind the driver, there's space to stow enough luggage for an excursion to Bermuda's famed pink beaches and, for added protection, there are seatbelts, a side-impact protection system and airbags.

The destination proves a great fit for the tiny Twizy's footprint: its many winding lanes mean clients can cruise along at leisure, any narrow road bridges and causeways are simply traversed, parking is easy and charge points are plentiful, making all previously inaccessible beaches now available to travellers. Each vehicle has Bluetooth and USB connectivity to the sound system, so encourage clients to put together an island playlist before they depart for their holiday to play as they whizz around the island. Recharging is included in the rental.

Classic Collection Holidays' concierge service and destination management team can help with reservations which start from \$100 dollars per day, although discounts are available over longer hire durations. Additionally, the operator is offering a seven-night holiday to the Hamilton Princess & Beach Club from £2,039 per person based on two sharing on a room only basis. Breakfast adds £34 per person per night. For more information call the operator on 0800-008 7288.

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## Olympic Holidays looks to become “the Google of island knowledge”

FURTHER TO a series of changes implemented across the business last year, Olympic Holidays has stated its intention to further strengthen its holiday proposition by becoming ‘The Island Specialist’ and, by 2022, ‘The Global Island Specialist’.

Clare Tobin, the operator’s CEO, said: “Here at Olympic, we have more than 55 islands within our portfolio and the majority are in Greece. We are market leaders in this field with more than 50 years’ experience and we aim to be the first port of call when people think about booking an island holiday. Our expertise allows us to offer a range of rich and authentic experiences to clients. We hold a treasure trove of local knowledge and we can share these often hidden gems that make for a truly memorable holiday.

“We have undertaken extensive research through customer focus groups and we have listened to what customers want and, in turn, we are thrilled to launch a wealth of new products in 2019. We will become ‘the Google of island knowledge’ and by focusing on our content and digital strategies we’re going to be able to react instantly in an ever-changing, digitally focused market and offer customers a comprehensive, easy-to-navigate website bursting with information and bespoke packages.”

The operator has introduced ten new island-hopping itineraries which are available now and can be tailor-made with accommodation across a range of pricepoints and inclusive of hotel transfers and ferries. Inter-island flights are also an option with airline partners, including Aegean and Sky Express. The luxury Gold Collection has also been refined with new properties for 2019 including Ikos Aria on Kos, Olea All Suite Hotel on Zante, Amavi Hotel in Paphos and the Parklane, a Luxury Collection Resort & Spa in Limassol.

In tandem with expanding its product offering for adults-

only and couples markets, the operator will be making a more consolidated effort to attract families, offering a greater choice of properties for families, experiential family travel and all-inclusive in 2019. Weddings and honeymoons, and the LGBT market will be another strategic area for the company and Olympic Weddings are now on sale for 2020.

With travel agents noted as playing an “incredibly important part” of the operator’s forward strategy, its Love2Shop voucher incentive will be made even more attractive for agents in 2019 with £20 offered for Island-Hopping bookings, £10 for Gold Collection and £5 for all other bookings. Moreover, recognising that approximately 70% of its agents book online the operator has customised its website to offer a greater agent focus, a deals calendar (as requested) and a dedicated news area.

Familiarisation trips in 2018 included visits to Crete and the Sporades, taking agents to experience some of the operator’s new Gold Collection product and Island-Hopping experiences. Similarly for 2019, there are plans to run a competition for agents to win a Gold Collection Greek Island-Hopping Experience with the details to be announced soon.

Tobin concluded: “Our dedicated sales team will be out on the road throughout the year offering educationals and listening to agents needs and requirements - it is their feedback that really helps to enhance and develop our product.

“We hope that another added benefit of our enhanced call centre in London will mean the team will have time to take educational island-hopping experiences with retail agents. We want to offer new and exciting experiences for loyal customers, we want to convert cruise clients to start island-hopping and to start building a new customer base, one that we can really ‘wow’ with our product.”



