

# travelbulletin

January 23 2015 | ISSUE NO 1,903 | [www.travelbulletin.co.uk](http://www.travelbulletin.co.uk)

Giving agents the edge



## Ocean & River Cruises 2015

Traditional British cruise experience



SAVE UP TO  
**60%**  
Book by 28th  
February



Main Reception Lobby



Hampton's Lounge Bar



Kensington Restaurant



Magellan Main Show Lounge

2015 heralds the dawn of an exciting new era at Cruise & Maritime Voyages with the addition of the gleaming *Magellan* to our expanding ocean fleet of traditional cruise liners.

*Magellan* debuts in March 2015 lining up alongside the much loved *Marco Polo*, celebrating fifty golden years of ocean travel, the alluring *Azores*, also new for 2015, and the stylish and hugely impressive *Astor* - bringing a new dimension to cruising with CMV.

- Traditional British cruise experience - sailing from 8 British ports
- New - *Magellan* joins the CMV fleet in 2015
- *Marco Polo* celebrates her 50th Golden Anniversary
- New - Mediterranean fly-cruises aboard *Azores*
- Voyages to/from Australasia aboard *Astor*
- New - CMV Signature River Cruises on the Rhine, Moselle, Danube, Rhône & Saône

Book online at: [www.cruiseandmaritime.com](http://www.cruiseandmaritime.com) Call: 0844 414 6161



# New Year Getaway Late Deals Save up to 60%!

Since the publication of our brochure, we are delighted to introduce the following New Year Getaway Deals. Cabin availability at these new fares is strictly limited and must be booked by 28th February 2015 – when they're gone, they're gone!

Sail Date	Nights	Departs	Ship	Cruise Destination	From
15-Mar	12	Tilbury	Magellan	Solar Eclipse & Northern Lights	£899*
16-Feb	14	Tilbury	Marco Polo	Land of the Northern Lights	£799
27-Mar	6	Tilbury	Marco Polo	Springtime Gardens	£399
02-Apr	9	Tilbury	Marco Polo	British Isles Discovery	£599
18-Apr	7	Tilbury	Marco Polo	Springtime Fjordland	£499
04-Apr	7	Newcastle	Magellan	Easter Fjordland	£499
05-Apr	7	Dundee	Magellan	Easter Fjordland	£499
26-Feb	15	Bristol	Azores	Land of the Northern Lights	£799**

\*Special SINGLE offer: 25% supplement - all twin categories up to category 12

\*\*Special De Luxe & Suite offer: up to 65% discount

De Luxe £1639pp, Junior Suite £1779, De Luxe Junior Suite £2159

## New **Buy One Get One Free** offers on other selected cruises

We are also introducing a Buy One Get One Free promotion on the following selected cruises where the 1st adult pays the full brochure fare and the 2nd adult, sharing twin accommodation, travels FREE! Bookings must be made by 31st January 2015, so don't delay – book today!

Cruise	Ship	Departs	Nights	Dep Date	1st Adult	2nd Adult
Commemorative Voyage to Canada	Marco Polo	Tilbury	34	7 Sep 15	£4679	FREE
Iberian Classics & West Med Highlights	Azores	Bristol	9	8 Sep 15	£1379	FREE
Med Classics & Treasures	Azores	LGW/MAN	11	17 Sep 15	£1939	FREE
Med Classics & Treasures	Azores	LGW/MAN	11	28 Sep 15	£1939	FREE
Med Classics & Treasures	Azores	LGW/MAN	11	9 Oct 15	£1939	FREE
Med Classics & Treasures	Azores	LGW/MAN	11	20 Oct 15	£1939	FREE
Treasures of the West Indies	Magellan	Tilbury	33	7 Nov 15	£3829	FREE

Book online at: [www.cruiseandmaritime.com](http://www.cruiseandmaritime.com) Call: 0844 414 6161  
Agency Sales: 0844 414 6140 Brochures: [www.trade-gate.co.uk](http://www.trade-gate.co.uk)



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January 23 2015 | ISSUE NO 1903 | [www.travelbulletin.co.uk](http://www.travelbulletin.co.uk)

Giving agents the edge

## Greece

Operators add new  
options to 2015/16  
programmes



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CLIA sees increase in  
agents capitalising on  
social media  
opportunities





# THE FLORIDA KEYS & KEY WEST

FLORIDA funway

The Florida Keys and Key West is a 150 mile long string of Islands connected to South Florida by the scenic Overseas Highway; a road that suspends the traveller in a place that bridges the gap between sea and sky. Divers and snorkeler's splash down into the only living coral reef in North America whilst on land discover the art galleries, independently owned cafés, varied museums or just sit and relax in the abundant sunshine and recharge your batteries.

Having welcomed travellers for hundreds of years giving safe harbours to explorers, pirates, rum runners and now tourists, whichever category you fall into, discover the Conch Republic and most importantly 'Come As You Are!'

## EXPLORE THE FLORIDA KEYS & KEY WEST WITH OUR HANDPICKED OFFERS



SINGLE CENTRE

### 3.5\* Ocean Pointe Suites at Key Largo

7 nights from **£1289pp**

Includes 7 days economy car hire with fully inclusive insurance

Departing: 03 March 2015



SINGLE CENTRE

### 4\* Hawks Cay Resort

7 nights from **£1319pp**

Includes 7 days economy car hire with fully inclusive insurance

Departing: 05 March 2015



MULTI CENTRE

### Key West - 4 nights

3\* DoubleTree by Hilton Grand Key Resort

Key Largo - 4 nights

3.5\* Ocean Pointe Suites at Key Largo

Miami - 2 nights

4\* Eden Roc Miami Beach

10 nights from **£1199pp**

Includes car rental, flights and accommodation

Departing: 17 November 2015



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

Visit [www.funway4agents.co.uk](http://www.funway4agents.co.uk) to view the e-brochure or request copies via [www.trade-gate.co.uk](http://www.trade-gate.co.uk)

For more details or to book visit [www.funway4agents.co.uk](http://www.funway4agents.co.uk) or call 0844 557 0626

The Florida Keys & Key West  
come as you are®

VISITFLORIDA

funway

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



## PASS WITH FLYING COLOURS...

Tourism KwaZulu-Natal (TKZN), South African Airways (SAA) and New Frontiers recently sponsored a fam trip to KwaZulu-Natal for a group of agents. Highlights of the trip included cycling along Durban's Golden Mile, game viewing in the Nambiti Reserve and a Boer War battlefield tour at Spienkop. Pictured enjoying the sights of the Sani Pass are, from the left: Jon Danks, SAA UK; Tom Harding, Imagine Africa; Natalie de la Porte, TKZN UK; Toby Buckridge, Audley Travel; Ben Williams, Kirker Holidays; and Kate Stevenson, Freedom Destinations with Craig Smith (front) from New Frontiers.



## This Week

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CLIA sees increase in agents capitalising on social media opportunities

## Jet2holidays survey reveals Brits commit to saving money & getting away more this year

ACCORDING TO research revealed by Jet2holidays, 78% of us have vowed to overhaul our holiday patterns, making 2015 the year we look to break longstanding habits. The operator surveyed more than 1,000 people across the UK to see how we are going to revolutionise our holidays this year. Results included: to have shorter breaks but get away more often (63%); to be more adventurous and try a new destination (42%); to spend less on our holiday wardrobe (35%); to not leave booking until the last minute (33%); and to relax more.

The survey found that saving money is high on our agenda this new year with 87% of us resolving to adopt thrifty holiday habits. One in three of us vow to book early, with the same

number also promising to take advantage of sales and offers in 2015, while 35% of Brits commit to spending less on a new holiday wardrobe.

The findings also reveal that many of us want to get away more often, with 63% aiming to jet away on frequent short breaks and a third resolving to keep that holiday feeling alive when back home, simply by taking more photographs.

Results also revealed that we are seeking new challenges in 2015 by resolving to venture into the unknown. More than two thirds (67%) of those who have made resolutions are seeking a new experience, whether that's heading to a destination we've not visited before – with the Greek Islands topping the travel wish list

– sampling a new cuisine or trying a new sport.

The company's CEO, Steve Heapy, said: "Everyone should make holiday resolutions as they are the only ones we stick to. Early January is always a busy booking period for us but it certainly appears that this year people are taking the resolution to book early seriously – we've just had our best day ever with bookings up a massive 53% year-on-year. People taking several shorter breaks is also a trend we've seen growing in recent years and we've worked hard to develop our product to give our customers the choice and flexibility to do this – whether it's three or 45 nights."

For further information call 0800-408 5587 or visit [tradesite.jet2holidays.com](http://tradesite.jet2holidays.com)



## Property additions in Turkey from Travel 2 with savings of up to £395 per couple

TRAVEL 2 HAS expanded its product range for Turkey to include a wider selection of hotels - from an adult-only boutique hotel in Olu Deniz to additional all-inclusive options, hotels with waterparks and luxury retreats.

