

travelbulletin

January 20 2017 | ISSUE NO 1,998 | travelbulletin.co.uk

Giving agents the edge



Our January Sale is on!

Save £100 on trips valued over £750.

gadventures.co.uk



G Adventures



As the world's largest independent travel company, G Adventures brings curious travellers from different backgrounds together to explore, experience, and share this incredible planet. When people travel with us, they become part of a social enterprise 25 years in the making. They also support local businesses and help communities help themselves.

The G Difference

100% Guaranteed Departures

That's right. We're the first travel company to guarantee every single one of our departures. Once they've booked, they're going.

No Single Supplements

We don't charge single supplements, and will even find travellers a same-sex roommate for their tour so everyone travels for the same price.

Lifetime Deposits™

If they cancel or delay their trip for any reason, their deposit remains valid until they're ready to go. They can even pass it on to a friend.

Travel Styles

Travel Styles collect tours with common themes together. No matter what kind of traveller your client may be, we've got a tour that'll fit just right.

G Adventures

travelbulletin

January 20 2017 | ISSUE NO 1,998 | travelbulletin.co.uk

Giving agents the edge

USA

Keep it simple:
new booking trends
emerging for 2017



this week

notes from normanton

8

Sandy gets ready
to pack her bags
for Uganda

training

14

a round-up of what's
new online and at
dedicated events



greece

operators unveil new
programme additions

16

cruising

25

new developments
in river & ocean
cruising

titan

2017/18 Brochure OUT NOW!

£49 DEPOSIT

BOOK BY
31 JANUARY 2017

LAST
CHANCE



- Free Gourmet Society membership worth £69.95 (for bookings before 31 January)
- New small group tours including Great Apes of Uganda and the Land of the Lemur
- New Essentials collection

For more details please visit www.titanagents.co.uk

SEE THE WORLD
DIFFERENTLY



COOKIN' UP A STORM...

THOMAS COOK selected seven of its In Destination Services reps to join forces with Thomas Cook Retail throughout this month and next. Chosen because of their expert knowledge of the company's destinations and hotels, the team will be out on the road visiting Thomas Cook and Co-operative Travel stores across the UK during the peak summer holiday booking period, with the aim to engage with customers and agents and share their knowledge and experience of key summer destinations and resorts. Pictured ready to hit the road are, from the left: the operator's Jade Farrell, Leah Bryant, Daisy Coxon, Michael Murphie, Hannah Brooks and Sophie Green, with Mike Pink in the front.

Club Med survey reveals Brits look to ski holidays for health & relaxation

SKIING IS no longer just about the trusty hot-chocolate-and-raclette après-ski model of yesteryear, but about health, wellness and that much-needed dose of hygge, according to all-inclusive holiday provider, Club Med's 2016/17 ski study.

The study also revealed that this new attitude is getting so ingrained that holidaymakers are preparing to get their minds and bodies prepped before they go on holiday, with nearly half (46%) of respondents admitting to ramping up their fitness regimes in the run up to their 2016/17 ski trip.

More than one in ten (13%) even go as far as changing their diets before hitting the slopes, with nearly all skiers (95%) seeing their snow holiday as a chance to get their exercise in.

But this new desire isn't just about kick-starting their fitness regimes, as the study reveals that skiers are looking for an altogether different kind of package that gives them a wellness, health and relaxation fix.

More than two thirds (68%) of snow enthusiasts confirm that the availability of spa/wellness facilities is important to them when deciding which resort to go to, and more than a third (35%) state they've previously made use of wellness offerings during past ski holidays. More than two thirds (68%) see their ski holiday as a way to relax, with 63% of those looking to go skiing in the future seeing relaxation as part of a snow escape's appeal.

Findings from the operator's ski report on wellness reflect an overall change in consumer behaviour highlighting that

wellness has become a way of life rather than just a trend. This goes hand-in-hand with the 2016 State of the UK Fitness Industry Report, which states that, 'For the first time ever, member numbers have exceeded nine million, with one in every seven people in the UK a member of a gym.'

In recent years, holidaymakers are seeking more than just snow when travelling to the mountains. This is also reflected in one of the biggest trends of last year, the Danish art of Hygge, which is often translated into English as 'cosiness', and 'enjoying the good things in life with good people.'

Increasingly, people visit resorts in large groups: almost two thirds (59%) of ski parties in the last two years went with at least one non-skier and nearly a third (29%) went with someone who did not ski at all. Spectacular scenery, multiple snow and non-snow based activities and authentic alpine cuisine means ski resorts have something for everyone.

The company's UK, Ireland and Scandinavia MD, Estelle Giraudeau, said: "Our 2016/17 ski report findings show an increasing demand for ski holidays to be all encompassing, providing action and excitement alongside wellness, relaxation and health. This is also reflected in our holiday bookings, with people enquiring about the different service facilities available, and we can only see this getting more important over time as people have a desire to take care of their health and wellbeing."

For more information on the operator's ski packages and resorts visit clubmed.co.uk

THIS WEEK

03

news

discover what's new in the industry plus the latest trends and announcements

08

notes from normanton

Sandy gets ready to pack her bags for Uganda

09

agent bulletin

a look at new agent competitions & booking incentives

11

puzzle bulletin

fancy winning a £50 M&S voucher? Play Su Doku to enter

14

training

a round-up of what's new online and at dedicated events

16

greece

operators unveil new programme additions plus deals to promote to clients

21

usa

the simple life: Funway predicts the booking trends for 2017

25

cruising

new developments and itineraries in river and ocean cruising



Arundel Castle marks 950th anniversary with packed summer events calendar

ARUNDEL CASTLE in West Sussex will celebrate the 950th anniversary of its initial construction in 2017.

To celebrate, the castle has arranged a bumper calendar of events - from dazzling displays of flowers in its gardens to thrilling historical interpretations including a week-long jousting and medieval tournament.

Reduced ticket prices are available for group bookings plus free admission for group organisers, tour guides, teachers and supervisors.

Reopening to visitors on April 1, the castle's calendar features two new events as well as the return of several visitor favourites.

Kicking off the open season and new for 2017, the Warriors of Arundel Castle (April 8-9 and September 17) will explore 1,000 years of the castle's tumultuous history with costume, crafts, weapons and thrilling combat displays.

April also features the Annual Tulip Festival - the highlight of the garden displays - with a record 36,000 of the brightly coloured blooms on show.

The ever-popular Castle Siege returns on May 27-29 for a three-day spectacular featuring skirmishes between English and French soldiers

as they try to take control of the castle.

Also new for 2017, a Four Nations Medieval Tournament (June 17-18) will see England, France, Poland and Denmark facing off in a freestyle competition using a variety of weapons.

The climax of the year, the International Jousting and Medieval Tournament, takes place on July 25-30. The world's longest event of its kind, knights from across the globe will descend on Arundel to battle for glory on horseback during an exhilarating six-day competition.

For more information visit arundelcastle.org



BECKY'S BEATS...Becky Cooley (left) from Thomas Cook Wallasey recently won a pair of Beats By Dre Powerbeats Wireless earphones by completing SeaWorld's training course and becoming a SeaWorld Parks Expert. Becky is pictured with SeaWorld's Michaela Grey.

Channel Islands promo from Premier

PREMIER HOLIDAYS has unveiled a selection of promotional offers to Jersey and Guernsey during the peak booking season.

Throughout this month and next, clients can make substantial savings on breaks to the Channel Islands with a range of promotions offering deals on spring and summer holidays and including incentives such as free room upgrades, free half-board and flying from a range of regional airports.

Agents can download the colourful campaign posters from the operator's trade website, including regional versions of the posters to enable them to promote holidays with flights from their local airport.

Short-haul offers include a three-night break at the four-star L'Horizon Hotel & Spa in Jersey from £415 per person including free half-board, plus a seven-night holiday staying at Jersey's popular Mayfair from £585.

In Guernsey, the operator can offer a three-night break at the St Pierre Park & Spa from £245 including a free upgrade to a garden view room, plus a four-night stay at the four-star Duke of Richmond from £419 with a free upgrade to a king room.

During the peak booking period agents can win daily, weekly and monthly prizes after being entered into a prize draw for every booking made.



The Slide at Queen Elizabeth Olympic Park

January sale at the ArcelorMittal Orbit

THE ARCELORMITTAL Orbit in Queen Elizabeth Olympic Park is offering up to 50% off general entry ticket prices this month, meaning that a family of four can enjoy views of up to 20 miles across London from £13 when booked in advance.

Travel is five stops from St Paul's on the Central line and visitors will be taken 114.5m up high to explore London's famous skyline - from Big Ben, St Paul's Cathedral and the O2, to a birds eye view of the iconic London 2012 venues. Visitors can also get up close to London's landmarks with innovative and interactive touchscreens that allow them to zoom into the view and learn more about the city.

Those brave enough to ride The Slide, the world's tallest and longest tunnel slide, can upgrade their ticket for £5 on the day. The exhilarating experience will see visitors travel at speeds of up to 15mph along the 178m slide as it twists and turns 12 times around the sculpture from the viewing platforms to the ground.

For more information visit arcelormittalorbit.com or call 0333-800 8099.

Ski Preview 2017/18 brochure from Inghams offers early booking deals

INGHAMS HAS launched its winter 2017/18 Ski Preview programme with offers for next season now on sale, providing holidaymakers with the option to book early and secure the best value packages, as well as offering a new discount offer for repeat guests.

The new launch features 91 resorts across nine countries, with regional departures from 25 local UK airports across England, Scotland and Northern Ireland.

Paul Carter, the company's chief operating officer, said: "We are delighted to have this programme ready for early bookers. Many of our guests, especially those travelling in groups, like to get their ski trip secured well in advance, and with the impact of Brexit unknown at this stage we have ensured that our winter 2017/18 holidays are on sale now to make saving money as easy and convenient as possible.

"We can't ignore the fact that the pound has weakened recently, and so we're encouraging guests to take advantage of our best preview offers to guarantee a great deal and ensure holiday spending money goes further next season."

Updates to the new offering include a discount deal for repeat guests, group offers, early booking packages and equipment offers, plus more short ski breaks to Europe.

As an example of prices, a seven-night self-catering break at the three-and-a-half-star L'Ours Blanc Apartments in Les Deux Alpes, France costs from £499 per person based on five sharing. It includes Gatwick flights to Chambery and transfers, and departs on January 18, 2018. For more information or to book visit ingham.co.uk/ski-holidays or call 01483-791114.

New matchmaking website launches for guides & ski instructors

ONGOSA, A match-making website that connects snowsports enthusiasts with a friendly face in resort, has launched.

The company fills a gap in the market for travellers who don't want 'off the shelf' guiding or instruction - whether it be as beginner skiers or experienced boarders wanting to know where the best powder is - and through careful match-making with more than 4,000-plus recommended snowsports pros, it gives visitors access to a local expert, and friendly face once they get there.

The company's founder, Richard Smith, said: "Having spent several years as a seasonaire in the Alps, I realised that I had this fantastic network of personal recommendations there that was hard for tourists to tap into. I wanted to recreate this word of mouth online so that everyone can benefit from being in the know, not just those living in resort.

"Ongosa means to guide or to lead in Swahili, reflecting the ethos of our business: to give everyone the chance to access the best guides and instructors in resort."

Instructor prices start from £40 per hour and the company is offering travel agents up to 50% commission as part its affiliate programme. The company currently takes approximately 10% commission from snowsports and guiding instructors for leads and trips organised through their website, and will share up to 50% of this with agents and operators that are signed up to the affiliate programme. Interested parties can email talktous@ongosa.com for details.

For details see ongosa.com

Qatar Airways updates in-flight experience for kids with toys & activity kits

QATAR AIRWAYS, in partnership with Hasbro Inc. has updated its range of plush toys, children's activity kits and in-flight lunch boxes designed to entertain and delight the global airline's youngest travellers.

Plush infant toys Elefun and Mr. Potato Head are joined on board by classic favourites such as Clue Junior, Guess Who, Monopoly Here and Now World Edition and The Game of Life for older children.

The airline's specially prepared children's meals feature new Pictureka or Monopoly designed lunch boxes – a gift that children can take home and use long after their flight, while kids will stay entertained thanks to the range of different activity kits being provided on flights across the airline's network of more than 150 places.

Special thought has also been given to families travelling on overnight flights with the introduction of a glow-in-the-dark Clue Junior entertainment pack.

The updated plush toys, activity kits and lunch boxes are available now on the carrier's A380 services between Bangkok, Guangzhou, London, Paris, Sydney and Doha.

It's a case of all change, all change at Gatwick's terminals next week

NEXT WEEK will go down in history for Gatwick as a major switch takes place for major airlines between the North and South Terminals, writes Paul Scudamore, who was given an exclusive trade press behind-the-scenes preview of what lies ahead over the next seven days.

Over just 72 hours from midday on Tuesday to midday on Thursday, easyJet and Virgin Atlantic will move in their entirety from the South Terminal to North Terminal, where easyJet already has some presence, while British Airways will abandon the North and move completely to the South.

The logistics are numbing, and so are the numbers – it will affect 50,000 passengers over the three days, see 277 flights relocated, feature changes to 161 IT systems, and has involved 84 construction projects, such as check-in desks, crew briefing rooms and engineering bases, airline

lounges and bag-drop zones.

At a cost of "several" million pounds, the whole switch-around has been designed over two years to simplify and streamline the operation both for the airlines and passengers, and airport itself. Part of that streamlining has been the installation in the South Terminal of a vast and completely new automated baggage handling system at a cost of more than £40million – part of an overall £2.5billion transformation at the airport, which serves more than 220 destinations in 80 countries and each year handles 42 million passengers.

The efficiency-driven switch follows 37 operational trials which were completed before Christmas to ensure next week's changes will be completed smoothly.

For further details see gatwickairport.com



THE HIT musical Jersey Boys will close its doors at the Piccadilly Theatre for the last time on Sunday March 26, ending its successful nine-year run in London. Currently the sixth longest musical running in the West End, SuperBreak is urging agents to promote theatre packages to any customers still wanting to see the Oliver and Tony Award-winning show. Prices start from £125 per person including one night at the three-star President Hotel with breakfast and a ticket to the show.