**FORMENTERA'S FORWARD** tourism strategy, 'Formentera, unique and natural', has been designed to highlight the island as a refuge for unparalleled natural beauty, particularly focusing on the island's Posidonia meadows. This new campaign sits alongside the 'Save Posidonia Project' which launched in 2017 and aims to preserve the eight-kilometre meadow of Posidonia, a UNESCO World Heritage Site, which is more than 100,000 years old and a major contributor towards the island's pristine beaches and clear waters. This project is supported by Formentera's sustainable tourist tax and hopes to raise awareness of sustainable tourism and conservation of the natural environment.

## Double the Med island delights with Newmarket's tours

FEATURING TWO of the Mediterranean's most captivating islands, 'Sardinia & Corsica' has been noted as one of Newmarket Holidays' fastest selling tours each year.

Richard Forde, the company's head of trade sales, said: "This tour is perfect for people who like a touring holiday as ferries and accommodation are carefully planned. The added benefit of a tour manager throughout the holiday means that clients can relax and enjoy the two islands whilst the itinerary is completely taken care of."

The eight-day tour features four-star accommodation on half-board and includes tours to Bonifacio, Alghero, and the rock formations of the Calanches de Piana. Prices start from £1,199 per person and flights are available from Bristol, Gatwick, Luton and Manchester.

For holidaymakers looking to leave behind the grey and gloom of the winter months, agents suggest the operator's new 'Malta & Sicily' escorted tour with the chance to visit historic Valletta, the 'Silent City' of Mdina, ancient Syracuse and Europe's most famous volcano Mt. Etna all in the company of an experienced tour manager. Dave Sharman, the operator's commercial manager, commented: "This holiday is a perfect winter getaway and has a carefully planned itinerary that means customers can visit all the attractions, and enjoy time to relax on both islands." The ten-day trip flies from Gatwick, Luton or Manchester and starts from £939 per person.

Go to [www.newmarketholidays.co.uk](http://www.newmarketholidays.co.uk) to find out more.

## Get inspired by Mallorca

THE LARGEST of the Balearic Islands will be running a project entitled 'Mallorca Inspires' throughout 2019 which aims to bring the island's cultural heritage to the forefront.

The project will focus on sustainable tourism practices that respect the island's culture, heritage and natural environment to boost the tourist offering outside of the high season. The 'Mallorca Inspires' title has been chosen as a general term to encompass all the things in Mallorca that inspire its visitors – be it sport, culture, art or life experiences – and promoting this campaign in its core markets with various initiatives including a photographic exhibition by award-winning filmmaker and photographer Pep Bonet, gastronomic events, local produce demos and live music expositions.

The destination will also be reemphasising its sophisticated tourism infrastructure: with easy access from major European cities; it's rich artistic heritage through personalities such as Joan Miró, Charlie Chaplin and Frederic Chopin; cultures that have historically impacted the island such as the Talaiots and Romans; and sports offering on the island including its world-renowned cycling product.

## Chanel-inspired bliss from BLESS

BLESS COLLECTION Hotels is to launch BLESS Hotel Ibiza this summer, the second property from the new luxury hotel brand from Palladium Hotel Group.

Situated in Santa Eulalia del Rio on the north of the island, the property is positioned in a picturesque cove and will feature 151 rooms, spa, a range of restaurants including a signature restaurant by renowned Michelin star chef Martin Berasategui, two infinity pools, Sky lounge bar, vermouth bar and meeting rooms.

The unique style of Coco Chanel was used as the inspiration for the design of the hotel, which combines the signature simple monochrome style with local Ibiza character. The black-and-white colour scheme blends with tones and textures typical of the fashion world, punctuated with contemporary decorative elements. The rooms offer impressive sea views, have been created as luxury spaces with delicate details. White, the island's flagship colour, is the main tone in each room, with touches of black, gold or grey reflecting the stone of Ibiza. Accents inspired by the pale pink of Coco Chanel's iconic designs, and the tones of

Ibiza's sunsets, plus oak-coloured wood, add warmth.