Examples include the addition of the D-Maris Hotel on the Datca peninsula, Maxx Royal Belek Golf Resort in Belek and Xandu Island Resort in Bodrum.

The company is also offering a range of savings including a seven-night breakfast stay at the five-star D-Maris Hotel from

£719 per person in a Mountain View room. The deal includes flights and a saving of up to £395 per couple, and is valid for travel on April 29.

Alternatively, agents can highlight a seven-night, all-inclusive stay at the five-star Maxx Royal for £1,119. The deal offers a saving of up to £300 per couple, includes flights and is based on an April 13 departure, staying in a land view suite.

For more information or to book see [www.travel2.com](http://www.travel2.com) or call 0800-022 4182.

## New company, Siem Reap Ride, offers chance to explore rural Cambodia

WHILE MOST visitors to Cambodia's city of Siem Reap head to the temple complexes of Angkor Wat, others are now seeking a less crowded and rural experience.

A new company, Siem Reap Ride, has been set up by an experienced travel professional with local guides and experts in community relations.

Launching the company, founder Ouk Chan Bophay, formerly a manager with one of Cambodia's leading tour operators, explained that many visitors wanted a more authentic travel experience, meeting local people, exploring communities and village life and learning about the country's culture and history.

He said: "Siem Reap Ride is an eco-tourism company that supports the local community and our aim is to improve people's lives, restore and support communities and raise living standards and education."

The company, which offers 10%

commission to agents, features Cycling Tours of Rural Cambodia, Ox Cart and Khymer Tractor Tours, Lifestyle Tours with a homestay and Farming Tours with an overnight stay on a working farm. Visits to families are also arranged within 25km of Siem Reap.

The company can arrange travel, hotels and excursions as well as visits to the UNESCO-protected temple sites.

As examples, a half-day cycling tour costs £26 per person including local transfers from the hotel, a local guide, bike hire and water, while a two-day Homestay Lifestyle tour costs £98 including local transfers, an oxcart ride, a guide for the walking tour and

village activities, water, lunch and dinner plus an overnight stay with a local family with a choice of activities. Tailor-made options are also offered. For more information email [info@siemreapride.com](mailto:info@siemreapride.com) or see [www.siemreapride.com](http://www.siemreapride.com)



**GOOD TO TALK...** TravelCube ran a booking incentive for agents in the north, giving them the chance to win a range of prizes. Pictured collecting the top prize, an iPhone 6, is Marie Haworth (left) and Scott Harrison from Brunlea Travel with the operator's regional account manager, Andrea Parkinson



## Butlins reveals new live music festival, 'Shiine on Weekender'

BUTLINS HAS unveiled its new Live Music Weekend break for 2015 – the 'Shiine on Weekender' live music festival.

Offering guests the opportunity to roll back the years and celebrate the biggest indie and dance hits of the 80s and 90s, the break offers more choice for lovers of live music and will be held at the 5,000 capacity Minehead Arena from November 6-9.

Headline acts include the Happy Mondays, Inspiral Carpets, The Farm, Stereo MC's, The Wonder Stuff, The Wedding Present, The Orb, 808 State and Cud.

The three-night break consists of live music across four venues, silent discos and pool parties in the Splash Waterworld complex, film screenings, DJ sets and a chance to check out the best new bands on the Cooking Soup New Act Stage.

Prices start from £165 per person including accommodation based on four sharing a Silver apartment with access to all of the available resort facilities and live entertainment.

For further information or to book visit [www.bourneleisuresales.co.uk](http://www.bourneleisuresales.co.uk) or call 0845-070 4742.



## Balkan's Bulgaria, Slovenia & Romania ski & snowboard 2015/16 holidays on sale

BALKAN HOLIDAYS has put its 2015/16 Winter Ski & Snowboard programme on sale a month early due to an increasing number of enquiries from travel agents.

Prices start at £244 per person staying in the Castle Apartment in Bansko on a self-catering basis, departing on March 11, 2016. Plus for a limited period, the company is offering a deposit of £70 per person on bookings made.

Deals available for the 2015/16 Winter Ski and Snowboard season via the trade now include 5% loyalty bonus for a limited period, free places for leaders free luggage allowance (20kg and 10kg for infants), 50% off ski or board equipment carriage, free ski or board equipment storage in Bansko, free lift passes – buy one and get a second free in Bansko for all properties for bookings before September 1, 50% off full ski or snowboard packs in Borovets and free night skiing or snowboarding at the Hotel Perelik in Bansko, Bulgaria.

For further information call 0845-130 1114 or visit [www.balkanholidays.co.uk/agents](http://www.balkanholidays.co.uk/agents)

## MOVERS

- GROSVENOR HOUSE Apartments by Jumeirah Living has appointed James Partridge as director of sales and marketing.
- CENTARA HOTELS & Resorts has appointed Markland Blaiklock as chief operating officer.
- ALL LEISURE Group has promoted Sarah Weetman to head of trade sales.
- ANDREW LATHAM has joined Icelolly.com as chief executive.
- ABTA HAS appointed Craig Stoehr of Thomas Cook to the ABTA Board.
- FRED.\ HAS appointed Amy Whitwood as sales executive.
- MATT MINETOLA has joined Travelport as chief information officer.
- STEPHAN SCHÜPBACH has been appointed vice president operations for the Jumeirah Group.

## New policy for clients with pre-existing medical conditions from Status Global Insurance

STATUS GLOBAL Insurance has launched a specialised travel insurance product, Fit-4-Travel, which offers comprehensive cover, with no upper age limit to UK citizens residing throughout the EU, who have extensive pre-existing medical conditions.

Arranged in partnership with International Travel and Healthcare Ltd, Fit-4-Travel covers a range of pre-existing medical conditions with no upper age limit on single-trip policies and annual multi-trips policies up to the age of 75.

There are two levels of cover for individuals to choose between, depending on their personal needs and budget, plus several optional extras including golfing cover and the option of no excess. For more information visit [www.statusglobalinsurance.com](http://www.statusglobalinsurance.com)

## Keeping an i on apps

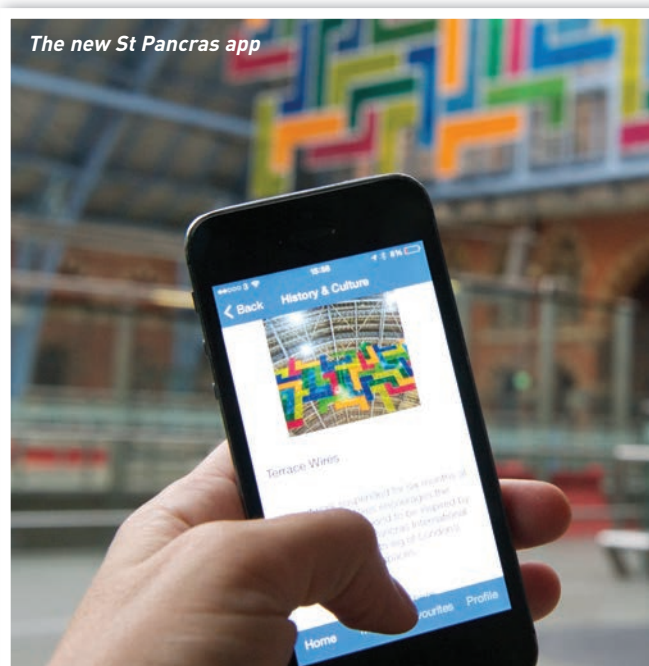
Virgin Hotels has launched Lucy, its mobile app that allows guests to integrate their device into their hotel experience. Lucy will give users a seamless and customised stay by transforming their digital ecosystem into a personal hotel assistant by fulfilling requests for services and amenities, functioning as the room thermostat, streaming personal content and more. Functions include adjusting room climate, streaming personal content onto chamber TVs, transforming a guest's smart phone into the TV remote, offering a live chat with staff or other guests via a chat room and message center and request services such as in-room dining, housekeeping or additional pillows. For details see [virginhotels.com](http://virginhotels.com)

St Pancras International has become the first UK train station to launch its own app which gives users a chance to delve into the history of the Grade 1 listed

building, pick up facts about the area and learn about special retail offers based on their preferences. The app also offers important travel

information. For details see <http://stpancras.com>

A free global premium app for navigation and maps, GPS Navigation, Maps & Traffic – Scout, is now available for smartphone users on Google Play and in the iTunes store. Scout provides worldwide online navigation and maps, including offline use for one country, static speed camera warnings, as well as traffic incident information from Inrix to inform users of potential delays. Users can opt for premium features such as real-time traffic and access to offline maps of other countries, continents or the entire world, via an in-app purchase. Offline maps cost £7.49 for all worldwide city and country maps, continents cost £2.99, country maps cost £1.99 and city maps are 99p.