Viking adds new itineraries in Alaska, Australia, Asia & the Caribbean

VIKING OCEAN Cruises has announced 13 new itineraries that will roll out this year and in 2018 and 2019.

By 2019, the company will offer six 930-passenger ocean ships and new opportunities for exploration in Alaska, Australia, Asia and the Caribbean.

The line's chair, Torstein Hagen, said: "Viking will mark major milestones in 2017. As we celebrate our 20th anniversary we will welcome two new Longships on the rivers in Europe. We will also double our ocean fleet to four sister ships by the end of the year.

"Our destination-focused ocean itineraries are built on the same successful principles as our river itineraries – we offer our guests more time in port, enriching cultural experiences and the best-designed ships at sea. Starting later this year, our guests will have even more choices to explore around the world in 'the Viking way.'"

With new sailings embarking in Miami, Mumbai, Bangkok, Beijing, Bali, Sydney, Hong Kong, Tokyo and Vancouver, guests can choose base itineraries ranging from eight to 23 days, with additional combination cruise options."

As an example, a 15-day 'Australia & New Zealand' sailing on Viking Spirit, available between December 2018 and February 2019, takes guests from the metropolitan cities of Melbourne and Sydney to the natural beauty of coastal New Zealand. Guests will explore nine ports of call, with the chance to explore UNESCO World Heritage sites. Inclusive pricing for veranda staterooms start at £6,105 per person.

Until January 31, the company is offering an early booking discount on new 2017/18 ocean itineraries, with savings of up to £500 per person.

For further information call 0800-298 9700.

Exclusive Funway club offers agent benefits & rewards

FOLLOWING FUNWAY'S recent announcement detailing its plan to focus 100% on the trade from 2017, the operator has introduced its new agent initiative, The 500 Club, which recognises and rewards travel agents for their support.

Commenting on the recently launched club Amanda Darrington, the company's sales director, said: "We're delighted to be partnering with American Airlines and British Airways on this joint elite scheme for our most valued travel agents. Everyone loves recognition and acknowledgement and this is the ethos of The Club 500. We recognise the importance of rewarding agents for their loyalty, especially those who have contributed to outstanding sales and customer service achievements."

Membership benefits are varied and include enhanced commission, joint marketing opportunities, fam trip places, exclusive brochure previews and a dedicated priority line telephone number.



The programme offers three participation levels - 'Club Partners' rewarding agents who deliver between £50k and £99k of sales per year; 'Select Partners' (sales between £100k and £249k per year) which benefit from the addition of invitations to join the company's overseas summit and conference; and 'Premium Partners' level (sales between £250k and £500k per year), which entitles members to all of the above, as well as the additional benefits of investment in the travel agent's agency and store design.

Agents who work closely with the operator will be invited to join the new club, but anyone can request to sign up.

Barrhead teams up with PortAventura World & Costa Daurada

PORTAVENTURA WORLD and Ferrari Land has announced Barrhead Travel as one of its key partners for 2017.

The enhanced partnership will strengthen the existing relationship between Barrhead Travel and PortAventura World, with passenger numbers to the area expected to increase by 40% in 2017.

The partnership also strengthens Barrhead Travel's close working relationship with the Costa Daurada Tourist Board and their affiliate partners which will be heavily involved in the project. The UK-based travel company has run a number of campaigns raising awareness of the Costa Daurada as a holiday destination in recent years, resulting in a strong rise in demand for holidays to the area. In the last 12 months alone, Barrhead Travel has seen a 50% rise in bookings to Costa Daurada.

The new year will see a new level of expansion for the PortAventura resort with the introduction of the new theme park, Ferrari World, which is expected to open in April.

The second theme park will include a vertical accelerator coaster which will be both the fastest and tallest coaster in Europe - records that were previously held by PortAventura's own 'Shambhala: Expedición al Himalaya'.

Sardinian Places launches 2017 brochure

SARDINIAN PLACES has issued its 2017 brochure featuring a wide range of self-catering and hotel based holidays across Sardinia's 1,800km coastline and mountainous interior.

The operator offers direct flights from seven UK airports into Alghero, Olbia and Cagliari, with holidays available from £490 per person. Child discounts of up to £170 per child are also offered on a selection of self-catering holidays.

Highlights of the programme include more than 90 villas, apartments, residences and hotels to choose from; two new properties, including Le Dune Resort & Spa which offers facilities for all the family; a choice of charter, low-cost and scheduled flights from seven UK airports; self-drive touring itineraries including a Sardinia and Corsica twin-centre option; a choice of packages and accommodation-only options; plus free child places at selected hotels. For details call 01489-866959 or visit sardinianplaces.co.uk

Experience Something Different

For more information about our full range of holidays to Scandinavia and the Nordic countries, call 01274 875199 or visit www.scandinaviaonly.co.uk

ABTA AITO

scandinavia ONLY



Notes from

Normanton...

SO FAR 2017 looks to be nice and busy for everyone. Shame about All Leisure - I hope the staff manage to find jobs. I bet some of them will have been there a long time - it's always sad when this happens.

I have been invited to go to Uganda in February and I can't wait! I'll be going on safari, tracking chimpanzees and also the big 5. I bet customs will be checking my luggage to make sure I'm not sneaking any animals out! Being the wuss that I am with my fear of needles (if I became diabetic and had to inject myself every day - think I would die), I don't have injections unless they won't let me into the country! So I have had to have a yellow fever jab and when I was looking into who did them (my doc doesn't do them anymore), I was told Boots or Superdrug. I couldn't believe that Superdrug did them so I made an appointment at the White Rose Centre (edge of Leeds). Kelly the nurse was very thorough in checking medical history etc and I didn't even feel the needle. In fact, the cost of the jab (£58) hurt more. So your customers might find that useful if they ask.

I seem to have had a real mixed bunch of customer enquiries - from Disney to Dubai to the Maldives. A couple I know are getting married in December and they want to take their little girl (two years old) with them on honeymoon. They want to stay in a water bungalow on stilts, which I think will be a lot of pressure keeping an eye on her so she doesn't drop into the water, especially as mum isn't totally able bodied and can't move fast! What do they say...the customer is always right?!

Looks like the good old winter weather is here - such a surprise having snow in January! It's causing problems with flights into airports...how come we can never cope with these changes like other countries do? It's not as if we don't get any warnings.

Tibetan proverb - 'The secret to living well and longer is - Eat half, walk double, laugh triple and love without measure' and 'Accept what is, let go of what was and have faith in what will be'.

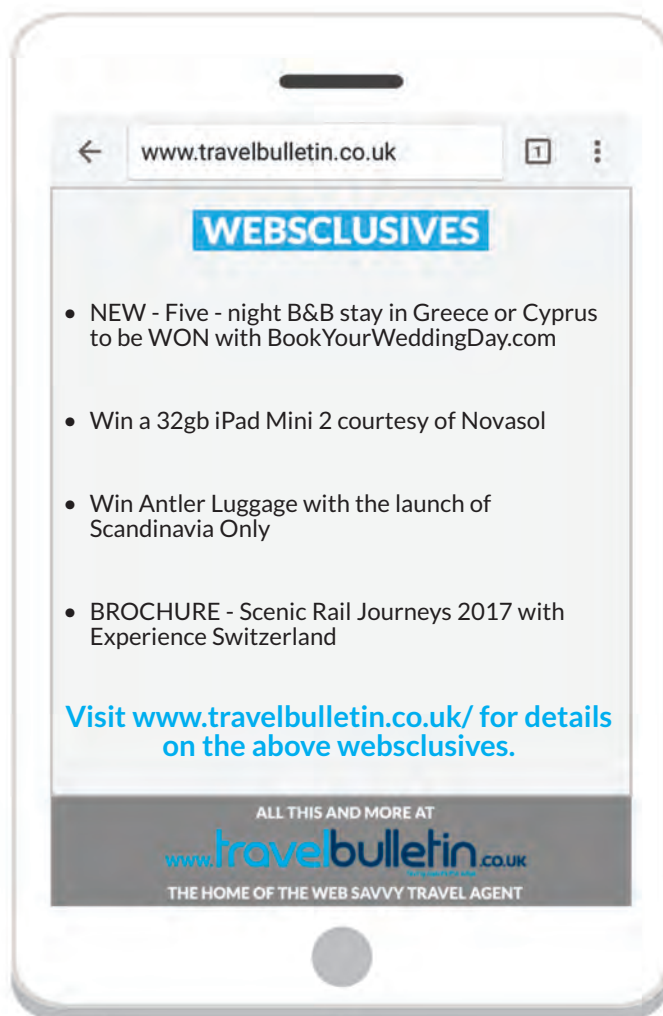
Sandy

by SANDRA MURRAY
in Normanton, Yorkshire

To respond to any
of Sandy's comments email
lauretta.wright@travelbulletin.co.uk

NEWS BITES

- WENDY WU Tours is offering flight upgrades on Air China, Cathay Pacific and Etihad Airways flights when customers book selected tours to China, Vietnam, Cambodia, Burma, India, Sri Lanka or Japan.
- WOW AIR has announced plans to increase the number of flights from London to Canadian destinations Toronto and Montreal to a daily service this spring. From May 1, the airline will fly daily from Gatwick to Toronto Pearson International Airport and from June 13 to Montréal-Trudeau Airport, via Reykjavik. Fares for UK holidaymakers start from £139.99.
- BBC WORLDWIDE has announced the launch of a global entertainment channel, BBC HD, the company's first channel produced exclusively for cruise ships and the wider maritime market. It will go live through Global Eagle Entertainment's (GEE) MTN TV network, with P&O Cruises and Cunard being the first to offer this to their guests.
- LEVANTE BEACH in Benidorm has introduced free Wi-Fi for visitors. Free Wi-Fi has also been launched in the area of Mirador del Castillo, the castle viewpoint which overlooks the city's two beaches, and the municipal centre of 'El Torrejón' which houses the tourist office.
- TRAINLINE HAS announced the expansion of its ticket offering across Europe, with tickets now available to destinations in Belgium, the Netherlands and Luxembourg.
- OLYMPIC HOLIDAYS has revamped its website at olympicholidays.com. The company offers more than 50 islands from 27 UK airports, including new additions for 2017 - Sardinia, Sicily and Corsica.



BOOKING INCENTIVES

- To encourage agents to help their customers expand their touring horizons in 2017, Travel 2 is offering the chance to earn up to £220 of T2 Rewards per booking throughout this month as part of its 'Every Day's a Pay Day' incentive. To earn the T2 Rewards, which can be spent in more than 50 High Street shops, agents need to make a qualifying touring booking before January 31. If the booking includes British Airways or American Airlines flights, agents will receive an additional £10 for an Economy/World Traveller Plus booking or an additional £20 for a Business/First Class booking. The company is also giving agents the chance to earn Love2Shop vouchers with every flight booking made with Royal Brunei Airlines by January 31. For every passenger booked and ticketed on Economy Class agents will receive £10 worth of vouchers, while £20 is offered for Business Class bookings. Details at travel2.com
- For every ocean cruise booking made with Saga Travel this month, agents will receive £100 in shopping vouchers along with £20 in vouchers for every holiday. Agents will also be entered into a prize draw to win a £500 shopping voucher and a Michael Kors designer handbag, plus there's a pair of tickets to Take That to be given away each week. The incentive is valid for all bookings made by January 31 and agents should email incentives@saga.co.uk with the details of each booking made.
- Agents can win a number of daily, weekly and monthly prizes for every Premier booking made in January and February, with prizes ranging from a Heritage bike, long- and short-haul fam trips, theatre tickets and destination-inspired hampers. Agents will also benefit from the operator's ongoing booking incentive of £5 - £150 for every inclusive booking made.
- Agents are being given the chance to win a memorable day out as part of a prize draw for bookings made with Cruise and Maritime Voyages this month. 'Big Day Out' prizes include a theatre break to see DreamGirls at the Savoy Theatre, London on February 22; Cream Cakes & Cocktails at Mr Foggs in London Covent Garden on March 8; A Spa Day Break at the Club and Spa in Bristol on March 16; and Bettys of Harrogate for a Champagne Afternoon Tea on February 24. Agents can enter by emailing details of their bookings to competitions@cruiseandmaritime.com

AGENT TRAINING

Bright plans for 2017

BRIGHT (Bringing Real Information & Guaranteed High Quality Training) has announced details of its 14 roadshows.

From next month the consortia will be running workshops and dinners for independent agents through to October, in locations across the UK.

At the launch of the 2017 programme of events, Hisham Mahmoud, chairman of Bright, said: "Our 14 workshops held around the UK in 2016 enabled more than 500 independent agents to meet our members. We will be returning to some of the destinations we visited in the past two years by popular demand from agents."

AGENT COMPETITIONS

- TO CELEBRATE its January flight offers Virgin Atlantic is encouraging agents to document their New Year's resolution journey and is dropping more than 250 #BREAKITINSTYLE packs to agencies across the UK and Ireland. The packs contain selfie sticks and props to track agents' New Year's resolution progress, and photos can be uploaded to vsflyinghub.com/breakitinstyle. Two winners will be picked, one 'making it' and one 'breaking it'. The 'maker' will receive a luxury holiday to the Caribbean and the 'breaker' will be off to Las Vegas. The deadline for entries is February 10.
- SILVERSEA'S REGIONAL sales managers are out in force this month, distributing 3,000 chocolate bars, with one in six bars winning a prize. They range from bottles of Prosecco and Bvlgari Eau Thé Vert gift sets, to Swarovski crystal fabric wrap bracelets and £20 John Lewis vouchers. Prize winners should email salesuk@silversea.com by February 28 to claim their prize.

AITO addresses industry issues at Specialist Travel Agents Domestic Conference

AITO AGENTS and AITO operators gathered at the start of this year for the AITO Specialist Travel Agents' domestic conference - held at Jurys Inn Hinckley Island Hotel.

With 170 delegates in attendance (90 agents, 61 tour operators and 19 affiliates), the programme included networking opportunities, business sessions and workshops, and also celebrated the achievements of AITO Agents, who were rewarded at an annual All Stars Awards Ceremony.

