

UK & Ireland

'holidays at home'



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1 OF 10
PLACES ON
A FAM TRIP

Win a place on a Luxurious Cultural FAM trip in Business Class to Dubai

On this FAM trip you will discover for yourself the influence Dubai's rich cultural heritage has had on making it one of the most luxurious holiday destinations on earth. You'll experience some of Dubai's most jaw-dropping resorts, learn about Dubai's traditional culture and sample some of the local & international cuisine which the region is renowned for. Your luxury experience will start as soon as you arrive at the airport, with guaranteed Business Class on Emirates & Qantas flights there and back.

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READY, METTSET, GO...

Global Travel Group member, Mettset Travel, recently hosted an open day in Birkenhead. Four suppliers - Alfa, Classic Collection, Jet2holidays and SuperBreak, in addition to Liverpool Airport, attended the open day to help showcase holiday options, highlight special offers and give out spot prizes to customers. Additional support was given by Leger, Belmond, Cosmos, Attraction World and Fred Olsen who supplied prizes and merchandise. Pictured ready to welcome clients are, from the left: Ann Roberts, Mettset Travel; Wynn Lloyd and Julian Collinson, Liverpool Airport; and Darren Bond, The Global Travel Group.



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Travel businesses among 'most irritating' for over-reliance on automated call answering according to new poll

UK CONSUMERS are demanding firms – including travel businesses, like transport companies and travel agents – call time on automated call answering services, according to new research by alldayPA.

The survey, which questioned 1,000 members of the public, found that more than half (55%) would take their custom away from companies that relied on automated call answering and voicemails, rather than providing a human voice on the end of the phone.

An even greater percentage (71%) said that, when they are shopping around, a business having automated call answering would make them more likely to choose an alternative supplier.

The infuriating practice of having to navigate complicated automated menus or leave a recorded message is considered to be on a par with rude or unhelpful customer service, according to the survey. Customers find financial services companies and professional services (e.g. solicitors or accountants) that use such services the most irritating, followed by travel businesses, like transport companies and travel agents.

When it comes to speaking to companies, consumers place great importance on speaking to a human being, on the person on the other end of the phone answering quickly (at least within ten rings) and being able to answer basic questions, such as opening times, providing directions or giving an idea of costs.

Customers are more forgiving when it

comes to not getting the exact person that they are calling for, or having detailed questions answered straightaway. As long as they have been able to explain their query to a person, the majority (62%) are happy to then get an answer later in the day or over email.

David Joseph, the company's board executive, said: "Automated call answering is often used by businesses in an attempt to save money, however such practices can often end up costing money in lost customers and sales. These findings show just how much people value being able to reach a real person when they have a query or a problem. It also shows that we don't expect to have everything dealt with there and then, but that by being able to explain ourselves we are more confident that we'll get the quality of service we're seeking."

Name your Stars

Calling all agents! If you haven't yet voted in Travel Bulletin's Star Awards, don't miss your chance. There's just two weeks left to vote for your top suppliers of 2015. To get your vote counted, complete the form distributed with this week's issue or see www.travelbulletin.co.uk/awards/how-to-vote





BUS BUSINESS...

Broadcaster and President Emeritus of the Lady Taverners, Judith Chalmers OBE, joined representatives from Seabourn's UK office earlier this month to donate a new 16-seat wheelchair accessible minibus to the Lavinia Norfolk Centre at Angmering secondary school in Littlehampton, West Sussex. Seabourn's UK team, led by MD Lynn Narraway, has been fundraising for a number of years with the goal of raising enough money to provide a Lady Taverners minibus for a school or community project. Pictured with Judith (left) and Lynn are students from the school, Louis Saunders and Zelda Crew-Williams.

Newsbites

- THE RECENTLY refurbished Tropikist Beach Hotel & Resort in Tobago has appointed Resort Marketing International to set up its new UK sales and marketing office.

For details email colin@resort-marketing.co.uk

- BOOKING.COM has launched BookingSuite, which has been developed to help accommodation providers grow their businesses and brands through next-generation technology and distribution expertise.

For more information or to schedule a demo visit www.booking.com/suite

- AIR TRANSAT has launched its summer flight schedule from the UK (Gatwick, Manchester, Glasgow and Birmingham) to Canada, with return flights starting from £365 per person. The airline has also recently introduced a range of flexible Economy fares, allowing passengers to make changes to their flights until the day of departure.

For details see www.airtransat.co.uk

168-passenger Amadeus Silver II joins fleet for Rhine & Danube sailings

AMADEUS SILVER II has joined the Amadeus fleet, bringing the total number of river cruise ships the company now operates on the rivers of Europe to 12.

The 168-passenger vessel is 135m long and, in response to feedback from customers, the number of staterooms has been reduced from 78 to 72, to provide larger, more spacious accommodation for guests. The number of suites remain the same at 12, but their size has been increased from 24 to 26.4sq.m.

The en-suite accommodation on the Mozart and Strauss Decks feature full-width glass French balconies, with the suites providing a large balconied walk out area. The light and airy, but slightly smaller staterooms situated on the lower Haydn deck, have fixed windows. Each of the staterooms feature a mini bar, electronic safe,

hairdryer, large flat screen TV and individual climate control.

The vessel also features a fitness room, spa, hairdressing salon and a boutique selling a wide range of items from toiletries to luxury hand-picked accessories. Complimentary coffee, tea, hot chocolate and water is available 24-hours a day.

The company's UK director, Stuart Perl, said: "The Amadeus Silver II provides a premium service, with a focus on giving guests the flexibility to shape their own holiday experience by providing them with choices, such as which tours and tour packages they wish to include or how they'd prefer to travel to and from the embarkation and disembarkation points.

"With many Amadeus Silver II departures already sold out for 2015, we are already gearing up for the construction of Amadeus Silver III,



which is expected to join the fleet in April 2016."

The Amadeus Silver II is operating on the Rhine and Danube on a range of itineraries. Prices lead in at £1,369 cruise-only for an eight-day Classical Danube cruise.

For further information call 01252-714477 or visit www.amadeusrivercruises.co.uk

Survey reveals UK tourism is on the up but companies need to get online

THE LATEST Travel & Tourism Survey conducted by MHA, an association of chartered accountants and business advisors, indicates that 26% of operators in the hotel and bed-and-breakfast sector are still unable to take online bookings.

This is despite the fact that 50% of respondents to the annual survey report a year-on-year increase in online bookings and the fact that there has been a 16% increase in the ability to take online bookings direct.

Head of the MHA, Andrew Burnham, is also encouraging High Street travel agencies to have an online presence.

He said: "High Street travel agencies have a dual role to play, with travel being both a personal service purchase that benefits from face-to-face selling and a price sensitive transaction that needs an online 'always accessible' channel to reach a wider customer base."

The survey results also revealed that the percentage of companies who have green policies in place has dropped to 65%, down from 82% last year and more than 41% remain unaware that tax reliefs are available for the introduction of such policies.

Belleair launches 'Perfect Days' for over 50s

BELLEAIR HAS launched a 'Perfect Days' wintersun holiday programme, designed with the 50-plus holidaymaker in mind, where clients can choose from a selection of hand-picked, fully hosted holidays on the Maltese coast at Qawra.

The programme offers stays at the newly refurbished four-star Seashells at Suncrest Hotel with a selection of events and activities to keep guests entertained. Flexible stay durations are available - from short breaks to stays of 28 nights or more, along with a weekly cocktail party, free guided tours of Valetta, Mdina and other must see sights; themed dinner evenings; a full programme of daytime and evening events; complimentary afternoon tea; transfers; luggage; and half-board accommodation.

A seven-night 'Perfect Days' break leads in at £279 per person.

For more information visit www.belleair.co.uk or call 0808-102 2441.



LARNACA LAUNCH...

To celebrate the launch of its new daily flight to Larnaca from Heathrow, Aegean Airlines, in conjunction with the Cyprus Tourism Organisation, hosted a Cyprus evening for tour operators and travel agents at the newly reconstructed Terminal 2 at Heathrow. Pictured celebrating the new launch are, clockwise from the top left: Andrew Neophytou, Travelmania; Lynda Betsch, Aegean Airlines; Orestis Rossides, CTO UK; Mathilde Robert, Planet Holidays; and Stella Proctor, Sunvil Holidays.

Neilson announces new 'mountain experts' service

NEILSON HAS made new additions to its ski programme for 2015/16, with new properties opening within the Mountain Collection portfolio and an inclusive Neilson Mountain Experts ski guiding and coaching service.

The Ski & Board 2015/16 brochure features winter properties across France, Austria, Andorra, Italy, Bulgaria and Spain, and includes a range of offers.

New to this year's programme is an inclusive service available at any Neilson-run hotel or chalet where, throughout the week, guests can enjoy ski guiding around the slopes and take advantage of free coaching with qualified ski or board instructors.

Meanwhile, new properties in the Mountain Collection include Hotel Escapade in Alpe D'Huez, France; Chalet des Cimes in Belle Plagne, France; chalets Motxo and Casale in El Tarter, Andorra; and Hotel Turquoise in Belle Plagne, France.

Deals available in the programme include two-for-one lift passes on all Neilson-run hotels and chalets; guaranteed savings of £50 per booking on all holidays; and up to 50% off kids' clubs on selected dates at Hotel Aalborg and Hotel Del Clos. The offers are available for bookings made by August 31 and group offers are also available.

For further information visit www.neilson.co.uk or call 0333-014 3350.

Uniworld marks India launch with prize giveaway for agents

UNIWORLD BOUTIQUE River Cruise Collection has released its 2016 Preview Boutique River Cruises and Journeys Brochure, featuring 30 itineraries across Europe, Russia, Egypt and Asia, with the introduction of India to the portfolio.

The operator's new itinerary down the Ganges, India's Golden Triangle & the Sacred Ganges, travels from New Delhi to Kolkata and from January 9, 2016 and complements the company's existing Asia programme which features itineraries in China, Vietnam and Cambodia.

The 13-day river cruise and journey comprises five nights onshore at three Oberoi Hotels & Resorts in New Delhi, Agra and Jaipur, before flying to Kolkata where

guests embark on a seven-night cruise on the new 56-passenger, all-suite Ganges Voyager II.