DISCOVER  
**SOUTH AFRICA**  
A DESTINATION OF EXPERIENCES

**TRAVEL2**



## Discover the Fun this Peak Season with Fun-Day Tickets up for grabs!



Fancy the chance to win 'fun-day tickets'? Travel 2 has 10 to give away as part of our exciting South Africa campaign! The tickets, each with the value of £100, will allow you to choose from fun experiences such as a day at the Zoo, 4x4 off-road driving, wine tasting and more!

For your chance to win simply make a booking to South Africa that includes a minimum of 7 nights' ground arrangements and you will receive one entry into the prize draw. Bookings that include return flights with South African Airways will receive two entries into the prize draw.



## 5 day Cape Town Discovery

### Includes:

- Return flights with South African Airways
- 4 nights 3\* Camps Bay Resort
- 5 days car hire

Valid for travel: 01 - 31 May 15 Book by: 29 Jan 15

**From £799<sup>PP</sup>**



**EXCLUSIVE  
car hire upgrade**

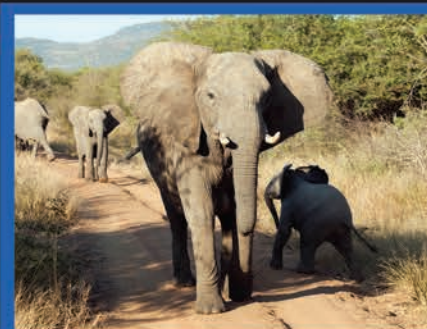
## 10 day Western Cape, Garden Route & Safari Self Drive

### Includes:

- Return flights with South African Airways
- 10 day Western Cape, Garden Route & Safari Self Drive Tour with 10 days car hire, 9 nights accommodation, various meals and sightseeing

Valid for travel: 01 May - 30 Jun 15 Book by: 29 Jan 15

**From £1,289<sup>PP</sup>**



**EXCLUSIVE SAVE up to  
£140 per couple**

## 7 day KwaZulu-Natal highlights

### Includes:

- Return flights with South African Airways
- 7 day KwaZulu-Natal Highlights Escorted Tour with 6 nights accommodation, various meals, services of a guide and sightseeing

Valid for travel: 22 Jun 15 Book by: 29 Jan 15

**From £1,829<sup>PP</sup>**



**EXCLUSIVE SAVE up to  
£600 per couple**

## 16 day Grand Tour of South Africa

### Includes:

- All flights with South African Airways
- 16 day Grand Tour of South Africa (escorted) with 15 nights accommodation, various meals, services of a driver-guide and sightseeing

Valid for travel: 23 Jan - 21 Feb Book by: 29 Jan 15

**From £2,199<sup>PP</sup>**



**SAVE up to  
£1400 per couple**



Notes from

## Normanton...



Hope you are all nice and busy this month. I must admit, my heart sank when I got my usual Martin Lewis update with the heading 'It's possible to haggle already cheap package holiday late deals down by a further 10%. One MoneySaver who "had no idea this'd work" reports getting £600 off a holiday to Crete just by calling three travel agents. This step-by-step guide shows you when to book, where to go and how to haggle travel agents down to shave more off. In the guide, Package vs DIY holidays, it reads... 'How to create your own 'protected package holiday'; it's all about when you book - the later the better...or the earlier the better. Haggle down the cost of your holiday: Step 1: Pick your perfect holiday Step 2: Haggle down the price- how much will you save? Be aware that travel agents don't like this'.

I usually think Martin Lewis is great, especially when companies are trying to rip you off, but proper travel agents don't do that and I wonder if he really knows how much commission we get when he glibly explains how to get a further 10% off! You can go onto his site and check it all out!

Fingers crossed the Greek Cat Welfare Soc will be doing another 10 cats in Gouves area this weekend. I think it is fantastic - that will be 31 cats since May and my favourite Tiger has had to have an eye out as he got one of those horrible sharp grass seeds in it. An amazing couple Maureen and George drive over to Gouves several times a week and feed as many of the cats that have been done, which helps keep them going. Fingers crossed I can't wait to go back in June - I will be like Paul O'Grady and trying to sneak Tiger home - if only!

Thank goodness the cyclone that visited Mauritius didn't do too much damage!

'Those who spend their time looking for faults in others usually make no time to correct their own' and 'Holding onto anger is like drinking poison and expecting the other person to die!'

Sandy

by SANDRA MURRAY  
in Normanton, Yorkshire

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

## Free sightseeing river cruises with hotel bookings from SuperBreak

SUPERBREAK IS giving away a free sightseeing hop-on, hop-off river cruise to customers booking a two-night break in London.

The 24-hour Red River Rover ticket offer is valid on any two-night bookings made this month and offers unlimited travel between its four piers at Westminster, the London Eye, Tower Bridge and Greenwich.

The company is also offering a free 60-minute river cruise in Paris with any booking to the city. The cruise departs from the Eiffel Tower and takes in the Notre Dam, Louvre, Champs-Elysees and the National Assembly.

Customers must travel before April 30 to qualify.

To book or for details call 01904-436000 or see

[www.superbreak.com/agents](http://www.superbreak.com/agents)



## Newsbites

- THE GERMAN National Tourist Office and Deutsche Bahn have launched a joint poster and taxi marketing campaign across greater London which runs to the end of January. The campaign will promote 'The London-Spezial' - DB's travel offer from €59 one-way to any German destination including travel on Intercity-Express (ICE) high-speed trains.
- CLIENTS CAN save up to £100 per person off a wide range of holidays in Turkey throughout this year with Anatolian Sky when booking by January 31. The offer includes seven-night holidays in boutique hotels in Kalkan, seven-night gulet cruises, three centre holidays plus tailor made and escorted tours. For details see [www.anatoliansky.co.uk](http://www.anatoliansky.co.uk)
- IF ONLY... has joined the MoneyCard loyalty reward scheme, a MasterCard Prepaid Debit card for use in any store and online, created specifically for travel agents. In addition to receiving rewards for eligible bookings, agents will also have the reassurance that their tax and employer's national insurance contributions are also covered.
- NYC & COMPANY is encouraging theatergoers to purchase two-for-one Broadway Week tickets to 22 of Broadway's top shows. Tickets are now on sale at [nycgo.com/broadwayweek](http://nycgo.com/broadwayweek) for performances up to February 5.



## Booking incentives

- THE SAINT Lucia Tourist Board has launched a new campaign that focuses on five themes - Beach Lover, Nature Explorer, Active Families, Luxury Traveller and Weddings & Honeymoons. To help drive bookings, the tourist board is giving agents the chance to win one of five Love2Shop vouchers, each worth £100, when they make two bookings this month. All bookings must be logged on the Saint Lucia Training Programme on [www.saintluciaexpert.com](http://www.saintluciaexpert.com)
- Flexible Autos is giving one agent the chance to win a seven-night holiday for two in Cyprus. To enter the prize draw, agents need to confirm three car hire bookings to Cyprus by June 30. The prize includes breakfast accommodation at a four-star hotel, flights and free car hire.
- CARIBTOURS IS offering exclusive deals in the Caribbean, Mexico, Indian Ocean & Arabia in a New Year sale which runs until February 14. The deals include free nights, room upgrades and complimentary dining offers for travel this year, and agents can earn up to £200 in Capital Bonds vouchers when they sell any holiday from the collection during this period. Agents who make two bookings will also automatically be entered into a prize draw to win a luxury seven-night holiday, inclusive of flights, to The Fairmont Royal Pavilion in Barbados. In addition, any agents who make bookings including British Airways flights will earn an extra £25 for a booking in World Traveller Plus or an extra £50 for a booking in Club World.
- PRINCESS CRUISES has launched its Golden Deals campaign, which runs until February 28 and offers up to \$50 free on board credit per day per stateroom, £50 deposit per person and up to 50% discount on third and fourth berths. An exclusive 'Golden Ticket' competition for agents has also been launched, with 50 tickets to be won, offering a luxury fam on Royal Princess this summer. To enter, agents should make a booking by February 28 and enter their booking reference at [www.surveymonkey.com/s/princessgoldenticket](http://www.surveymonkey.com/s/princessgoldenticket)
- AGENTS MAKING bookings for The Blue Train by March 31, for travel at anytime this year, will receive a £30 shopping voucher per suite booked. To claim, agents should register the guests' details by emailing [info@dethosmarketing.co.uk](mailto:info@dethosmarketing.co.uk). Vouchers will be sent once full payment is received.

## It's in the stars...

### What's in store for Aquarias?

ROMANCE IS on the cards this month; if you're single you'll be well placed to find Mr/Mrs Right and if you're in a relationship, you'll be lucky in love. A new moon means a fresh start, so if you have a project in mind, now is the right time to do it. But don't forget about looking after yourself too - treat yourself to a pampering session or new haircut - you won't regret it!



