

travelbulletin

November 21 2014 | ISSUE NO 1,897 | www.travelbulletin.co.uk

Giving agents the

Far East

Operators respond
to demand with
new tours



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clients

EMERALD COAST

FLORIDA

funway

Get a little sand in your soul this year in the Heart of Florida's Emerald Coast, named #1 Best Beach of Florida by *U.S. News & World Report Travel* in 2014. Comprised of Destin, Ft. Walton Beach and Okaloosa Island, the Emerald Coast offers 24 miles of pristine, white-sand beaches stretching along the Gulf of Mexico in Northwest Florida. The sand, made up of pure Appalachian quartz, is sugar-white, and it gives the waters here their trademark emerald-green colour.

You can do it all or nothing at all on the Emerald Coast. Go on a dolphin cruise. Take in a marine show. Visit a waterpark. If shopping is your passion, you won't be disappointed either.

DISCOVER THE EMERALD COAST WITH OUR FANTASTIC OFFERS



2.5* Best Western Fort Walton Beachfront
7 nights from **£889pp**
Departing: 10 December 2014



3* Four Points by Sheraton Destin
7 nights from **£929pp**
Departing: 10 December 2014



Fort Walton - 5 nights
3* Wyndham Garden Fort Walton Beach
New Orleans - 5 nights
3* Four Points by Sheraton French Quarter
10 nights from **£1265pp**
Includes 10 days economy car hire with fully inclusive insurance
Departing: 10 December 2014



BOOK A HOLIDAY TO THE 'SUNSHINE STATE' WITH OUR NEW FLORIDA BEACHES 2015 & 2016 BROCHURE!

Visit www.funway4agents.co.uk to view the e-brochure or request copies via www.trade-gate.co.uk

For more details or to book visit www.funway4agents.co.uk or call 0844 557 0626

THE HEART OF FLORIDA'S
EMERALD COAST
DESTIN | FT. WALTON BEACH
OKALOOSA ISLAND

VISITFLORIDA

funway

Prices are per person (taxes and fuel included) and based on 2 adults sharing a room for travel on the specified date with return flights from London Heathrow with Delta Air Lines. All prices are based on a room only basis. Terms and conditions may apply. All prices are correct at time of print. We are 100% financially protected - ATOL: 2853 / ABTA: V000X / IATA: 91273442.

POOL PARTY

...Dipping their toes in the pool at the White Horse Residence on a four-day Gambia fam trip, courtesy of The Gambia Experience, are, from the left: (back row) Lorna Tissier from Colchester Travel in Essex and Gill Synnuck from The Gambia Experience; with (front row) Tanya Billingham, Baileys Travel, Leighton Buzzard; Claire Hilferty, The Gambia Experience; Gill Hartigan, Howard Travel, Trowbridge; Felicity Ralfs, Butterfly Travel, Bristol; Stacey Hammond, Cooperative Travel, Suffolk; Laura Waites, Discoveries Travel, Cirencester; Stacey Knapper, Carrick Travel, Pershore; Amy Spurgeon, Premier Travel, Norwich; Zoe Herbert, Travel Counsellors, Basingstoke; Sally Longhorn, Colchester Travel, Colchester; Helen Tree, Baldwins Travel, Maidstone; Paula Boyd, Travel Planners, Portsmouth; and Jackie Kellaway, Matthews Travel, Leatherhead.

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ABTA research reveals public support for additional runway

FOLLOWING THE release of the Airports Commission shortlist that recommends expansion at either Gatwick or Heathrow, the latest ABTA research reveals that almost half (45%) of the travelling public agree that there should be a new runway at either Gatwick and Heathrow, with 16% not welcoming either option and 39% neutral.

The Airports Commission has now shortlisted three options for airport expansion in the South East of England: a third runway at Heathrow, an extension to one of the current runways, or a second runway at Gatwick, and has opened a 12-week public consultation.

As well as positive public

sentiment, there is also a clear understanding in parliament for the need for urgent action on airport capacity, with additional ABTA research finding that 71% of MPs agree that the UK will be left behind if there is no clear, imminent plan on expansion.

The association's chief executive, Mark Tanzer, said: "It is encouraging that the public and politicians alike recognise the need for increased airport capacity. With more people welcoming new runways than opposing them the pressure is surely on for the Government to take a clear plan forward once the Airports Commission delivers its final

recommendation next summer.

"There are undoubtedly concerns over noise and environmental impacts, as well as the costs of delivery and these must be openly discussed as part of this consultation. But, in our view the case for additional capacity is overwhelming – and will be fundamental to ensuring vital growth and jobs for the longer term.

"It's essential now that we are transparent about the benefits of expansion and mindful of the huge risks we face as a country to our prosperity and competitiveness if urgent action to deliver capacity isn't prioritised in the next parliament."

Research reveals WTM's most talked about destinations

FOLLOWING THIS year's World Travel Market 2014, Bell Pottinger analysed online conversations surrounding the event and found that Dubai, New Delhi and South Africa were among the most talked

about destinations online during the event, which took place at London's ExCel earlier this month.

The top spot went to Dubai (447 mentions), after the Dubai Department of Tourism and Commerce

Marketing (DTCM) and its 100 plus partners released a series of announcements focusing on hotels, attractions and events.

● continues on next page



SUNNY OUTLOOK

...Pictured at the Larnaca Tourism stand at WTM, which ran a Facebook photo competition to promote the destination's plus points and giving participants the chance to win a hamper, are Yanniss Efthymiou from AGTA (UK) and Travel Bulletin's Jeanette Ratcliffe.

● continued from previous page

The analysis, which covered 35,329 conversations between November 3-6, also found LGBT travel (178 mentions) was the most talked about trend at the show, following WTM's increased focus on the USD\$200billion market.

Fitness and luxury were also among the most talked about trends, while adventure, festival and spa were the highest ranked type of holiday activity discussed online.

In terms of brands, easyJet (86 mentions) was the most mentioned after winning the WTM World Travel Leaders Award, followed by Google – mostly for its Glass technology.

Technology-based conversation was a key theme at the event, with three of the top five most talked about marketing trends featuring travel apps, big data and wearable technology.

New cultural tours & music holidays from Kirker Holidays

KIRKER HOLIDAYS has added 17 new itineraries to its cultural tours and music holidays for next year- both in the UK and across mainland Europe.

As examples, an eight-night 'The Island of Aphrodite' travels to both north and south Cyprus and offers an insight into the island's long and chequered history whilst also introducing visitors to

the traditional values and village life of its people. Based on March 17 and October 27 departures, prices lead in at £1,998 per person.

Alternatively, a five-night 'Villas of the Veneto' option in Italy is escorted by tour lecturer Charlie Hall and focuses on the work of Andrea Palladio. Guests can admire a selection of his most notable buildings and

villas, set amid the rural landscape of the Veneto, and visit the pretty hilltop town of Asolo, which offers views of the Venetian plain. Based on May 10 and September 13 departures, prices lead in at £1,595.

For details call 020-7593 2284, email culturaltours@kirkerholidays.com or visit www.kirkerholidays.com

Turkish Airlines adds new flexible feature to frequent flyer programme

TURKISH AIRLINES has introduced 'Shop&Miles', an alternative way of using miles accumulated in the airline's mileage reward programme.

In response to the increasing popularity of online shopping, the new option allows programme members to purchase items either with miles or cash or by using a combination of miles and cash.

A new shopping site has been created by the carrier and members now have the opportunity to spend their miles for goods displayed on the site as an alternative to the traditional use for travel and transportation.

As an added bonus, by using the Shop&Miles site, members will accrue additional miles for cash spent when purchasing from the collection.

The range of products offered by Shop&Miles includes more than 5,000 items, with the main groups including dolls and toys, home appliances, computers, bags and wallets, electrical appliances, electronics, home and kitchen appliances, textiles, gifts and



accessories, hobby and games, stationery, personal care and health, car accessories, perfumes and cosmetics, watches and glasses, travel and experience, sports and outdoor, umbrellas, telephone and mobile, suitcases and the 'Turkish Airlines Private Collection'.

In addition to the website, a printed catalogue for Shop&Miles items will be available in the seat pocket on flights, and designated shopping kiosks will be placed at various locations in the airline's hub airport, Istanbul Ataturk.

For more information visit www.turkishairlines.com

Mailbox

Visit Azores

your 'must read' mini guide of this fantastic destination will help you enter the competition and win on www.travelbulletin.co.uk/competitions

For further details and special offers please read the mail shots that accompany this issue



GOLDEN OLDIES...

Older members of the travel profession will recognise these three stalwarts of the travel business. They were amongst 140 former Thomson Travel staff who recently gathered for a reunion at The Selsdon Park Hotel in Surrey. Pictured are, from the left: Paul Diggins, former overseas director; Martin Brackenbury, former travel director and now a non-executive director of Classic Collection Holidays; and John Macneill, former managing director and now a mentor in travel.

Christmas flights from Lyddair

NEXT MONTH Lyddair, based at Lydd Airport in Kent, launches its scheduled Christmas flights to the French resort of Le Touquet, known for its impressive illuminations, shops, restaurants and Christmas market.

Return flights cost £149.94 for adults, £138.54 for children and £55.90 for infants. Prices are based on an overnight stop, with scheduled departures from Lydd on Saturday December 6, 13 and 20 and return flights on Sunday December 7, 14 and 21.

The flight time is 15 minutes, with check-in 45 minutes before departure.

Accommodation is not included but the carrier's reservations team can assist with hotel bookings, as well as provide restaurant recommendations.

Alternatively, clients looking to travel in style can charter their own aircraft to fly any day of the week, either for a day trip or overnight stop, with prices starting from £133.35 per person.

For details call 01797-322207, email info@lyddair.com or visit www.lyddair.com. For more information on Christmas events and activities in Le Touquet see www.letouquet.com

Prestige introduces bear watching trips, new twin-centre options & winter breaks in Croatia for 2015

PRESTIGE IS offering bear watching holidays in Croatia as well as 'north with south' twin-centre breaks and winter stays for the first time in 2015.

The company has also introduced a selection of special interest experiences, more boutique properties in Dubrovnik and five new resorts to its choice of holiday options.

Holidays lead in at £356 per person for a week's breakfast stay at Hotel Kastil including flights with easyJet from Gatwick to Split with shared transfers, one free night and the services of a representative.