To celebrate the launch, the company is offering agents the opportunity to win an Indian dinner for their agency up to the value of £250 and will give a luxury L'Occitane gift bag to five runners up.

For a chance to win, agents should send in the name of the new India itinerary, along with their name, address and ABTA number, to agency.sales@uniworld.com

The company is also offering early booking savings of up to £1,200 per couple for bookings made by July 31. *For details see www.uniworldcruises.co.uk or call 0808-168 9110.*

Norwegian fjord departures from £449 with Cruise & Maritime

CRUISE AND MARITIME Voyages (CMV) is offering two Norwegian fjords cruises with prices from £449 per person for six nights on Magellan, sailing from Tilbury on June 7 or 13.

Guests will sail up to Ulvik in Norway, passing through Hardangerfjord visiting Eidfjord, then along the Sognefjord to Flåm. Cruising

into Nærøyfjord provides the opportunity to view Gudvangen before calling into Bergen, where visitors can ride on the funicular to enjoy panoramic views of the town.

The price is based on two sharing an inner twin cabin on a full board basis and includes daytime talks and activities, evening entertainment,

afternoon tea with sandwiches and cakes, plus complimentary coffee and tea all day until 22:00.

Gratuities of £5 per person, per night are added to the on board account.

To book or for more information see www.cruiseandmaritime.com or call 0844-998 3877.

Benidorm unveils new tourism brand following online competition

VISIT BENIDORM FOUNDATION has unveiled plans for new tourism branding following an online competition 'Benidorm by Talents'. In line with the strengthening of the brand image, Benidorm Town Council has also announced that it intends to apply for UNESCO World Heritage Site recognition.

In recent years, academics at the University of Angers, France, suggested that Benidorm has a legitimate UNESCO claim to World Heritage Site status under the 'cultural landscape' rubric as a pioneering example of the Mediterranean 'package tour' resort, providing a unique global template for other developments since. The resort fulfils six out of the ten conditions necessary for UNESCO eligibility for candidacy, although just one is necessary to apply.

Meanwhile, the Visit Benidorm Foundation has announced the success of an online rebranding challenge with online platform 'Talents United' (<https://youtu.be/7Q04VsEKqSI>). The pioneering tourism initiative

requested logo and theme creatives to inspire the rebranding process for the resort. The 'Benidorm by Talents' challenge ran over a six-month period last year and 20% of the 330 entry proposals came from the international market. The new logo is now being introduced across all communication mediums, branding campaigns and promotional materials.

The repositioning and rebranding of the resort follows an extensive programme of carefully planned redevelopment and investment in the infrastructure of the resort in recent years, including the opening of three new five-star luxury hotels golf, spa and leisure resorts; renovation of approximately 90% of the hotels; and new building and seafront



architecture.
For further information see www.lovebenidorm.co.uk



MAN UP....Thomas Cook Airlines has confirmed its ongoing commitment to Manchester, Stansted and East Midlands airports through extension of its agreements for a further five years at each airport. To celebrate its commitment to Manchester Airport, the airline has also announced new routes, with two flights a week to both Los Angeles and Boston from May 2016. Pictured marking the new developments, which also include an increase in flights to New York, Orlando and Las Vegas, are Christoph Debus (left) from Thomas Cook Group and Ken O'Toole from Manchester Airport. For details see www.thomascookairlines.com

'Two-for-one' sale from Sandals Resorts

SANDALS, BEACHES and Grand Pineapple Beach Resorts have announced that their 241 sale, which offers discounts on a variety of room categories, including Club Level and Butler Elite Service Suites, for travel dates throughout 2015 and 2016, is now available for bookings made by May 26.

As examples of offers, seven nights in a Crystal Lagoon Club Level Luxury Suite at the new Sandals Barbados costs from £1,827 per person including Luxury Included accommodation, flights and transfers, and is valid for departures between August 27 and October 22. Alternatively, clients can opt for a seven-night stay at the newly renovated Sandals Ochi Beach Resort in Jamaica from £1,348. The price applies to stays in a one-bedroom Butler Villa Poolside Suite and includes Luxury Included accommodation with personal butler service, flights and transfers, and is valid for departures between January 6-13, 2016.

To book or for more information call 020-7590 0210 or visit www.sellingsandals.co.uk

Birthday celebrations with Haven's Greedy

FAMILIES CAN monkey around this June as Greedy celebrates his birthday at all 35 Haven parks across the UK.

The celebrations run from June 8-12 and feature games, party dances and cupcake decorating.

A four-night break at selected holiday parks costs from £119 per family, based on up to six sharing a standard two-bedroom caravan for a June 8 arrival.

For details visit www.bourneleisuresales.co.uk or call 0871-230 1919.



PATAGONIA PARTY...

Eurotur, in conjunction with Air Europa and Cruceros Australis, recently took a group of operators to visit the wonders of Patagonia. Pictured taking in the sights are, from the left: (top row) Leandro Bruno, Cruceros Australis; Nicholas Bradley, Cox & Kings; Gillian Howe, Geodyssey; Ronny Walker, Lotus International; Jane Dennett, Distinctive Americas; Elizabeth Diaz, Last Frontiers; Paula Graham, Barrhead Travel; Claire Farley, 2by2 Holidays; with (front row) Maria Nazareth Vilardo, Eurotur; Caroline Hawes, Latin Routes; and Alexandra Sanchez, Air Europa.

Orbital Travel launches Douro River Cruises

ORBITAL TRAVEL has added a river cruise on the Douro to its cruise programme.

The seven-night cruises are on three, four-star ships, including the new MS Gil Eanes launched last month, and explore the best of the region, sailing past hillside villages and vineyard terraces and

visiting the city of Porto, the Porto wine region and the city of Salamanca in Spain. There are plenty of opportunities for wine tasting in Porto and along the wine trails, as well as optional guided visits of historical towns and cities including Lamego, Vila Réal and Salamanca.

The cruise is on an all-

inclusive basis with prices leading in at £953 per person excluding flights. It is commissionable at 12% and includes transfers and seven nights' accommodation in a twin share cabin.

For more information call 01763-274174, email greg@orbitaltravel.co.uk or see www.orbitaltravel.co.uk

Jet2holidays revamps trade site

JET2HOLIDAYs is giving travel agents an even more streamlined booking process with the launch of its new website.

Key features include an improved holiday calendar to allow agents to search on two share, filter by country plus select multiple airports; a new deal finder displaying special offers and advising if fewer than five rooms are left; new destination guides; enhanced hotel details; live online chat facility; and a new information section including FAQs plus training.

For details see trade.jet2holidays.com

Party with Prestige Holidays in Korcula next month

PRESTIGE HOLIDAYS is highlighting breaks to Croatia's Korčula for its annual half-year party.

On June 30, the island comes alive with the sights and sounds of carnival including a masquerade pageant, music, dancing and a fireworks display at midnight.

A seven-night stay, departing on June 29, costs from £589 per person including flights with Monarch from Gatwick, breakfast accommodation at Hotel Borik and transfers.

New to the operator's collection for 2015, Hotel Borik is located in the centre of Lumbarda village with a choice of bars, cafes and restaurants nearby.

To book or for more information call 01425-480400 or see www.prestigholidays.co.uk

Collette announces new preview brochure highlighting tours for 2016/17

COLLETTE HAS launched its 2016/17 preview brochure which offers 25 best-selling tours amongst a line-up across the US, Canada, Europe, Africa, Australia, New Zealand and Asia.

Tours are now on sale for departures from January 1, 2016 to April 30, 2017 and an early booking offer is available on all tours, saving clients up to £250 per person, for

bookings made before July 31.

The preview brochure also features a new ten-day tour, Highlights of Morocco, which leads in at £1,949 per person and

offers a three-night stay in Marrakech and a two-night stay in Fes.

To order a brochure call 0800-804 8700 or for details visit www.tradegate.co.uk



At home with Eileen...

What has homewoker Eileen
been up to this month?

Isn't it funny how having people to stay manages to focus your mind on all those things you've been meaning to get done around the house?

We are expecting two sets of visitors in the next couple of months - my son and his wife arriving from Sydney next week and then, straight after they leave, we have friends arriving from Melbourne. Our house is suddenly a hive of activity as we endeavour to finish off the new bathroom, installed nearly two years ago, get the fraying sofa recovered and most importantly of all, sort out the spare bedroom where they'll be sleeping.

We met our Aussie friends four years ago on a Windstar cruise in the Adriatic. We had a great time on the cruise and really enjoyed each other's company. It was our first time on Windstar but as they had cruised with them several times before they were invited to the captain's cocktail party for repeat guests. They said they were looking forward to going but what they really would like would be an invite to the captain's table for dinner, something they'd never had. I said that was something that really wouldn't bother me one way or the other. Imagine our surprise then when we got back to our cabin to find an invitation to join the captain at dinner. We felt a bit awkward telling our new friends that we wouldn't be joining them for dinner that evening as we'd be dining with the captain. Fortunately, they saw the funny side of it and that night we saw them pulling faces at us at every opportunity during dinner.

We kept in touch and when we were in Australia visiting my son five months ago we went to stay with them for a few days at their beautiful home on the Mornington Peninsula. Of course, we said they must come and stay with us sometime but to be honest we were not expecting them to take up our offer quite so soon.

So it looks like we have a busy couple of months ahead and as enjoyable as I'm sure it will be, I think we might be ready for a holiday when they've all gone home!

by EILEEN SAUNDERS of Travel Counsellors
To respond to any of Eileen's comments email
adam.potter@travelbulletin.co.uk

Newsbites

- REGENT SEVEN Seas Cruises has announced that its free pre- or post-cruise land programmes are now available on all suite categories on select Asia and Africa voyages. *For more information visit www.rssc.com or call 023-8068 2280.*
- BUTLIN'S HAS unveiled 'The Astonishing Family Science Weekend', an entertaining science-packed weekend break for families at the Minehead resort on September 18. A three-night break costs £109 per person, based on four sharing a silver self-catering apartment.
See www.bourneleisuresales.co.uk or call 0845-070 4742.
- THE AZORES is highlighting new activities following Ryanair's new flights to Sao Miguel Island, including a new take on stand up paddle boarding inside the crater of a volcano. Meanwhile, a range of events and festivals are also being promoted including the 'Walk & Talk' street art festival in July, the 'Red Bull Cliff Diving Series' in June and the Azores '10 Fest' culinary festival in June. Return flights with Ryanair (www.ryanair.com) departing Stansted every Saturday until October lead in at £71 return.
For details see www.azoresadventureislands.com and www.visitazores.com
- AVIOS HAS teamed up with Utility Warehouse to allow members to collect Avios rewards while saving on their energy, telephone and broadband bills.
See www.avios.com for details.