Chairman of AITO Agents, Gemma Antrobus, said: "We are thrilled to report that £58.7m (+4.8%) was recorded in sales with just 42 AITO member holidays by AITO Agents in 2016 (£56m in 2015, £53m in 2014). This is a fantastic result and we are confident that this figure will continue to grow in years to come.

"Additionally, the introduction of a computerised appointment system for our Sunday morning market place is something the panel has been working on for some time and we hope that it will greatly enhance the valuable conference experience.

"In our snappy 24 hours together, we cover an immense amount of ground - from rewarding our top performing agents, to introducing new initiatives to encourage greater engagement in 2017. It really is an exciting time to be an independent travel company and such great attendance at this conference shows that all sides of AITO are committed to working closely together to enhance our valuable sector."

Riviera Travel launches new European & Worldwide escorted tours for 2017/18

RIVIERA TRAVEL has added four new European and Worldwide tours for 2017/18, in addition to the seven new tours previously announced for 2017. They are: 'The Heart of India by Luxury Train', 'Namibia' 'Northern Cyprus' and 'Madeira, the Pearl of the Atlantic'.

As an example, an eight-day 'Madeira, the Pearl of the Atlantic' holiday leads in at £799 per person with selected departures between September and October.

Highlights include a drive through a hilltop Monte with views



of Funchal and the southern coast, visiting Palheiro Gardens, the island's collection of plants, and the 15th-century cathedral, Sé, one of the few buildings to have survived unscathed since the island was colonised.

Visitors will then explore Cabo Girão, the island's highest sea cliff at 580m and visit Ribeira Brava, a small town flanked by steep valleys and one of the first to be settled by the Portuguese.

For details see rivieratravel.co.uk or call 01283-744370.



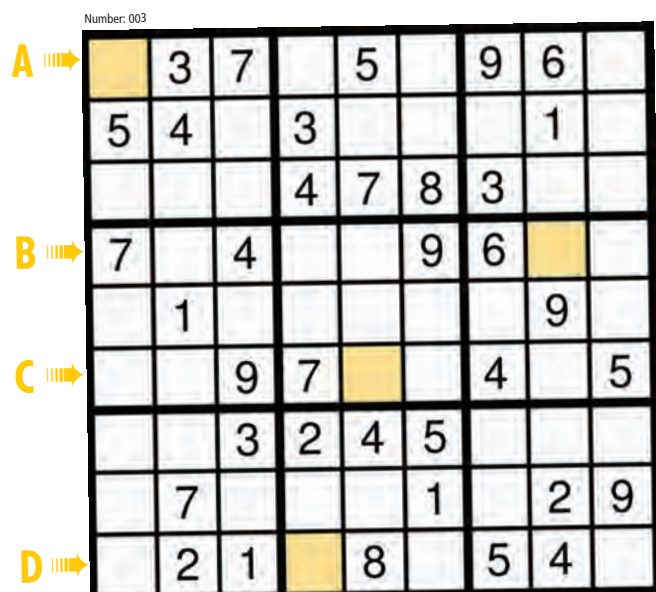
HAVEN HAS announced that five of its coastal holiday parks will showcase a new entertainment offering from March with the launch of a new selection of interactive, unique and exciting shows. The Theatre Company concept was first introduced in early 2016 at Haven's newest holiday park, Thornwick Bay, in Flamborough, and will be rolled out to more resorts including Devon Cliffs Holiday Park in Devon, Craig Tara Holiday Park in Ayr, Scotland, Hafan y Môr Holiday Park in North Wales, Primrose Valley Holiday Park in Yorkshire and Rockley Park Holiday Park in Dorset. A four-night break costs from £119 for the whole family based on up to four sharing a standard two-bedroom caravan at Devon Cliffs from April 24.

MOVERS

- SHUBHRA HALLIDAY has been promoted to the newly created role of key accounts and commercial manager for Prestige Holidays.
- ACCORHOTELS HAS announced the creation of a Lifestyle division comprising the Jo & Joe, Mama Shelter and 25h Hotels brands, and headed by Cédric Gobilliard. The appointment is effective from February 1.
- INTREPID TRAVEL has appointed Joy Lacana as head of industry sales EMEA as it seeks to further strengthen its relationships with the trade.
- BOOKABED HAS appointed Adam McKnight as international business development manager.
- ANDREW JEANS has joined Edwards Holidays as cruise product manager.
- CRUISE LINES International Association (CLIA) has promoted Andy Harmer to senior vice president, membership and Bo Larsen to senior vice president, strategic partnerships.
- GATWICK AIRPORT has appointed Stephen King as head of airline relations.
- ANNABEL FORD has joined Yellow Zebra Safaris as marketing manager.
- THE LATIN American Travel Association (LATA) has appointed Tony Mason as CEO to support the chair, Byron Shinto, and executive committee in the governance of the association.

Su Doku

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



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

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

competition@travelbulletin.co.uk

Closing date for entries is Thursday, January 26th. Solution and new puzzle will appear next week.

The winner for 6th January is Gwyneth Prosser, Travel Counsellor in Powys.

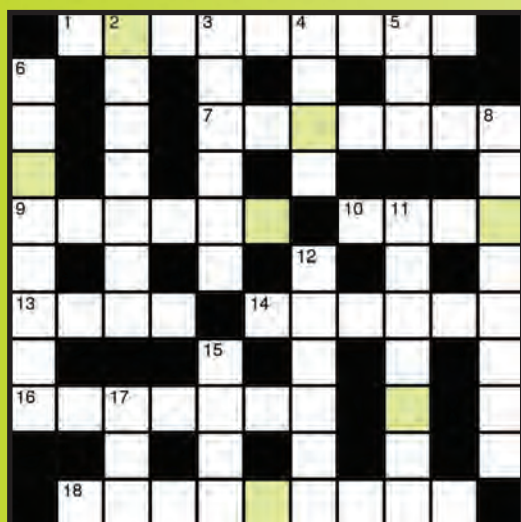
January 6th Solution: A=5 B=7 C=2 D=3

Where Am I?



A collection of rugged limestone stacks that rise up from the Southern Ocean. Their proximity to one another has made the site a popular tourist attraction for those on road trips or air adventures.

Crossword



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

Across

- UK self catering leaders, part of Wyndham (9)
- This English castle is a popular tourist attraction (7)
- P&O cruise ship (6)
- First name of English actress/comedian whose surname sounds like a European language (4)
- Passengers protection scheme, initially (4)
- DFDS operates between Dover and this port (6)
- Capital of the Isle of Man (7)
- City hosting the Australian Open Tennis Championships 2017 (9)

Down

- Canadian province and lake (7)
- West End venue, Prince ___ Theatre (6)
- One of the Channel Isles (4)
- Norwich International airport code (3)
- Multi-nominated movie starring Emma Stone and Ryan Gosling (2,2,4)
- The Bob Marley Museum is located in this city (8)
- Disney's new musical now showing at 3 Down (7)
- Capital of the Bahamas (6)
- British Airways ticket class, ___ World (4)
- Abu Dhabi is the capital (3)

For the solution to the Crossword and Where Am I?
Please see page 36

Industry Insight by...



Never regret missing an opportunity says IAN PRIOR from Westway Travel and AITO Agents' Panel member

WOW, WHAT a weekend! It was the AITO Agents Domestic Conference and I had the opportunity to present in the Saturday workshop with tour operator buddy Matt Spiller, from Inside Asia Travel.

Having been asked to create a sales training session, we recognised that what the independent sector needs more than anything else is a forum for debate, as well as sales skills required to compete in the modern market. This year – when the main players either work on a nil margin and predatorily buy business, go direct sell or open up travel agents in towns next to us – agents and operators need to stand together and work as a team. AITO gives its members that opportunity.

The planned hour-and-a-half workshop session lasted three hours, as agents and operators spoke of their frustrations about the sales transaction. Questions included 'Can operators volunteer more input in the sales presentation?' 'Can agents take their share of the cost if price matching is required?', 'Why do specialist operators take so long to quote and do they understand that agents have the client sitting in front of them, with an online deal available in just ten minutes?' and 'Why do agents not want specialist operators speaking to their clients?' The underlying outcome at the end of the session was that each side simply didn't realise that their concerns might be a barrier to sales and how easy it was to overcome them just by taking the opportunity to talk.

During the workshop the biggest reaction came from a session which Matt lead. He asked the operators to

act as agents and get a booking on a complicated Japanese itinerary, with the objective being to ask for a deposit. Wow, what a response! Operators struggled to talk about a product they knew little about and resorted to making stuff up. Yes, they got the sale, but were they sure they had met the client's expectations, especially after the holiday?

The lesson learnt was simple. Travel agents are knowledgeable at managing a booking from 'hello' to 'welcome home', and they have some knowledge on the destinations, but simply not enough knowledge. It's the specialist tour operator that has the true experience of a destination. Rather than just send a quote that the agent has asked for, we encouraged operators to check why that particular holiday was being asked for. If clearer information is provided, everybody can give better

"Travel agents are knowledgeable at managing a booking from 'hello' to 'welcome home', and they have some knowledge on the destinations, but simply not enough knowledge"

advice and support. Could operators send imagery or videos to support a sale? Or, rather than wait for ticketing time to send destination information, why not use it at the point of sale?

In return, operators talked about what information they required from agents to help them – something as simple as all the names being added to a booking, for example, helps them to hold flight seats and to guarantee the price.

The whole conference was a real eye-opener for AITO members. I think that, for the first time in a while, everyone appreciated that the guy they had sitting next to them was a friend who had great skills that could be used to secure business. All it took was the opportunity and time to talk...

FARE BANK

DOUBLE REWARDS



Earn **DOUBLE** rewards on **EVERYTHING*** you book with **Gold Medal** up to 31 January 2017! Don't miss out – get booking today.

- £1 £2 per long haul economy flight
- £10 per long haul business or first class flight
- £1 £2 per car rental day
- £1 £2 per day of overnight tour or cruise
- £1 £2 per room night



Every week during January and February we'll award one lucky agent a long haul holiday of their choice, to the value to **£2,500!** Book with Gold Medal to be automatically entered into the weekly prize draw!

Win!
A **£2,500** holiday!

Secure your customer's Gold Medal holiday package with a deposit of just **£99** per person** and enjoy a Price Match Guarantee^ on all bookings!



Discover the Canadian Rockies by Rail

Step inside 2017 with incredible savings on worldwide holidays including stunning Rocky Mountaineer journeys in Canada! Sign up to receive GMag Online updates or request extra copies of the latest Worldwide Holiday Sale mini brochure by emailing GMag@goldmedal.co.uk today.



The award-winning Rocky Mountaineer train takes guests on an inspiring, all-daylight journey through the Pacific Northwest and the Canadian Rockies. Offering impeccable service, gourmet cuisine and breathtaking scenery, Rocky Mountaineer creates a truly unforgettable travel experience.

In celebration of Canada's 150th birthday, we're giving your customers up to £350* in added value to use towards an extra hotel night, dining, cruising, sightseeing and more. Hurry and book a 2017 qualifying package by 03 March 2017.

Canada Rocky Mountaineer tour: Western Explorer

This journey takes your customers from Vancouver to Calgary through the stunning mountain towns of Jasper, Lake Louise and Banff.

7 nights from
£2,629^{pp}

**Save
up to
£210
per person**

Highlights

- 2 days onboard Rocky Mountaineer in SilverLeaf Service
- 7 nights hotel accommodation
- Enjoy delicious hot breakfasts and lunches, with complimentary alcoholic and non-alcoholic beverages served throughout the journey onboard Rocky Mountaineer
- Tours including: Jasper Highlights, Icefields Parkway including the Ice Explorer, Yoho National Park, Banff Gondola, Summit Helicopter Tour, Vancouver Lookout and Calgary Tower

Includes flights with Air Canada from London Heathrow
Valid for departures 27 Apr 2017

Terms & Conditions: Gold Medal's 888 Holiday Jackpot incentive is for eight holidays - each to the value of £2,500. If chosen holiday is over £2,500, the agent must pay the difference in cost. Destination and hotels chosen by the eight winning agents must be featured in the Gold Medal worldwide portfolio. Holiday departure dates may be subject to blackout periods. Winner will be drawn at random on a weekly basis from all package bookings made with Gold Medal between 02 January and 26 February 2017. Weeks run from Monday to Sunday. Every booking counts as a separate draw entry. Prizes are non-transferable, there is no cash alternative and Gold Medal's decision is final. *Double Farebank Rewards on all components booked with Gold Medal between 28 December 2016 and 31 January 2017 except business and first class flights. Gold Medal reserves the right to change/withdraw these incentives at any time. **£99pp deposit applies to web and phone packages including: (a) flights; and (b) accommodation and/or car hire, where the carrier does not require full payment at time of booking - please check with your sales agent at the time of booking. In the event that your booking is made within 10 weeks of departure, payment must be made in full at the time of booking. The balance on your booking will be payable in full no later than 10 weeks prior to departure. £99pp deposit excludes AFP and ATOL charges which are also payable at time of booking. Full details of the applicable payment will be given to you at the time of booking. Our full terms and conditions (including cancellation terms) apply to all bookings - please check the Gold Medal brochures for more details. *Price Match Guarantee on like for like bookings - terms and conditions apply, see the Gold Medal website for details. Price is per person based on two adults sharing. Valid for departures specified. Prices include return flights from specified airport with various scheduled airlines, prepayable taxes and accommodation. *Offer valid on new 2017 bookings made by 3 March 2017. Travel between April and October 2017 on select dates. Maximum offer value of £175 added value credit per adult (£350 added value credit per couple) is with qualifying packages of eight days or more in GoldLeaf or SilverLeaf Service. Added value credit amount varies by duration of package. Qualifying packages of five to seven days in GoldLeaf or SilverLeaf Service will receive £90 added value credit per adult (£180 added value credit per couple). Credited option must be selected at the time of booking and can only be added to a Rocky Mountaineer package. Credits can only be used towards the purchase of additional services offered by Rocky Mountaineer. Price shown for Western Explorer package is per person GBP. GoldLeaf Service, for the 5 October 2017 start date from Vancouver and is valid for bookings made by 31 January 2017. Price shown for Grand Rail Circle package is per person GBP. SilverLeaf Service, for the 1 October 2017 start date from Vancouver and is valid for bookings made by 31 January 2017. Prices are per person in GBP and include Canadian tax and flights from London. Offer value and pricing are expressed in GBP as a guideline only and may vary at the time of booking due to changes in exchange rate with the CAD. Offer has no cash value, is non-transferable and is not available on select dates. Additional conditions apply. Offers are subject to availability. Book by dates apply. Terms and conditions apply. Supplement applies for regional departures.