The hotel will also provide guests with unique experiences such as exclusive gastronomic offerings and a wide range of art and entertainment based on the cultural agenda of Ibiza including DJ sets, fashion shows, performances and visual art and photography exhibitions. For more information visit [www.blesscollectionhotels.com](http://www.blesscollectionhotels.com)





## Now for the main attraction... help clients find Malta's best sightseeing experiences

WELL GEARED toward agents looking to find out more about Malta's best sightseeing experiences and biggest attractions, and to pass on this knowledge of what to see and do to clients, the Malta Tourism Authority has added the 'Main Attraction Trail' as the latest instalment to its series of themed journeys.

With an average of 300 days of sunshine a year, ancient cities and pretty beaches, Malta has positioned itself well as a hot European city break destination in 2019. However, with the Main Attraction Trail in tow, travellers might be tempted to extend their stay to cover all the sightseeing hot spots across the archipelago.

The island has an abundance of urban attractions and scenic landscapes characterised by rugged coastlines, lagoons, and picturesque bays. Highlights include:

- **Upper Barrakka Gardens.** These beautiful public gardens offer panoramic views of the Grand Harbour and date back to 1661, when it was a private garden of the Italian Knights.

- **Palazzo Parisio.** This magnificent Palace with beautiful surrounding gardens is rated one of Malta's most opulent aristocratic homes.

- **Mdina.** The origins of Malta's medieval capital can be traced back to 700BC and is still home to noble families along with impressive palaces lining its narrow, winding streets.

- **Blue Grotto.** Why not encourage clients to take a trip to the picturesque Blue Grotto and its neighbouring system of caverns that mirror the stunning colours of the underwater flora.

- **Cittadella.** Located in Gozo's capital city, Victoria, the Cittadella is an ancient fortified city that boasts spectacular views of the rest of the island.

- **Ggantija Temples.** These are the oldest free-standing structures in the world, predating Stonehenge and the Egyptian Pyramids by 1,000 years.

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

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**IBIZA'S LATEST sustainable tourism strategy, entitled 'Ibiza, World Heritage', will focus on the island's rich customs and traditions to highlight the 'other side of the island'. The slogan for the campaign is 'Ibiza... sure you know it?' which looks to tackle the stigma surrounding the island's nightlife by instead bringing the destinations rich cultural heritage to the fore and subsequently developing a sustainable tourism model that draws in visitors all year round. Ibiza is in fact a UNESCO World Heritage Site on the basis of its biodiverse and cultural significance, the standouts being the historic walled town of Dalt Vila, the Phoenician-Punic Puig des Molins necropolis, the Phoenician site of Sa Caleta and the meadows of the Posidonia seagrass that surround the island.**

## Flexible luxury at Virgin Limited Edition's Son Bunyola

FOR THOSE clients looking to explore the north-west of Mallorca, Son Bunyola has launched a range of flexible booking options for 2019.

Located away from the crowds and between the picturesque towns of Banyabalfur and Valldemossa, the 700-acre estate has three luxury villas: the four-bedroom Son Balagueret and Sa Terra Rotja, and five-bedroomed Sa Punta de S'Aguila. There's plenty to discover in the mountainous region and guests can enjoy the hiking and cycling trails or a relaxing boat trip along the coastline.

This year, self-catering options will be available at Son Balagueret and Sa Terra Rotja; including a welcome basket, daily housekeeping, a pool attendant and concierge service. Both villas can accommodate up to eight guests in four bedrooms, and rates for a seven-night stay start from 17,000 euros at Son Balagueret, and 18,000 euros at Sa Terra Rotja.

The five-bedroom Sa Punta de S'Aguila remains available to guests on an all-inclusive basis from 23,150 Euros for a seven-night stay.

Shorter stays of three, four and five nights are available at all three villas between April 27 - June 14 and September 28 - October 26.

For more details call 0800 716 919 or contact [enquiries@virginlimitededition.com](mailto:enquiries@virginlimitededition.com)

## Pull into a peaceful Alcudia port with Jet2holidays

FORMERLY KNOWN as Ferrer Maristany and newly introduced to Jet2holidays' portfolio in Mallorca, the Caprice Alcudia Port is to open its doors this year as a fully refurbished five-star boutique hotel.