Butlin's reinvents chalets for 21st century

Butlin's has teamed up with Mumsnet to take all that was loved about its original 1930s chalets and reinvent them to provide an ideal setting for a family seaside break in the 21st century.

Basic but homely and painted in pastel pink, blue or yellow, each chalet had electricity, running water and pretty textiles featuring little yachts or embroidered with the famous Butlin's 'B'. Today, the same pastel colours smile onto West Lakes Chalet Village and little touches from yesteryear run through each chalet from the embroidered 'B' to the framed vintage Butlin's adverts hanging on the walls and the return of pretty yacht prints.

At West Lakes Chalet Village in the Minehead resort, 117 new two-, three- and four-bedroom chalets are set around landscaped gardens, fountains and lakes. Features include open-plan living areas, giant outdoor games and indoor arts and craft materials.



Booking incentive

- THE SAINT Lucia Tourist Board has launched its newest marketing campaign 'My Kind of Saint Lucia', highlighting the variety of the island's offering and showcasing a holiday type for every holidaymaker. To mark the launch of the campaign, the tourist board is challenging agents to increase bookings throughout this month by offering a host of fantastic incentives and rewards. By logging holiday sales to Saint Lucia for travel between June and December, agents are eligible to win a range of prizes including up to £400 off flights to the island redeemable against personal holidays, and 'A Taste of Saint Lucia' party for themselves and their colleagues. There's also a five-night reunion trip to the island up for grabs for Saint Lucia Specialists.
- For details see
<http://saintluciauk.org/trade-partners/trade-partners>*

It's in the stars...

What's in store for Gemini?

If you've been working on a new project or venture, now is the time to spread the word as it's more likely to succeed. Your new-found confidence is attracting admirers - at work and play - which you should take advantage of. However, make sure you look after your health over the next few weeks as you're more prone to picking up bugs and colds.

Lucky number: 3

Lucky day: Wednesday

AGENT OFFER

A NEW e-visa ecommerce website, Visa Online Services, is giving agents the chance to earn 10% commission per booking made. Agents can obtain tourist e-visas for their clients visiting Turkey, the US, Australia, Sri Lanka and Cambodia by visiting www.visaonlineservices.com. The company plans to add Canada and India visa applications in the near future. For details email visaonlineapplication@gmail.com or call 0203-239 0177.



1st Class Holidays
Travel Alberta
 Canada

EGG-CELLENT IDEA...Katie Jones from Prestbury Travel in Poynton was the lucky winner of a 'selfie' competition run by 1st Class Holidays and Travel Alberta to raise awareness of Alberta's rich dinosaur history. Katie's picture of herself and the "dino eggs" sent by Albert the Albertosaurus for Easter was judged one of two winners and got Katie her very own cuddly Albert, presented by the operator's Jonathan Whitely.

Advantage held its 2015 conference at the Sea Garden Resort in Bodrum, Turkey last weekend. LAURETTA WRIGHT reports on the key themes raised.



CONFERENCE CALL...Justin Coles (left) from Somak; Chris Rand from Balkan Holidays and Kathryn Coles from Tauck are set to go at the start of the conference.



SUN SEEKERS...Taking a well earned break are, from the left: Stephanie Witchell, Sevenoaks Travel; Neil Sealy, If Only...; and Tricia Lester, Baldwins Travel.

How 'clean bookings' helped one travel agency expand their business

HELEN JOHNSON and Philippa Wilcox from Polka Dot Travel offered agent members an insight into how they have managed to grow their High Street travel agencies from one to three branches in a short space of time, with the key point being to acquire as many 'clean bookings' as possible.

Helen said: "People are so much busier in their day-to-day lives than ever before. We always strive to offer them what we call a 'clean booking' which essentially means looking after every component of their holiday - their fast track pass at the airport, airport hotel reservations or parking, business lounge access and attraction tickets for example. These ancillary sales have meant that we've boosted profit. If you can add £10 per passenger onto your bottom line then it soon adds up. "Something that has helped us achieve this is by making

sure we make it a habit of asking our customers if there is anything that they would really like for their holiday, and then we aim to make that happen for them."

Other factors contributing to the pair's success included getting online with social media, having brochures in their window to fit in with their sales tool and placing emphasis on staff training.

Philippa said: "We befriend customers at the brochure rack so there's no hard sell. We say something along the lines of: 'Would you like an idea of price today as brochures can be quite confusing?'. Getting the right staff is key to getting them to understand the customer. As part of our training, we would ask staff to tell us four things about the customer they have just served that wasn't holiday related. It's all about looking after your

customers by getting to know their likes and dislikes."

Tony Mann from Idle Travel also highlighted how a revamp of his agency had seen numerous benefits including a positive impact on his team, more focus on the suppliers who were looking to support him and, ultimately, a younger clientele.

He said: "I needed to take an objective view of the business. I found out that my customers are loyal but they were not getting younger, and to take the business forward I couldn't rely on repeat visitors alone. Everything was planned, right down to the fixtures and fittings and I would spend hours scouring the shopping centres to get ideas on lighting and furniture. Now my business attracts lots more younger people, as well the repeat visitors and our average selling prices are up."

Facing the future: Advantage reveals Vision 2020 Report to members

MANAGING DIRECTOR of The Advantage Travel Partnership, Julia Lo Bue-Said, unveiled the group's five-year vision plans. They included a focus on service and commercial expertise and a diversity of product offering. She said: "The key drives of success, where

we know we've achieved our Vision 2020 will be continued membership growth; satisfaction through quantifiable financial benefit; the strongest commercial benefits package; technical innovation; and an industry leading financial services

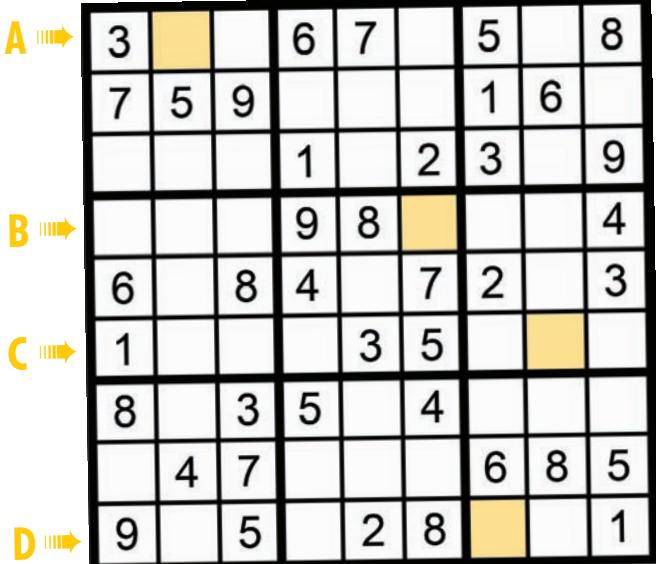
portfolio." According to Lo Bue-Said, key achievements in the last year include an average value of £24,000 benefit statements, 351 individuals trained, new CRM automation investment and a new MICE proposition. She said:

"One of the points people lose sight of is that we are owned by the membership. We have no private investors and we have no intermittent directors that are shareholders, so everything in terms of our motivation is about giving back to the members."

Su Doku

Win a £50 M&S voucher in the travelbulletin Su Doku prize puzzle

Number: 020



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, May 28th. Solution and new puzzle will appear next week.

The winner for 8th May is Natasha Fay, Cloud Nine Incentives in Olney.

May 8 Solution: A=2 B=6 C=9 D=8

Travagrams

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

Bazaar Muscular Ices



Experience life aboard with this line's recently introduced 3D virtual reality videos

Value Luck Motion



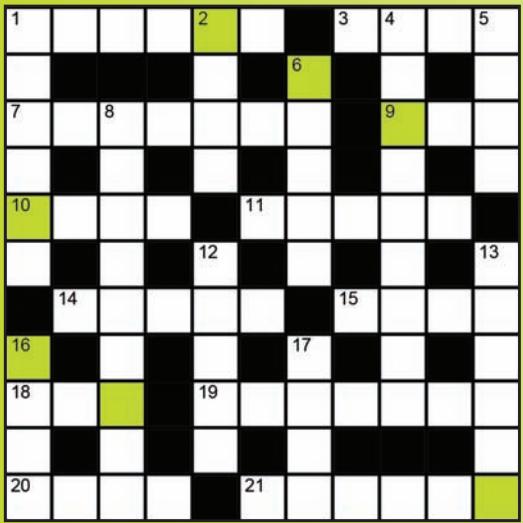
Three different coloured lakes sit atop this fiery hill in Indonesia

Where Am I?



Wine region situated on the lower eastern slopes of the Vosges mountains.