Call: 0800 014 7777
Visit: goldmedal.co.uk

GOLDMEDAL



Become a certified expert with Turismo Chile's new online programme

WITH CHILE welcoming the first direct flight from the UK this month, agents are invited to brush up on their knowledge and become a certified 'Chile expert' with Turismo Chile's official online training programme.

A land of contrasts, Chile offers 17 different climates - from Atacama in the north, the driest desert in the world, to Patagonia in the south, home to 76% of South America's glaciers. The new platform invites agents to travel through

the country along the longest South American road trip route, the Carretera Austral, on to the central lakes and volcanoes region, through the winelands and up to the capital city of Santiago before heading north to the Atacama. This is not forgetting a focus on Easter Island, home of the mystical Moai statues and stunning beaches. The online training platform is now live at chile-experts.co.uk

VisitPortugal aims to make destination accessible to all

VISITPORTUGAL HAS launched a new educational programme dedicated to aiding suppliers and improving their accessible tourism offering.

Called 'All for All - Portuguese tourism', the structured channel will have information on how to adapt tours and tourism offerings to clients who might need special care or have difficulties in mobility, with information related to accessible tourism and examples of success stories and good practices.

The project is connected with the tourist board's ongoing commitment to make tourists feel welcome and responding to the needs of each individual person, providing a better service and reaching out to and attracting more tourists.

A new space has been launched on the website where example itineraries for disabled people in both continental Portugal and its islands can be found. Each itinerary identifies the route that offers the best accessibility and also mentions popular tourist attractions and their accessibility features.

For more information head to visitportugal.com/en/experiencias/turismo-acessivel



TEN AGENTS from Key Travel recently attended a VIP tour of Hainan Airlines A330-300 aircraft during its turnaround at Manchester Airport. Starting in June this year, the airline's direct service to Beijing makes Manchester the only UK airport outside of London with a route to Mainland China. Agents were treated to a full aircraft tour and a Q&A with Diogo Castanheira from the airline. The aircraft has both business and economy seats and departs Manchester four times per week. Pictured checking out the cockpit is Stephen Reynolds from Key Travel.



ROCK ON...Pictured receiving their prize vouchers are Alix Murray (bottom) from Stewart Travel and Megan Barker from Hays Travel who will both be heading to Hard Rock Hotel Tenerife for a week's holiday.

Hard Rock Tenerife announces winners of launch incentive

FOLLOWING THE Grand Opening Party of Hard Rock Hotel Tenerife which took place last month, the hotel has announced the winners of its first major UK travel agent incentive.

The incentive, which was launched in collaboration with Jet2Holidays and Classic Collection Holidays, offered the chance for six agents to win a holiday for two to the new five-star resort located in Playa Paraíso for seven nights.

The winners all completed the new online travel training course during the hotel's launch period and include: Leanne Brown from Love Holidays; Alexandra Holmes, Affinion Travel; Alix Murray, Stewart Travel; Megan Barker, Hays Travel; Mark Hallam, Travel Counsellors; and Rachel Anderson from Dawson & Sanderson.

The hotel also announced the winners of a separate Online Travel Training incentive done in co-ordination with Travel Bulletin, offering the chance for three agents to win Love2Shop vouchers and goody bags. Completing the course, the winners were Patricia Parkins from Thomson and Christopher Allen, Travel House who came in second and third place with £25 Love2shop vouchers gifted and first prize winner Zoe Herbert from Travel Counsellors who won £50 in Love2shop vouchers.

For more information on the hotel or to take part in the next incentive contact Joanne Peters on palladiumUK@wearerlotus.co.uk or visit HRHTenerifeExperts.com

Complete Serenity's new online training to win a luxury holiday

SERENITY HOLIDAYS has launched a series of online training courses for agents. Providing a comprehensive guide to its six specialist brands along with the opportunity to achieve a certificate for becoming an overall expert, the operator is also giving agents the chance to win a ten-day holiday for two in Sardinia.

Agents are invited to register and complete individual training programmes for The Gambia Experience, The Cape Verde Experience, The Goa Experience and Corsican Places, Sardinian Places and Sicilian Places.

Agents who complete all seven courses by February 28 will be in with the chance of winning the multi-centre holiday staying in three four-star hotels including the: Relais Villa del Golfo in Cannigione, North East Sardinia for three nights bed-and-breakfast staying in a Classic Deluxe Sea view room

with terrace; Hotel Su Gologone located within the foothills of the Supramonte range in Central Sardinia, three-nights half board staying in a Classic room; and Hotel Cormoran set on the white sand beach of Villasimius in the south for four nights bed-and-breakfast staying in a Classic Garden room.

The prize also includes flights for two and car hire. The winner will be picked at random on March 1.

Agents who pass each module will gain certificates, as well as extensive knowledge about each destination. Access to product news, special offers, incentives, and webinars is also available to agents. Visit www.gambia.co.uk/agent-training to register or email trade@serenity.co.uk for more information.

Manchester Airport on tour

MANCHESTER AIRPORT is hosting its first trade event in Birmingham next month.

The informal event will give agents the opportunity to meet with airlines that fly from Manchester including American Airlines, Singapore Airlines, Air Canada Rouge, Saudia, Cathay Pacific and Etihad who will be exhibiting alongside tourist boards from a wide range of destinations. Key routes being profiled on the night include San Francisco, Boston, Beijing and Houston.

Stephen Turner, commercial director for the airport, said: "Manchester Airport is a global gateway and offers a magnitude of routes that are not on offer anywhere else outside of London. Events like this allow us to inform potential passengers and key travel agents about the breadth of our offering to save their customers the time and hassle of using congested airports in the South.

"All of the routes and airlines being showcased on the night cannot be found in the Midlands and Manchester Airport is an easier choice than having to fly indirectly from other hubs, or make the journey to Heathrow or Gatwick. We have always highlighted the need for a network of competing airports while capacity is constrained in the South East, and events like this showcase how Manchester can provide a solution."

On the night, along with food, drinks, music and entertainment, there will be prizes available including flights.

For more information log on to manchesterairport.co.uk/traveltrade

Lesser-known destinations promoted as part of GNTO strategy

SHOWCASING THE diverse tourism offering of Greece and with UK visitor numbers on the rise, the Greek National Tourism Organisation has reported 2016 to be a success.

The destination received approximately 2.4 million UK visitors between January and September 2016, an increase of 15.6% compared to the same period in 2015, according to the latest figures from the Bank of Greece. According to GFK, bookings made between January and November 2016 saw an increase of 4% compared to the same period in 2015, while there was a 21% year-on-year increase in forward bookings for 2017 during the same period.

According to the tourism organisation, key to this third year of consecutive growth has been its close partnerships and collaboration with tour operators and the trade. Speaking at an event in London last month the Greek Minister of Tourism, Elena Kountoura, said: "It's important to recognise the hard work of these specialist Greek tour operators whose dedication and in-depth destination knowledge has helped to maintain Greece as one of the most popular destinations for UK travellers."

"We unveiled our new strategy for 2017 at World Travel Market that aims to extend the tourism season, enhance Greece's tourism product and showcase lesser known destinations as well as mainland Greece. The trade is always vital in helping us promote this strategy to British consumers and both the Ministry for Tourism and the Greek National Tourism Organisation will continue to support our valued trade partners in their efforts to further enhance their product range to Greece."

GNTO Secretary General, Dimitris Tryfonopoulos, similarly praised the trade partnerships from 2016 and added: "Every year we work closely with both mainstream and niche tour operators to promote new routes and packages across Greece and showcase our country's diverse tourism product. Alongside this we also ran online training for agents, sales call training for tour operators and their staff, trade workshops plus roadshows for travel agents across the UK and we are looking forward to further enhancing our collaborations with our UK trade partners in 2017."

For more destination information see visitgreece.gr

SuperBreak increases number of hotel options in Athens

SUPERBREAK HAS added three new hotels in the city of Athens to its portfolio for 2017, bringing the total now featured to 20.

Adding new properties in the four- and five-star price range, the hotels can be combined with flights to create a short break package for clients and are fully commissionable.

The new hotels include the four-star Athens Avenue Hotel - a new hotel located in Kallithea - tipped as ideal for travellers wanting to explore old town history and

immerse themselves in the local culture. A three-night flight inclusive break from Gatwick costs from £294 per person in April on a bed-and-breakfast basis.

Also newly added is the five-star Wyndham Grand Athens on Karaiskaki Square with three nights from £206 and the four-star Best Western Ilisia Hotel, centrally located for exploring all the key sights with three nights from £127.50.

For more information call on 01904-436000 or visit superbreak.com/agents

Trafalgar hops through the Greek islands on a family adventure

TRAFALGAR HAS put together a ten-day 'Greek Island Hopper' tour for families to take a journey 'through the ages' and explore the many myths, legends and sights of the region.

Families can get the best of both worlds and learn more about the tales of the gods and goddesses as they tour through the Parthenon and Acropolis before later relaxing on the beaches of the Aegean isles, Mykonos and Santorini.

The ten-day break costs from £1,775 per person and includes all hotels during the trip, ferries from Mykonos and Santorini, nine buffet breakfasts, three dinners, a travel director and separate driver, plus handpicked Insider Experiences.

Travel 2 recommends a Cretan escape

SIMPLY LUXURY by Travel 2 is highlighting the Elounda Peninsula All Suite Hotel in Crete for a boutique hotel getaway in Greece.

The hotel is located on a beachfront peninsular and is one of the most exclusive hotels in Crete. Each of the property's 57 suites and villas are designed with natural coloured fabrics and furnishings with views of the Aegean Sea the focal point in every room. The resort also boasts a nine-hole golf course, a dive school, a Six Senses Spa and its own wine cellar.

For guests with the urge to explore the area, one of the key cultural attractions is Knossos Palace, one of the most visited ancient Greek monuments after the Parthenon. The palace features images of Cretan life in the late Bronze Age and is home to one of the most important and largest museums in Greece: the Heraklion Archaeological museum.

The historic coastal town of Aghios Nikolaos is also a must visit for those on a cultural holiday. The town faces the sea from three different angles; the port, the Kitroplatia beach and the Marina and, according to the Greek Myth, the goddesses Athena and Artemis bathed in this 'bottomless' lake.

The operator is currently offering a seven-night bed-and-breakfast stay at the resort in a Peninsula Junior Sea View Suite for £1,169 per person. Valid for travel on May 3, it includes flights from Gatwick and private transfers.

Visit travel2.com or call 0800-022 4182 for more information.



WITH SECLUDED beaches and small traditional villages, Tilos is one of the more secret island destinations of Greece currently being offered through Olympic Holidays. The operator has a seven-night package staying in self-catering accommodation at the Ilidi Rock Hotel with a studio sea view and flights from Gatwick for £777.33 per person based on two travelling. Visit olympicholidays.com

New summer options from Monarch

FOR THIS summer, Monarch has added several new Greek hotels to its portfolio and a host of early booking incentives providing added value for clients who book early.

As an example the four-star Electra Palace Resort in Ialysos, Rhodes is a new brochure product for the summer months with a 20% early booking offer running until February 28. Rooms are minimalistic chic and each has a balcony where guests can enjoy the view. There is a selection of bars and restaurants, a spa, kids club, and entertainment options with activities going on most days and live music or a show in the evenings.

Priced from £359 per person this is based on two adults sharing a double room flying out from Gatwick on May 10 for seven nights half-board.

Also new to the brochure is the Candia Park Village in Crete. The four-star resort is located on the beach close to Agios Nikolaos and has been designed in the style of a traditional Cretan town with restaurants, traditional taverna, a choice of pools as well as two beaches. A seven-night stay self-catering for two adults sharing a Studio is priced from £379 per person departing from Birmingham on October 13.

Meanwhile, the four-star plus Amada Colossos Resort in Rhodes is currently undergoing a complete renovation. A total investment of 40 million Euros will take place in two phases – over the winters of 16/17 and 17/18 – and by summer 2018 the hotel will be completely transformed and ready for a new era. Located on Kallithea's beach, the hotel is divided into zones for families and adults so that holiday experiences can be tailor made to guests' requirements. The resort boasts a waterpark, manicured gardens, numerous pools and restaurants. Based on two adults sharing a twin room, the operator is offering seven nights on ultra all-inclusive from £625 per person when flying out from Manchester on September 30.

Sitting on top of a hill that overlooks the Ionian Sea the four-star Esperides Hotel in Spartochoi, Meganissi is priced from £339 per person. A special offer is currently in place enabling a free half-board upgrade when bookings are made by April 30. The price is based on two adults sharing a twin room departing from Gatwick on May 10.

Visit monarch.co.uk for more information.

Ancient sites & scenic highlights from Kirker

NEW FOR 2017, Kirker Holidays has added two new cultural tours in Greece.

Guests can journey from the volcanic island of Santorini to the rugged landscape of Crete on a nine-night 'Minoan Crete & Santorini' tour that encompasses some of the world's most fascinating archaeological sites. One of Europe's earliest civilisations the Minoans left spectacular ruins, from the palace at Knossos to the frescoes preserved under volcanic ash at Akrotiri. Departures are on May 11 and September 21 and priced from £2,688 per person.

Alternatively, 'Ancient Greece & The Mani Peninsula' is a new 11-night holiday that uncovers the mysteries of the ancient world – including visits to Olympia, Delphi and Epidaurus – as well as the scenic Mani Peninsula. Departing on April 17 and October 6, prices are from £2,988 per person. Visit kirkerholidays.com for more details.