The best time to spot bears is late spring or autumn and the operator's trips in the Risnjak National Park start from £559 per person for a week's stay in May including flights from Stansted to Pula on Ryanair (with a bag), group B car hire and six nights at the three-star Hotel Risnjak in the village of Delnice. Entrance to the park and the bear watching are payable locally and cost approximately £5 and £33 per person respectively. The bear watching session lasts up to 24 hours and includes overnight accommodation in a basic observation hut. It can also be done as a day trip.

Located in the Gorski Kotar Mountains, the park is a haven for wildlife and home to Europe's only big cat, the Lynx, as well as wolves, deer and chamois. Travellers can add on a stay in Croatia's Opatija Riviera including Krk, Cres or Rab islands. There is also river fishing and a choice of walking and cycling trails to explore in Risnjak National Park.

The launch of two internal flights in Croatia connecting Dubrovnik in the south with Rijeka in Northern Adriatic and Rijeka with Split in the Mid Dalmatia region, has helped to open up twin-centre holiday options in the country. For next year, the operator is featuring a range of 'north with south' options.

Also new are a range of winter breaks in Opatija, Dubrovnik and Zagreb, with stays

leading in at £412 per person for a three-night break departing between January and March, staying at the five-star Hotel More in Dubrovnik. The price also includes flights with BA, private transfers and the services of a representative. Opatija and Dubrovnik feature a selection of spa hotels ideal for winter stays, and most facilities are open in the winter including museums, shops, restaurants and an outdoor ice rink in Opatija in December.

The operator can also organise a range of special interest experiences for small groups such as a 14-night 'wine discovery' holiday or learn how to handle a falcon break near Split with the chance to explore the Krka National Park and the scenery of the Plitvice Lakes.

David Skillicorn, the company's general manager, said: "Our Love Croatia brochure features the widest choice of breaks on sale from a UK tour operator as well as holidays in Montenegro and Slovenia. We can tailor-make any length of stay."

"Croatia bookings are going from strength to strength and I am confident that 2015 will see this trend continue. Year-on-year we saw a 4% increase in business, and multi-centre stays are also growing, as are special interest breaks like walking, naturist and experience holidays."

The operator is featuring four special boutique properties in Dubrovnik for 2015. Villa Dubrovnik, a five-star property which is close to the old city and within the city walls, as well as Priječko Palace, Pucic Palace and Stari Grad - each of which are former palaces or noble family homes that have been converted and restored. Five resorts have also been added for the 2015 programme including Lumbarda on the island of Korcula, Rabac in Istria, Podstrana and Trogir (both near Split) and the island of Losinj in Kvarner region.

For more information see www.prestigeholidays.co.uk or call 01425-480400.

Special Lorient flights to take off next summer from Southampton

A SPECIAL series of flights in summer 2015 are being introduced on selected dates from Southampton Airport to Lorient in Brittany, France by Eastern Airways. This will open up Brittany's south west coastline and Lorient – Brittany's fourth largest city and bustling sea port.

The flights are set to run

on July 10, July 13, August 7, August 10, August 14 and August 17.

On Fridays, flights will depart from Southampton at 12:05 and arrive in Lorient at 14:20 local time. The return leg departs from Lorient at 11:20 and arrives in Southampton at 11:35 local time. Monday flights take off

from Southampton at 15:05 and land in Lorient at 17:20. From Lorient, flights leave at 14:20 and arrive in Southampton at 14:35.

Lead-in fares start from £86 one-way, including taxes and charges, and passengers benefit from a Fast track security channel at Southampton to avoid any

queues at security search.

Customers are also offered complimentary drinks and snacks on the aircraft and there is no charge for check-in, baggage or choice of seat.

For more information visit www.southamptonairport.com and www.easternairways.com

Premier goes 'Down Under' to offer 2015 Australia & New Zealand brochure

PREMIER HOLIDAYS has revealed its new 2015 Australasia brochure - the most recent addition to its 2015 brochure line up so far this year.

The operator has increased the range of product on offer including new cultural experiences, excursions, hotels and touring options, including several hand-picked tours featured on a dedicated page within the new brochure.

In addition, a new space has been created to offer a broader range of suggested holiday ideas and itineraries for clients.

New excursions include the option to enjoy Breakfast at Cairns Tropical Zoo, a Cattle Station tour at Alice Springs, a camel ride to Uluru at sunrise, a McLaren Vale cheese and wine trail, a taste of Barossa, Adelaide Hills and Hahndorf, a historic ghost tour in Port Arthur, a Full Wineglass Cruise from Coles Bay and a Seal Coast Safari in Wellington, as well as cultural experiences such as the Rocks Walking Tour and Auckland Maori Tour.

When it comes to escorted touring, the company offers a broad selection of options across both Australia and New Zealand in conjunction with APT,

AAT Kings and Grand Pacific, as well as a selection of its own hand-picked, tailor-made tours. Clients can select from new options such as the Highlights of New Zealand escorted coach tour with Grand Pacific or the Discover Australia escorted coach tour with APT.

Clients can also select accommodation from a broad selection of new hotels and resorts which have been added in Brisbane, Sydney, Noosa, Cairns, Port Douglas, Palm Cove, Melbourne and Queenstown amongst others, as well as new South Pacific properties in Tahiti, Bora Bora and the Mamanuca Islands in Fiji (Lomani Island and Plantation Island).

The operator has also launched a dedicated competition for travel agents following the new brochure launch. For details see Agent Bulletin on page 9.

For more information visit www.trade.premierholidays.co.uk or call 0844-493 7542.



Premier Holidays'
Carly Charteris marks the new brochure launch with Lee Hunt of Debden Travel.

More rail connections from Riviera

RIVIERA TRAVEL has added six more regional rail departures for Eurostar departures on selected European tours, short city breaks and river cruises.

The new additions expand the choice of regional rail connections to more than 50 across the UK and new stations include Bournemouth, Brighton, Portsmouth Harbour, Salisbury, Southampton and Winchester.

Rail connections start from an additional £10 per person supplement on the cost of the tour, with the most expensive being £50 return. For example, this means that clients can experience four nights' breakfast accommodation in a central hotel in Bruges including excursions, a tour manager and Eurostar, departing from Brighton all from £269.

Palma property marks tenth anniversary with new leisure additions

THE FOUR-star Hotel Tres in Palma celebrated its tenth anniversary this year with a new well-equipped gym, massage services and a sauna with plunge pool on the roof deck.

The 41-room property combines the original features of a 16th-century palace with contemporary interiors and is located in the centre of Palma, just minutes from the shops, restaurants, tapas bars, cultural sites and the Bay of Palma.

Open year-round, room rates start at 170 with breakfast.

For more information see www.hoteltres.com

**I FEEL
SLOVENIA**

“SLOVENIA YOUR TIME HAS COME - THERE’S SOMETHING VERY SPECIAL HERE.”

Thank you from Slovenia.

We were delighted to welcome the UK travel industry to Slovenia for ABTA's Travel Convention this year.

We really value your support, and we're pleased to be heralded as one of Europe's most exciting destinations for 2015. We also promise to offer a very warm welcome to your clients who are assured the finest hospitality.

As Noel Josephides, ABTA Chairman, recently declared, *“Slovenia your time has come - there's something very special here.”*

Slovenia Tourism looks forward to working with you and wishes you a fantastic festive season. We would love to welcome you back to Slovenia, be it for business or pleasure, in 2015.

For information on Slovenia call 0870 22 55 305 or email london@spiritslovenia.si or follow [@slovenia_in_uk](https://twitter.com/slovenia_in_uk).



www.slovenia.info
www.visitljubljana.si
www.thetravelconvention.com
[#ifeelslovenia](https://twitter.com/ifeelslovenia)

NOTES FROM

Normanton...



CAN'T BELIEVE our mild weather – we are having some nice mild days, better than we had way back in August!

Had a nice visit to Peterborough to see Daniele Broccoli and his team at Typically Italian, as I am helping arrange a small event in Leeds for their 2015 Italy brochure's arriva. And, in January, they are bringing out a completely new Typically Spanish brochure. Daniele has a great small team working with him and the atmosphere when you walk in is lovely and friendly, like a big family – just how it should be! They are also organising (for Thursday 18th December) a London event at One Great George Street, a great venue in Westminster. It starts at 6.30pm, so if you would like to attend email tradesupport@typicallyholidays.com. I am certainly looking forward to seeing their new Typically Spanish brochure.

Yes, I know 2018 is quite a way off yet, but I think it is time to start boycotting the Pyeong Chang 2018 Winter Olympics in South Korea. Why do we want to support a country that eats dogs? It is not as if they are wild dogs – many of them are pets that are rounded up by unscrupulous people rounding up strays to be eaten in restaurants etc..

I was clearing out some papers the other day and came across something that mum had written down. She must have liked the saying and Winston Churchill was supposed to have said it: "I remember an old man who commented to me on his deathbed 'I've had a lot of trouble in my life, most of which never actually happened'". I think that is very true and I must admit, I think worrying about what might or might not happen is a waste of good energy!

Sandy

by SANDRA MURRAY
in Normanton, Yorkshire

To respond to any
of Sandy's comments email
jill.sayles@travelbulletin.co.uk

Newsbites

- **BUSY ROOMS** has announced an exclusive agreement with Tripvillas, where the company will connect with Tripvillas' 60,000 vacation rental properties to selected online sales channels. This will enable Tripvillas' customers to list their properties on a variety of websites.
- **ABU DHABI Tourism & Culture Authority (TCA Abu Dhabi)** is to serve up a three-course celebration of food this February with the inaugural Abu Dhabi Food Festival. Running emirate-wide from February 5-21 next year, the festival will incorporate the annual Gourmet Abu Dhabi event, the new Emirati Kitchen and the Gulf region's first StreetFeast.
For details see www.abudhabifoodfest.ae
- **GIBRALTAR'S NEWLY** opened five-star Sunborn Yacht Hotel has announced the launch of its on board Elemis Infinity Spa and is offering special 'Stay and Spa' packages including a Ladies Day Package, Spa Romance for Two and a Top-to-Toe Rejuvenation.
For details see www.sunborngibraltar.com
- **THE 2016 dates for Destinations: The Holiday & Travel Show** take place from January 21-24 in Manchester and from February 4-7 at London's Olympia.
- **CAESARS ENTERTAINMENT** has announced the opening of The LINQ Hotel & Casino. The resort encompasses The LINQ promenade and High Roller observation wheel, and the hotel offers a total of 2,253 rooms including 244 suites and 28 cabana suites. In spring next year, the hotel will open a new pool deck offering two pools and a day club experience, a new 15,000sq.ft spa and fitness centre, plus a Vortex roof deck.
- **WORLD TRAVEL Market 2014** reports a 4% increase in attendees with the event opening its doors to almost 52,000 delegates over the four days.