Lucky day: Sunday

Lucky number: 17



**RESPONSE TEAM...** Pictured is AmaWaterways' Paul Sharp and Hannah Logan in the 'AmaBulance' to mark the launch of the company's new support initiatives for agents which include a survival pack in the form of a hand-packed box of goodies featuring a variety of goodies plus a sample AmaLotto ticket giving agents the chance to take part in a weekly prize draw to win a selection of prizes up to the end of April. To request a visit by the AmaBulance or further details of AmaLotto email [agency.sales@amawaterways.co.uk](mailto:agency.sales@amawaterways.co.uk) or call 0808-250 7047.



# titan

## GO WILP! Win with Titan



**Book ANY Titan holiday  
between 1-31 January 2015**  
departing any time and claim a £10 Love2shop  
voucher for **EVERY** booking you make

The 10 agents with the highest number of bookings made throughout January  
will win the opportunity to join us on a Titan FAM to the USA in early 2015.

**TO CLAIM**, email [agentincentives@titantravel.co.uk](mailto:agentincentives@titantravel.co.uk) within  
7 days with your name, ABTA and booking reference.

[www.titanagents.co.uk](http://www.titanagents.co.uk)

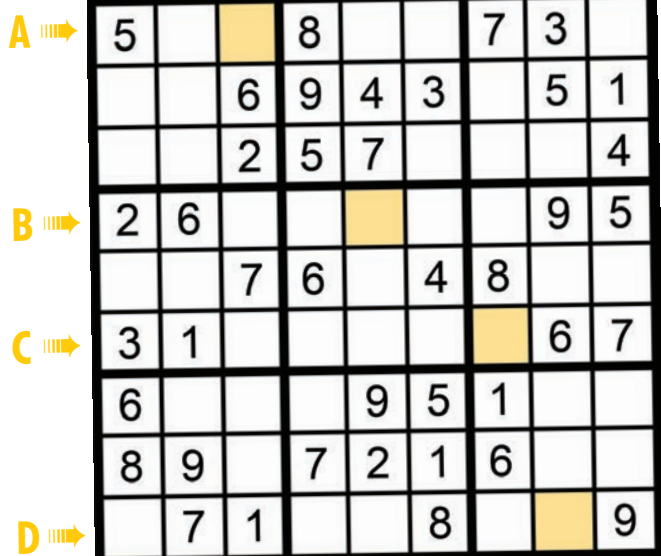
Terms and Conditions apply. See website for details



# Su Doku

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

Number: 003



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

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

[competition@travelbulletin.co.uk](mailto:competition@travelbulletin.co.uk)

Closing date for entries is Thursday, January 29th. Solution and new puzzle will appear next week.

**The winner for 9th January is Emilia Fader, Hillgate Travel in London.**

**January 9 Solution: A=9 B=5 C=1 D=6**

# Travagrams

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

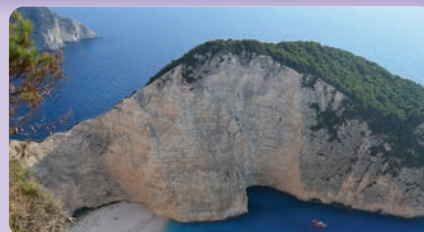


New ship from NCL



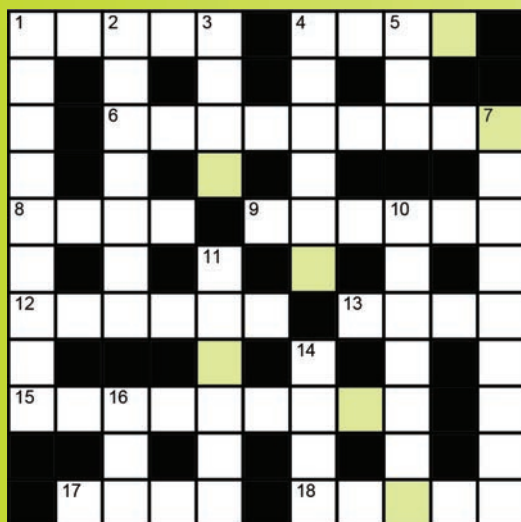
The world's longest river

# Where Am I?



Third largest of the Ionian Islands.

# Crossword



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

Across

1. Hotels and resorts group (5)
4. Denpasar is the capital (4)
6. Sunborn, the five star yacht hotel is located here (9)
8. Historic, English walled city (4)
9. Elgar's popular ninth variation, aka The Hunter (6)
12. Flag carrier of Spain (6)
13. Holiday protection scheme, initially (4)
15. Capital of Slovenia (9)
17. Main airport serving 2 Down (4)
18. First name of actor nominated for an Oscar for his role as Stephen Hawking (5)

Down

1. Madcap presenter of the new Stars in Their Eyes series (5,4)
2. Popular holiday region of Portugal (7)
3. Underground system (4)
4. Country, sounds like a nut (6)
5. Polish airline (3)
7. Actor Daniel of Harry Potter fame (9)
10. England's smallest county (7)
11. Iconic bridge on the Grand Canal (6)
14. Capital of the Maldives (4)
16. Funway specialise in holidays to this country (3)

For the solution to the Crossword, Where Am I? and Travagrams, please see page 36



We go further



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## Real Time Feedback' launch from Expedia

THE EXPEDIA group has announced the release of two new products capitalising on the investment of its Real Time Data Platform: Real Time Feedback and Sell Tonight; new tools for hoteliers and travellers.

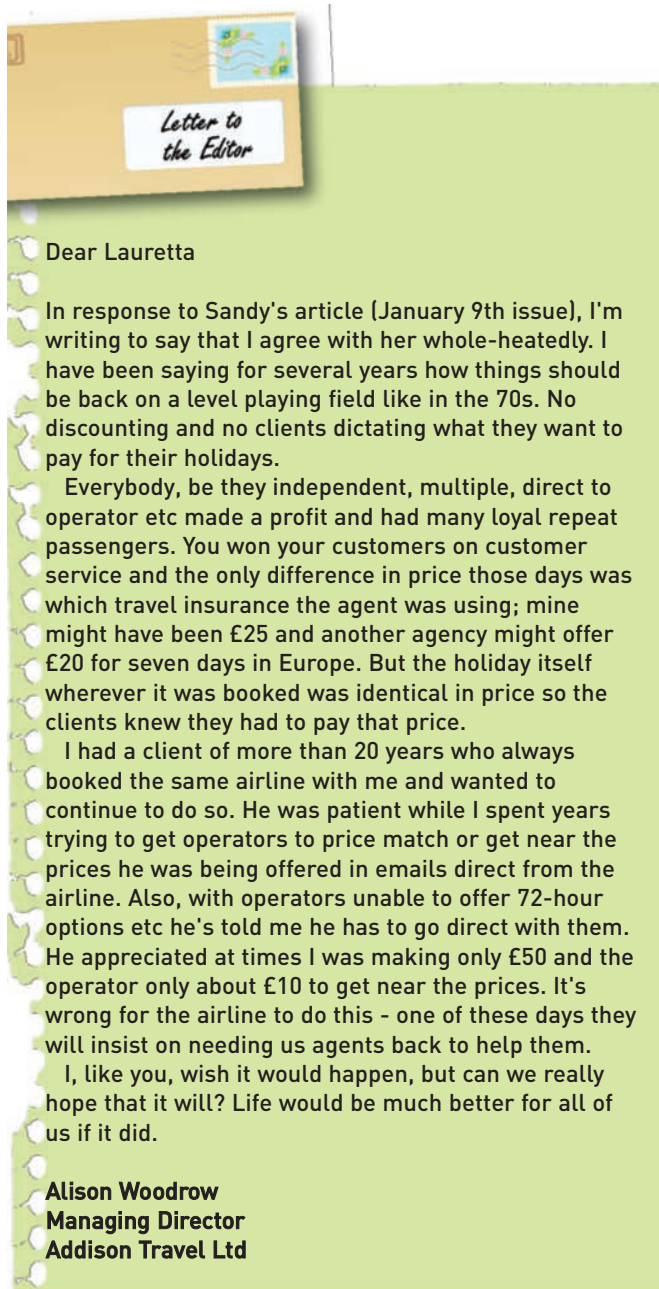
The products will roll-out globally this year as the latest developments to the overhaul of the hotel-facing tool suite, Expedia PartnerCentral (EPC).

Real Time Feedback, designed following feedback from hoteliers who wanted more support in securing positive hotel reviews, targets mobile-savvy travellers. Shortly after a guest checks into an Expedia-booked hotel, they receive an email asking them three short questions: "How was your check in?"; "How is your room?" and "Are you happy with the location?" Guests answer these questions through a simple, intuitive and fun interface and are offered the chance to enter specific feedback, i.e. "I didn't have towels in my room." The review is transmitted in real time to the hotelier, giving them the opportunity to act upon the feedback and avoid a potentially negative trip review.

Meanwhile, the launch of the 'Sell Tonight' tool, makes it easier and faster for hoteliers to push out same day rates and availability to Expedia.com and Hotels.com customers worldwide.