Sunvil's programme offers new experiences in Greece for 2017

SUNVIL RECENTLY launched its 2017 brochure featuring an increased range of holidays to authentic areas of Greece.

Highlights for 2017 include new islands in the Saronic and Cyclades archipelagos, new itineraries that incorporate Thessaloniki and Greek Macedonia – the region that surrounds it – and a wider choice of special interest holidays.

Dudley der Parthog, programme director for the operator, said: "Every year we take time to research and find lesser-known, character-filled spots and new ways to visit favourite destinations; you might think that, after 47 years, this would be increasingly hard to do, but Greece remains full of promise and potential. Our additions this year mean that dedicated sun worshippers can lie on stunning beaches they've never heard of before, that culture-seekers can explore cities like Thessaloniki with talented guides and return to great boutique properties, that walkers who seek to get off-the-beaten-track can do so with expert support and that parents can introduce their children to the charm and simplicity of a family holiday in Greece."

For travellers who would like to come home with a new skill as well as a tan, the operator has introduced four new special interest holidays in addition to existing holidays that focus on walking or painting. For example, at the Ilaira Apartments in Chrani, on the mainland Peloponnese, guests can now learn traditional dances from all regions of Greece over specific weeks in May and September. Prices start from £650 per person for the accommodation package and the additional cost for dance workshops is £314 per person, per week. Greek Traditional Cookery and Wellness weeks, both at £418, are also available at Ilaira.

To request the new 2017 Greece & Cyprus brochure call 020-8758 4747 or visit sunvil.co.uk

Solos adds new holiday options on the Greek island of Zakynthos

NEW FOR this year, Solos Holidays has added the island destination of Zakynthos to its ClubSolos programme.

With departures available from May 14 to October 17, ClubSolos properties are exclusive to clients travelling with the operator, and offer a relaxed and sociable environment for adults-only and singles-only, in which to enjoy the locations in which they are based.

A seven-night stay at Loukas on the Waves, a small family-run hotel next to the beach, in the resort of Tragaki

on the north coast costs from £695 per person. This includes flights, transfers, bed-and-breakfast in a double room for single occupancy, three dinners at local tavernas, a welcome drink and information meeting, plus the services of an accompanying tour leader.

Zakynthos is the operator's fourth ClubSolos property in Greece and its programme also includes Corfu, Crete and Santorini.

Also new for 2017 is 'Unspoilt Crete', an eight-day walking holiday

that discovers the north west of the island. Departing on May 12 and October 6, the price is from £1,149 per person including Gatwick flights, transfers, bed-and-breakfast in a twin or double room for single occupancy at the beach-side three-star Sunny Bay Hotel, four lunches, six taverna dinners, welcome drink and information meeting, four guided walks, and the services of a tour leader.

Visit solosholidays.co.uk for more details.



PERCHED ON the peninsula of Halkidiki, the Miraggio Thermal Spa Resort benefits from the rare combination of hot thermal waters from deep in the earth and healing thalasso direct from the sea and is the world's first and largest thermae resort to be located directly on the beach. A selection of activities and excursions are available, such as hiking and mountain biking within the regions mountain ranges and olive groves or ocean front yoga sessions and swimming at the resorts' private beach.

Peter Sommer Travels the Aegean

CAREFULLY PLANNED to avoid crowded tourist areas in favour of unspoilt landscapes and lesser-known gems, Peter Sommer Travels has put together a selection of trips combining tours led by expert guides, archaeologists and historians, combined with scenic sea voyages.

New from the operator is 'Cruising the Aegean: from Kos to Patmos', a one-week cruise around the Dodecanese islands and their vistas of picturesque villages, soaring cliffs and volcanic craters. Guests will explore the archaeological riches of Kos, Crusader castles built by the Knights of St John, and visit the island of Patmos – a UNESCO World Heritage site crowned by a Byzantine monastery. Departures are on May 27 from £2,525 per person and September 16 from £2,575.

Also new is 'Cruising the Aegean: A Family Adventure'. This one-week family cruise in Greece invites children and adults to sail the seas like Captain Jack Sparrow, discover archaeological gems like Indiana Jones and confront Grecian myths like Percy Jackson. Fresh meals are prepared on board and there are opportunities to snorkel in the warm waters and relax on deck. The trip departs on July 22 and costs from £2,695.

Prices are based on two sharing, and all cruises include full-board accommodation, crew services, excursions, entrance fees and transfers. Flights are extra.

For full details call 016-0088 8220 or visit petersommer.com

DAIOS COVE

LUXURY RESORT & VILLAS

THE PERFECT HOLIDAY CHOICE

THE BEAUTY about Daios Cove is that its nestled within its own cove and boasts a private sandy beach perfectly situated next to the crystal clear Aegean Sea. This really is the ultimate getaway for couples and families alike.

At the heart of the property is a heated infinity pool with uninterrupted views across the sea, why not get a sunbed made up for you by one of our team and chill out whilst our bar staff bring you a drink of your choosing. Relaxation is what Daios Cove does best. Our guests have access to a 2,500 square metre spa complete with eight private treatment rooms. If you fancy something a bit livelier we also have our own watersports centre where you can try waterskiing, paddleboating, snorkelling and scuba diving. If you are feeling super active then there are also two floodlit tennis courts and a fitness gym.

Daios Cove is the ultimate haven for food lovers, with three restaurants-two of which are a la carte.

With a choice of accommodation available there really is something for everyone including rooms, Suites, and villas with or without private pools. Daios Cove also has a UK run Worldwide Kids Club which caters for children from four months old. All sessions can also be pre-booked before you join us which leaves a family holiday completely stress free.

But what really sets Daios Cove apart is its brand new Residents club, which offers villa guests endless pampering alongside brilliant value. Sign up for the Residents Club package and villa guests receive complementary 24-hour room service, a daily stocked mini bar, a dedicated concierge to cater for your every whim, as well as three a la carte meals a day with fine wine to wash it down. Choose the residents club and it means that you can rejoice in a state of carefree relaxation. Even the children are catered for, let them go wild with unlimited ice cream (all made within the hotel) and healthy drinks at the beach and pool bar. And with 5 top notch eateries, including the Ocean, helmed by a Heston Blumenthal trained chef, you really won't want to leave. The residents club offers fantastic value all year round, but is complimentary to villa guest staying between April 11 and June 1st and October 1 to November 4.

And finally take a trip at sunset to our Crystal Box Bar, sit back and enjoy the sun setting over the cove whilst sipping on one of our signature cocktails.....what are you waiting for?





Aldemar Royal Mare launches 'All-in elements' package for summer

THE 'ALL-in elements' package has just been launched for the 2017 summer season at the five-star Aldemar Royal Mare in Crete.

Included in the holiday are Thalasso and spa treatments, healthy gourmet food and wine at a choice of six restaurants, including customised menus, branded alcoholic drinks and cocktails, plus yoga, Pilates, Hamman and sauna fitness programmes with fitness trainers as well as water-sports, Nordic walking, tennis and squash.

The Royal Mare is the flagship hotel of the Aldemar Group and is located on the Northern Coast of Crete, 2.5km from Hersonissos. It offers 435 rooms and suites, including VIP rooms and those that connect straight to the Thalasso Centre. Sports facilities include seven red clay tennis courts, a number of swimming pools, windsurfing, water-skiing and scuba diving or, should guests like to escape from the stresses of everyday life, dedicated relax zones and hangout spots spread across the landscaped gardens or next to the island-shaped pools, including hammocks. Visit aldemar-resorts.gr for more details.

Private members 'Haute Living Club' launches at Domes of Elounda

THIS YEAR, Domes of Elounda, Autograph Collection will be launching a new private members' 'Haute Living Club' and restarting its popular Cretan Cooking Experience.

The exclusive member's club includes three new features to enhance the experience of VIP clients; the HL Lounge, Spina Beach Club and Dine Around service.

The HL Lounge offers 24/7 access, gym facilities, on-the-go massage services, afternoon tea and a team of dedicated staff. Meanwhile, the Spina Beach Club is a dedicated area on the resort's beach, which in itself

lies in one of Crete's only naturally sandy bays, and includes its own bar and DJ, lounge furniture, gelateria and complimentary babysitting services. 'Dine Around' is an all-access dining experience with four restaurants to choose from: Tholos, Yaosai, Topos 1910 and Blend.

Guests can also embark on a Cretan Cooking Experience. Close to Elounda, Olive Oil Farm showcases Crete's most valuable products and here, in a special collaboration with Vassilakis Estate – one of the most respected olive oil producers in the area – guests will sample varieties

of the Cretan diet staple and take a tour to their olive press while learning all about the production process and the importance of the olive. Back at the farm, guests will try their hand at another Cretan delicacy, learning about pie-making techniques and utilising fresh ingredients available at the time of visiting to create their very own product.

In other news from the collection, this March will see the adult-only boutique hotel Domes Noruz Chania open its doors for its first full season.

The Moorings promotes crewed yacht charters out of Athens

FOR CUSTOMERS who like the idea of the freedom that a sailing holiday offers but who are not experienced sailors, The Moorings is highlighting its crewed yacht charters out of Athens to agents.

Departing between April and October from Marina Zea in Athens on the southern end of mainland Greece, the Saronic Gulf and Cyclades Islands can all be enjoyed on a week-long holiday. There is no set itinerary and customers can select the route, but highlights include destinations such as the island of Hydra where donkeys are the only means of transport, the island of Poros with its beaches and famous nightclub, plus the cliff-lined shores of Cape Sounion Bay where visitors can walk amidst the towering Temple of Poseidon.

Prices in early June are from £1,738 per person based on six sharing for a seven-night yacht charter on a Moorings 4800 crewed sail catamaran including captain and gourmet chef, all meals (excluding two evening meals to enjoy the local cuisine) and drinks.

Call 03303-321520 or visit moorings.co.uk for more information.



Usa

Keeping it simple: STEPHEN RHODES, Funway Holidays' MD, predicts this year's trend involves some straight forward planning



THE WORD for this year is 'simplicity'. Holidaymakers want stress-free and straight forward holiday planning. Last year customers were strategically planning their holidays to be anxiety free, avoiding any stress. Whether it be being overwhelmed by options; a fear of terrorism or simply entering a hotel room and immediately being challenged to learn new technology in order to turn on the lights or open the

curtains – the role of the travel agent has never been more valued by consumers.

Travellers are looking for guidance and support. Travel agents are pivotal to this as they can simplify life for customers by becoming 'information navigators and matchmakers' to de-stress holiday planning.

Flying high

Theresa May's new government includes travel and infrastructure on the agenda and the approval for a third runway at Heathrow in autumn 2016 was a step in the right direction for the industry.

Other good news for this year includes many more places increasing air capacity, especially to the US, offering agents new opportunities to sell more.

Amongst the growing airlines, Virgin Atlantic will begin operating more transatlantic flights. Starting in March, the airline will operate flights from Manchester to Boston and San

Francisco, and will also start flying from Heathrow to Seattle-Tacoma.

British Airways are on a roll, launching a new flight from London to New Orleans this March; a new flight to Oakland also in March and they'll also be adding flights between Gatwick and Fort Lauderdale as of July 2017. In the budget arena, Norwegian will launch flights to the US from Edinburgh and Manchester early this year.

Going Green

In 2017, it's all about technology with innovative travel apps and products changing travel as we know it. From cloud passports, personalised travel to virtual reality and apps predicted to re-shape consumer habits.

Eco-friendly initiatives and sustainable travel will be a top industry trend too. With the United Nations declaring this year the International Year of Sustainable Tourism, we can expect industry wide efforts to reduce carbon emissions. There has already been a sharp spike in hotels around the US going green by having water and energy savings programs; organic and locally grown room service meals and mini-bar snacks.

The need for budget friendly holidays will be ever prominent and price conscious customers will drive further demand for all-inclusive holidays where everything is paid for upfront and on budget.

Additionally, multi-centre holidays are great to recommend as people look to get the most out of their two-week holiday escape, offering great value for money too. Popular holiday combinations for us include New York & Las Vegas; Las Vegas & Cancun; USA Golden Triangle (San Francisco - Las Vegas - Los Angeles) and Route 66 fly-drive.

American hotspots to keep an eye on...

- **Western Washington:** boosted by the announcement that TV drama 'Twin Peaks' will be making a comeback this year. But more than David Lynch fans clamouring to set foot in the world of their beloved show, there are Instagram-worthy landscapes that will make any nature lover swoon. For foodies, new farm-to-table dining and microbrewing locales are emerging in Seattle and the San Juan Islands.
- **Central America:** on August 21 a total solar eclipse will be visible – a first in the US since 1979.
- **California's Low Desert:** with chic new hotels opening every year, the Coachella Valley has become a popular getaway spot. Even the Obamas are moving here this year after reportedly buying a house just outside of Palm Springs.
- **Atlanta:** no longer just the place to do a stopover. In addition to having its own version of New York's Highline called The Beltline, a new stadium will bring Atlanta's first Major League Soccer team to town and put this destination on the map for sports fans.

\$2billion property investment for Daytona Beach area sees new launches

THE DAYTONA Beach area is continuing its \$2billion-plus investment. Since 2015, the area has welcomed a new Residence Inn by Marriott Daytona Beach Oceanfront, which opened in March 2015, the new Hilton Garden Inn boutique which opened in September 2015, the Chateau Mar Beach Resort boutique property opened in October 2015 and Westin is currently in the process of a transformation, due to open this year.

Meanwhile, the historic Streamline Hotel, an art deco-style property that once hosted the meeting that launched NASCAR - will open as an upscale beachside boutique property this year.

Other new developments include the Acapulco being transformed into the Delta by Marriott Daytona Beach, with an expected launch date in May, along with at least five new properties in the next couple of years.

Battered Suitcase highlights bespoke 14-day self-drive option

CLIENTS CAN discover the culture and heritage of America's Deep South on Battered Suitcase's bespoke, 14-day, self-drive heritage journey through Louisiana, Alabama and Tennessee.