Crossword



Number: 020

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

Across

- Glamorous location hosting a Grand Prix this month (6)
- Hotel brand, part of Accor (4)
- New Zealand's oldest city, named for a Scottish town (7)
- Rabat-Salé international airport code (3)
- Travel industry association, initially (4)
- Moated Kent castle, once the home of Anne Boleyn (5)
- English city, sounds like an annual racing event (5)
- Popular Corfu resort (4)
- British singer/songwriter, Rita (3)
- Car-free ski resort overlooked by the Matterhorn (7)
- Capital of Ukraine (4)
- Ancient Greek sun god (6)

Down

- Fury Road is the latest in this movie series, showing at a cinema near you (3,3)
- Currency of Ghana (4)
- Popular Spanish city-break destination (9)
- Airline alliance (4)
- Divine symbol of the North, located in Gateshead (5)
- Famous Paris tourist attraction (5,4)
- Ed Miliband chose this Spanish island as his post-election retreat (5)
- Long-haul carrier with a Sydney hub (6)
- Rarotonga is the largest of these South Pacific islands (4)
- One of the Great Lakes (4)

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

Editor's message: Flight PC5121

LIKE SOME of my travel industry friends, I am left with mixed emotions following the experience we had on Pegasus flight PC5121 from Bodrum to Gatwick on Monday. There was an in-flight emergency, where we were taken into an emergency descent and repeatedly told to brace. At the time, we were not told what the emergency was and many of us feared the worst. You can read the full story on Travel Bulletin's news website, but I just wanted to offer a personal message to those colleagues left feeling shaken by the event. It's important to take solace from friends and family and remember that we were very lucky that it wasn't something more sinister. The explanation given was that it was a serious technical fault related to cabin pressure. *If anyone feels affected by what happened or wants more information I am available on 07813-401942.*

EDITOR

InBrief

- ADVANTAGE IS teaming up with MSC Cruises to host its 2016 conference on MSC Fantasia from April 16. The cruise will depart round-trip from Genoa and will take in Corsica, Barcelona and Palma.
- REFLECTING ON the conference, Steven Esom from Advantage Travel Partnership told delegates that clients put an enormous amount of trust in their expertise. He said: "As we've seen over the last few weeks, despite all the precautions we take the unexpected does happen and that's when you, the travel professional, really come into your own and prove the absolute value of relationships with your clients. By understanding their needs and being ready to solve problems you are creating trust, and trust lies at the heart of the industry. With the economy starting to grow we are in a great position to help our clients choose wisely and have a great and safe experience."

Ten ways in which technology will shape the future and how to adapt

DAVID ROWAN from Wired offered ten key points to delegates on how technology will shape the future. They included: 1. Mobile technology is just getting going. 2. Offline is over and everything will now be online. 3. Data is your unfair advantage, in that companies are learning to track what people are doing in real time to cater to demand. 4. The robots are coming, where we are now seeing everything from drones to self-driving cars. 5. It's not technology - it's humans, where he encouraged delegates not to be intimidated by technology. 6. Solve friction and get rich - companies who overcome obstacles and annoyances will do well. 7. Be where the new interfaces are. 8. Power has gone to the people, whereby power has moved from hierarchies of companies and organisations to individuals. 9. Think like a start-up. 10. Distract yourself - in that you should keep challenging what you are offering to the marketplace.



FUNKIN' IT UP... Enjoying a great time at the Travel 2 Dine Around are Kirsty O'Brien (left) from Keir Woodward Travel and Jo Wood from Spear Travels.

Director of CLIA UK delivers 'Time to specialise' message to attendees

IN AN entertaining session by the director of CLIA, Andy Harmer, delegates were told that one of the benefits of specialisation is that it allows them to talk to customers in a very clear and concise way.

In relation to the cruise industry, Harmer said that there is now a cruise for everybody, which is great in that customers now have an amazing choice, but at the same time is very difficult because they have a choice that they've never had before. He said: "One of the changes that we've seen in the cruise industry in the last ten years is very well-defined products, ships and brands, and that is really going to help people who sell cruise, but also our customers who will learn the P&O product is different from the Royal Caribbean product, which is

different from the Regent Seven Seas product which is different again to Crystal etc.

"The exceptional scenario is that we now have an industry that appeals to every type of customer imaginable. That ability, where the cruise industry defines the product it is offering, allows us to have a 'cut-through' message just as specialists agents have a cut-through message for their clients."

Harmer gave the example of Tesco versus Lidl, with Tesco selling more than 20 types of olive oil and Lidl selling a maximum of three different types. He said that by limiting its supply of products on the market, Lidl focused on the best products and was also putting itself in a better position to negotiate prices with fewer

numbers of suppliers. As a result, Tesco saw a huge decline in profit last year whereas companies such as Aldi and Lidl made profits.

He said: "The underlying message you are giving is that you are an expert when it comes to your product and 'stickiness' is key. Having 'stickiness' ensures that customers will keep coming back to you because you're an expert and people like buying from experts.

"Customers must see something different about what you offer. They must rely on you to be distinctive - you have to have that cut-through, not only in your marketing message but also in the way that you work yourself to make sure you understand all of the products that are available to appeal to different types of customers."

Industry Insight by.....



Chair of AITO Agents, Gemma Antrobus, highlights the power of partnerships...

WE ARE now on the final countdown to the annual AITO overseas conference in Córdoba, which this year joins together all sides of the association: agents, tour operators and affiliate partners. It therefore seemed fitting that our theme for the conference should be 'The Power of Partnerships'.

AITO is far more akin to a family and who better to collaborate with than members of your family. Of the 100+ independent tour operators within the association, there is rarely a time when my team at Haslemere Travel needs to look outside of the 'family' to find a product for a client. We have the most wonderful tour operator partners of all sizes, selling nearly every destination in the world and every type of holiday.

Equally, should I need to produce a newsletter, seek legal advice, ask HR questions or require assistance with technology in the business, then I have affiliate partners to talk to.

Each tour operator and affiliate member of AITO understands my business. They too are independent and believe in the same set of values and ethos that I do. We work together to achieve common goals, whilst always having the needs of our clients at the forefront of our minds, and hopefully having some fun along the way.

So, what do I look for in the perfect partner? Before embarking on a new business partnership, I

"We all have an agent friend who we know will be honest with us and vice versa, so don't be afraid to talk"

find it is always advantageous to discuss the needs of our clients and the business with the team. My view can often be one sided and the opinions of every member of the team are equally important.

Primarily I look for a company that we can build a long-term relationship with. It's vital to build up those partnerships over time, so you can discuss clients' requirements openly and know that should you have a problem, then you have someone who will be happy to assist you wherever possible.

I like to meet a new supplier on a number of occasions and ensure they have visited the team and the office to understand how we operate and the types of clients that we have. I never make assumptions and ensure that commercial terms are discussed up front and agreed. I also like to be honest and manage new suppliers expectations. It wastes everyone's time if you are misleading, over promise and under deliver. Just as agents feel let down when clients waste their time and don't book, tour operators feel the same and that doesn't help build a healthy

relationship. The best partnerships should always be two ways.

I try and seek advice from other agents in the association, especially if they have worked closely with a company that I am looking to build a partnership with. We all have an agent friend who we know will be honest with us and vice versa, so don't be afraid to talk. Likewise, I try to share the success of fruitful partnerships with others and should I find an independent operator who is not a member of AITO, I encourage them to join and help them to find the right agents to work with in order to grow their business.

Successful partnerships can last for many, many years, but remember that trust and the ability to have a frank discussion are always going to be the hallmarks of a good partnership.



Hotels.com survey reveals free Wi-Fi tops list for most desired hotel amenity

WI-FI IS THE most popular hotel amenity in the world, a global report conducted by Hotels.com has revealed.

With almost a third (30%) of global travellers (both business and leisure) choosing free Wi-Fi as their top facility, it seems gone are the days of mini-bars and an on-site spa. The UK results showed more than a quarter (28%) of Brits prefer free Wi-Fi, ahead of a free breakfast (16%).

The global survey of almost 5,000 respondents found that complimentary breakfast has been knocked off last year's top spot to second place with 21% of the global vote, but it is the top non-tech must-have amenity, with more than a quarter (27%) of global travellers wishing it was

included when booking a hotel stay. Only a small 3% of global respondents said they would go without free breakfast in order to pay less for their hotel stay, whilst 15% of penny pinching Brits would prefer to cut it out in order to make a saving.

Free parking remained in third place for another year with one in ten (10%) choosing this facility, beating swimming pool facilities (8%), on-site restaurants and room service offerings, achieving 3% and 2% respectively.

Meanwhile, mini-bars are the hotel feature voted most disappointing with nearly a quarter (24%) believing this is the top amenity that isn't worth the hype. This is followed by a turndown service, receiving 13% of the global vote.

Wyndham Hotel Group unveils latest campaign to launch new loyalty programme



WYNDHAM HOTEL GROUP has announced the global launch of its new loyalty programme, Wyndham Rewards, with the debut of a multi-million dollar, integrated umbrella marketing campaign.

A total of \$100million has been invested in the new campaign, which stars Kristofer Hivju from 'Game of Thrones' and 'Force Majeure', and includes TV and radio spots, digital media assets and on-property collateral at more than 7,500 hotels

worldwide.

To celebrate, the company has launched a summer promotion where members can earn 3,000 bonus points after one qualified stay until September 7.

The new rewards programme offers members a generous points earning structure along with a flat, free night redemption rate. With 15,000 points, members can redeem a free night at more than 7,500 hotels globally with no blackout dates, while members who want to redeem their points sooner or stay longer for less can book a night at available hotels for 3,000 points plus cash.

For more information on the new program and the summer promotion bonus offer, including full terms and conditions, visit www.wyndhamrewards.com



Turkey's Bodrum Palace marks launch with exclusive packages

IN CELEBRATION of its opening, the Jumeirah Bodrum Palace in Turkey is offering two exclusive packages for guests staying at the resort by June 30.

An 'Earn an Extra Night' package welcomes guests for four nights for the price of three and offers a

complimentary breakfast and a 20% discount on all food and beverages across its eight bars and restaurants. Complimentary use of the spa and fitness facilities is also included and the package is available from 337.50 euros per night, based on two sharing a

premium suite.

Alternatively, a 'Turkish Delight' experience combines a four-night stay in Bodrum with an additional two nights at Istanbul's Pera Palace Hotel Jumeirah. The experience is available from 450 euros per night, based on two sharing.

MERCURE SWANSEA HOTEL

has announced the refurbishment of 64 of its 120 bedrooms. The extensive renovation includes the redesign of 64 classic bedrooms, bathrooms and bedroom corridors, as well as the rollout of new beds in all 120 bedrooms in the hotel, and is set to be complete this month. Classic bedrooms will include flat screen TVs, complimentary high-speed Wi-Fi, new beds with a Kayfoam King Koil mattress and en-suite bathrooms with complimentary toiletries. Three Privilege guestrooms will feature unlimited movies, a Nespresso coffee machine, newspaper, robe and slippers. For details see www.mercureswansea.co.uk

Rebrand for LBA

LEEDS BRADFORD Airport (LBA) has unveiled a rebrand to mark the next stage in the airport's development.