**AS ONE** of Norway's oldest and most famous ski resorts, Geilo has great appeal for families looking for unthreatening and uncrowded slopes. For February half-term, Ski Safari has an exclusive offer for families with a 'Pay six, stay seven nights' special offer. The holiday, based on two adults and two children staying at the four-plus-star Vestlia Resort in Geilo on half-board, costs £4,036 for the family and includes transfers. For details call 01273-224060 or visit [www.skisafari.com](http://www.skisafari.com)



Dear Lauretta

In response to Sandy's article (January 9th issue), I'm writing to say that I agree with her whole-heartedly. I have been saying for several years how things should be back on a level playing field like in the 70s. No discounting and no clients dictating what they want to pay for their holidays.

Everybody, be they independent, multiple, direct to operator etc made a profit and had many loyal repeat passengers. You won your customers on customer service and the only difference in price those days was which travel insurance the agent was using; mine might have been £25 and another agency might offer £20 for seven days in Europe. But the holiday itself wherever it was booked was identical in price so the clients knew they had to pay that price.

I had a client of more than 20 years who always booked the same airline with me and wanted to continue to do so. He was patient while I spent years trying to get operators to price match or get near the prices he was being offered in emails direct from the airline. Also, with operators unable to offer 72-hour options etc he's told me he has to go direct with them. He appreciated at times I was making only £50 and the operator only about £10 to get near the prices. It's wrong for the airline to do this - one of these days they will insist on needing us agents back to help them.

I, like you, wish it would happen, but can we really hope that it will? Life would be much better for all of us if it did.

**Alison Woodrow**  
Managing Director  
Addison Travel Ltd

## Earn extra commission with ReboundTAG

REBOUNDTAG IS giving travel agents the chance to generate extra revenue by earning commission on its microchip luggage tags which guard against lost luggage.

Available as a continuous revenue stream at zero (or low) marginal cost to the travel agent, the company's first microchip luggage tag to be integrated with global luggage handling systems - can also be branded for larger travel agency chains selling higher volumes. Commission rates for agents are 5% and the RRP for ReboundTAGs is £24.99.

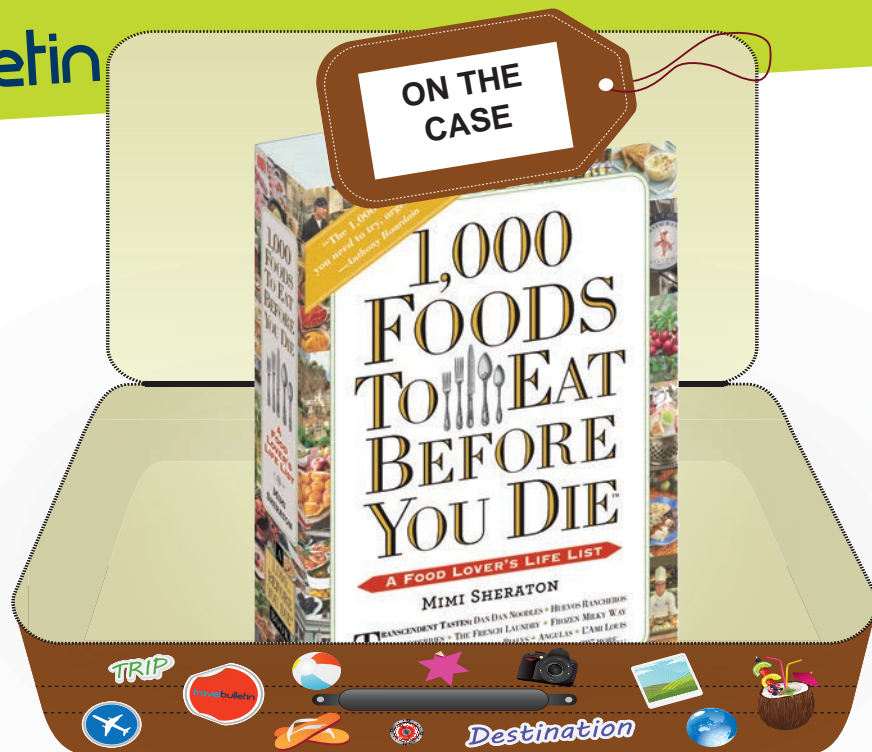
Agents can provide a unique 10% discount code to their customers to enable sales via

[www.reboundtag.com](http://www.reboundtag.com) to be tracked. The company then takes care of the logistics and delivery requirements to ensure customers receive the tags that they have bought on time to satisfy their best expectations.

Tags branded with a travel agency's logo are also available.

For details see [www.reboundtag.com](http://www.reboundtag.com) or email [info@reboundtag.com](mailto:info@reboundtag.com)





## TRAVEL ACCESSORIES YOU WON'T WANT TO LEAVE BEHIND...

WHILE YOU'RE thinking about booking your summer getaway this year, this new book might just inspire you to explore new destinations and sample culinary delights. '1,000 Foods to Eat Before You Die', written

by the former restaurant critic of The New York Times, has taken nine years to complete and retails at £16.99 from Workman from next month in bookshops and online. The 1,000 foods are divided around the

geography of flavour and culinary style (British & Irish, Belgian & Dutch, Jewish, Thai & Southeast Asian etc) and include the world's best dishes, ingredients, restaurants and food-related experiences.

## Europcar offers up to 50% off UK car hire in January sale

EUROPCAR HAS issued a January sale which offers up to 50% discounts for car hire taken by June 30 for bookings made by the end of this month.

The sales also includes the Prestige fleet, with offers of up to 30% off vehicles such as the Audi TT Roadster or Mercedes A-Class, as well as up to 20% off van hire.

The company's managing director, Ken McCall, said: "Whether heading to the High Street to grab some

bargains this January, or planning ahead for spring and early summer breaks, motorists can do so for less with up to 50% off car hire.

"Whatever the trip, we have the ideal vehicle to suit every kind of traveller. And, with great discounts available, our January sale means savings on car hire can go towards the rest of the costs for spring and early summer breaks."

## Titan issues second edition Worldwide Compendium collection

TITAN HAS released its second edition Worldwide Compendium and Ocean & River Cruise Compendium agent-friendly brochures.

For 2015/16 the company has reduced its usual collection of six brochures in favour of a simpler three brochure range. With almost 190 land tours in the Worldwide Compendium and more than 150 itineraries in the Cruise & River Compendium to more than 80 countries, the 'big read' is now bigger than ever.

The brochures offer early booking savings of up to £500 and £1,650 respectively, as well as a number of special offers for solo travellers such as low or no single supplements on selected tours.

One of the most significant innovations is the introduction of direct international flights from a number of regional airports allowing clients greater flexibility and convenience. The company has also expanded the range of holiday

additions that can be added onto the beginning or end of tours, again allowing greater flexibility and a more tailor-made holiday experience for clients.

Land tours start from £799 per person on the 'Corner of a Foreign Field' escorted tour and from £449 on the 'Waterloo 200th Anniversary Cruise'.

For more information visit [www.titanagents.co.uk](http://www.titanagents.co.uk) or call 0800-988 5166.

## Debut Madrid launch from Iberostar Hotels & Resorts

IBEROSTAR HOTELS & Resorts has opened its first hotel in Madrid, IBEROSTAR Las Letras Gran Vía.

The latest addition to the company's portfolio forms part of the company's Premium category and is a further step forward in the chain's commitment to the urban hotel sector, bringing the total number of city hotels to

four.

The building's six floors offer 103 modern rooms with large windows, offering views of the city's Gran Vía. Each floor is decorated in a different colour, with famous lines by writers and poets on walls, terraces and balconies.

For more information see [www.iberostar.com](http://www.iberostar.com)



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**From £1,229pp** Valid for travel: 01 May - 15 Jun 15 Book by: 31 Jan 15

### 13 day Sydney, Adelaide & Great Ocean Road

#### Includes

- All flights
- 5 nights at 4\* Rendezvous Hotel Sydney The Rocks
- 2 day Indian Pacific Journey from Sydney to Adelaide with 1 night on board in Gold Service
- 2 nights at 4\* Majestic Roof Garden, Adelaide
- 5 day Great Ocean Road Self Drive Tour including 4 nights accommodation, car hire with Avis for duration & self drive kit

**From £1,999pp** Valid for travel: 01 May - 15 Jun 15 Book by: 31 Jan 15

### 13 day Sydney, Rock & Reef

#### Includes

- Return flights with Emirates
- 4 nights at 3\* Travelodge Sydney, b&b
- 2 nights at 3\* Outback Pioneer, Ayers Rock
- 6 nights at 3\* Discovery Resort, Cairns

**From £1,699pp** Valid for travel: 01 May - 15 Jun 15 Book by: 31 Jan 15

### 10 day Australia Food & Wine Experience

#### Includes

- All flights
- 9 nights accommodation
- Various meals & sightseeing
- Services of an experienced tour guide

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# Industry Insight by... elite TRAVEL GROUP

Neil Basnett, chief executive of Elite Travel Group, ponders over the sale of Kuoni, an industry 'Happiness Report' and what he should wear on Mondays...