DISCOVER THIS... Pictured promoting Warner Leisure Hotels' new 2015 brochure are, from the left: Beth Nealis, Wendy Matthews, Rebecca Gates and Rebecca Hayes from Discover Holidays, with Bourne Leisure's Louise Tansey. The brochure features early booking offers plus information on new entertainment, activities, new bedroom suites and developments.
For details see www.bourneleisuresales.co.uk or call 0808-141111.

Booking incentive

- YOUR CAR Hire is giving agents the chance to win a 'Winter Warmer Hamper' when they make two bookings with the company this month for any date, duration or location. The hamper consists of a hot water bottle with knitted cover, gourmet cocoa dusted chocolate truffles infused with chilli, Montezuma organic drinking chocolate, handmade salted caramel and Belgian chocolate gourmet marshmallows, chilli jam, Cornish ginger cookies and handmade crumbly butter winter warmer fudge.



MINI MENTION

...The River Cruise Line has announced the two lucky travel agents who won iPad minis in its September booking incentive competition - Dawn Tompkins from Thomson Sittingbourne branch and Karen Colley from Wordsworth Travel in Barnsley. Pictured is one of the winners - Dawn Tompkins (right) with the operator's Sarah Hughes.

AGENT OFFER

MONEYCARD, A travel agent loyalty scheme which launched last year, has announced two new members, Norwegian Cruise Line and Collette, plus the launch of Miss MoneyCard, which has been created as the face of the loyalty scheme and will act as its 'ambassador'. To apply for a MoneyCard agents can visit www.yourmoneycard.co.uk

funway

collette
guided by travel

NCL
NORWEGIAN
CRUISE LINE®

MoneyCard
Travel Agent Loyalty Scheme

AGENT COMPETITION

PREMIER HOLIDAYS has launched a dedicated agent competition to mark the launch of its 2015 Australasia brochure, which is supported by APT Tours. Agents have the chance to win a selection of Australian wine by posting photos of their favourite Australia travel memories to either the company's trade Facebook (Premier Holidays: Trade) or Twitter (@PHTRADE1) pages using the hashtag #phtradeAUSTRALIA. Agents who are yet to explore the country can also enter by sending in pictures of their Australian holiday inspiration, and telling the operator why they want to go. The closing date for entries will be December 12 and winners will be announced the following week. Agents can also benefit from the company's agent incentive, earning between £25-£150 per inclusive Australia, New Zealand or South Pacific booking, dependent on the booking value.

New online platform allows travellers to connect with independent agents

TRIPMULE IS an online platform which allows travellers to connect with independent travel agents. Founded by entrepreneur, Louis Skoutellas, with funding and mentoring from Virgin Start-Ups, the company is to initially launch in the UK market for 2015 before expanding to other major European markets such as France and Germany.

Skoutellas believes that "customer service and human interaction can never be replaced by any form of technology" and so the company aims to build a product that marries the online world with the 'physical brick & mortar' business. He said: "Consumers have

been led to believe they are receiving the ultimate deals from large online travel comparing websites but on the contrary – the order in which they list their deals is greatly influenced by the commission they are taking from those particular companies.

"That's why we offer a no-frills service that fairly benefits both the consumer and the independent travel agent, by only charging the travel agent for leads and the consumer nothing.

"The way Tripmule works is simple. The consumer specifies where they want to go and has the choice to offer more details about what they desire, whether it

is staying by a sandy beach or a boutique hotel near the best gastronomic delights. With the comment box provided, consumers can add on any extras they'd like as if speaking to a real person – and be as specific as they want. They are then matched to a group of travel agents who specialise in their travel requests. Travel agents can respond within the Tripmule dashboard, which then allows the consumer to browse the commitment-free offers and make a choice for their dream holiday."

For more information or to register see www.tripmule.com/agent or e-mail info@tripmule.com

Belleair's preview brochure offers up to £420 savings per couple on early bookings

BELLEAIR HOLIDAYS' 2015 preview brochure offers agents the opportunity to pass on savings of up to £420 per couple to clients that book before December 31. Following a strong year that saw much of the sought after accommodation booked well in advance, the brochure launches with the aim of encouraging early bird bookings that allow agents to secure preferred accommodation at the best prices.

The brochure highlights inspirational itineraries, showcases the breadth of the destination's accommodation offering and

provides a range of value discounts such as free room and board upgrades, free car hire and free child places. Designed to capitalise on Malta's popularity following the Royal visit by HRH The Duke of Cambridge, Prince William, and the honeymoon of Hollywood's hottest couple 'Brangelina', agents can take advantage of tactical discounts and value added offers to reap the benefits of solid commission rates.

For more information visit www.belleair.co.uk or call 020-7373 5358.

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ATA

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TAM

— LATAM AIRLINES GROUP —

Su Doku

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

Number: 044

A →

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

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, November 27th. Solution and new puzzle will appear next week.

**The winner for 7th November is Jenna Learoyd
Co-Operative Travel in Darlington.**

November 7 Solution: A=4 B=1 C=9 D=7

Travagrams

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



Acukt

Family company, celebrates its 90th birthday in 2015. Guided tours and cruises. Recently launched a UK reservations centre.



Warn Pet

A city and municipality in Belgium.

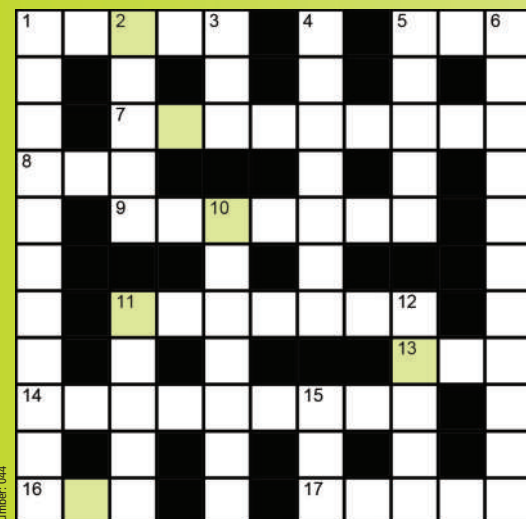
Where Am I?



Art Deco style skyscraper in New York City.

image credit: Lucius Kwok

Crossword



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

Across

1. Major car hire company (5)
5. Bermuda L F Wade International airport code (3)
7. Capital of Romania (9)
8. The Temples of Ponda are an attraction in this Indian state (3)
9. Region which is home to some of Italy's most historic cities (7)
11. Relax and kick off your shoes at their all-inclusive Caribbean resorts (7)
13. Separated from the mainland by the Solent, initially (3)
14. Antipodean city on the Yarra (9)
16. Flag carrier of South Africa, initially (3)
17. Myleene, the face of Littlewoods advertising (5)

Down

1. Major car hire company (5)
5. Bermuda L F Wade International airport code (3)
7. Capital of Romania (9)
8. The Temples of Ponda are an attraction in this Indian state (3)
9. Region which is home to some of Italy's most historic cities (7)
11. Relax and kick off your shoes at their all-inclusive Caribbean resorts (7)
13. Separated from the mainland by the Solent, initially (3)
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17. Myleene, the face of Littlewoods advertising (5)

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

Condor publishes new sailing schedule

PASSENGERS ARE now able to book sailings to the Channel Islands and France for journeys taking place up to November 2, 2015, following the publication of Condor's new sailings schedule, which includes sailings on the new Condor 102, which offers a new on board experience, a choice of three seat classes, as well as more comfortable and more reliable travel for passengers sailing to and from the Channel Islands.

Passengers will also be able to enjoy day trips to Guernsey and Jersey, with early morning departures

from Poole - as well as Inter-Island trips allowing visitors to explore both Islands during their stay.

The operator's executive director - commercial, Alicia Andrews, said: "Passengers can now book sailings to both the Channel Islands and France right through to next November, but it is the Islands sailings which will really capture passengers' imaginations.

"From the end of March, all journeys to the Channel Islands will be on the new Condor 102 from Poole, which offers smoother journeys, greater reliability



Condor 102

and a superb on board experience including a wider choice of seating, a range of dining and even

shopping facilities for our passengers to enjoy."

For further information visit www.condorferries.com

Sunvil's Azores brochure gives guests the chance to walk inside volcanoes

SUNVIL DISCOVERY has released its 2015 real Azores brochure featuring flexible itineraries in carefully-selected small hotels, pousadas, apartments and self-catering cottages across all nine islands of the Azores.

For 2015, new highlights include a walk that uncovers Sao Miguel's fascinating geology and ventures inside volcanoes, and a foray to the remotest isles of the Azores, Flores and Corvo - located at Europe's westernmost point.

The company's product manager, Rosanna Melaragni, said: "The Azores is the world's first destination to be

awarded the Platinum Quality Coast Award (2014/15), in recognition of its high quality coastline and number of sustainable tourism programmes. The islands are an eco-paradise, offering a diverse, unspoilt playground for lovers of the great outdoors. New activities and experiences, coupled with a direct weekly flight, make them an appealing option to seasoned travellers seeking untouched and little-known corners of Europe."

As examples of itineraries, a seven-night Walking Inside Volcanoes tour uncovers the geology of Sao Miguel. The flexible itinerary can be extended to take in geological highlights further afield, such as the lava caves on Pico, Graciosa and Faial.

Prices lead in at £911 per person, based on two sharing, and include flights from Gatwick, breakfast accommodation, transfers and six half-day, self-guided walks with trail descriptions and maps.

Alternatively, a Sun and Nature Walking Holiday on Sao Miguel and Santa Maria seeks out some of the best scenic walks that the islands have to offer. Prices lead in at £1,063, based on two sharing, and include flights from Gatwick, seven nights' breakfast accommodation, inter-island flights, transfers and six half-day, self-guided walks with trail descriptions and maps.

For more information or to book call 020-8758 4747 or visit www.sunvil.co.uk



BROCHURE GAIN

...Pictured unveiling Caribtours' 2015 Caribbean and Mexico and C by Caribtours 2015 brochures at WTM, in conjunction with Barbados Tourism Marketing Inc., is Petra Roach, director of USA at Barbados Tourism Marketing Inc with managing director of Caribtours, Paul Cleary. The operator's 'Caribbean and Mexico' brochure now includes Barbados properties, Saint Peter's Bay and Sandals Barbados, while the 'C by Caribtours' brochure includes the Barbados properties of Radisson Aquatica and Sea Breeze Beach Hotel.