The itinerary for this self-drive journey is a suggestion only, and the operator can tailor it to suit the individual so every experience is different. It starts in Lafayette, Louisiana and ends in Nashville, Tennessee.

Starting in the city of Lafayette, it includes an airboat tour of one of America's greatest swamps before moving onto New Orleans to follow the history of one of the world's most renowned Civil Rights leaders, Martin Luther King, and those who joined him in the Civil Rights Movement. Clients will also visit the American Civil War battlefield of Chickamauga and explore the Great Smoky

Mountain national park, a UNESCO World Heritage Site.

Options on this tour also include a private tasting at the Jack Daniels Distillery and a visit to the Tabasco factory, while music enthusiasts are offered time in the Nashville Country Music Hall of Fame. There's also a

tour of the Historic RCA Studio B, once the recording home of Elvis Presley, Chet Atkins, Eddy Arnold and the Everly Brothers.

Prices lead in at £3,346 per person. To book or for further information see battered-suitcase.com or call 0800-689 1586.



THE MOTOWN Museum in Detroit is set to undergo a \$50million expansion this year that will grow the Museum to a 50,000sq.ft tourist attraction featuring dynamic, interactive exhibits, a state-of-the-art performance theatre, recording studios, an expanded retail experience plus meeting spaces. For more information see michigan.org

New visitor centre for Ohio national park

THE CUYAHOGA Valley National Park in Ohio plans to open a \$5.9million visitor's centre in 2019.

A historic property will be turned into a new visitor centre thanks to the Ohio park's friends group, which has already raised nearly \$5million for the project.

Deb Yandala, CEO of the Conservancy for Cuyahoga Valley National Park, said: "People are so excited to spend time in the park that our existing Boston Store Visitor Center doesn't meet the needs of our visitors; we knew it was time to open a bigger space to accommodate demand."

Park and Conservancy staff will move ahead with planning and design this year, with construction starting next year for a planned opening in the summer of 2019.

For more information see greatlakesusa.co.uk

HeliYoga add-on from Maverick Helicopters

MAVERICK HELICOPTERS is offering a HeliYoga experience - a luxury helicopter excursion combined with a yoga class on the remote Valley of Fire State Park.

The two-and-a-half hour excursion includes limo coach transport from the Strip and costs from US\$3,499.

For more information see maverickhelicopter.co.uk



VEGAS THE TOTAL PACKAGE

No one can make Vegas memories for your customers like we can. With our collection of resorts, we deliver experiences tailored to your customers' tastes. All options offer exceptional accommodations, superior service, unforgettable entertainment, and world-class amenities like golfing, spas and shopping.

CaesarsTravelAgents.com



CAESARS
PALACE

Harrah's

THE
CROWMELL

BALLY'S

Flamingo

THE
LINQ

NOBU HOTEL

Paris

planet
hollywood

rio



CAESARS
ENTERTAINMENT®

Must be 21 or older to gamble. Know When To Stop Before You Start.® Gambling Problem? Call 1-800-522-4700. ©2017, Caesars License Company, LLC.

Norwegian set to boost low-cost flights to US by 55% this summer

NORWEGIAN IS expanding its low-cost, long-haul network with a 55% increase in the number of flights to the US this summer, taking the total number of flights offered from 22 to 34 flights per week on popular long-haul routes from Gatwick using new state-of-the-art Boeing 787 Dreamliner aircraft.

From August 10, the carrier's daily service from Gatwick to New York will double to two flights daily, and from April the airline's popular London to LA route will increase to seven flights weekly to become the carrier's second US destination to be served daily.

Also from April, flights to popular California destination Oakland-San Francisco will increase to five-weekly departures, while clients looking to holiday in Florida will also have more choice from April with three-weekly services to Orlando and two-weekly flights to Ft. Lauderdale.

Thomas Ramdahl, the carrier's chief commercial officer, said: "Our US flights are more popular than ever and customer demand shows low-cost long-haul flights are here to stay. By expanding the number of transatlantic flights from Gatwick, we are giving tourists and business passengers more flexibility, attractive fares and convenient schedules.

"With nine more 787 Dreamliners entering our fleet next year, this will be just the beginning of our UK expansion. Norwegian will continue to grow the number of great value flights to the US and drive down fares to become the UK's number one airline of choice."

Stewart Wingate, CEO at Gatwick Airport said: "Norwegian's low-cost long-haul services to the US just go from strength to strength because they keep giving passengers what they want - affordable prices, great service and frequent flights to top destinations. The new double daily service to New York with its 09:00 arrival time, and increased frequencies to LA and Oakland - San Francisco will suit Gatwick's business passengers in particular.

"These new flights compliment our 50-plus strong long-haul route network and offer UK passengers yet more opportunities for both leisure and business."

Fares in Premium Cabin start from £399, while Economy fares are from £135.
Seats are available to book now at norwegian.com/uk or by calling 0330-828 0854

Agents encouraged to apply for US mega fam with flight booking incentive

AGENTS LOGGING British Airways and American Airlines flights to the US can apply for a place on the US mega fam.

To celebrate the fifth consecutive year, the number of travel agents participating in the 2017 fam tour will increase from 100 to 107- the biggest to date.

The itinerary travels on seven bespoke itineraries to different parts of the US and, as part of the selection process, agents are encourage to also

take as many badges as possible, including the new 'Mega Fam Airlines 2017' badge, in order to win a place.

Scheduled to take place from May 11-18, the seven itineraries will run simultaneously and will provide agents with a fresh perspective on the US before all groups fly into Chicago for a finale event.

Agents wishing to participate should log all bookings at usadiscoveryprogram.co.uk/megafam

For details see visittheusa.co.uk



INBrief

- **BRITISH AIRWAYS** has announced a new international non-stop flight from London to New Orleans. The Boeing 787-800 Dreamliner aircraft will begin travel four times weekly from Heathrow to Louis Armstrong International Airport on March 27.
- **WOW AIR** is rolling out transatlantic services between Cork and six US cities with the introduction of a Cork to Reykjavik service, which will commence on May 19. With four weekly flights during summer and three flights per week during winter, the new flight will offer travellers from Cork onward travel to Boston, Los Angeles, Miami, New York City, San Francisco and Washington, D.C. with starting fares from 149 euros.
- **ABERCROMBIE & Kent** is offering the chance for clients to explore historic Boston, taking in the Italian North End, busy financial district and the Freedom Trail. The 15-night itinerary costs from £2,740 per person including flights.
- **DELTA HAS** announced an inaugural direct flight route between Heathrow and Portland, Oregon commencing on May 26. The seasonal four-times-weekly service will be the first to directly connect the UK with Portland and its easy access to the Oregon coastline.
- **TRAVEL 2** recently has added a new Eastern Cosmopolitan by Rail and Air tour. The 12-day escorted tour starts and ends in New York and includes a guided walking tour of Manhattan, a helicopter tour of Nigara Falls & Niagara wineries, rail travel on Amtrack's Adirondack, a visit to Pennsylvani's Amish Country and a city tour of Washington D.C.
Prices lead in at £4,096 per person for travel on June 23 including flights from Manchester. For details see travel2.com or call 0800-022 4182.
- **AER LINGUS** has announced the first direct service between Dublin and Miami. There will be three flights per week with fares from 299 euros. Existing routes will increase in frequency with daily direct flights to Los Angeles between May 26 May and August 31; two daily flights to Chicago from May 26; and the direct Orlando service will increase to four-times-weekly.

rivercruising



THE RIVER Cruise Line is offering early booking incentives on many departures of the MPS Lady Anne and MS Serenity throughout the year, when booked before January 31. As well as offering free packages of drinks and excursions on selected cruises, the company is waiving single supplements worth up to £1,299. The saving is based on August and September departures of the 15-day 'Danube to the Black Sea' cruise on MS Serenity, which means that this trip will cost from £1,999 for solo travellers. Visit rivercruiseline.co.uk

Saga smells the tulips on 'Holland in Bloom' river cruise

SAGA IS offering a four-night 'Holland in Bloom' river cruise with rail, coach and air transport options from £399 for guests to take in the springtime floral delights.

The world's biggest flower and plant auction is held daily at Aalsmeer, just south of Amsterdam, and guests travelling with the operator can get up early to experience the hustle and bustle of the auction floor and watch traders bidding against the clock. More than 20 million flowers are sold every day in the giant auction house which covers 128 acres. From the gallery, visitors can watch flower carts whizzing through the warehouse area where the colourful blooms are made ready for swift transport across the world.

The river cruise also features a full day's tour to Keukenhof Gardens, considered one of the world's most beautiful spring

gardens thanks to its displays of tulips, daffodils and hyacinths, as well as pavilions of exotic and scented blooms.

Next on the itinerary is a call to Wijk bij Duurstede, one of the oldest settlements in the Netherlands which features the 13th century Castle Duurstede and traditional windmills, before continuing on to Amsterdam where guests can explore the wealth of museums and galleries nestled in canal-lined streets.

Guests join river cruise ship Rex Rheni on March 29, and there is a choice of travel options; travel by coach via Eurotunnel or P&O Ferries; by rail on Eurostar from St Pancras or Ebbsfleet and regional flights from Birmingham, Bristol, Edinburgh, Gatwick, Norwich and Newcastle airports. For details visit saga.co.uk/rivercruises

U BY UNIWORLD for younger travellers to set sail in 2018

UNIWORLD BOUTIQUE River Cruise Collection is set to launch sales this March for its newest addition, U BY UNIWORLD, which begins sailings in early 2018.

The product will offer immersive and adventurous experiences for the next generation of river cruisers along the Instagram-worthy rivers of Europe and cities such as Amsterdam, Paris and Budapest.

Ellen Bettridge, president and CEO of the company, said: "U BY UNIWORLD will deliver the same quality of authenticity and personalisation that the Uniworld brand is celebrated for, while offering a new way for exploratory, younger travellers to experience the pulse of Europe. We are targeting an active traveller between the ages of 18 and 40, with everything from the décor, dining and cocktail service to the land activities thoughtfully curated to appeal to, and meet the needs of, this audience."

Two of the line's existing ships – the River Baroness and the River Ambassador – will both undergo extensive renovations and design changes. The ships will feature a contemporary look and feel in all public areas with open spaces and offer communal tables for dining, with a new culinary programme, creative mixologists and international DJ's onboard.

The new U BY UNIWORLD brochure and website will be released early this year.

January savings with Emerald Waterways

EMERALD WATERWAYS is offering savings of up to £1,000 per person during its January Sale when booked before January 31, plus, for those who book a balcony suite, 250 euros of on board spend per cabin.

Guests can put the credit towards a spa treatment or pamper in the salon, toast the evening away with a drinks package or opt for an adventure with a Discover More activity.

Ideal for wine and food lovers alike, the line's new eight-day 'Sensations of Southern France' river cruise delves into French culture and cuisine as it journeys through the gastronomic heart of Lyon to Arles. Guests opting for this itinerary will sail on board one of the cruise line's latest ships and new for 2017, the Emerald Liberté, which will carry 138 guests in 70 suites and staterooms. Call 0808-115 6269 or visit emeraldwaterways.co.uk for more details.

Avalon Waterways launches peaks campaign and fam trip incentive

AVALON WATERWAYS has launched its peaks campaign with lead in prices of £999 per person, as well as a fam trip incentive for 40 agents to experience two of the line's most popular European river cruises.

Targeting the early booking cruise market, the lead in prices are the lowest the company has offered during the traditional peaks campaign, representing savings of up to £1,300 per person. As an example, both the eight-day 'Paris to Normandy' and eight-day 'Charms of Holland & Belgium' cost from £999 per person. Agents can also offer customers the opportunity to book their preferred cruise, departure date and stateroom category of their choice with a low deposit offer of £75 per person.

Coinciding with the peaks campaign, the fam trip incentive features the line's two most popular itineraries including the 'Paris to Normandy Landing Beaches' and 'Romantic Rhine'. A total of 40 agents will have the opportunity to travel on the River Seine from Paris or the River Seine from Basel. To be entered into the prize draw to win one of the places, agents need to confirm a river cruise booking with the operator before January 31 and email the booking reference, agency name and contact details to agencysales@cosmostours.co.uk

Janet Parton, head of trade sales for the company, said: "We are delighted to be able to offer our agent partners such aggressive pricing during this crucial booking period to secure a high volume of early sales. As the river cruise market becomes even more competitive, we are committed to making sure as many agents as possible have the opportunity to enjoy all elements of an Avalon river cruise experience."

For more product information visit avaloncruises.co.uk or call 0800-668 1801.

Cruise the Nile on the deluxe Sonesta Star Goddess with Discover Egypt

DISCOVER EGYPT is featuring the Sonesta Star Goddess on its classic Nile cruise programme for weekly 2017 departures, with one week cruises starting from £949 per person during June and July.

The all-suite vessel features 33 suites, each with a private balcony and mod cons such as full-size bathtubs, plasma TV with satellite channels and Wi-Fi. There is also a spa and fitness centre, sundeck with swimming pool and lounge bar, and passengers benefit from a qualified Egyptologist guide for the ten land excursions to see iconic sites such

as the Valley of the Kings, the Valley of the Queens and the Temples of Luxor, Karnak, Edfu, Kom Ombo and Philae.

The price includes flights from Heathrow to Luxor, a seven-night full board cruise with guided excursions and transfers in resort.

An extra week in Luxor can also be added to the Nile cruise from £229 per person at the five-star Maritim Jolieville on King's Island. The hotel has facilities including two integrated swimming pool areas with waterfalls and a separate tranquillity pool for adults only.

An additional excursion to Howard Carter's house near the Valley of the Kings is available at a cost of approximately £4.50. Howard Carter's house has been open to the public since 2010 and offers an insight into his life and the finding of Tutankhamun's tomb, including a replica of the tomb itself. Amongst the objects on display are his hat, camera and umbrella, plus a 3D cinema with Carter himself telling the story of his life and discoveries.