Well, another January is upon us and by now we are well into what we all hope will be a good early booking season. The news of Kuoni's tour operating arms being put up for sale took many of us by surprise if only for the sheer timing of the announcement. I am sure that no tour operator of the size of Kuoni would ideally wish such an announcement to be made right bang in what for most is the busiest trading month of the year. There is no denying that for as long as most of us can remember, Kuoni has been a market leader especially in relation to long-haul travel, but there have been many pretenders trying to steal their throne for several years now. I can see from our own consortium's performance that these newer companies have made significant inroads into Kuoni's traditional sales. Despite this however, the support that we have had from Amanda and her team has continued steadfastly and that is one sign of a long-standing partnership working well.

Kuoni is up for sale however in a position of strength, as they are such a strong brand and are held in high esteem by both the travel trade and more importantly by the travelling public. Let us hope that there is a quick purchase (please not by DNATA!) as uncertainty and potential negative publicity only cause untold damage. There are of course many aspects to the sale...what will happen to Kirker, Carrier and Journeys of Distinction? What will happen to their own shops? A potentially complicated sale therefore with much to be resolved, hopefully sooner rather than later.

Interesting developments in relation to the CAA's final decision about the possible withdrawal of the Small Business ATOL. Several of the Elite Travel Group's members went down the SBA route a few years ago and they were therefore dismayed to see its possible withdrawal. We specifically invited Andy Cohen and David Clover from the CAA to speak at our last two conferences so that our members could challenge them about such vital issues as the proper production of ATOL Certificates and then about the planned changes to ATOLs, which at the time of our last conference were at the consultation stage. It is reassuring to read therefore that plans to remove the SBA might be delayed or might not even happen. If

**"Along with many agents, I have already been asked whether the rapidly decreasing price of oil will have a positive impact on holiday prices i.e. will they be coming down?..."**

the concerns raised by Elite members at our conference contributed to this decision by the CAA, then I am pleased that we have played our small part in reaching a satisfactory solution.

Along with many agents, I have already been asked whether the rapidly decreasing price of oil will have a positive impact on holiday prices i.e. will they be coming down? I was asked by one of my clients to tell the operator I am using for their Canadian enquiry that they should be taking into account the recent reduction in the price of oil. I tried to explain the principles of airlines 'hedging' over the price of airline fuel and operators 'hedging' in relation to the purchase of currencies: despite the impression that she feels she is being ripped off, at least she has booked!

I love reading the results of all these ridiculous surveys that appear each year! I am intrigued as to who commissions them and who is actually then asked to vote. Apparently Britain is ranked 22nd out of 52 countries in the UN- backed Happiness Report with Denmark, Norway and Switzerland coming in at first, second and third respectively. Must be those dastardly Viking exploits and Toblerone bars keeping them all so happy. Apparently we have flat screen TVs and Nike trainers so we should be happier! I would suggest that there is more to happiness than materialism, such as bumper holiday sales in January by independent travel agents for tour operators that wholly support the travel trade. I shall ignore the advice to wear special pants on Mondays rather than Fridays as this will mean a happy week: why change a lifetime's habit of 'Commando Monday'?



## NEW 'EXECUTIVE EXPERIENCES' OPTION FROM HOTEL XENIA

Hotel Xenia in London's Kensington has launched 'Executive Experiences' to offer productive yet pleasurable out-of-office experiences with high quality, state-of-the-art accommodation and facilities.

The hotel's Executive and Deluxe rooms (and the Xenia Suite) offer a contemporary decor with king-sized beds, fine cotton linen and hand-woven cashmere blankets. Bathroom facilities include a rain shower with L'Occitane toiletries.

For corporate events, the property's meeting facilities cater for boardroom meetings through to professional Champagne receptions, and private screening events to executive wine tasting sessions, offering cutting edge audio visual technologies and bespoke services for corporate guests to tailor their event.

An 'Executive' package includes priority meeting space hire and rates, breakfast, complimentary morning newspapers, shoeshine, after-work cocktails and canapés, complimentary mineral water on arrival and a 15% discount at restaurant Evoluzione.

Daily delegate rates start at £50 which includes a Classic Menu option including room hire, in-room equipment, wireless internet access, flipcharts and markers, three tea/coffee and water served with pastries, biscotti and fresh fruit selection and a choice of sandwiches, seasonal salad and dessert.

For details or to book email [daisy.rooney@hotelxenia.co.uk](mailto:daisy.rooney@hotelxenia.co.uk) or visit [www.hotelxenia.co.uk](http://www.hotelxenia.co.uk)



## InBrief

A NEW 24-hour translation service has been launched in Kyoto to assist business travellers attending international events in the city. The service can be used in times of illness, emergency or general communication with hotel staff and has been rolled out across 824 hotels and ryokan (traditional Japanese inns).

A NEW lunch menu for the worker bee has now launched at the Blue Boar Restaurant, Conrad London St. James. Available from midday through to 14.30 Monday - Friday and offering a two-course set menu for £22.50 per person, the working lunch menu will change on a regular basis to ensure it is kept fresh and exciting for new and returning customers. For details see [www.blueboarlondon.com](http://www.blueboarlondon.com) and [www.conradhotels.com/london](http://www.conradhotels.com/london)

AIR FRANCE is attracting business travellers to its medium-haul network with new leather seats, a gourmet dining offer, and a new fare option, pursuing its move upmarket with an investment of 50 million euros. Tickets for the new 'Economy Flex' fare are on sale for flights starting in April and offer, amongst other benefits, refundable tickets at no extra charge; earlier flights taken the same day, at no extra charge; access to the Skypriority services; allocated seats at the front of the Economy cabin; and 23kg baggage allowance.

## Survey uncovers secrets of business travellers staying away with work

A SURVEY of 1,000 business travellers in the UK has looked into whether employees are taking advantage when it comes to justifying the need to stay a night away to their bosses – or is it the other way around – are bosses taking advantage of employees?

The survey, commissioned by Hotel Solutions Provider HRS, also revealed that in order to justify a night's stay away to management, employees needed to be almost three hours' drive away from their place of work in the UK – meaning that they'd typically have to travel six hours in a day as well as being expected to carry out work duties.

Even more surprising, for employees on business in Europe the flight time needed to be at least two-and-a-half hours to get the green light from management to stay the night in a hotel, putting a company's duty of care into question.

The survey found that a quarter of those asked admitted to sometimes staying away on business even if they didn't need to. Of those, nearly 50% said they liked to do so because it's simply nice to stay in a hotel, whilst a quarter said it was nice to get away from home for a night.

The findings also showed that on average business travellers stay away from home for nearly 13 nights per year. Of these, managing directors clocked up the most nights away, averaging 17 nights, followed by senior management at 16 nights.

When asked about what influences their choice of hotel, it was clear that business travellers place real importance on convenience. Some 46% said that the location from the meeting place was the priority, followed by the distance from the airport or train station (22%) while 17% cited distance from the city centre.



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Return transfers

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Book by: 27 Jan 15

£1,339 pp



## Colony Club by Elegant Hotels, Barbados

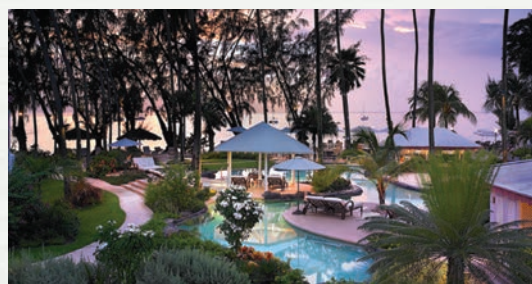
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## Occidental Grand Xcaret, Mexico

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all inclusive

Return transfers

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Book by: 27 Jan 15

£949 pp



## Moon Palace Golf & Spa Resort, Mexico

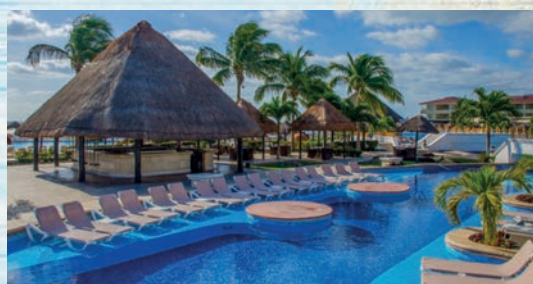
Return flights from London with  
British Airways