IntoRussia offers £100 savings on Real Russia Tour for 2015

FOR A limited time, IntoRussia is offering £100 off its best-selling Real Russia Tour, which makes a return for 2015.

The deal offers savings for bookings made by December 31. As an example, an eight-day tour, which leads in at £1,115 per person, offers three nights in Moscow and First Class rail travel to St Petersburg for four nights.

For further information or to book email info@into-russia.co.uk, see www.into-russia.co.uk or call 0844-875 4026.



Industry Insight by... Advantage

Can you really make money from social media? asks Advantage's business development director, Colin O'Neill

AS OUR dependence upon mobile devices increases and social media dominates more and more aspects of our lives, the key question still outstanding is: 'Can real money be made out of social media?'

I am increasingly coming round to the view that the effective use of social media can have a financial return but as with all forms of marketing, it depends upon a number of complementary factors.

Whether we're talking about Facebook, Twitter or one of the other channels, it is important to consider them as another means of communication with customers, or potential customers, rather than as an instrument with mystical powers.

For example, if you plan to carry out a promotional mailing to customers, you would carefully consider the following:

- What are the profiles of the customers that you are targeting?
- What promotions and offers do you think will appeal to them?
- What is your business proposition and how would you like to come across to the consumer?
- What would you like them to do as a consequence of receiving the mailing?

This all sounds very obvious, but when it comes to communicating via social media, all of this common sense seems to go out of the window and often businesses dive into bombarding customers with general offers without really thinking through their overall approach and proposition.

Part of the problem lies in the fact that social media activity is easy and simple to execute, but there is no real excuse for not taking the time to properly prepare.

These social media marketing lessons have all come to the fore recently as we have undertaken a number of social media workshops with our member partners across the country. These workshops have been facilitated by social media expert and author Grant Leboff, and his ability to cast off the cloak of mystique around social media and to get our members to approach it in a structured and practical manner has proven extremely beneficial and we are intent on extending his role and influence within the organisation.

"I am increasingly coming round to the view that the effective use of social media can have a financial return but, as with all forms of marketing, it depends upon a number of complementary factors..."

The workshops, entitled 'Getting a Return on Investment from Social Media' have set about demonstrating how social media activity can make businesses money as well as the assessing the relative value of each of the main channels.

However, Grant sets this against the new rules that govern marketing in that 'marketing is no longer a means to an end; it is an end in itself. Marketing is a product, it must give value in its own right'.

As I mentioned earlier, embarking upon social media activity is simple to do but, it should be remembered that this ease of communication also applies to the consumer too and we are all competing in a very busy space with multi-channels of information and opinion competing with one another.

It is becoming an increasingly familiar occurrence that major news stories have been initially reported through social media often supported by photographs or video footage recorded by people who just happened to be on the spot at the time.

However, those bystanders also have immediate access to social media channels meaning that those images can spread globally in a very short period of time.

Whilst competing against this wall of communication noise, it may be better to whisper in the right ears rather than trying to out-shout everyone else.

The key point is what are you planning to whisper to them?



SUCCESSFUL GRADUATES

...from the Encore Academy recently had a taste of the West End, going behind the scenes at Mamma Mia! in the heart of London's theatreland. The 25 travel trade staff members had spent the day completing Encore Tickets' training course which educates trainees about the opportunities on offer from London's theatres, restaurants and attractions. Graduates were then taken to Fire & Stone in the heart of Covent Garden to sample a pre-theatre menu followed by a tour of the Mamma Mia! set at the Novello Theatre, before seeing the show for themselves.

Bourne launches agent incentive to mark new online training

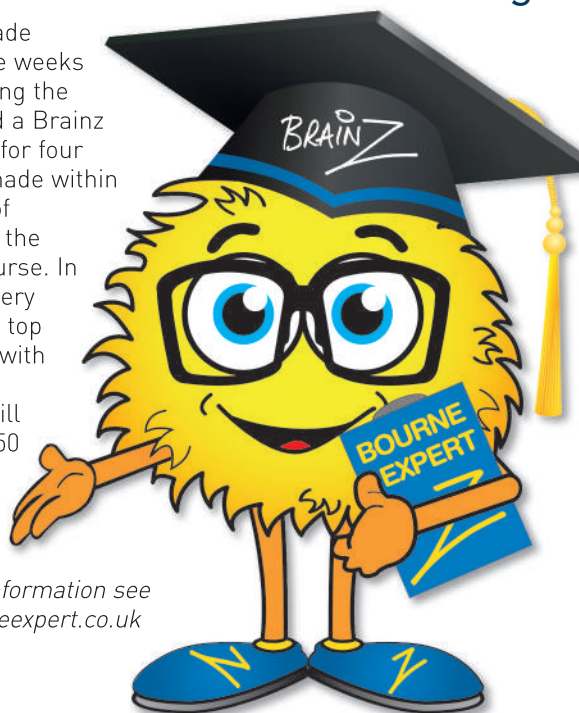
BOURNE LEISURE has marked the launch of its new online training programme with a new agent incentive 'Get Smarter with Brainz', which encourages agents to learn about its 2015 product and reward them for booking.

For becoming a 'Smartie like Brainz', agents will automatically earn a free family day pass upon completion of a course, plus all courses completed by the end of the year will receive a free prize draw entry to win a 2015 break - one break per brand.

The new programme also rewards agents with a cuddly Brainz and mini box of Smarties for their first

booking made within three weeks of completing the course, and a Brainz goodie box for four bookings made within six weeks of completing the training course. In addition, every quarter the top ten agents with the most bookings will receive a £50 Love2Shop voucher.

For more information see www.bourneexpert.co.uk



Premier Holidays adds more dates for webinar sessions

PREMIER HOLIDAYS is offering regular agent webinars for training on core areas, with the Elephant Hills' sessions proving so popular that additional dates have been added. The company will soon be issuing its webinar schedule, due to include detailed training sessions on destinations such as Borneo, Burma and Vietnam.

Agents who wish to take part in any of the training webinars can register to attend by emailing dave.kneale@premierholidays.co.uk

BRIGHT announces 2015 roadshow dates

BRIGHT (Bringing Real Information & Guaranteed High Quality Training) has announced details of its 14 roadshows for 2015. Workshops and dinners for independent agents will be held in Bath on February 10; Bournemouth on February 11; Birmingham on March 24; Reading on March 25; Edinburgh on April 22; Ipswich on May 5; Hertford area on May 6; Belfast on June 2; Chester on June 3; Guernsey on September 8; Jersey on September 9; Gatwick on October 6; and Portsmouth on October 7.

For more information or to reserve a place visit www.brightconsortia.com

Win a holiday with Virgin Limited Edition

VIRGIN LIMITED Edition's new 'get savvy' e-learning tool has been designed to give travel trade members more confidence whilst selling the collection, offering learning modules, Q&A's and the chance to become 'Savvy Star of The Year' and win a holiday to a Virgin Limited Edition property.

The 'Get Savvy' training tool covers all of Sir Richard Branson's private collection of properties which include Necker Island, Ulusaba Private Game Reserve and the newest edition to the collection - Mont Rochelle Hotel & Vineyard in South Africa. In addition to e-learning, the site also highlights recent news, current offers and webinar schedules.

For further information or to register for e-learning see www.vlesavvy.com

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Debut winter sun brochure from Anatolian Sky Holidays features Madeira

ANATOLIAN SKY has recently launched its first winter sun brochure, which includes a range of winter destinations including Madeira.

One of the affordable options featured in the brochure is The Estalagem da Ponta do Sol, set in a location that combines a rich historic heritage, with a modern, sleek feel and commanding views over Ponta do Sol.

Originally built as a quinta, the

hotel has been extensively modernised and is accessed by a lift due to its location high above the village, which offers panoramic views of the Atlantic Cabo Girao and the small cove of Ponta do Sol below.

The hotel features an ocean fronted restaurant that is built outwards, with a terrace that stretches over the cliff, as well as loungers set on terraces, outdoor and indoor heated pools, two bars - including a pool bar - and spa facilities. Guestrooms are all air-

conditioned and offer an en suite bath and shower.

The company is offering a three-night breakfast stay at the property from £399 per person, with extra nights from £31 per person, per night.

The price is based on two sharing a double or twin room and includes flights, private transfers and the services of a local representative.

To book or for further information see www.anatoliansky.co.uk or call 0844-273 3586.

Portugal welcomes increase in UK overnight stays

PORTUGAL CONTINUES to attract UK visitors with a 11.2% increase in overnight stays in the first half of this year.

From January to August, UK visitors accounted for more than five million overnight stays in Portugal, an increase of 11.2% on the previous year.

During the same period, more than one million guests visited from the UK, up 15% from the same period in 2013, and generated revenue in the region of €1.1billion, an increase of 17%.

Airlines respond to demand by adding more flights to Madeira

NORWEGIAN AIR Shuttle, British Airways and easyJet have all recently announced new flights from Gatwick to Madeira.

Norwegian Air Shuttle's new flight to Funchal, which launched last month, offers a twice-weekly service departing

on Tuesdays and Saturdays. Meanwhile, both British Airways and easyJet announced they will begin flights to Funchal from Gatwick in March 2015.

For details see www.norwegian.com/uk, www.britishairways.com and www.easyjet.com/en

Prestige Holidays reports strong Madeira sales for winter

PRESTIGE REPORTS that it has seen a surge in bookings to the island of Madeira for winter 2014/15, and the operator's marketing manager, Nicky Shafe, attributes the renewed interest in the destination to the increased choice of flights and value breaks that are on offer.

She said: "Madeira, like a lot of destinations, seems to go in and out of vogue. However, it's definitely on the up at the moment. British Airways' new service and also Norwegian has given it a boost and there are certainly plenty of good deals available from our hotel partners so it's a great time to go."

The company's latest offers include a week's stay at Reids Palace in January from £1,115 per person with Norwegian flights from Gatwick, private transfers and breakfast accommodation. The deal includes two free nights, offering a saving of £298 per person, plus a free room upgrade, subject to availability, if booked by the end of this month.

The operator is also highlighting a week's stay in January at Quinta Da Bela Vista from £626 per person, saving £165, including flights on Norwegian, transfers, breakfast accommodation and a free night.

Become a gardening guru at Quinta Splendida's botanical gardens

THE RESORT of Quinta Splendida in Madeira is offering week-long horticultural holidays for budding gardeners.