The new brand will be introduced across the business during 2015 but has already been incorporated into the airport's website at www.leedsbradfordairport.co.uk

The airport's chief executive, John Parkin, said: "We are very proud of our heritage at LBA but the time is now right for the airport brand to reflect the recent investment in our product development, the introduction of exciting new regional partnerships alongside improvements in the airport passenger experience."

TTNG teams with Celebrity for 2016 conference

THE TRAVEL Network Group teams with Celebrity for 2016 conference

The Travel Network Group (TTNG) as announced that it will partner with Celebrity Cruises for its 2016 conference, with the two-day event taking place on Celebrity Eclipse from May 8-10. The ship will depart Southampton and sail to Le Havre and back.

Gary Lewis, TTNG's group managing director, said: "We have been so impressed with what Celebrity Cruises can offer in terms of hosting our next conference - from its amazing theatre and dining options, to its luxurious accommodation. We are all very excited to explore a new concept for our next conference."

Pandaw launches 2016/17 programme with early booking savings

PANDAW HAS announced the details of its 2016/17 programme, with early booking discounts of up to 20% and no single supplements for cruises booked before July 31, on selected departures up to April 2017.

The line's fleet of 13 colonial-style river ships offer all-inclusive value with a choice of itineraries in Burma, Vietnam, Cambodia, Laos and China, with all meals, shore excursions, crew gratuities and drinks included in the price.

As an example, a new 14-night 'The Upper Mekong' journey travels from Laos to China from September 2016 to April

2017, with overnight stays in Vientiane, Luang Prabang, Chiang Saen (for the Golden Triangle) and Jinghong. Flight inclusive prices start from £4,995 per person sharing a main deck stateroom. Guests can combine the expedition with a 'Classic Mekong' cruise from Saigon to Siem Reap (or vice versa), to explore the length of the Mekong in one great adventure. Passengers booking before July 31 will receive three nights in Siem Reap, including one full day excursion to Angkor Wat, free of charge.

For more information call 0203-773 8796 or see www.pandaw.com

Efteling Theme Park Resort and P&O Ferries FAM Trip

Efteling Theme Park Resort and P&O Ferries jointly hosted 25 travel agents on a mini-cruise from Hull to Rotterdam recently. Highlights included à la carte dinner and entertainment with a Bruno Mars tribute act on the ferry and a day at the theme park, where agents explored the rides, a show, the hotel and Bosrijk Holiday Village...



MARS ATTACKS...

Agents enjoy the company of Bruno Mars tribute artist on *Pride of Rotterdam*



FOOD FOR THOUGHT...

Agents tucked into a delicious dinner in the à la carte restaurant on *Pride of Rotterdam*



ALL ABOARD...

to Europe's third largest theme park - Efteling



THE RIDE OF THEIR LIVES...

Agents get ready for a day to remember at Efteling Theme Park



Aaron Candler

Sales manager (South East), Trafalgar

At home

What's your favourite household gadget?

Sky HD Plus to record all my programmes whilst I'm away working.

What is your favourite TV programme?

Gogglebox.

What's a typical weekend for you like?

Gym, shopping and seeing friends and family.

What's your guilty pleasure?

Watching Celebrity Big Brother.

What do you do to relax?

Jog along the River Thames.

What music do you listen to?

Most styles of music apart from Trance and Heavy metal. Pop and R&B is my favourite.

What's your favourite movie?

Bridesmaids - it always makes me laugh.

What's been your latest DIY project?

Wallpapering my bedroom. It took 11 hours to do one wall.

At play

Where would you most like to visit and why?

Brazil as it has everything - sun, sea, food, culture and the most amazing scenery from waterfalls to rainforests. But most of all they do good cocktails!

What is your best quality?

Caring.

What's your most embarrassing moment?

Trying to sell a holiday to a customer to Toronto and advising that they must go and see Viagra Falls, then realising what I said. They actually found it highly amusing whilst I was highly embarrassed.

Do you have any nicknames?

Azza & Al.

If you could invent a new law, what would it be?

No school fines for taking holidays out of school term - as long as the holiday is deemed educational or will help with the child's life skills giving them quality family time.

At work

What other companies/organisations have you previously worked for?
Tui Travel.

If you could change one thing in the industry what would it be?

To have price parity on all tour operators, so the customer can genuinely pick their most convenient way of booking.

What personal item do you have on your desk at work?

My car dashboard is my desk!

What's the best thing about your job?

When I have visited an agent, then they make a booking after I have provided training and created more awareness of the brand.

What's a typical day like?

Every day is different. From visiting agents to attending

travel shows all over the South East. I also train staff on our brand to help increase their product knowledge.

What's your favourite travel app?

Skyscanner.

Who has been your inspiration in the travel industry?

My former assistant manager. She ignited my passion in the industry by taking the time to train me and leading by example.

What was the last email you received?

A new twitter follower notification.

What skill are you most proud of?

Product knowledge.

What do you love about the travel industry?

Creating everlasting memories for customers.



Holidays at Home are GREAT... and not just for your customers, but for agents too!

by CLAIRE BURDALL, marketing
partnerships manager – trade,
VisitEngland



THE PRODUCT on offer in England has undergone a staggering transformation in recent years, and there has been a rise in domestic breaks with people rediscovering the fantastic places on offer on their doorstep. We know that domestic holidays generate very high levels of satisfaction and, although we've seen a slowdown in domestic trip-taking in 2014, there is huge potential to grow this market. The trend to take multiple holidays a year, one of which is often in the UK, is here to stay.

Travel agent opportunity

Recommend a holiday at home. VisitEngland research shows that there is a huge opportunity for agents to capitalise on this trend by using your own existing customer base. The research shows that two thirds of consumers who book an overseas holiday will also take a UK break this year, though they may not have thought about booking it through their local travel agent. It may be that the couple you are booking a two-week holiday to Mexico for are also planning a short break in the Lake District. Ask them about their other holiday plans whilst they are with you.

Getting customers flocking to your store

This year's Holidays at Home are GREAT campaign, starring BAFTA winning Shaun the Sheep and travel agent Alison, really encapsulates this message, getting consumers to think about using a travel agent when they book a UK break. The campaign, led by VisitEngland and supported by the National Tourist Boards of Wales, Scotland and Northern Ireland, has attracted more trade partners this year than ever before. Agents are getting involved in a variety of promotional activities from Shaun the Sheep themed window posters to in-store promotions including posters, newspaper and radio ads.

It's all about product

The operators we work with on the campaign really showcase the very best of the UK's tourism product - from escorted coach touring in some of our most stunning locations, to city theatre breaks and top-class forest lodges. And with new products being developed and improved all the time, we are seeing a level of quality and

choice which means there is a UK break to suit all customers. We have seen huge investments from brands such as Butlins, in the reinvention of its traditional chalets and Shearings whose loyal customers benefit from an ongoing investment programme in their hotels, coaches and digital technology. Whilst the development of an online rail booking system by Superbreak enables agents to book and reserve rail seats when booking hotels.

What's on

When booking a UK break for your customers it's worth thinking beyond accommodation as there are a wealth of events and attractions which can really make the holiday experience. In England, we're set for a busy year ahead with a number of milestone events, including the arrival of Rugby World Cup in September taking place across 11 host cities. Events offer unique experiences in the host cities and surrounding areas, even for those who don't have tickets to the events themselves. Equally, TV and film can create demand from customers with the BBC's eagerly awaited remake of Poldark creating a new generation of fans swooning over Cornwall's sweeping landscapes and followers of ITV's hit crime drama Broadchurch seeking to experience the Jurassic Coast cliffs and beaches in Dorset where the series was filmed.

Supporting you to sell

Often when I meet with agents they freely admit to me that their knowledge of the UK and what to see and do is not as good as their knowledge of many overseas destinations. When you consider that most customers looking for a UK break don't want to travel more than three hours from their home, it's worth brushing up on your surrounding areas and what is on offer. Our online training programme for travel agents, England Expert, now offers four modules about holiday experiences in England. We'll also be continuing to engage with agents at events like the Thomas Cook 'Let's Go UK' roadshows and the annual Travel Brit Awards. Agents can also download Shaun the Sheep window posters from our travel trade website to help promote 'baa-rilliant' domestic holidays in store.

For more information see www.englandexpert.com, www.holidaysathomearegreat.com and www.visitengland.com

The Ewe-K Rules OK



There's never been so much to do in the UK.
To find more BAA-illiant ideas go to
HolidaysAtHomeAreGreat.com

HOLIDAYS AT HOME
ARE
GREAT
BRITAIN & NORTHERN IRELAND



SHREWSBURY

is showing its practical support for tourism by introducing two new coach drop off and pick up points, more convenient to the town centre. For a 12-month trial period, coach drivers will drop off visitors in bays at Dogpole and Shoplatch, closer to Shrewsbury's shops, museum and art gallery.

Superbreak adds new Scottish options

SUPERBREAK HAS added two new accommodation options in Scotland.

Set in Highland Perthshire, the four-star Moness Resort in Aberfeldy offers a hotel and self-catering cottages. Formally a hunting lodge, the hotel is situated in 35-acres of wooded grounds and offers parking, close proximity to the town centre and an indoor heated pool and steam room. Daily restaurant menus are created with fresh meat, fish and game locally sourced from around Perthshire.

All guestrooms have been individually styled and offer differing views, while the resort's holiday cottages are fully furnished, many with views overlooking the Aberfeldy Hills and surrounding countryside. Cottage guests also have access to all hotel facilities including dining and leisure facilities.

Prices start from £49 per person at the hotel and £26 per person based on four sharing at the cottages.

For more information visit www.superbreak.com/agents or call 0190-443 6000.

Boating breaks up for grabs from Hoseasons' trade campaign

HOSEASONS IS offering agents the chance to win one of four boating breaks as part of its May and June trade campaign.

The giveaway offers four winners the chance to experience everything a boating break has to offer for themselves.