7 nights at 5\* Moon Palace Golf & Spa  
Resort, all inclusive

Return transfers

Valid for travel: 01 May - 30 Jun 15  
Book by: 27 Jan 15

£1,339 pp



## Sandals Halcyon Beach Resort & Spa, St Lucia

Return flights from London with  
British Airways

7 nights at Sandals Halcyon Beach Resort  
& Spa, all inclusive

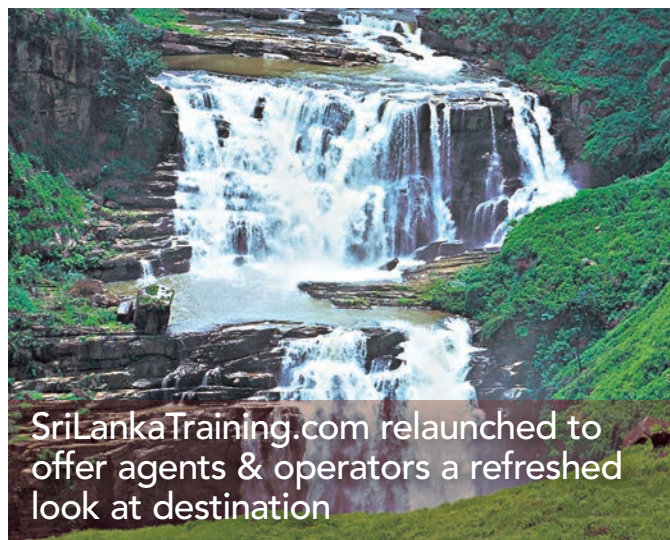
Return transfers

Valid for travel: 01 May - 26 Jun 15  
Book by: 27 Jan 15

£1,919 pp







## SriLankaTraining.com relaunched to offer agents & operators a refreshed look at destination

THE SRI LANKA Tourism Promotional Bureau has announced the launch of SriLankaTraining.com, an online training site and portal.

The programme highlights five different modules and takes approximately one-hour to complete; agents will then have a good idea of how to sell and have a reference tool to revert to.

The destination has seen lots of changes in the last couple of years and the programme will give agents and reservation staff a refreshed look into Sri Lanka; for example, such as highlighting the destination's 300 waterfalls with the tallest five times the height of Niagara Falls.

Agents will be encouraged to participate in the programme through a number of various incentives including invites for events, fam trips and quarterly prizes.

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

## New e-learning course from Garuda Indonesia with flight prizes

GARUDA INDONESIA, the national airline of Indonesia, has launched a new online training programme for travel agents and operators to educate the travel trade on both the airline and Indonesia as destination of choice for leisure and business travellers.

The carrier has partnered with Online Travel Training (OTT), who in conjunction with the airline, has designed a course aimed at building agents' knowledge. The course is made up of four modules: Garuda Indonesia Network, Fleet and International Service; First, Business and Award Winning Economy Class; Airport & Ground Services; and Awards & Accolades, Skyteam and Garuda Miles, that have a minimum pass mark which needs to be met in order for agents to receive a certificate of completion.

Jubi Prasetyo, the airline's general manager, said: "The course has been specifically designed to ensure agents can easily understand Garuda's brand values, what we represent, and why, as the national carrier of Indonesia, we are the ideal choice for holidaymakers and business travellers alike."

"The trade will receive and absorb all the key information to allow them to successfully sell Garuda as part of a travel package. As an added incentive, all agents that complete the course by January 30 will be entered into a prize draw to win a pair of return Economy tickets to Jakarta. Flying on the London to Jakarta service, the lucky winner and their guest will experience the highest level of service on the B777-300ER."

## Bright starts 2015 Workshops

THE FIRST of Bright's 2015 workshops will take place next month - on February 10 in Bath and February 11 in Bournemouth.

The full list of 2015 free workshops & venues is available at [www.brightconsortia.com](http://www.brightconsortia.com)

To book or for more information email

## Agents encouraged to maximise earnings by visiting T2 Academy

AGENTS CAN maximise their earnings by visiting T2Academy.co.uk where there are currently more than 50 modules covering a selection of airlines, ground products and key destinations.

The operator's marketing partnerships manager, Lindsay Miller, said: "As well as helping to improve selling potential, T2 Academy rewards agents every step of the way with our 'Learn and Earn' scheme. For each module agents can earn points - 15 points per Travel

1 module, 10 points per Travel 2 partner module and five points for the Lite partner modules.

"Agents who gain 175 points achieve Bronze status and can earn up to £10 of shopping vouchers, while 300 points gives agents Silver status and up to £15 of shopping vouchers and 400 points gives agents Gold status and up to £20 worth of shopping vouchers. Those who complete all three levels of training can earn £45 worth of vouchers."

**Big and beautiful, the USA's 49th state, Alaska, is an unspoiled wilderness waiting to be explored.**

The Alaska OTT travel training is designed to give you all the skills needed to sell Alaska, as well as details on up and coming Alaska events in the UK, fam trips and incentives.

Visit <https://www.onlinetraveltraining.com/free-courses/providers/home-alaska/home>

**Start your Alaska journey with us!**

For more information [Alaska@lotus-uk.co.uk](mailto:Alaska@lotus-uk.co.uk)





Sandpearl Resort, Clearwater Beach



## YouNeedSun.com campaign expected to generate 24 million impressions from VSPC

VISIT ST. PETERSBURG/Clearwater (VSPC) will launch its largest advertising campaign in the UK next month with a multi-platform blitz that will generate projected impressions of up to 24 million over its month-long duration.

The campaign, led by the call to action, YouNeedSun.com, is being launched in partnership with Virgin Holidays, and will include creative

displays across the UK rail network as well as London taxis, buses in both London and Manchester and the destination's first national TV ad. The creative will feature phrases such as 'A Little Warm Sun Might Relax That Stiff Upper Lip' and 'Every Day Is Sun Day', with a competition to win a getaway to the destination also on offer.

The tourist office's UK director,



Venessa Alexander, said: "The scale of this campaign is unprecedented for us in an international market. The UK has remained the strongest international market for inbound traffic for the past eight years and we're looking to sustain that position." For more information visit [www.visitstpeteclearwater.com](http://www.visitstpeteclearwater.com)

## Boost commission on Walt Disney World Resort offers from ThemeParkBeds.com

TRADE SPECIALIST bed bank, [themeparkbeds.com](http://themeparkbeds.com), is offering agents commission earning potential on Orlando holidays this month, with special offers on Walt Disney World Resort bookings combined with the dynamic packaging opportunities available through booking on the site.

Agents can pass on savings of almost 30% to customers booking a Disney hotel, with free nights offered for every booking of seven nights and more. A seven-night stay in a value/moderate property will receive one night free, and 14 nights includes two free nights, offering a saving of 14%. Higher end deluxe properties (or villas) have savings of 29%, with two free nights for seven-night stays or four free nights for 14-night stays.

Meanwhile, the Disney 14-day Ultimate Ticket is currently being offered at £303 per adult and £287 per child – the same price as the seven-day ticket – and includes unlimited access to all six Disney theme parks - Magic Kingdom Park,

Epcot, Disney's Hollywood Studios, Disney's Animal Kingdom Theme Park, Disney's Blizzard Beach Water Park and Disney's Typhoon Lagoon Water Park for 14 consecutive days.

The company's business development manager, Annabel Cove, said: "In the peak summer holiday booking period we are pleased to be able to work with Walt Disney World Resort to offer agents a more flexible and lucrative way to sell Orlando holidays. These are great deals for customers and booking with us is the easiest way for agents to up-sell on the whole holiday package and increase their earning potential."

Agents looking for a ticket-only option can also get the Disney 14-day Ultimate Ticket for the price of a seven-day ticket, through parent company, [DoSomethingDifferent.com](http://DoSomethingDifferent.com) For details visit [www.themeparkbeds.com](http://www.themeparkbeds.com) or call 0203-195 1195.

## LEGO KidsFest returns to Phoenix next month to offer new family experiences

THE UNIVERSITY of Phoenix Stadium will host LEGO KidsFest in February, bringing hands-on enjoyment of LEGO building and experiences together in one fun-filled activity.

Visitors can walk amongst miniature and life-size models built entirely of LEGO bricks, create their own fairytale

at the LEGO Disney princess booth, build their favourite fast food or zoo animal, or add to a basketball sized map of the United States at creation nation.

Other attractions include a brick battle zone, Star Wars attractions and an art gallery. Visitors can also create

and rule their own town, combining real LEGO brick building with a smartphone or tablet at LEGO fusion town master.

The event takes place from February 27 through to March 1.

For more information see [www.visitarizona.com](http://www.visitarizona.com)

### Free 30-stop weekend trolley service offers highlights of Palm Springs

PALM SPRINGS has introduced a free BUZZ trolley service, giving visitors a quirky way to discover the highlights and tourist attractions of downtown and uptown Palm Springs.

The new 30-stop service operates every Thursday to Sunday, from 11:00 through to 01:00, with four BUZZ trolleys operating simultaneously to ensure that riders don't have to wait more than 15 minutes,

providing a convenient way for tourists and residents to get around.

The BUZZ travels in a loop from just north of the Riviera Resort and Spa to as far south as The Saguaro Hotel, where the trolley turns around to head back through the city, enabling riders to hop on and off as they please.