Whether clients are looking to learn about the exotic species of the subtropical island, master the elegant craft of flower arranging, or tend to their own tomato patch, a gardening workshop holiday at the resort promises a unique experience for all gardening and nature enthusiasts.

A selection of experiences throughout the week will allow guests to learn expert gardening techniques to care for a wide variety of plants - from exotic heliconia, to delicate herbs and vegetables.

Quinta Splendida is home to a 30,000m² botanical garden with a variety of flora and wildlife, where much of

the teaching and gardening demonstrations take place throughout the week-long holiday. Working closely with the team of six professional gardeners and restaurant chefs, participants will learn their new skills against the setting of the resort's gardens overlooking the ocean. The gardens have been designed to ensure blossoming flowers are seen through all the seasons, ensuring a fruitful workshop at any time of the year.

Groups of six or more can book the experience at any time, or single travellers can join a group taking place on April 15-22, 2015.

Prices start from €671.50 per person, for a double room, or from €850 for a single use room.

For more information visit www.quintasplendida.com

SATA INTERNATIONAL

has announced its new schedule for travel in 2015, with weekly direct flights from Gatwick to the Azores from £339 return, including taxes and charges. Flights will operate every Saturday from April 4 until October 17, with early afternoon departures from Gatwick to Ponta Delgada in Sao Miguel, the largest of the Azorean Islands. Weekday flights are also available, flying from Heathrow via Lisbon. The carrier also offers comprehensive inter-island connections throughout the Azores archipelago, with prices starting from £46 one-way, including taxes and charges, for inter-island flights. A return flight from Ponta Delgada to Terceira starts from £119. All passengers receive 20kg of free baggage allowance and free baggage allowance for golf and diving equipment up to 15kg is also available.

For more information or to book visit www.sata.pt

Insight adds new 12-day 'Iberian Elegance' option for 2015

INSIGHT VACATIONS has introduced a new 12-day Gold itinerary for 2015 which enables guests to explore Iberia's rich and colourful history.

Highlights of the Iberian Elegance adventure include stops in Spanish cities such as Seville, Barcelona and Madrid, as well as Lisbon, where guests will take a guided sightseeing tour of the city and board one of the old trams to reach the top of one of the steepest hills for views of the city.

Driving into

the green hills of north Lisbon, guests will reach Fatima, the most celebrated place of pilgrimage in Portugal and visit the basilica commemorating the appearance of the Virgin Mary to three children in 1917.

Prices start from £2,156 per person land-only, including 11 nights' breakfast accommodation, private VIP door-to-door transfers, included sightseeing and the services of a tour director throughout.

For more information visit www.insightvacations.com



Comboios de Portugal launches new rail pass with unlimited travel

COMBOIOS DE Portugal has launched a new product, the 'Portugal Rail Pass', for short and long-haul travellers.

The new pass allows tourists to travel the length and breadth of the country by train, using only one ticket. All Comboios de Portugal trains in Portugal can be used including long distance, regional and urban trains. The pass is available in either a three- or seven-day option and provides unlimited train travel throughout Portugal, to be used within a month, starting from the date of purchase.

A three-day pass for a standard ticket costs €73 (£56), per person whilst a First Class ticket costs €109 (£84).

The price for the seven-day option ranges from €129 (£100) to €179 (£139). Child passes are also available and cost 50% less than the guide prices.

For more information see www.cp.pt



New golf packages on the Algarve from SuperBreak

FOR THE first time, SuperBreak is offering golf packages on the Algarve in Portugal. Three packages are available combining flights, accommodation at the Hilton Villamoura and rounds of golf at various courses in the area.

Ideal for golf loving clients, the packages are fully commissionable to agents.

Pinhal golf course is known for its narrow fairways surrounded by pine trees, framing panoramic views, while Laguna offers open fairways with strategically placed lakes for a more challenging Vilamoura golfing experience. The Old Course is considered one of Europe's best golf courses and was designed by Arnold Palmer, while the Victoria Golf Course is a genuine challenge - and a fitting home for the Portugal Masters. For a more varied golfing experience, the Millennium course offers a variety of holes with both narrow and wide fairways, plus challenging water hazards.

All packages include flights, breakfast accommodation, golf, transfers to all courses and access to a 24-hour gym and covered pool.

As examples of prices, a Diamond A5 package includes seven nights' accommodation plus five rounds of golf (either at Old Course, Millennium, Pinhal, Laguna and Victoria), plus flights from Gatwick, and leads in at £830 per person.

A Diamond E3 package costs from £597 and includes four nights' accommodation, three rounds of golf (Old Course, Millennium and Victoria) and flights from Manchester.

To book or for more information visit

www.superbreak.com/agents or call 01904- 436000.

CLASSIC COLLECTION . . .

Holidays has launched a new dedicated Portugal brochure, valid until October 2015 and featuring (for the first time) the destinations of Porto and the Douro Valley alongside its existing, but expanded programme to Lisbon, Estoril Coast, Algarve and Madeira. A total of 77 properties are featured in the brochure, 24 of which are new to the operator. As an example of prices, a three-night stay in April at the historical Pousada de Porto Freixo Palace Hotel in Porto in costs from £499 per person.

For details see www.classic-collection.co.uk or call 0800-008 7288.



TAP completes move to Heathrow Terminal 2

TAP HAS completed the move of its operations at Heathrow to the new and improved Terminal 2, including check-in, boarding and lounges for passengers.

For the 2014/15 winter season the airline is offering 45 weekly flights from Heathrow Terminal 2 to Lisbon and Madeira. In addition, the service from Manchester to Lisbon is being strengthened, now with 11 weekly flights for 2014/15.

Explore promotes new collections for 2015/16

AS A new addition to Explore's 2015/16 collection, the Madeira Island Discovery tour offers an eight-day holiday to uncover the island of Madeira.

Customers will stay in the capital of Funchal where there will be time to explore the old town, take a boat trip to the Desertas Islands for the chance to spot whales and dolphins and absorb the dramatic, rugged landscapes during an easy walk along a small part of Madeira's levada network.

Customers can also sample locally produced wine at Blandy's wine lodge and discover the history of Calheta.

Tours depart in May, August, September and December 2015 and cost from £948 per person including flights, seven nights' breakfast accommodation, two other meals, transport and the services of a tour leader and driver.

Alternatively, from the operator's new Self-Guided programme is Coastal Trails of Portugal, which provides customers with a moderate graded walking tour in Portugal. Customers can take in the unspoilt coastal views; discover Cabo Sao Vicente, the most south-western point of continental Europe; and visit the historic town of Vila do Bispo. There will also be time for customers to take in the sights of the white-washed villages in the Western Algarve.

Departures are available from April 1 - October 15, 2015 and cost from £345 per person based on two sharing. The price includes seven nights' hotel accommodation on a bed-and-breakfast basis and luggage transfers.

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The Hong Kong Tourism Board (HKTb) has launched a new free app, My Hong Kong Guide, which features up-to-date information on thousands of attractions, restaurants and shops. The tourist board has also introduced a new programme called Hong Kong Pals, a free service which enables visitors the opportunity to meet with a Hong Kong local and get an authentic insight into the destination. Hong Kong Pals are specially selected volunteers eager to share their passion and enthusiasm for the city.

Kyoto CVB welcomes new flights

THE KYOTO Convention and Visitors Bureau has welcomed the announcement of new international flights between Kyoto and the US and Canada.

Japan Airlines recently announced its expansion plans which include the addition of a non-stop daily flight between Los Angeles and Kansai International Airport from March 2015. And from May 2015, Air Canada will introduce a direct non-stop service between Vancouver and Kansai International Airport, offering five flights a week.

Hotel, tour & cruise additions in Kuoni's latest brochure

KUONI HAS hand-picked a selection of hotels, tours, cruises and experiences in its latest Far East brochure, valid until December 2015.

New additions include 11 boutique hotels including SALA Rattanakosin in Thailand's Bangkok, which features 15 rooms and views over Wat Arun; Princess d'Annam in Phan Thiet, Vietnam; and Essence Hoi An Hotel & Spa, also in Vietnam, which offers 70 rooms and is a five minute walk from the old town for sightseeing.

The brochure also features 12 new hotels exclusive to the operator's UK guests, such as the new Bandara Villas Phuket; plus exclusive room types - many including free spa treatments.

Meanwhile, new destinations include Palawan in the Philippines and the unspoilt and laid back island of Gili Meno located off the north west coast of Lombok in Indonesia.

New experiences, such as a Street Food Tour in Hanoi, Vietnam see customers join a culinary expert to visit the markets used by locals that aren't featured in any guidebooks. The tour includes sampling the Vietnamese cuisine and learning about local traditions, daily life and the culture of Vietnam.

Also featured are new cruises such as a Princess Cruises tour of Japan and an Azamara Quest Stay & Cruise holiday, discovering Indonesia.

As an example of prices, a five-night breakfast stay at the five-star Bandara Villas Phuket, Thailand in a pool villa costs from £1,600 per person, based on two sharing. It includes flights with Eva Air from Heathrow and private transfers.

To book or for further information call 01306-744447 or see www.agents.kuoni.co.uk

New journeys from Eastern & Oriental Express

EASTERN & ORIENTAL Express is launching two new journeys for 2015.

The first is a five-night 'Fables of the Peninsula', which sets off from Singapore to Bangkok on March 29 and includes a stay at Raffles Singapore Hotel. Exclusively for only 60 guests, the train will pass through Malaysia and Thailand and the journey includes excursions to the Cameron Highlands Resorts and a beach barbecue at Koh Chaan.

A two-night 'Ancient Temples of Lanna' journey departs on its inaugural trip from Bangkok to the ancient capital city of Chiang Mai on October 15.

The itinerary includes a visit to Lampang for a tour of the city in horse-drawn carriages and guests can also experience Thai cookery demonstrations, shopping in the traditional markets and a visit to a tea house.

For more information see www.belmond.com



PREMIER START... Premier Holidays recently took part in a training session at its Cambridge office with Jonathan Chell and Chris Kaiser from Elephant Hills, Thailand's first luxury tented camp resort. The company is the biggest selling operator in the UK for Elephant Hills, and can offer one-, two- or three-night stays at both the tented jungle and rainforest camps in Khao Sok, as part of any Thailand itinerary. Pictured are, from the left: Chris Kaiser, Elephant Hills; David Carlaw and Clare Crowson, Premier; Jonathan Chell, Elephant Hills; and Carly Charteris and Sarah Hatton, Premier. For more information see www.trade.premierholidays.co.uk

MGTO updates 'Macau Travel Talk' newsletter for industry

THE MACAU Government Tourist Office (MGTO) has launched a new electronic version of 'Macau Travel Talk' to provide the latest destination news, highlights and updates to those in the travel industry.