Tariq Khan, head of sales for the operator, said: "There's no substitute for personal experience when it comes to captivating a customer – that's why we're so happy to give away these breaks and say thank you to agents at the same time for all their hard work."

Agents who confirm any accommodation booking by June 30 qualify for entry into a fortnightly free prize draw starting on May 22.

To be included in the draw, agents should email qualifying booking reference/s to agency.sales@hoseasons.co.uk along with their ABTA number, name and travel agency name. Winners will be able to choose a three- or four-night short break which needs to be taken off-peak before June 30, 2016.

For full terms and conditions email agency.sales@hoseasons.co.uk

Free summer entertainment & activities in South Tyneside

SOUTH TYNESIDE is offering free entertainment and activities for all ages this summer, including live music and an Alice in Wonderland themed parade.

The annual South Tyneside Festival, which runs from June until the end of August, is expected to attract more than 120,000 visitors and many of the resort's hotels, guest houses and self-catering sites are already taking bookings.

Events confirmed so far include free concerts by Britain's Got Talent winners Collabro, X Factor winner Joe McElderry and pop legend Billy Ocean, with headliners for two additional concerts on July 12 and 26 yet to be revealed.

Other highlights include a Summer Fayre in Bents Park, live music at the seafront Amphitheatre, Proms in the Park, Kids Fun Fest parties and Harton Quays Park Craft Markets.

For more information on accommodation available and a full list of events visit www.visitsouthtyneside.co.uk or call 0191-424 7788.



Newsbites

- WILDERNESS COLLECTION has introduced a week's 'The West Highland Way' guided walking break, departing on August 13 and 21 and September 18. Prices lead in at £1,095 per person based on two sharing including seven nights' breakfast accommodation, daily lunch pack, two dinners and luggage transfers.
Call 01479-420020 for details.
- RABBIE'S SMALL Group Tours is highlighting a 'Discover Malt Whisky Day Tour' from £28. It takes guests from Edinburgh, past Stirling to two distilleries at Glengoyne and Deanston, both on the edge of the Highlands. In between the visits, passengers can take in the scenery of Loch Lomond National Park. The tour departs year-round three times weekly from Edinburgh.
For details see www.rabbies.com
- ATTRACTION WORLD is offering 31% off gate rates at LEGOLAND Windsor, plus a further 6% off online rates. The offer is valid until June 30 and gate rates are from £48 per adult, with a reduced price of £33 from the operator. The company is also offering 50% savings on gate rates at Thorpe Park.
For details see www.attractionworld.com



Charging in for July 21-26, Arundel Castle in West Sussex will be play host to a Jousting and Medieval Tournament Week. As one of the largest events of its kind in Europe, audiences can enjoy all the 15th century jousting action as knights compete for the ultimate glory of winning the Championship of Arundel Castle.

- TWO HISTORIC North East venues have joined forces to offer visitors to the region a royal welcome. Lumley Castle Hotel, at Chester-le-Street, County Durham, has teamed up with the Bowes Museum, at nearby Barnard Castle, to create a mini-break designed to showcase the region's social and cultural heritage. Lumley Castle's Bowes Museum break combines a two-night breakfast stay at the four-star hotel with tickets to the museum. Prices are from £210 per couple, based on two sharing.
Call 0191-389 1111 for details or email reservations@lumleycastle.com

GET ON BOARD



EVERY Hoseasons booking you confirm between 09 May – 30 June 2015 and register with agency.sales@hoseasons.co.uk will be entered into the Prize Draw.

0345 498 6153

hoseasons.co.uk/agents



Be Social! Become a friend of Hollie Hoseasons



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Follow us
[@HollieHoseasons](https://twitter.com/HollieHoseasons)

The Prize Draw is open to all Travel Agents. Entrants must be over 18 years. The Prizes are non-transferable and no cash alternative is offered. For the Promoter details and full terms and conditions of the Prize Draw please visit www.hoseasons.co.uk/pdfs/boating.pdf

ABTA
ABTA No. Y0662

See booking conditions
for full details of our
ABTA membership

HOSEASONS
By Wyndham Vacation Rentals

Carnival offers new choice in Caribbean cruising

CARNIVAL CRUISE LINES has announced that from November 2016 Carnival Victory will reposition to offer seven-day southern Caribbean cruises from San Juan.

Christine Duffy, the line's president, said: "Our southern Caribbean cruises from San Juan offer our guests the opportunity to visit five different tropical destinations during their week-long holiday and each of these fantastic ports feature not only spectacular beaches but also a wide variety of sightseeing opportunities and attractions."

The itinerary features day-long calls at five destinations - St. Thomas, Barbados, St. Lucia, St. Kitts and St. Maarten.

In addition, the line has announced new ships in two key homeports with Carnival Ecstasy moving to Charleston and Carnival Fantasy to Miami in February 2016, providing new 'Fun Ship' cruise options in those markets.

For additional information call 0845-351 0556 or visit www.carnival.co.uk

caribbean

FUNWAY HOLIDAYS



is celebrating all things Caribbean this month with a new mini brochure highlighting Barbados as its 'Destination of the Month'. As an example of prices, an eight-day, multi-centre holiday to Barbados and New York costs from £1,249 per person based on two adults sharing. It includes three nights at the four-star Sheraton Times Square and seven nights at the three-star Butterfly Beach plus flights. For more information visit www.funway4agents.co.uk

Trinidad and Tobago celebrates tourism boost

TRINIDAD AND TOBAGO has reported an 11% increase in international visitor arrivals for the first quarter of this year.

According to the tourist office, the US, Canada and the UK have all made healthy contributions to the 11% growth figure, with particularly aggressive growth from Ireland with a 50% increase in visitor numbers.

An increased frequency in flights, significant investment into accommodation and public attraction upgrades have also helped create an increasingly appealing twin centre destination for travellers seeking an authentic cultural experience.

The destination's ability to accommodate groups for meetings and conventions will be further enhanced with the opening of the Shaw Park Complex in Tobago later in the

year, demonstrating an increased commitment to the MICE market.

Warren Solomon, general manager of marketing at the Trinidad & Tobago Tourism Development Company, said: "Trinidad and Tobago's growth figures are extremely encouraging and reflects the continued commitment to the revitalisation of the tourism sector. We are confident the numbers will continue to rise throughout the year as we have a number of new, exciting initiatives to draw visitors - from the inaugural BA Tobago Legends Football Challenge to the inaugural International Conference and Panorama marking an exciting time for the islands."

For more information visit www.gotrinidadandtobago.com



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AMResorts signs management deal of Sunscape Montego Bay

AMRESORTS HAS announced that its family-friendly brand, Sunscape Resorts & Spas, will open its first resort in Jamaica with the signing of Sunscape Montego Bay.

The group will begin enhancements this month and officially assume operations of the resort on August 1, with the official rebranding later this year.

The 430-room property includes an aquatic park and on-site casino. Upgrades include family-friendly accommodation with connecting rooms and in-room children's amenities; a limitless food and beverage programme including à la carte dining options; an Explorer's Club for kids with dedicated facilities; daily

entertainment; spa facilities; as well as a preferred club area including swim-out suites.

Gonzalo del Peon, president of the hotel group, said: "Jamaica's reputation for being a relaxed, fun-filled destination aligns perfectly with the Sunscape Resorts & Spas brand, and is a natural fit for our Unlimited-Fun vacation concept."

"More than ever, families want to travel to unforgettable destinations together, and the addition of Sunscape Montego Bay allows us to meet the needs of this important travel segment as they plan their upcoming visits to the island."

New package at Atlantis Paradise Island

GUESTS STAYING at the Atlantis Paradise Island in the Bahamas will benefit from its new package when booking stays at the hotel from the end of this month.

The previous resort fee has been abolished and the new added value package is included in the basic cost of a holiday.

The hotel is now offering free Wi-Fi in guestrooms and lobby areas for up to four devices; access to the fitness centre; two bottles of water daily per room; in-room coffee and tea; unlimited local phone calls; casino lessons and a complimentary resort shuttle service.

In addition, all guests will have free and unlimited access to

Aquaventure waterpark as well as benefiting from a free Wine & Dine Pass per room. Access to the Movie Theatre and 20% off regular priced merchandise at signature retail locations are also available.

A one-week break costs from £1,231 per person when departing in June, based on two sharing and includes a Beach Tower terrace room on a room-only basis and direct flights from Heathrow with British Airways in World Traveller Class.

The price is valid for departures on June 3 for a seven-night stay.

To book visit www.ba.com/atlantisbahm as or call 0844-493 0120.



THE FAIRMONT ROYAL PAVILION

in Barbados is offering a new experience to swim with turtles with a 20% discount on accommodation when booked as part of the package. It includes complimentary discounts such as free use of all un-motorised watersports, complimentary afternoon tea, dinner and a guided tour. The package is valid for a minimum of five nights with a lead-in rate starting from £384 per night. For more information visit www.fairmont.com

One&Only unveils plans for Bahamas renovation

THE ONE&ONLY OCEAN Club Resort in the Bahamas has unveiled new renovation plans, which include expanded guestrooms and suites in the Hartford Wing with a complete makeover in furnishings, fabrics and colour schemes.

Dining will also be redefined with new menu enhancements and the resort will also expand both the restaurant and its Dune Deck, enabling more guests to enjoy the sea views and culinary choices.

For more information or reservations visit www.oneandonlyresorts.com

Grenada's Calabash Hotel issues 'Enhance Your Experience' package

WITH THE opening of the IAM Jet Centre facility at Maurice Bishop International Airport, the five-star Calabash Hotel in Grenada has launched an 'Enhance Your Experience' package allowing guests to enjoy a First Class experience without paying First Class fares.

It includes private lounge access to the IAM Jet Centre on arrival and when departing the island through Grenada's airport; concierge reception at the step of the aircraft; an escort to the private facility by luxury golf cart; private immigration and customs processing and private security screening; checked baggage transfer, retrieval and portage; personalised duty free shopping; and private transfers to the hotel.

The price of the package is approximately £134 for one guest or £239 for two.
For more information visit www.calabashhotel.com



St. Kitts to welcome Embassy Suites by Hilton Hotel

ST. KITTS will debut a 226-suite Embassy Suites by Hilton Hotel in the first quarter of 2017.