Located a stone's throw from the beach and 2km from the Alcudia resort, the hotel proffers newly renovated Nordic-style suites equipped with state-of-the-art amenities and looks to appeal to those holidaymakers looking for relaxation and recuperation. Amenities include an air-conditioned gym, a large outdoor pool surrounded by

hammocks and stylish Bali beds, and wellness centre featuring water circuits, a Turkish bath, flotarium, sauna and pediluvium. After a spa day, guests can then enjoy a drink in one of the hotel's two bars serving both local and international drinks or enjoy Mediterranean cuisine in the onsite a la carte restaurant.

The operator is currently offering a package of seven nights bed-and-breakfast from Stansted on May 1 from £699 per person based on two sharing, which includes a 22kg baggage allowance and transfers.

## Shearings adds 'Cyprus Delights' tour

SHEARINGS HOLIDAYS has added a new eight-day 'Cyprus Delights' tour to its second edition Europe brochure.

This 'Go By Air' tour is available on selected dates between May and October and offers clients the chance to stay in a choice of three hotels in Cyprus whilst exploring the local area.

The three all-inclusive hotel choices are offered in Paphos – Hotel Kissos, Hotel Cynthiana Beach and Hotel Leonardo Plaza Cypria Maris – with three excursions also included offering the chance to see more of this popular island whilst away. These include a half day trip to Limassol, a half day boat trip along the coast with lunch and a full day 'Discover Greek Cyprus' round-trip that includes visits to a wine village with tasting, Larnaca, Nicosia and more.

Prices start from £769 per person and include flights, seven night's half-board accommodation at the Hotel Kissos, transfers and three excursions based on two sharing.

Go to [www.shearingsagent.com](http://www.shearingsagent.com) to find out more.

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## puzzlesolutions

### Crossword:

Across: 1. SUNVIL, 3. LIAM, 7. TUNISIA, 8. ETIHAD, 9. GOBI,  
11. PISA, 13. DALLAS, 16. GATWICK, 17. EURO, 18. TAHITI.  
Down: 1. SHAKESPEARE, 2. IONIAN, 4. IDAHO, 5. MISSISSIPPI,  
6. CSA, 7. TUI, 10. MANILA, 12. SUGAR, 14. LEK, 15. OTI.

Highlighted Word: SANTIAGO

Where Am I?: Horseshoe Bend, Page, Arizona.



**CYPRUS IS celebrating a record-breaking year for tourism with global visitor numbers up 7.8% in 2018 compared to 2017. From January to December last year, Cyprus' global tourist arrivals reached 3,938,625; of these, 1,327,805 were from the UK, a 5.9% increase on 2017. Christos Moustras from the Deputy Ministry of Tourism in Cyprus said: "We're proud of achieving another record-breaking year of visitors to Cyprus. Our beautiful island has so much to offer every type of traveller so it's not a surprise that nearly four million people chose to visit in 2018 to sample its Blue Flag beaches, rich cultural heritage as well as legendary hospitality and delicious cuisine. We look forward to offering visitors to Cyprus a warm welcome in 2019 and hope it will be yet another successful year for us." Go to [www.visitcyprus.com](http://www.visitcyprus.com)**

We asked our staff the following question this week:

## It's Valentines! What's the quickest way to your heart?



### Jeanette Ratcliffe

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*Pinot grigio and a GSOH.*



### Adam Potter

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*Champagne and sparkling conversation.*



### Georgia Lewis

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*Wine, cheese and a Lamborghini Gallardo Superleggera.*



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*Probably either coffee or whiskey (or both, depending on what kind of week it's been).*



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*Via a bag of Pick 'n' Mix.*



### Paul Scudamore

Contributing Editor

*Guinness and a Crunchie. I'm SO cheap.*



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*Lying scales!*



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*My... Stomach with beer!*



### Bill Coad

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*Keyhole surgery.*



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*Spontaneity.*



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*FOOD!*



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*A good bottle of wine.*



### Ashweenee Beerjeraz

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*Time and affection is all I need.*



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*Ice-cream buffet.*



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*A sense of humour and good music.*



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Head of Production

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**DINNER, ENTERTAINMENT & PRIZES:** 20.30 hours  
**CARRIAGES:** 21.45 hours

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for more information.

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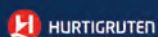
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