For more information call 020-7407 2111 or visit discoveregypt.co.uk



THE STRAND Cruise has announced plans for its first culinary themed cruise on a four-night voyage from Bagan to Mandalay on March 13. As well as visiting ancient capitals and temples along the river, passengers can accompany the chefs on market visits to discover local ingredients, enjoy signature dishes paired with wines each evening, learn how to shank oysters and participate in a blind food tasting contest to discover the ingredients found in Myanmar. Rates are from £2,200 per person based on two sharing a deluxe cabin. The gourmet cruise is the second in a series of themed trips operated by the company through 2017 and will be repeated again in September.

A-ROSA launched on Seine for 2017

A-ROSA River Cruises will feature cruises on the Seine for the first time in 2017.

The operator will feature a range of routes from Paris along the River Seine with three international departures available; a four-night Christmas shopping departure plus two seven-night cruises that explore Normandy during the summer months. The line's ship A-ROSA VIVA will be based on the Seine in 2017.

Lucia Rowe, head of UK sales for the company, said: "This is the first time we will have ventured onto the Seine and it is a natural addition to our programme. We will have three departures for agents in the UK to sell and, if they are successful, we will look to add additional dates and itineraries going forward. With Paris as the starting point, agents have a range of transport choices that they can add to the booking depending on the customer's choices."

The line will also be promoting its unique family offering where one child (aged two-15 years) can travel for free for every adult travelling when sharing the same cabin.

For more information visit arosa-cruises.com or call 020-3290 5713.

20
YEARS
OF EXPLORING
THE WORLD
IN COMFORT
1997 - 2017



easy to please with Viking Cruises

Keeping the customer satisfied is what it's all about. And so it's good to know that when you book with us you won't just be meeting your clients' expectations, you'll be exceeding them. State-of-the-art river and ocean ships, super-friendly service, exceptional cuisine, an inspiring choice of itineraries and everything from wine and beer with lunch and dinner to daily excursions included in the price, make Viking Cruises easy to sell and hard to beat.

**For business development opportunities call
Jenny on 07966 995 012 or Andrew on 07825 986 996
For agency sales call Kelly on 0208 780 7968**

 @VikingTradeUK #madefortrade

 madefortrade.co.uk

 ABTA
ABTA No. V924X




**VIKING
CRUISES**
Exploring the World in Comfort®



BECOME A GODMOTHER TO OUR NEW SHIPS

To be in with a chance to become a Godmother to either the **MS Thomas Hardy** or the **MS Emily Bronte** simply name the third sister ship to these five-star all suite ships launching later this year.

The winners will spend a **VIP day in Amsterdam** on the 24th of February hosted by **Riviera Travel** and will be named as Godmother to either the MS Thomas Hardy OR the MS Emily Bronte.

To enter, email your answer to **agencysales@rivieratravel.co.uk**
Closing date is the 3rd February



Book online or call: **01283 744370**

For agency sales support email: **agencysales@rivieratravel.co.uk**

LAUNCHING IN 2017...

OUR STUNNING BRAND NEW ALL-SUITE SHIPS



FIVE-STAR LUXURY RIVER CRUISES

ON THE RHINE, DANUBE, MOSELLE,
MAIN, RHÔNE, DOURO OR SEINE

8 DAYS FROM ONLY £1,199^{PP}

15 DAYS FROM ONLY £1,899^{PP}

We are pleased to announce the release of our brand new five-star all-suite ships for 2017, the MS Thomas Hardy, MS Emily Brontë and MS Oscar Wilde. These will be operating alongside our luxurious and elegant selection of five-star vessels including the MS Lord Byron, MS William Shakespeare, MS Jane Austen and MS Charles Dickens, all boasting superb cuisine and the most comfortable surroundings possible.

- The UK's leading river cruise company
- Five-star quality at unbeatable prices
- Award winning service
- Three brand-new five-star all-suite ships launching in 2017
- Honest pricing with no discounting - we don't discount so you don't have to!
- Highest repeat booking ratio in sector
- Online booking at www.rivieratravel.co.uk/agents
- We hold options for 5 working days



First steel cut for Crystal River Cruises' new ships set to launch next year

THE FIRST piece of steel was cut this month for the construction of Crystal River Cruises' two new Rhine Class river yachts, scheduled to sail in spring 2018.

The structurally identical Crystal Debussy and Crystal Ravel will be specifically designed for the growing European luxury river cruise market and will cruise the Rhine, the Danube, the Main and the Moselle, exploring the Netherlands, Germany, Austria and Hungary.

The all-balcony, all-suite ships will accommodate up to 106 guests, and will offer a 1.55 guest to crew ratio along with a butler service for every suite, king-sized beds that face toward the Panoramic Balcony-Windows, walk-in closets and wall-mounted flat-screen HD TVs.

For more information call 020-7399 7604 or visit crystalcruises.co.uk

APT celebrates 90th with special anniversary savings on 2017/18 breaks

APT IS kicking off its 90th year of operation with an anniversary sale which will see deals across some of its most popular cruises and tours for 2017.

Throughout the sale agents can offer clients savings across a range of 2017 and 2018 holidays, all of which are valid for bookings until February 28 or until sold out. As an example, anniversary savings of up to £3,000 per couple are available on some of the operator's Luxury European river cruises, including the 15-day 'Magnificent Europe'. In addition, a selection of Premium cruises in Europe can be booked at a saving of up to 40% per couple.

The operator is also launching an agent incentive, awarding Love2Shop vouchers to thank retail partners for river cruise bookings made this month. Agents who book select luxury river cruises will secure a £50



APT AmaReina on the Rhine

AVALON
WATERWAYS

Luxury River Cruising

RHINE / MOSELLE / DANUBE / MAIN / RHÔNE / SEINE / DUTCH &
BELGIAN WATERWAYS / IRRRAWADDY / MEKONG / AMAZON

WIN A PLACE ON OUR BIGGEST EVER £200,000 FAM TRIP PROGRAMME

We have 40 places on two incredible familiarisation trips up for grabs!



Winning entrants will have the opportunity to enjoy one of our most popular river cruises, either taking in the iconic sights of Paris and Normandy...

...Or experiencing the charms of many European cities in Holland, Germany, France and Switzerland on an unforgettable cruise along the Rhine river.



TO QUALIFY FOR SELECTION

Simply make a booking on any Avalon Cruise before 31 Jan 2017

email agencysales@cosmostours.co.uk



@AvalonTradeUK



/AvalonWaterwaysUKAgents



Winning entries will be selected at random on 1st February 2017. Entrants must be employed as a travel agent at time of travel (Between March and June 2017). Itinerary is non-transferable and no alternative will be provided. Offer may be subject to change. Correct at time of print (17 January 2017).

voucher and those who book select APT Premium river cruises will receive a £25 voucher. The incentive runs until January 31 and vouchers will be available for every eligible booking made.

Melissa Hackney, the company's regional manager UK & Europe, said: "We're incredibly proud of the journey APT has travelled in the UK over the past 35 years. In recent years we've enjoyed more rapid growth and that's testament to our exceptional team and product, and also to the fantastic support we've had from all areas of the UK travel trade. We're looking forward to marking this special milestone with our industry partners over the coming 12 months and this sale is a great way to kick off celebrations."

For more information call 0800-046 3002 or see aptouring.co.uk/agents

SCENIC[°]
LUXURY CRUISES & TOURS

EMERALD
WATERWAYS

Be rewarded for your river cruise bookings

Start earning luxurious gifts and experiences... from your very first Scenic or Emerald Waterways booking!

**DISCOVER EUROPE'S RIVERS
IN ALL-INCLUSIVE LUXURY
WITH SCENIC**

2017 cruises from £1,545 per person

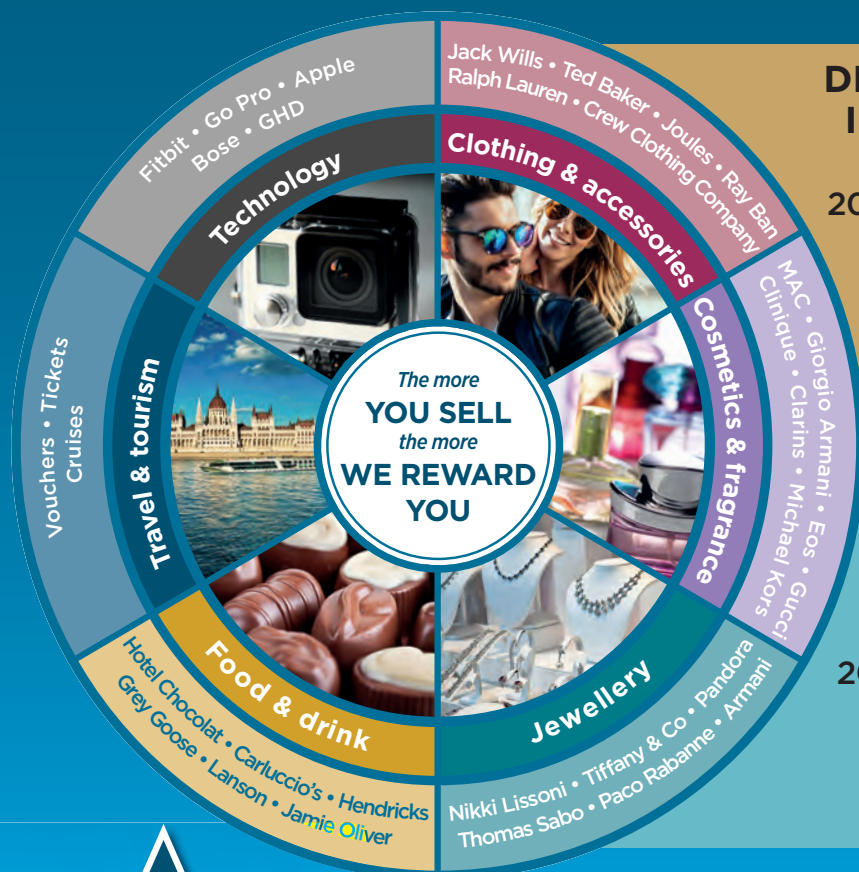
SAVE
UP TO
45%
ON 2017 RIVER
CRUISES

FREE
PRIVATE
DOOR-TO-DOOR
CHAUFFEUR
TRANSFERS^{AA}
ON ALL SUITES
WORTH UP TO £330
PER COUPLE

**EMERALD WATERWAYS
AWARD-WINNING
EUROPEAN RIVER CRUISES**
2017 cruises from £1,095 per person

**JANUARY
SALE**
SAVE UP TO
£1,000
per person

PLUS RECEIVE
€250
per cabin
TO SPEND
ON-BOARD[†]



PLUS
DOUBLE UP THIS
JANUARY
& FEBRUARY*

Visit riverrewards.cruises for the full collection
or email rewards@scenic.co.uk for more details

Scenic offers available for new bookings made 1 January 2017 - 15 February 2017. ^{AA}Valid for guests who live within a 75 mile radius of an airport where flights are available from, subject to availability.
Emerald Waterways offers available for new bookings made 1 January - 31 January 2017. [†]When you book a balcony suite.

*Double rewards apply to selected itineraries booked throughout January and February 2017. visit riverrewards.cruises for full terms and conditions.



Royal Caribbean International opens sailings to Cuba

THE NEWLY revitalised Empress of the Seas will be the first of Royal Caribbean's fleet to visit Cuba, during a five-night sailing departing Miami on April 19. The ship will then reposition to Tampa, offering two itineraries with calls to Havana on April 30 during a seven-night sailing and May 20 on a five-night sailing. Both of these sailings are now on sale.

Empress of the Seas will homeport in Tampa for the 2017 summer season – the line's first-ever summer programme from the destination – offering a series of four- and five-night sailings, including port calls to destinations in Cuba.

Whilst in Cuba, guests will have the opportunity to explore Old Havana; its notable squares, historic

neighbourhoods, a local artisan market, Havana's rum museum, as well as Hemingway's former residence and favourite haunts. Local experts will immerse guests in the history, culture and people of Cuba. This vibrant culture will also be extended on board; from cortaditos and café con leche in Café Royal to salsa music, guests can enjoy a range of onboard activities developed to bring the spirit of the island to life during the entire journey.

Rhapsody of the Seas and Brilliance of the Seas will offer Caribbean itineraries from the homeport of Tampa during the winter season.

Visit royalcaribbean.co.uk for more information.

Viking Ocean Cruises floats out 930-passenger Viking Sun

MARKING A major construction milestone, Viking Ocean Cruises recently 'floated out' its Viking Sun to meet the water for the first time.

In keeping with maritime tradition, a madrina (godmother) assisted with the ceremony and, as the 930-passenger ship will be the company's first ocean ship to call on China, Yi Lou, vice president of China Merchant Bank Financial Leasing (CMBFL), was invited to participate.

The Viking Sun will debut in late 2017 and will be marketed to travellers in the UK, North America, Australia and New Zealand. The ship will begin her maiden season sailing voyages to Cuba and the Caribbean, before embarking on a 141-day World Cruise that spans five continents, 35 countries and 66 ports.

Torstein Hagen, chairman of the cruise line, said: "It is always a proud moment for the entire Viking family when a new ship meets water for the first time. CMBFL is an important partner, and we wanted to honour our relationship by naming one of their executives as madrina to our newest ship."

Visit vikingoceancruises.com.uk

MSC Cruises opens sales season with new deals

EARLY-BIRD guests booking their next cruise holiday with MSC Cruises can receive a complimentary all-inclusive drinks deal when booking the Fantastica Experience on summer 2017 and winter 2017/18 sailings.

With the package, guests will be able to enjoy unlimited drinks, featuring a wide range of well-known brands from the bar list including cocktails, a dedicated selection of wines by the glass, draught beers, soft drinks, milkshakes, smoothies and fruit juices. Also included are hot drinks and gelato in a cone or cup.

In addition, guests can also choose to upgrade their cabin choice. The cabin upgrade promotion means that when booking an Inside Cabin on the Fantastica Experience, guests will be able to upgrade to a Balcony Cabin with a view from £140 per person for a seven-night cruise.

Promotions are available until February 28 across selected Mediterranean, Northern Europe, Caribbean and UAE sailings.



Azamara Club Cruises offers 'buy one get one half price' deal

AZAMARA CLUB Cruises is offering a 'Buy one get one half price Plus' deal on a selection of 2017 voyages, when booked by March 31.