Originally a bi-monthly publication, the newsletter is now available to download from the tourist office's website or agents can receive it on a monthly basis through subscribing at <http://mtt.macautourism.gov.mo>

Garuda Indonesia boosts flights for next summer

FROM SUMMER 2015, Garuda Indonesia will increase its Gatwick to Jakarta service to daily flights, up from the current five times a week, using a new B777-300ER aircraft. Jubi Prasetyo, the carrier's general manager UK & Ireland, said: "Being able to

announce the extension of the London to Jakarta service is a key milestone for us as we only launched the service two months ago.

"We've worked tirelessly to strengthen our relations with key tour operators and the travel trade and, through the use of our new

ATR 72-600 and CRJ 1000 aircraft, we are also keen to ensure these tour operators and subsequent clients are able to explore not only Jakarta and Bali but also the more exotic islands of Indonesia."

For more information visit www.garuda-indonesia.com

Travel Indochina capitalises on growth of experiential holidays

TRAVEL INDOCHINA has launched its new Asia Escorted Small Group Journeys brochure for 2015/16 featuring travel inspiration for agents and their customers.

The new launch showcases 70 itineraries including eight new tours - with more than 1,000 guaranteed departures to 11 countries across Asia, plus the opportunity to upgrade to four- to five-star Gold accommodation on many journeys.

Designed to inspire, the brochure offers scenes that capture the experience-based nature of the company's small group style of travel and showcases its unique Insider Experiences with rich visuals throughout the guide, such as a scene from a local wedding in rural India and a local nunnery visit in Burma, as well as all the practical information required to decide where and when to travel.

Understanding that the best way to immerse in Asian culture is through personal, often spur-of-the-moment, interaction with the locals, the operator's special Insider Experiences are designed for customers who are excited by discovery and enable them to return home with stories to tell of unexpected encounters and memorable moments.

New for 2015/16, the operator has defined its Insider

Experiences in four categories - Unique, which allows guests to escape the crowds and get off the tourist trail to enjoy special experiences; Local, where guests can gain an authentic slice of local life by meeting the locals and making real connections; Special Stays, for unique accommodation - from a boutique mountain-side eco lodge near Sapa in northern Vietnam or a Maharaja's Palace to a converted traditional sailing junk; and Taste, where guests can sample local cuisine and tour the vibrant food markets of Old Delhi or taste Vietnam's fresh beer at one of Hanoi's local Bia Hoi's.

The company has also introduced eight new itineraries including multi-country tours. Among the options is a seven-day 'Secrets of Southern Laos' covering the little-visited south and 4,000 Islands in the Mekong River including a 'Special Stay' at La Folie Lodge; a six-day 'Taste of Burma' which can be combined with a cruise on the Irrawaddy river or a Ngapali beach escape; and a 20-day 'Thailand, Laos & Burma Explorer' which reveals the highlights of the three destinations.

For more information visit www.travelindochina.co.uk or call 01865-268944.

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- Get an authentic hilot or Filipino massage on the shore.
- Catch the sunset on a paraw or local sailboat.
- Enjoy a game of beach volleyball on the powdery white sand.



BALI BREAK...

The Ministry of Tourism and Creative Economy for the Republic of Indonesia recently hosted a group of six UK and Irish travel agents on a fam trip in partnership with Royal Brunei Airlines. The fam trip was designed to educate agents on Bali's enduring appeal as a tourist destination and encourage the inclusion of an excursion to Komodo Island to their future customers. Pictured enjoying the view from The Lookout Restaurant and Bar in Kintamani are, from the left: tour guide Pak Arda; Brendan Barry, Discover Travel; tour guide Pak Fauzy Ahmad; Guy Hough, Visit Indonesia; Ian Turner, Touchdown; Brittany Dryden, Rickshaw Travel; Stephanie Mitchell, STA Travel; and Gordon MacFarland, Destination Store.



Crystal Cruises' new Asia Boutique Adventures offer intimate shoreside excursions

CRYSTAL CRUISES has released a new selection of Boutique Adventures - intimate shoreside excursions which are available on its 2015 Asia voyages.

The experiences include dim sum making and mixology in Hong Kong; immersing guests in the day and life of a Shanghaiese in Shanghai; and learning how Sumo wrestlers stay in shape in Tokyo.

As an example, a Master Otaru Sushi Making cooking workshop includes a visit to the local food market to shop for ingredients, followed by sushi making and sake tastings with the chef at a local sushi restaurant.

The line's 2015 Asia itineraries collectively call in Ho Chi Minh City and Chan May, Vietnam; Kota Kinabalu, Penang, Kuala Lumpur and Langkawi, Malaysia; Surabaya, Bali, Semarang, Jakarta and Belawan, Indonesia; Sihanoukville, Cambodia; Pusan, South Korea; Taipei/Keelung, Taiwan; Hong Kong, Shanghai, Sanya, Dalian, Xiamen, Yantai and Beijing, China; and Kashi, Osaka, Aomori, Otaru and Tokyo, Japan.

Until January 2, all-inclusive, cruise-only fares start from £1,145 per person.

For details or to book call 020-7399 7601 or visit www.crystalcruises.co.uk

Wendy Wu Tours launches 2015 Southeast Asia brochure

WENDY WU Tours' 2015 South-East Asia brochure features new tours to Thailand and Burma, plus new multi-country itineraries, as well as new and upgraded tours to Laos and Cambodia and a new 'Exclusive Collection' for the more discerning traveller.

New tours include a 17-day

Laos and Cambodia Unveiled, which offers a journey through the heritage and beauty of Laos to captivating Cambodia, examining the tragic past of Phnom Penh and the temples of Angkor. Highlights include the landscapes of Battambang, the enduring French legacy of Luang Prabang and the architecture of the Angkor complex. Fully inclusive prices start from £2,790 per person.

Also new is a 12-day Thailand Land of Smiles private tour, which offers an immersive journey into Thailand's rich and rewarding history travelling from vibrant Bangkok up to the northern highlands.

Highlights include the night bazaars of Chiang Mai, a locomotive ride in the notorious Death Valley and visits

to the Allied War Cemetery, the ruins of Sukhothai and the Ban Lorch hill tribe village. Fully inclusive prices start from £2,690 per person.

Alternatively, clients can opt for a nine-day Bangkok to Singapore by Rail journey on the Eastern & Oriental Express with five-star accommodation and prices from £3,890. For a limited period, the company is offering a range of savings and special offers on selected tours and departures including up to £100 savings per person, free flight upgrades and no single supplements on selected tours.

All group tours include flights, accommodation, meals, touring with expert local guides, entry fees to attractions, local transport and visa fees for UK/EU passport holders.

For more information visit www.wendywutours.co.uk or call 0844-499 3899.

Experience Travel Group creates 14-night 'Foodie Tour of Vietnam' from £3,106

THE EXPERIENCE Travel Group has created a new Vietnam experience for food lovers, giving guests the chance to discover the full spectrum of Vietnam's culinary joys - from pulling up a stool alongside the locals to sample some of Hanoi's best-kept street food secrets, to an exclusive cookery master class with Michelin-starred chef Michel Roux.

Accommodation is at boutique hotels handpicked by the

operator's team of experts, with plenty of cultural and historical gems to explore along the way.

Prices lead in at £3,106 per person including flights, transfers, 14 nights' breakfast accommodation in four-star hotels, a private guide and driver throughout, plus all excursions and entry fees.

For further information or to book see www.experiencetravelgroup.com

Aleenta Phuket-Phang Nga introduces new 'Saturday Sessions' concept

Thailand's Aleenta Phuket-Phang Nga has unveiled a new Saturday hot spot for couples and families, with a concept called 'The Saturday Sessions'.

The move follows a US\$3.5million renovation project which saw the resort add a new beachfront infinity pool, a new version of The Edge gourmet restaurant and an expansive poolside lounging area on Natai Beach.

The luxx-lounging concept is the latest innovation by the resort group, who also recently opened the Ayurah Wellness Centre where guests are treated to a 'wellness that works' philosophy through the exclusive treatments of Linda Meredith, which focuses on natural health and beauty.

Managing director and owner of Aleenta Phuket, Anchalika Kijkanakorn, said: "The Saturday

Sessions are very much about reclining, dining and unwinding, aimed at couples, couples with kids, big kids at heart and anyone with a taste for the luxury beach club life, a tasty tune and a nicely chilled Rose. "It's a new idea, but I believe there are other people like me, with young kids they adore but with the urge to let their hair down and have some fun, knowing the kids are nearby and cared for in an atmosphere of fun and learning."

Kijkanakorn said there would be some fun filled beach activities in addition to listening to tunes and lounging on the pool deck, from beach 'putt putt' mini golf to a floating slide and floating beach ball cages.

She said: "This is beach clubbing for the grown-up who knows how to have a good time, but has moved along in life a bit. We're not bling bling and bad behaviour - it's a kinder, gentler style of clubbing, or lounging."



BANGKOK AIRWAYS has launched four new non-stop services from Chiang Mai to Phuket, Udon Thani and Myanmar (Mandalay and Yangon). The airline is currently offering special web promotion fares on the new routes. For instance, Chiang Mai-Phuket (single trip) starts from 2,290 Baht (approximately £44), while Chiang Mai-Mandalay costs from 1,445 Baht (approximately £28), excluding taxes and surcharges. For more information see www.bangkokair.com



Dusit Thani expands into Vietnam

Following the announcement of an AUD \$550m multi-use resort in Australia, Dusit International is continuing its expansion plans with the signing of the first Dusit Thani hotel to be developed in Vietnam as part of the Cam Ranh Flowers Resort.

Projected to open in late 2016, the beachfront hotel and branded residences will house 266 rooms of deluxe, suite and bungalow categories with a further 117 apartments and 56 residential villas available for purchase or rental. Located on the country's south central coast, the resort will be a five-star, fully-fledged mixed-use project, located 15 minutes by car from Cam Ranh International Airport and 20 minutes from popular Nha Trang.

Recreational facilities within the resort complex will include the brand's signature Devarana Spa, as well as a sports centre with swimming pools.