Located in the Pelican Bay area, the US \$90million (roughly £58million) development will include six towers, 3,847sq.ft of meeting space, an infinity pool, fitness centre, spa and kids' club.

Lindsay Grant, minister of tourism, International Trade, Industry and Commerce, said: "Hilton Hotels' upscale brand will serve as an excellent complement to the diverse mix of our current hotel products, and it is well-aligned with the direction of our strategic plan for the continued development of our tourism industry."

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Bermuda Tourism Authority launches new consumer campaign

THE BERMUDA TOURISM Authority (BTA) has revealed its new consumer campaign in partnership with Expedia, as part of the island's wider strategy to raise awareness of its accessibility, range of experiential holidays and to showcase itself as an instant escape with direct flights from Gatwick.

The campaign combines interactive outdoor sites around London, digital and social media, directing consumers to the Bermuda booking page on Expedia.co.uk

The destination is also highlighting its growing range of experiences, cultural events and attractions through a programme of co-op initiatives, fam trips and client networking events. They include a sailing regatta and a special VIP event at the first America's Cup World Series racing events in Portsmouth from July 24-26.

There will also be an opportunity for operator partners to

experience the World Series events and celebrations in Bermuda this October.

Victoria Isley, chief sales and marketing officer for the authority, said: "The UK is a very special market to Bermuda. As an independent British territory in the middle of the Atlantic it has a unique bit of old world charm mixed with a distinct Island spirit. There's a new energy around the island and we aim to work with our trade partners to invite travellers to come experience like an insider."

"For those in the know, it is fast-becoming an adventure hub with cliff jumping, kayaking, deep water free-soloing, trail running and stand up paddle-boarding. The 21sq.m island is a proper playground, pairing adventure experiences with picturesque historic settings – such as The Bermuda Railway Trail, with walking, hiking and cycling trails which span the entire island."

A whale of a time with Wildlife Worldwide

WILDLIFE WORLDWIDE is offering a new trip for 2016 that allows visitors to snorkel with humpback whales on Silver Bank, north of Dominican Republic.

Each year between January and April, the largest gathering of North Atlantic humpback whales occurs in the Caribbean Sea. Accompanied by experienced personnel, guests can witness courtship dances and encounter humpbacks eye-to-eye in their natural environment.

Guests will spend a week on a 45m vessel, Turks & Caicos Aggressor II, in the company of the amazing creatures. The trip is not for the faint hearted and guests must be comfortable swimmers as the sea can get choppy.

Prices start from £3,495 per person and include seven nights' full board on the vessel, one night in Miami, one night in Puerto Plata, transfers, naturalist guide, two whale runs per day at Silver Bank and flights.

Departures are from January to March 2016.

For more information call 0196-230 2086 or visit www.wildlifeworldwide.com

InBrief



HALF MOON

in Jamaica has launched a summer camp to keep children entertained. Activities include horse-riding, golf, watersports, swimming, yoga, football, arts and crafts, music, storytelling and cookery. The camp is designed for children aged four-12 and will run weekly from July 13 to August 21. For details visit www.halfmoon.com

- CAP MAISON In St Lucia is introducing a new children's club this summer for kids aged three-11. Overseen by a full-time supervisor, the programme will offer a range of outdoor and indoor activities as well as a soft play area, kids' books, as well as movies, toys and Wii games. The complimentary club runs from July 1 to September 15. For details see www.capmaison.com
- THE CARIBBEAN TOURISM Organisation (CTO) recently hosted its first MICE networking event for UK buyers. Carol Hay, the CTO's director of marketing for UK and Europe, said, "We were really impressed with the quality of the buyers who attended the event. We know that the region has a lot to offer groups and we will continue to execute our strategy to attract more group business to the Caribbean." For details call 0208-948 0057 or email lgrant@caribtourism.co.uk
- THE ORCHID CASINO has opened at the Riu Palace Antillas to provide additional entertainment and facilities for guests and visitors, including a Red Piano Lounge, a relaxing night spot with live music every day. For more information visit www.riu.com
- A NEW DATE has been added to Aruba's busy entertainment diary with plans to introduce an annual Summer Music Festival. Scheduled for June 26 and 27 at the Harbour Square Arena in capital Oranjestad, it will include performances by international artists, as well as local bands and entertainers. For further information visit www.aruba.com
- NISBET PLANTATION BEACH CLUB In Nevis is offering families a free room with its new family package. Families booking a deluxe Garden Suite will receive a second connecting room for free, available for stays up to December 19. Western & Oriental offers a seven-night stay at the resort from £2,250 per adult and £905 per child, based on a family of four sharing two deluxe Garden Suite rooms with breakfast, afternoon tea and dinner. The price, which offers a saving of £3,055 per family of four, includes flights with British Airways and private transfers and is valid for a May 23 departure. For more information visit www.nisbetplantation.com



ALILA HOTELS & RESORTS

is to launch its first property in China next month. Alila Anji is located in the heart of Zhejiang, and was the location of the Oscar winning movie 'Crouching Tiger, Hidden Dragon'. It will offer 73 villas and suites that are designed for quiet indulgence, while its spa will feature seven treatment rooms and an extensive menu of health, beauty and restorative treatments. The hotel group has planned to launch ten new hotels in China by 2017.

New Bali campaign from Premier introduces tactical offers

PREMIER HOLIDAYS has launched a new campaign promoting Bali, with a series of tactical offers throughout this month on a range of holidays to the destination, offering savings of up to £1,120 per couple on selected holidays.

Clients can select from a range of added-value offers such as 11 nights in Ubud and Bali from £1,299 per person, including flights from Heathrow with Emirates, private transfers, four nights' accommodation at the four-star Champlung Sari Hotel in Ubud (with a free arts and crafts tour) and seven nights' breakfast accommodation at the three-star-plus Puri Saron Hotel in Seminyak, offering a saving of up to £420 per couple. The offer is based on two adults sharing and is valid for travel until November 30.

Alternatively, clients can also take advantage of the company's tactical offers on holidays to Dubai and Bali from £1,439; a Dubai, Ubud & Bali multi-centre itinerary from £1,799 or a luxury Singapore & Bali twin centre from £2,295. Many more itineraries are also available, and the operator can tailor-make any Bali holiday to suit clients' requirements.

In addition, the operator has also launched luxury Thailand and Malaysia campaigns in conjunction with Starwood Hotels, complete with tactical offers and trade marketing materials to drive sales over the summer period.

Agents can benefit from the company's agent incentive, earning between £25 and £150 per inclusive Far East booking, dependent on the booking value.

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

Leading horticulturists to host Wendy Wu's Plant Seekers tour

WENDY WU Tours has announced two of the world's leading horticulturists, Raymond Evison OBE and Christopher Bailes, as hosts on its 15-day Plant Seekers tour.

The specialist gardening tour, which has been developed in association with the RHS, departs on September 15 and showcases China's natural diversity from high peaks to temperate forests.

It follows in the footsteps of great plant hunters who scoured China to collect and study the plants that have become common presence in our gardens today. The tour takes guests into some of China's most beautiful and wild areas with highlights including the Nine Villages Valley, a world biosphere reserve of rugged peaks, sapphire lakes, abundant forest and rushing waterfalls; Emeishan, a Buddhist mountain revered for its exceptionally diverse vegetation, where a tenth of China's plant species are found; the UNESCO listed Stone Forest, made up of towering limestone pillars and the Jade Dragon Snow Mountain, which is reached by a cable car journey.

The trips cost from £4,990 per person on a fully inclusive basis, including flights, transport, accommodation, all meals, touring with guides, entrance fees and visa fees.

The operator runs two other tours in conjunction with the RHS; a 15-day China's Gardens & Mountains, based in eastern China and a 15-day Gardens of China tour which takes in China's iconic monuments and oriental and botanical gardens.

For further details visit china.rhsgardenholidays.com



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Philippine safari from Dive Worldwide

DIVE WORLDWIDE has added a Philippine Secrets Dive Safari to its portfolio, giving guests the chance to explore the Philippines and discover a range of dive sites including wrecks, critters and pelagic action throughout the region.

Visitors will travel between Donsol and Malapascua, visiting the tiny islands in between, and stay at Ticao Island Resort and Tepanee Resort for three nights each.

The safari includes a whale shark encounter, the

chance to see manta rays, thresher sharks and diving in secret spots on remote tropical islands.

Prices start from £1,945 per person, based on two sharing, and include flights from London, transfers, eight nights' accommodation, most meals, whale shark interaction, and five days' diving including tanks and weights.

For further information call 01962-302087 or see www.diveworldwide.com

New Ocean Wing at Amari Phuket

THAILAND'S AMARI PHUKET is set to open its new Ocean Wing from next month. The new wing introduces an additional 148 one- and two-bedroom suites, each of which features a fully equipped kitchen and separate living and dining areas.

Opening rates start from approximately £96 for a one-bedroom suite.

See www.amari.com for more information.

'Luxury Japan' small group tour from £8,900 with InsideJapan Tours

INSIDEJAPAN TOURS has introduced a new 'Luxury Japan' small group tour which explores Japan's sights, attractions and events.

Accommodation is in five-star hotels and visitors are offered a range of private and cultural experiences, tailor-made to the group's interests.

Highlights include a two-night stay in Tokyo; two nights at Gora Kaden, one of Japan's most select ryokans (traditional inns) with Mount Fuji as a backdrop; a ride on the Shinkansen bullet train to spend two days in Kyoto; visiting a gold-leaf workshop; and learning how to make soba noodles with a professional chef.

The tour, which hosts a maximum of 12 people, incorporates a cruise across Lake Ashi, an evening walking tour of Kyoto and a visit to Omi-cho Market in Kanazawa with a local restaurateur. Costs start from £8,900 per person, based on two sharing.

It includes 11 nights' full-board accommodation in five-star accommodation, First Class rail travel and private minibus transfers, the services of a knowledgeable tour guide, private guiding in Tokyo, Kyoto and Kanazawa and a drinks reception on the first and last night. Flights are excluded.