The deal offers travellers a 50% discount on the second guest's voyage fare, plus free internet, when booking a Club Oceanview Stateroom, Club Balcony Stateroom, Club Continent Suite, Club Spa Suite or a Club World Owner/ Ocean Suite.

The cruise line's early booking offer is also available, where guests can receive added value in the form of onboard credit towards Land Discoveries shore excursions when booking at least ten months prior to departure. Club Royal members will also receive £40 for every 2017 booking when made before January 31.

In other news, the line will be sailing to Cuba for the first time on March 21. The 13-night voyage will include an overnight stay in Havana with visits to Key West, Florida, Tampa, Florida, New Orleans, Louisiana and Cozumel, Mexico.

Larry Pimentel, president and CEO of the cruise company, said: "Destination Immersion is the heartbeat of our brand as expressed by our overnight stay in Havana, Cuba. Our guests rely on our programmes to provide authentic, interactive experiences that dive deep into the cultures of the destinations we visit. Cuba has been a destination on our radar for years and being one of the first cruise lines to bring guests to this amazing country, is an important offering that will resonate in a real way with our loyal guests."

Amongst its programme of Land Discovery excursions available is a tour to visit Ernest Hemingway's favourite locations and a 'Best of Havana' tour.

For further information visit azamaraclubcruises.com

CMV highlights key benefits with new brochure

CRUISE & Maritime Voyages has issued its latest 180-page brochure noting some of its key cruise highlights for 2017, including the addition of Columbus into the company's growing fleet.

The new 'Worldwide Cruise Collection' programme also provides a spring preview for 2018, with discounts of up to 50% for winter and spring cruises in 2018, whilst cruises for spring and summer 2017 are offered at up to 40% off. The discounts are available for bookings made by the end of April and are subject to availability.

Lisa Jacobs, head of trade sales for the cruise line, said: "Bookings for 2017 have already passed all our expectations. Passengers are choosing one of our 11 UK ports of departure with many opting for their local departure point. We are continuing our policy of incentivising those people who prefer to book early and get the cabin of their choice.

Passengers have until the end of April to take advantage of these great offers and get the cabin they want and not the one that is left."

As an example of some of the savings available in the latest brochure, Magellan sets sail from Tilbury on April 7, 2018 on a British Isles cruise for 12 nights with an advertised full fare from £1,819 per person. Provided the cruise is booked by April 30, fares are from £899.

Visit cruiseandmaritime.com or call 0844-998 3877 for more details.



£50 Love2Shop booking incentive from Oceania

OCEANIA CRUISES has launched a new booking incentive where agents can receive a £50 Love2Shop voucher for any booking made by January 31.

Agents will receive a voucher by booking guests into a Penthouse Suite or above on any 2017 or 2018 sailing.

Bernard Carter, the line's senior vice president & managing director, EMEA, said: "The support of our travel partners is instrumental to our mutual success and we want to reward these efforts over the peak booking period with this generous booking incentive."

All six of the line's ships are included and agents can tempt their customers with sailings across the world including destinations in Europe, Asia, Africa, Australia, New Zealand, the South Pacific and the Americas.

For more information about the incentive email agency@oceaniacruises.com, visit oceaniacruises.com or call 0345-505 1920.



SELLING CRUISE IS CLIA



by Andy Harmer, senior vice president, membership, CLIA

We are expecting 2017 to be a normal cruise year – in other words a record breaking year for the cruise industry. We anticipate more than 25 million people from around the world will take an ocean cruise holiday this year, and with the shipbuilder order books full of new and exciting ships – the future remains incredibly bright.

That growth in the cruise industry comes from two places. Firstly, guests who have fallen in love with this holiday type and who are set to return for their next cruise. And secondly, those who have never taken a cruise holiday before but who are attracted to try.

And one of the big reasons people try a cruise for the first time can be summed up with this one phrase: 'There is a cruise for every person, occasion, budget and style.'

We know that some holidays can meet many needs; the need to spend time with friends and family, to explore new and exciting places, to relax completely or to simply party!

We also know that even the same person can take multiple holidays in a year and each holiday can satisfy a different need. Maybe one big extended family holiday on a Baltic Cruise; perhaps a party cruise in the Med; maybe a river cruise to explore Europe – or any combination of the above.

And since cruise holidays firmly place the customer right at the heart of everything they do, customers can have the holiday that is right for them.

Much of this is easier as we work with such a large number of cruise lines – at CLIA UK & Ireland it is around 50 different companies – all offering something different to guests. Keeping up to date with those companies, ships and itineraries is therefore central to being successful, and it is why the cruise lines, and CLIA, really focus on getting you the right information and resources.

We should not take our rapidly growing industry for granted – it needs your help and expertise to reach those yet to cruise.

PRINCESS CRUISES will be the first Carnival Corporation brand to feature the new Ocean medallion. The medallion, which is the same size as a 10p piece, will automatically provide information to guests during their cruise to give a more personalised onboard experience and - worn as a pendant, on a wristband or placed in a pocket or bag - can be used to streamline the embarkation and disembarkation process, lock and unlock assigned stateroom doors, enable purchases, provide enhanced dining experiences based on food and drink preferences and enhance interaction with crew members and other guests. The medallion will be available from November 13 on Regal Princess, followed by Royal Princess and Caribbean Princess in early 2018.

Travel 2 launches cruise brochure with agent incentive worth £3,000

TRAVEL 2 HAS reported a 25% growth in revenue across its cruise portfolio year-on-year with a 15% increase in passengers. Destinations such as Vancouver continue to perform well for the world operator with cruise bookings up 30% year-on-year and bookings to Sydney, Venice and Barcelona up 50%.

In response to growing demand, the operator has expanded its cruise product offering by launching its first standalone brochure dedicated to cruise and stay. The new brochure includes European and worldwide fly, stay and cruise packages with a choice from 25 ocean, river and expedition cruise lines. For 2017, the company has introduced new cruise partners including Oceania, Crystal Cruises, Emerald Waterways and Scenic Tours.

Highlights of the new launch include 'Inspirational Itineraries' which combine key touring packages with cruise itineraries to create bespoke Cruise and Stay products. An example is the 21-night 'Machu Picchu & Wonders of Peru', where guests can discover the ancient land of the Incas on a South American voyage.

To celebrate the launch of the new brochure, travel agents can win a Cruise Plus holiday worth £3,000. Agents who make a qualifying Cruise Plus booking before March 31 will be entered into the prize draw.



HAL builds 'Explorations Central' to better immerse guests in destinations

HOLLAND AMERICA Line is strengthening its destination immersion experiences with the launch of Explorations Central, or EXC. It will feature the transformation of the Crow's Nest on some ships to create a comprehensive resource and engagement centre.

Programming will begin early this year with the EXC shipboard centre making its debut on MS Westerdam in April and will expand across the rest of the fleet throughout this year into 2018.

Orlando Ashford, the line's president, said: "Explorations Central is revolutionising the way we deliver destinations to our guests, and it's going to profoundly change how our guests are immersed in the history, culture and cuisine of the places we visit. EXC is going to show our guests the world in a whole new way and enable them to engage in truly meaningful experiences."

In-depth content will display digital storytelling and interactive video experiences on subjects ranging from travel and food, to the arts. In an industry first, EXC will also feature a virtual ship's bridge where real-time data from the ship's actual bridge reveals the cruise experience to guests from a unique vantage point.

Also being introduced is a dedicated EXC team to offer customised guidance for each destination. Guests can ask about the best tours, most popular sites and where to go to feel like a local so each destination can be explored to its fullest. The team will also provide informative talks and host local cultural representatives before the ship reaches the next destination to build anticipation for the adventures that lie ahead.

For more information visit hollandamerica.co.uk or call 0843-374 2300.



Welcome to our world of cruises!

Exceptional value cruising holidays from Britain's leading independent cruise line



Worldwide Cruise Collection 2017/18

- Cruises from a choice of eleven UK ports
- New! Sailings from Newport, Cardiff, Dublin and Belfast
- *Columbus' Round the World Cruise 2018*
- Just 25% single supplement on *Magellan & Columbus*
- New! Arctic Exploration to Greenland & Iceland
- Canada in the Fall and Cuba & the Caribbean
- Includes Winter 2017/18 and Spring Preview 2018

12.5% Enhanced Basic Commission*

Promotional support

No book direct discounts

Book online at: www.cruiseandmaritime.com • Call: 0844 414 6161
Agency Sales: 0844 414 6140 • Brochures: www.trade-gate.co.uk



Travel Bulletin is published by
Alain Charles Publishing (Travel) Ltd
 University House, 11-13 Lower Grosvenor Place,
 London, SW1W 0EX
 Tel: 020-7834 6661
 Printed by: Buxton Press
 Subscriptions are £125 p.a. £195 overseas
 ISSN: 0956-2419



CUNARD HAS partnered with the Wine & Spirit Education Trust to launch certified wine and spirit courses on its flagship ocean liner Queen Mary 2. The courses will initially be available for guests to try on the ship's westbound Transatlantic Crossings and World Voyage trips, with plans to extend to Queen Victoria and Queen Elizabeth later this year.

puzzlesolutions

Crossword:

Across: 1. HOSEASONS, 7. WARWICK, 9. AURORA, 10. DAWN, 13. ATOL, 14. CALAIS, 16. DOUGLAS, 18. MELBOURNE.
 Down: 2. ONTARIO, 3. EDWARD, 4. SARK, 5. NWI, 6. LA LA LAND, 8. KINGSTON, 11. ALADDIN, 12. NASSAU, 15. CLUB, 17. UAE.

Highlighted Word: ORLANDO

Where Am I?: Twelve Apostles, Great Ocean Road, Australia.



@TravelBulletin



TravelBulletin

We asked our staff the following question this week:

If you could add a word to the dictionary, what would it be? And what would it mean?



Jeanette Ratcliffe

Publisher

jeanette.ratcliffe@travelbulletin.co.uk

Bulletinisation - The process of achieving unrivalled response through running a campaign with Travel Bulletin's products.



Lauretta Wright

Editor

lauretta.wright@travelbulletin.co.uk

Dodim - To describe people who are in a world of their own and are totally oblivious to their surroundings or other people



Adam Potter

Editorial Assistant

adam.potter@travelbulletin.co.uk

Funkalicious - Time to get 'funky'.



Paul Scudamore

Contributing Editor

post@travelbulletin.co.uk

Woft - As in "That was a woft" (waste of flippin' time)



Simon Eddolls

Sales Director

simon.eddolls@travelbulletin.co.uk

Soitdoes - An affirmation of what I just said



Tim Podger

Account Manager - Far East

tim.podger@travelbulletin.co.uk

Cantona: Rare genius



Bill Coad

Account Manager

bill.coad@travelbulletin.co.uk

TravelGym - check it out!



Matt Gill

Senior Account Manager

matt.gill@travelbulletin.co.uk

Gubba - anything positive



Matthew Weinreb

Sales Executive

matthew.weinreb@travelbulletin.co.uk

Contra Fibularities - Best wishes



Kathryn Frost

Sales Executive

kathryn.frost@travelbulletin.co.uk



Catherine Dillon

Sales Executive

catherine.dillon@travelbulletin.co.uk

Whizzpopper! - A fart (from the BFG)



Oliver Barton

Events & Sales Administrator

oliver.barton@travelbulletin.co.uk

Sannay - adjective. A word to describe situations, when failure to think of a better word happens.



Nicky Valsamakis

Design Team Leader

nicky.valsamakis@travelbulletin.co.uk

Pulka - Polkadot



Miriam Brtkova

Designer

miriam.brtkova@travelbulletin.co.uk

Boobak - Cute Spook



Lucia Mathurin

Design Apprentice

lucia.mathurin@travelbulletin.co.uk



Nelly Mendes

Production

production@travelbulletin.co.uk



YOUR CLIENTS' 2017 MEDITERRANEAN DREAMS ARE

READY TO TAKE FLIGHT



**INCLUDED
ROUNTRIP
BUSINESS
CLASS AIR**

**BOOK BY
31 JANUARY 2017**

The fabled lands of the Mediterranean have been the inspiration for artists and poets throughout the ages. Now you can make your clients' Mediterranean dreams come true on select Silversea voyages with included roundtrip Business Class air. Your clients can enjoy the exceptional value of an all-inclusive Silversea cruise as they discover the charming seaside villages and ancient archaeological treasures of this storied region. They'll discover the highly personalised style of travel that discerning travellers prefer. The camaraderie of like-minded guests in the open bars and lounges. The spacious suites with butler service and award-winning cuisine. The free WiFi throughout the ship. The vast choice of land programmes that put the world at their feet. Let your clients' Mediterranean dreams take flight with Silversea.

For more information please call 0207 340 0700 or visit Silversea.com/exclusive-offers

Applies to new bookings made between 3 December 2016 and 31 January 2017. If business class air is not available, economy class air will be provided. Select voyages only. Subject to availability. Other restrictions apply. For full terms and conditions visit Silversea.com

GET YOUR FILL OF ATTRACTION PACKED

BOOKINGS TO WIN A SEAT AT OUR VIP SCREENING
AS WE GO FIFTY SHADES GREENER



The Entertainment Capital of LA™

HAVE WE TEMPTED YOU? Make a cheeky booking for **Universal Studios HollywoodSM** and be entered into our draw for you and a colleague to attend an exclusive **PRE-LAUNCH VIP VIEWING** of **Fifty Shades Darker** at the private screening room at the **Universal Studios Office in London**...one way to make your friends **green with envy!**

Email your naughty little **reference numbers** through to **Universal@attractionworld.com** for your chance to be part of the **greener side...**

GET YOUR CUSTOMERS #ATTRACTIONPACKED
ATTRACTIONWORLD.COM



T&C's: Book a Universal Studios Hollywood Ticket valid for all 2016-2017 departures, between 1- 31 January 2017 to enter. Winners will be notified by 1 February and must be able to travel on 9 February 2017 to London. Transport not included. Universal elements and all related indicia TM & © 2017 Universal Studios. All rights reserved.