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cruising



AS PART of Seabourn's newly formed partnership with the United Nations Educational, Scientific and Cultural Organization (UNESCO), the cruise line is offering excursions to more than 160 World Heritage sites around the globe including a number of exclusive Discovery Tours only available on a Seabourn cruise. Working closely with UNESCO, Seabourn has created a range of excursions that will offer a deeper insight and behind-the-scenes information about current and future World Heritage sites and projects. Guests can now visit UNESCO World Heritage sites in destinations such as Reykjavik, Halong Bay and Mumbai. The cruise line has also created a collection of World Heritage Discovery Tours at a number of ports, with exclusive enhanced content on World Heritage.

For details call 0843-373 2000 or visit www.seabourn.co.uk

MSC puts agents in the picture with series of cinema events for new campaign

MSC CRUISES will start its campaign to engage further with the travel trade next week with a series of cinema events.

The seven events, which start on Monday November 24, will take place at various locations around the UK over a three-week period. Approximately 75 agents are expected to attend each

event, which will consist of a short presentation from either the line's commercial director, Lee Strongitharm, or head of sales UK & ROI, Janet Parton, covering key sales messages, followed by the showing of a latest cinema release with drinks and popcorn all round.

Parton said: "Getting closer to agents

is a central pillar of our expansion plan and these cinema events are a brilliant way to remind the trade that we are here, we have a great product and we want to grow with them. We have refreshed our relationships with Thomas Cook and Tui at a head office level, so it is vital we engage with their staff on the frontline."

Carnival Pride launches winter schedule of seven-day Caribbean cruises

CARNIVAL PRIDE has kicked off a winter schedule of seven-day Caribbean cruises from the Port of Tampa following an extensive \$75million dry dock that added a wide variety of Fun Ship 2.0 innovations, including four Playlist Productions shows.

On its new winter schedule from Tampa, Pride departs Sundays on week-long cruises to four Caribbean destinations - Cozumel, Mexico; Mahogany Bay, Isla Roatan; Belize City, Belize; and George Town, Grand Cayman, or Costa Maya,

Mexico. Each of these destinations offers unique cultural experiences and a variety of shore excursion choices, from zip-lining, snorkelling and kayaking to cave tubing and exploring ancient ruins.

The new Playlist Productions shows include

80s Pop to the Max, Heart of Soul, Getaway Island and 88 Keys: The Rock and Roll Piano Show.

Carnival Pride will operate from Tampa through March 2015 then reposition to Baltimore for year-round five- to 14-day departures from the port.

CLIA encourages agents to 'Meet the Fleet' with launch of new digital fact file

WHICH SHIPS use sterling, have a sushi restaurant or offer single cabins? These are just some of the questions which agents can now answer with a click of the mouse following the launch of a new 'Meet the Fleet' digital fact file launched by CLIA UK & Ireland.

'Meet the Fleet' contains the details of more than 260 ocean cruise ships and provides information on everything - from which ships have speciality restaurants and theatres through to those which provide babysitting facilities and have cabins that can sleep three or more.

Software service provider, Widgety, has created the new offering, which will initially be exclusively available to CLIA agent members. The search programme allows agents to

look for specific information including filtering by company, ship, size of vessel and passenger capacity.

Andy Harmer, the association's director, said: "Meet the Fleet is an invaluable tool in helping agents answer specific queries raised by customers. We know the importance of knowledge when successfully selling cruise holidays and this digital fact file brings an enormous amount of information together in one place which is then easily searchable.

"With hundreds of cruise ships to choose from, this tool will help agents find the right cruise for the right customer which is essential for the continued growth of cruising."

For further information visit www.cruiseexperts.org

Cruise and stay options in Canada from Premier Holidays

PREMIER HOLIDAYS' latest 2015 Canada brochure offers a selection of the operator's best Canada cruise and stay product, including the popular Roundtrip Vancouver, Roundtrip Seattle and Sawyer Glacier cruises.

There's also a selection of new pre- and post-cruise accommodation to choose from throughout the brochure, and each of the company's featured cruise holidays can be tailor-made to incorporate added extensions, stopovers, excursions or rail journeys on board the Rocky Mountaineer.

As an example, a 'Luxury Alaska' cruise and stay holiday with Holland America Line (HAL) during bear season costs from £3,115 per person including flights from Heathrow into Vancouver and back from Calgary with British Airways; three nights at the Sutton Place Hotel Vancouver; seven nights' accommodation in an inside cabin on HAL's MS Noordam; one night at the Sandman Hotel in Vancouver City Centre; one night at Delta Sun Peaks Resort; one night at the Best Western Jasper Inn & Suites; one at night Lake Louise Inn; two nights at the Mount Royal Hotel Banff; one night at the Sandman City Centre Hotel Calgary; and car hire with fully inclusive insurance (picking up after the cruise in Vancouver and dropping off at Calgary airport). A Rocky Mountaineer Excursion can also be added to the cruise from £629 per person. The offer is based on two adults sharing and is valid for a departure on June 24, 2015.

To book or for further information see www.trade.premierholidays.co.uk or call 0844-493 7542.

Fred encourages clients to 'get closer' in new brochure

FRED. OLSEN Cruise Lines has launched a new brochure, 'Get closer with Fred.', which highlights the factors that make cruising on its fleet of four smaller, more intimate ships special, unique and different.

All the cruise holidays featured – with durations of between seven and 14 nights, and prices starting from £91 per person, per night – offer inspirational experiences, such as fjord cruising in Norway's Lysefjord and visiting Seville in Spain, where shallow-drafted Braemar can sail right into the heart of the city centre.

The line's sales and marketing director, Nathan Philpot, said: "We have a clear focus for our brand – 'closer'. We are 'closer' to the market, offering more regional departures from the places that our guests want to sail from; 'closer' to the destinations, with our smaller ships and greater access; and we are 'closer' to our guests, building strong relationships and lasting friendships.

"We prefer more traditionally-built, smaller-scaled vessels, with less of a focus upon the latest gimmicks and gadgets, and a more 'personal' feel on board. And, by concentrating on the destination, we can give our guests unrivalled access to many places that the larger cruise ships simply cannot reach."

Cruises featured in the new brochure include Braemar's 14-night 'Spanish Coastal & River Cruising' cruise, ex Harwich on April 18, 2015, with prices starting from £1,499 per person; Braemar's 14-night 'Bringing the Baltic Closer to You' cruise, ex Dover on May 9, 2015, with prices from £1,499; and Boudicca's nine-night 'The Greatest Fjords of Norway' cruise, ex Newcastle on September 11, 2015, with prices from £999 per person.

For further information visit www.fredolsencruises.com

Princess Cruises launches online honeymoon registry

PRINCESS CRUISES is helping newlyweds enjoy the honeymoon of their dreams with a new online registry.

Couples can sign up at the line's honeymoon registry page, select desired gifts to enhance their cruise holiday and share this with family and friends.

The feature allows couples to choose from a list of options they wish to enjoy on their honeymoon, from contributions to the cruise, drinks by the pool, specialty dining, relaxing spa treatments and shore excursions. All gifts are applied as an on board credit to the couple's stateroom account to use during their honeymoon cruise. Couples can also create a wedding website to share photos and details about how they met, their engagement and wedding, e-mail their friends and family directing them to the registry and print out announcement cards.

The company's managing director UK and Europe, Paul Ludlow, said: "For the last 16 years we have offered couples the chance to get married at sea by the Captain and now this new registry service gives them the added ease and flexibility when selecting wedding gifts.

"With many couples already co-habiting before marriage, the traditional home-start gifts are often not needed so newlyweds can now ask their guests to contribute to their dream honeymoon."

For details see www.princesshoneymoonregistry.com and www.princess.com/holiday or call 0843-374 2402.

Superbreak launches new 'Cruise and Stay' options

SUPERBREAK is offering agents the chance to book two new cruise and stay packages, a first for the operator.

A festive four-night Christmas markets short break on Marco Polo is now on sale, as well as a cruise and stay trip in Barcelona with Norwegian Epic. The former departs on December 14 and includes return rail travel from the customer's local station to London, one night at the four-star Park Plaza Riverbank Hotel including breakfast, transfers from London Victoria to Tilbury Cruise terminal and a three-night cruise on a full board basis, with a full day stop in both Amsterdam and Antwerp.

Prices lead in at £335 from Brighton and £372 from Glasgow.

A Barcelona Stay and Cruise on Norwegian Epic includes a three-night, full board cruise calling at Marseille and Palma de Mallorca. It departs Barcelona on April 30 and packages must include at least one night pre-cruise in Barcelona and, after that, as many nights pre or post can be added as required. A five-night break costs from £506 including two nights' breakfast stay in a four-star Barcelona hotel, a three-night cruise and flights from Gatwick.

For details call 01904-436000 or see www.superbreak.com/agents

IF YOU NEVER DID, YOU SHOULD. THESE THINGS ARE FUN AND FUN IS GOOD.

~ DR. SEUSS



FAMILY FUN!

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- **Camp Carnival** - It's everything children love about summer camp and their favourite babysitter, all in one! Camp Carnival offers tons of activities designed for children in three different age groups: 2 to 5 years, 6 to 8 years, and 9 to 11 years.
- **Camp Ocean*** - Carnival is proud to unveil Camp Ocean - an exciting, new marine-themed children's programme, currently available on Carnival Freedom. Camp Ocean, which will replace the existing Camp Carnival programme, will welcome youngsters in with light blue and white underwater coloured spaces and friendly, experienced staff. Three age-related categories will each have their own identity: children ages 2-5 will be dubbed "Penguins," with those ages 6-8 called "Sting Rays" while 9-11 year olds will be "Sharks."
- **Seuss at Sea*** - The Seuss at Sea programme will offer a variety of exciting and immersive onboard youth, family, dining and entertainment experiences featuring the amazing world and words of Dr. Seuss. From the whimsical and always wonderful world of Dr. Seuss comes Cats in Hats, Fish Red and Blue, and both kinds of Things — 1 and 2. And they're all coming to a Carnival cruise near you with Seuss At Sea!

FOR MORE INFORMATION ABOUT CARNIVAL, OR TO BOOK, PLEASE VISIT WWW.GOCCL.CO.UK



*Camp Ocean is currently available on Carnival Freedom only.

*Seuss at Sea is available on Carnival Breeze, Carnival Splendor, Carnival Sunshine and Carnival Freedom.

RSSC unveils 2015/16 Winter Collection

REGENT SEVEN Seas Cruises has unveiled its 2015/16 Winter Collection, revealing a line-up that features a variety of destination-rich itineraries that incorporate Asia and Africa, iconic cities in South America and Europe, plus landscapes of the Caribbean and Alaska.