To book or for more information see www.insidejaptours.com or call 0117-370 9733.



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'Book now' message from Travel 2

TRAVEL 2 is urging agents to encourage their clients to book now for travel in the next couple of months.

The operator's product and purchasing manager for Thailand, Malaysia, Indonesia, Singapore, Philippines & Indochina, Oscar Lopera, said: "We are now looking at a more last minute environment where travellers are typically booking just two months out from the date of travel. If you are looking for a bargain, book today for travel in May and June for the best offers particularly for places like Phuket, Khao Lak, Penang, Borneo and Bali."

"Asia in May and June still offers some great weather and is considered shoulder season so visitors can really make the most of strong prices. Personally, I think Thailand is a great example of an Asia destination which offers something for everyone."

"British Airways launched a new direct route to Kuala Lumpur this year, which if you consider the possible negative perceptions following last year's atrocities, this sends out a great positive message of reassurance that the destination is open for business."

As an example of prices, an eight-night Phuket break, staying at the four-star Andaman Seaview Hotel and including Emirates flights from Gatwick, leads in at £659 per person.

The price is based on two sharing a superior room for travel by June 30 and includes breakfast, transfers and a free city tour if booked by the end of this month.

For details see www.travel2.com

InBrief

- CARNIVAL CORPORATION & plc has announced that the new ship currently under construction for Princess Cruises will be based in China year-round when introduced in mid-2017. Based in Shanghai, the ship will be the first year-round international luxury vessel designed and built specifically for Chinese guests.

For details see www.princess.com

- INSPIRED BY Asia is offering two new tours – a 13-day Burma trip from £2,889 per person and a 12-day Vietnam itinerary from £2,099. Both are private tours so they can depart the UK at anytime and accommodation is in four-star hotels. *For details call 01423-565111.*

- HONG KONG-based Regal Hotels is to open a trio of new hotel openings this year, followed by a further seven new properties in 2016, including the group's first Regal Royale branded property, as it looks to grow its portfolio from 14 to 24 properties across Hong Kong and mainland China by the end of 2016.

For details see www.regalhotel.com

- CENTARA HOTELS & Resorts' newly-opened hotel, the Centara Pelican Bay Residence & Suites Krabi, has opened. The resort is particularly suited to couples and families and offers a range of activities such as nature trails and rock-climbing.

Beijing Tourist Board charms the trade

The Beijing Tourist Board visited the UK for the first time this month and held a reception for media, operators and agents at Barshu, London on 11th May. This offered the industry the chance to hear about what's new for Beijing in 2015-16 and how links can be strengthened between China's capital and the UK.



Attendees enjoyed a Chinese buffet



The reception featured a Chinese tea-making ceremony for guests



Pictured listening to a speech presented by Wen Kaiare (far right) from the Beijing Municipal Commission of Tourism Development are, from the left: translator Riemy Wan; Tony Rosa, Secret Escapes; and Matthew Jackson, APL Media.



Enjoying some table talk are, from the left: Steve McGoldrick and Sarah Frostick, Cathay Pacific; translator Riemy Wan; and Yu Debin from the Beijing Municipal Commission of Tourism Development.



LA RESIDENCE HOTEL & SPA

in Vietnam is offering guests a 'Wonders of Vietnam' package which offers access to five sites and experiences over the course of a five-night stay. Highlights include visits to Phong Nha-Ke Bang National Park, Hoi An Ancient Town and My Son Sanctuary and a performance of Court Music at the Royal Theater inside Hue's Imperial City. The package is valid for bookings through to December 20 and costs approximately £1,600 per person including a 90-minute spa treatment, an imperial dinner and the tours. For more information email resa@la-residence-hue.com

Insider Journeys boosts tour options & experiences for 2015/16

INSIDER JOURNEYS has introduced eight new itineraries for 2015/16, including new options in the Far East and enhanced 'Insider Experiences' for customers who want to enjoy local experiences and insider insights into the 'real' Asia.

Categorised into four categories, the operator's Insider Experiences give customers the chance to taste local cuisine and enjoy dining experiences; meet the local people and make personal connections; enjoy special stays with

accommodation in places that are unique and full of character; and escape the crowds by going off-the-beaten-track with a range of unique experiences.

As an example, a nine-day Taste of Sri Lanka small group journey enables customers to explore the highlights of the Emerald Isle, including the colonial capital, ancient Buddhist cities of the Cultural Triangle, Sigiriya Rock and the cave art of Dambulla.

The newly-created itinerary offers a

variety of experiences, including the chance to witness evening prayers at one of Sri Lanka's most ancient and revered Buddhist sites; or ascend the several hundred steps to the top of the UNESCO World Heritage-listed Sigiriya Rock to enjoy views of the surrounding area and the ruins of the ancient temple.

Prices start from £1,295 per person excluding flights. For more information visit www.insiderjourneys.co.uk or call 01865-268944.

Air Astana sponsors September marathon

AIR ASTANA IS confirmed to be a title sponsor for the inaugural BKS Air Astana Marathon, which will be run on a course through Kazakhstan's capital on September 13.

The British Kazakh Society (BKS), supported by Air Astana, has been organising 7km, 10km and 21km on the streets and in the parks of Astana, Almaty and London since 2009. This year, under the title sponsorship of the carrier, the race course in Astana has been extended to include a 21km and full 42km marathon course.

Organisers are expecting interest from overseas runners and the airline, which offers direct flights between Astana and London, has created inclusive packages for international runners and companions to join the event. They include round-trip flights, bed-and-breakfast accommodation at a range of hotels, race entrance, airport and race transfers, as well as pre- and post-race sightseeing tours.

For details see www.airastana.com/global or email holidays@airastana.com

Macau Tourist Office announces four new 'Step Out, Macau' walking routes

THE MACAU Government Tourist Office (MGTO) has added four new routes to its 'Step Out, Experience Macau's Communities' walking tours, to encourage visitors to explore Macau's lesser-known districts.

The short and easy-to-follow routes offer visitors a glimpse into local life and take in hidden gardens, magical temples and Chinese and Portuguese architecture and monuments.

The new routes join four existing tours, which have been redesigned, and together cover all corners of the total 11sq.m of Macau, which is made up of the Macau Peninsula and the islands of Taipa and Coloane.

Routes have been re-designed to include more points of interest relating to culture, art, history and gastronomy, and all eight route maps are available to download via mobile apps for Andriod and iOS devices and can be viewed on www.macautourism.gov.mo

We asked our staff the following question this week:

What's the best thing about summer?

Publisher: Jeanette Ratcliffe

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Sunshine & summer holidays!

Editor: Lauretta Wright

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The smell of freshly cut grass and BBQ weekends with friends

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Those lazy summer afternoons.

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Daylight until 10pm. Short sleeve shirts. Time to sort out winter stuff.

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Just being outside.

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Longer days in the sun!

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The sun!

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Louis T Collection acquires first hotel

THE MANTRA SAMUI RESORT, on Thailand's Koh Samui, is currently undergoing a major transformation.

Louis T Collection (Louis T) recently acquired the property as the first milestone in its ambitious plan to build an expansive, curated portfolio.

The property overlooks the Gulf of Thailand and features a 24m-long outdoor infinity pool with unobstructed views of dense coconut palms, a full spa, an al fresco restaurant and spacious accommodation with room sizes ranging from 50 to more than 100sq.m.



Dusit Fudu Hotels & Resorts manages new property in China

DUSIT FUDU HOTELS and Resorts has announced the signing of an agreement with Zaozhuang Thai Cultural City Development Company Limited to manage a deluxe Dusit Thani Resort in Zaozhuang, Shandong Province. It will be the first internationally branded and luxury five-star resort in the city.

Scheduled to open in early 2018, the Dusit Thani Thai Cultural City Resort Zaozhuang, Shandong is strategically situated within the distinctive and only Thai cultural city in China that will celebrate

everything Thai, from the country's architecture, to its rich history via a Buddhist cultural centre, a mixed-used commercial complex with high-end Thai retail brands and cultural performances.

The property will offer 257 guestrooms and suites as well as conference facilities featuring the latest audio-visual equipment. Dining options will include international all-day dining, a Chinese and the hotel group's signature Benjarong Thai restaurant.



puzzlesolutions

Crossword:

Across: 1. MONACO, 3. IBIS, 7. DUNEDIN, 9. RBA, 10. AITO, 11. NEVER, 14. DERBY, 15. RODA, 18. ORA, 19. ZERMATT, 20. KIEV, 21. HELIOS.
Down: 1. MAD MAX, 2. CEDI, 4. BARCELONA, 5. STAR, 6. ANGEL, 8. NOTRE DAME, 12. IBIZA, 13. QANTAS, 16. COOK, 17. ERIE.

Highlighted Word: CARACAS

Travagrams: (top) Azamara Club Cruises

(bottom) Kelimutu Volcano

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Registration : 18.00 hours

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Buffet, entertainment & prizes: 20.00 hours

Carriages: 21.30 hours

To confirm your place at one of these amazing events, email the names and job titles of up to 5 staff members by Thursday 11th June 2015 to:- gemma.reeve@travelbulletin.co.uk or telephone:

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We're delighted to announce our brand new 2016 luxury river cruise collection is now on sale. To celebrate, we're offering you the chance to save a **GUARANTEED £1,500 PER COUPLE** on all our European river cruises, with the chance to save up to £2,500 per couple on a selection of our French river cruises until 31 July 2015.

WIN WITH WONDER

For every 2016 Scenic river cruise you book, you will earn a letter and win a prize. The aim of the game is to sell a total of six cruises to spell out 'WONDER' in full to be awarded the top prize of a cruise for two. So once you've sold your first voyage and received the letter 'W', the race is on to collect five more letters. To enter, email your booking references to agencysales@scenic.co.uk

HERE TO HELP YOU

Our friendly agency sales team are here to help you maximise your river cruise knowledge and turn your enquiries into sales. Everything from generous commission, incentives and fam trip places to training sessions, client events and sales and marketing support. Contact the team on 0161 233 1988 or agencysales@scenic.co.uk to help grow your river cruise business.



Order your 2016 brochures today at www.tradegate.co.uk