In total, the line's fleet will visit more than 150 ports in 50 different countries.

For sailings in the Mediterranean, Asia and Africa, the company has introduced new options for its complimentary pre- and post-cruise land programmes which include a free three-night hotel stay for guests booked in a Concierge Suite or higher. The offer is complemented by guided tours that immerse guests in the destination. For example, guests booked on voyages beginning or ending in Bangkok or Singapore can discover the ancient temples of Angkor Wat and explore the jungles of central Cambodia, all while enjoying the comforts of six-star hospitality.

The customised land adventures, valued at £1,078 per person, are also available for guests staying in a Deluxe Suite for a special rate starting at £425 per person.

The line has also introduced eight new Grand Voyages, ranging from a 35-night Cape Town to Miami sailing, all the way up to a 72-night South American roundtrip Miami cruise. The 49-night Singapore to Tokyo Grand Voyage introduces two new intriguing ports of call - Boracay Island, known for its award-winning beaches and Jeju, South Korea, home to Hallasan National Park, a UNESCO World Heritage Site.

For more information visit www.rssc.com or call 023-8068 2280.



HURTIGRUTEN...

has announced a new concept on MS Lofoten. From April 2015 the ship's classic characteristics will be accentuated throughout her voyages, offering passengers nostalgic maritime experiences such as fishing directly from the ship, bridge tournaments, afternoon teas and a more traditional dining experience. While the ship will operate on the traditional coastal voyage from Bergen to Kirkenes and back, the line is currently working on a number of new diversions and ports of call to add to the experience from April next year. Prices for a 12-day classic round voyage lead in at £1,197 per person based on a full board basis and an April 15, 2015 departure. Flights cost from £330 return.

For details call 020-3582 6642 or visit www.hurtigruten.co.uk

Selling cruise is CLIA



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

I HAVE written and spoken often about the need to embrace social media as a way of amplifying the key messages and stories that we tell around cruising as an important way to particularly attract those that have never cruised before. Social media allows us to use stories from guests and agents in talking about what the cruise experience is like. And as more and more people access these social media platforms, then the more non-cruisers we reach.

Social media is something that we utilised during CLIA Cruise Week, which this year fell at the end of September. We used Twitter and Facebook for competitions, imagery and tales of cruise destinations, and as a direct result of that activity more than seven million Twitter followers alone saw our Cruise Week messaging. Adopting social media this year clearly paid dividends in our campaign to reach new to cruise guests.

In fact so successful was the campaign that at our River Cruise Convention in Amsterdam this month we announced that we would hold a similar campaign, this time just focussed on river cruising, in the first half of 2015.

Social media clearly plays a really important role in what CLIA and the industry can do to raise the profile of this sector, and we cheerfully encourage as many travel agents as possible to adopt social media for raising the profile of cruising. Showcasing the choice and variety of ships and destinations is more easily done using technology, but we must be really careful to acknowledge that social media is not the sole answer to the aim of getting more people to cruise.

Research after research tells us that people buy from people. In other words, the skills and persuasion of the seller are fundamentally important in switching a customer from a hotel based holiday to one on a river or the sea.

We must use our personalities, our knowledge and expertise to explain the cruise and destination experience, help customers find their way to the right ship and the right itinerary, and work with them to ensure that the cruise holiday is a trip of a lifetime. And to get that expertise and knowledge we must study more, read more and attend more events and ship visits. Despite social media, there is nothing like first-hand experience and networking to equip us with the essential skills and knowledge that we need.

travelbulletin

Giving agents the edge

We asked our staff the following question this week:

When did you last treat yourself?

Publisher: Jeanette Ratcliffe

jeanette.ratcliffe@travelbulletin.co.uk

Editor: Lauretta Wright

lauretta.wright@travelbulletin.co.uk

On my way to the office this morning when I bought myself some new lipie.

Assistant Editor: Jill Sayles

jill.sayles@travelbulletin.co.uk

Haircuts and a pair of boots.

Contributing Editor: Paul Scudamore

post@travelbulletin.co.uk

Surprisingly, a pint of Guinness - but last week at McCarthy's Irish Pub in Rue du Portier, Monte Carlo.

Sales Director: Simon Eddolls

simon.eddolls@travelbulletin.co.uk

KFC - 2 weeks ago - dirty secret.

Advertisement Manager: Tim Podger

tim.podger@travelbulletin.co.uk

A round of golf at a championship course with a caddy.

Online Sales Manager: Nick Boocock

nick.boocock@travelbulletin.co.uk

I treated my leg with an ice pack after experiencing a Grade 1 calf tear. Oh...

Account Manager: Bill Coad

bill.coad@travelbulletin.co.uk

I had a KFC bargain bucket at the weekend.

Account Manager: Chris Gascoine

chris.gascoine@travelbulletin.co.uk

Account Manager: Matt Gill

matt.gill@travelbulletin.co.uk

Caffe Florian tea, coffee and dessert in Venice!

Marketing Assistant: Tasneem Rahman

tasneem.rahman@travelbulletin.co.uk

Got a nice little leather skirt last week.

Senior Designer: Lee Telot

lee.telot@travelbulletin.co.uk

The other day, picked up a new coat.

Assistant Designer: Tom Davies

thomas.davies@alaincharles.com

Splashed out on some new headphones.

Production: Nick Salt

nick.salt@alaincharles.com

A lovely Sunday roast out at my local.

Circulation Manager: Jim Merchant

post@travelbulletin.co.uk

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The Luxury Cruise Company reports emerging trends in river cruising following BBC TV series

THE LUXURY Cruise Company has reported an increase in river cruise bookings of 17% year-on-year and says that the surge in bookings follows the BBC's three-part series 'Sacred Rivers' with Simon Reeves, in which he travelled the length of The Nile, The Yangtze and The Ganges, exploring the spiritual life that surrounds them.

The Ganges has seen the biggest demand from the programme, with the new Ganges Voyager launching next year.

The river cruising trend has been complimented by an increase in turnover for luxury cruises for the operator of 10% year-on-year, and an increase in turnover for cruises of 50% during September year-on-year, all from a very healthy base.

Scott Anderson, the company's managing director, said: "There are many new, modern river boats being launched, and new, exciting destinations are opening up like the Mekong, Irrawaddy, Ganges River and more. Popular TV shows like Simon Reeve's 'Sacred Rivers' and other natural history programmes inspire people to look beyond their regular holiday option and consider a cruise.

"Cruise business has increased this year and I think it's due to a number of reasons. One of which is that more and more people are realising that a cruise offers exceptional value for money - with all meals, entertainment and accommodation included - and with today's modern luxury ships the food is top notch and you can even see West End shows on board - all included in the price. Another reason is that there are new ships being launched every year, and people are realising that a cruise makes a perfect holiday for all the family, with large ships catering for multi-generational family groups."

For more information visit www.theluxurycruisecompany.com

Early booking deals from Emerald Waterways

EMERALD WATERWAYS is offering a range of deals for clients booking before December, with savings of up to £700 per person as part of the company's red hot offers on river cruises in Europe.

As an example, guests can explore the Magical Rhine & Moselle on a 12-day river cruise, which travels from Basel to Amsterdam, with savings of £1,200 per person on river cruises departing before May 3, meaning the exclusive trip will cost from £2,295 per person including shore excursions, 32 meals and accommodation in a revolutionary Emerald Panorama Balcony Suite.

For more information call 0808-102 0109.

Riviera Travel meets demand with new ship orders

RIVIERA TRAVEL reports that it has seen a rise of nearly 50% in passengers carried on river cruises this year, compared to 2013.

In 2014, the company carried more than 14,300 passengers on Europe's waterways, up from 9,500 in 2013. To meet demand, the operator has announced plans for two new five-star ships built for 2015 - the Jane Austen and the Charles Dickens sister ships of the Lord Byron and William Shakespeare respectively. This will increase the company's capacity to nearly 20,000 for 2015.

New for next year, the company is featuring two sailings that offer no single supplements on every cabin, which means that an upper deck cabin with a French balcony on a seven-night Rhine cruise costs from £1,499.

For details see www.rivieratravel.co.uk/agents

puzzlesolutions

Crossword:

Across: 1. HERTZ, 5. BDA, 7. BUCHAREST, 8. GOA, 9. TUSCANY, 11. SANDALS, 13. IOW, 14. MELBOURNE, 16. SAA, 17. KLASS.

Down: 1. HUNGER GAMES, 2. RABAT, 3. ZAC, 4. GRANADA, 5. BEENY, 6. ALTON TOWERS, 10. SAN JOSE, 11. SALSA, 12. SIENA, 15. REK.

Highlighted Word: RUSSIA

Travagrams: (top) Tauck

(bottom) Antwerp

Where Am I?: The Chrysler Building

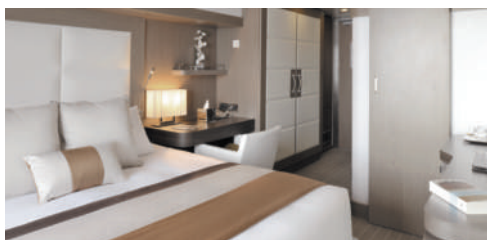


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(1) Ponant Bonus fare based on two people sharing a cabin - excluding pre/post transportation, port & security taxes. Ponant Bonus Fare is susceptible to change depending on availability at the moment of reservation. More information is available at www.ponant.com Document & photos non contractual. Photo credit: © plainpicture - PONANT / Philip Plisson / Nathalie Michel / François Lefebvre.

Introducing Magellan

Our impressive new flagship joins the fleet in 2015



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Main Reception Lobby



Hampton's Lounge Bar



Kensington Restaurant



Magellan Main Show Lounge

We are delighted to announce the addition of *Magellan*, our impressive new flagship, to our expanding fleet. This more contemporary small to medium-sized cruise ship offers expansive lounges, deck areas and a wide choice of leisure facilities combined with the same attentive service and traditional British cruising style that CMV are known for.

To launch our new cruise programme for *Magellan*, we have introduced amazing **Buy One Get One Free** deals on all her 2015 inaugural sailings (excluding the Maiden Solar Eclipse Cruise) plus the newly introduced *Marco Polo* and *Azores* cruises and winter 2015-16 sailings. These offers are on sale now for bookings made by **Friday 12th December 2014**.

Book online at: www.cruiseandmaritime.com Call: 0844 414 6161