Mary Jo Ginther, director of the Palm Springs Bureau of Tourism, said: "Palm Springs is a dynamic and

thriving destination - the prime city in the Coachella Valley - and a buzzing city like ours (no pun intended) deserves a quick and easy transport solution that connects the north and south. In fact, the 'buzz' about Palm Springs has reached new heights and is spreading far and wide. Our city is experiencing a renaissance as one of the hippest, most happening destinations in southern

California and we have visitors from all over the world coming to our city in record numbers. So our city has gone driving optional and we are delighted to welcome the BUZZ!"

A soon-to-be announced loyalty programme will reward frequent riders with discounts and goodies at local restaurants, bars and shops.

For more information see [www.buzzps.com](http://www.buzzps.com)

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## Shake, Rattle and Roll through America's music cities with Collette

IF THE King of Rock was still with us, he would be celebrating his 80th birthday next year – but in his absence, fans of Elvis will be remembering the icon who produced more than 18 number one hits and 150 albums, making him one of music's most influential artists.

UK fans can pay homage by joining Collette's escorted tour of Southern USA which runs until April 2016 and includes a visit to his 14-acre Graceland Estate and a tour of Nashville's historic RCA Studio B, where Elvis, along with Dolly Parton and Charlie Pride recorded classic hits.

The nine-day 'America's Music Cities' tour spans three major musical hubs including Nashville, Memphis and New Orleans, offering a mix of sights and sounds from the region.

The itinerary includes

opportunities to visit Graceland; take in a performance and backstage tour at the renowned Grand Ole Opry; record a hit at RCA Studio B, Nashville's oldest remaining studio; peruse the collection of music memorabilia at the Country Music Hall of Fame; prepare a traditional Cajun and Creole-inspired cuisine at the New Orleans School of Cooking; and journey through Louisiana's swampland by boat.

Prices lead in at £2,249 per person based on two adults sharing and including flights, 11 meals (seven breakfasts and four dinners) and door-to-door UK transfers within 75 miles of the departure airport.

For further information or to make a booking visit [www.gocollette.com](http://www.gocollette.com) or call 0800-804 8700.



### PHILADELPHIA,

...which reports that the number of UK visitors arriving in the city rose to 88,000 in 2013 with the UK representing the largest international visitor market, predicts that growth is set to continue, with four new hotels and more than 1,200 hotel rooms in the city by 2017. In addition to the expansion of hotel products, both Delta Air Lines and American Airlines have announced new direct flights from Heathrow from this spring. And in summer, the destination will welcome the arrival of a major new tourist attraction when the city's only high-level viewing platform opens to the public on the 57th floor of One Liberty Place. The skyscraper will allow visitors to view the city from a new perspective for the first time.

For further information see [www.discoverphl.com](http://www.discoverphl.com)



### TERRAVELO TOURS

...has launched its 2015 tour dates which combine luxury holidays with cycling, hiking, surfing, horse-riding and bathing in geysers. As an example, a seven-day option leads in at £4,000 per person based on two sharing on an all-inclusive basis. It includes rental of a carbon fibre Specialised Roubaix Expert Ultegra road bike, a bike helmet, cycling jersey, water bottle, all excursions, a 12' x 14' canvas tent with a memory foam bed, massage (two per tour), live music (two per tour), sunrise yoga (two per tour), juice bar, all meals, alcoholic beverages, in-camp masseuse, toiletries and laundry service.

For further information see [www.terravelotours.com](http://www.terravelotours.com)



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USA

## New 22-day 'America the Beautiful' option from Insight

INSIGHT VACATIONS has added a new 22-day 'America the Beautiful' journey to its portfolio.

Guests will be able to experience the bright lights of Las Vegas, historic Route 66, Dallas-the Texan Star, the Grand Canyon, Memphis, Washington D.C. and New York among other destinations.

Prices start from £5,775 per person including flights, 21 nights' breakfast accommodation, VIP door-to-door airport transfers and the services of a tour director throughout.

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

## InBrief

- THIS YEAR will see the opening of a new Hotel Indigo in Alexandria, Virginia, which will also be the city's first waterfront property. The hotel will be part of the InterContinental Hotels Group and is expected to continue Alexandria's riverfront district Renaissance.  
For details see [www.hotelindigo.com/hotels/us/en/reservation](http://www.hotelindigo.com/hotels/us/en/reservation)
- NYC & Company is encouraging theatergoers to purchase two-for-one Broadway Week tickets to 22 of Broadway's top shows. Tickets are now on sale at [nycgo.com/broadwayweek](http://nycgo.com/broadwayweek) for performances through to February 5.
- A NEW app has been launched to help visitors connect to the Valley's 600 miles of walking paths and trails in and around Las Vegas The Neon to Nature app allows users to find urban or rural trails and parks in neighbourhoods throughout the Las Vegas Valley, and includes all key walking, hiking, biking and horse trails in the area.  
For details see [www.visitlasvegas.co.uk](http://www.visitlasvegas.co.uk)
- TRAVEL 2 has added the new LINQ Hotel and Casino in Las Vegas to its portfolio. Prices for a five-night stay in a deluxe king room, including flights from London, lead in at £659 per person based on departures from February 16-28.  
For details see [www.travel2.com](http://www.travel2.com) or call 0800-022 4182.

## Exclusive offers from Attraction World

ATTRACTION WORLD has issued a selection of exclusive offers for agents to highlight to clients.

As examples, clients purchasing a 30-minute Airboat Ride in Florida are offered free entry to Wildlife Park, worth \$18. Prices lead in at £18 per adult and £14 per child (aged three-12).

Alternatively, agents can promote visits to Ripley's Believe It or Not! in Florida, with adult tickets at the same price as child tickets for bookings made this month and next, with prices at £8.

In Las Vegas a two-for-one 'Champagne Night Tour' is available, with a free Laughlin tour, priced at £40 for two, while a VIP Pub Crawl in the city that never sleeps offers a free party pass, worth £25, offering VIP access to the club of choice.

For more information see [www.attractionworld.com](http://www.attractionworld.com)

[www.travelbulletin.co.uk](http://www.travelbulletin.co.uk)





# Greece



**ITC LUXURY TRAVEL**

*...is offering seven nights at Daos Cove in Crete from £1,435 per person, based on two adults sharing a deluxe room with a sea view. It includes daily breakfast, flights with easyJet from London and private transfers. To book or for details see [www.itcluxurytravel.co.uk](http://www.itcluxurytravel.co.uk) or call 01244-355527. The resort has recently announced the launch of Gourmet Weekends as well as a new hospitality app, which provides guests with detailed information on its facilities and the best local sites to visit on the island.*

## Olympic Holidays boosts second-edition summer 2015 brochure which features more than 200 handpicked properties

OLYMPIC HOLIDAYS has expanded its programme to Greece in its second-edition summer 2015 brochure.

New islands, new hotels and new villas and apartments feature in the 388-page brochure, with seven-night holiday prices starting from £279.

The company's commercial director, Photis Lambrianides, said: "The family market has always been our major strength and our new programme offers more family-friendly product than ever before.

"New self-catering properties feature right across our extensive Greek island selection – villas in Leros, Halki and Crete, and an abundance of studios and apartments elsewhere."

Two Greek islands also appear for the first time, Tilos and Leros, which feature among the 'Alternative Greece' selection of small islands and mainland resorts.

Lambrianides said: "Tilos and Leros are small, unassuming islands, ideal for those in search of some peace and quiet. They both have nice beaches, along with good restaurants and bars."

New properties featured in Summer Sun include two in the Greek Peloponnese resort of Costa Navarino, which will be hosting ABTA's 2015 Travel Convention from October 12-14 this year. They are both five-star – the Westin Resort Costa Navarino, with 445 rooms and suites, and 321-room Romanos

Costa Navarino. Each has extensive amenities, with a wide choice of restaurants.

Crete also received a boost with a selection of extra accommodation that includes the four-star Silva Beach Hotel and Hersonissos Maris Hotel in Hersonissos, four-star Plakias Resort in Plakias and five-star Kiana Beach Resort in Chania.

On Rhodes, the picturesque resort of Stegna is also added for summer 2015, with a selection of studio apartments and the four-star all-inclusive Porto Angeli Beach Resort. And on Zante, the company has added three four-star hotels: the Filoxenia Hotel in Tsilivi, the 40-room Meandros Boutique Hotel & Spa in Kalamaki, and the Diana Palace Hotel in Argassi. Other Greek island additions include the four-star Aegean Plaza and three-star Alia Hotel, both on

Santorini, and the newly built four-star Royal Bay Hotel in the Kos resort of Kefalos.

A selection of 15 two-week Greek twin-centres are offered, linking Rhodes, Santorini, Skiathos, Kos and other islands with islands close by or with mainland resorts, and brochure prices lead in at £279 per person for seven nights' self-catering at the newly featured two-star Joanna Studios in the Corfu resort of Sidari in May and October.

Meanwhile, early booking discounts are offered throughout the programme for bookings made up to April 30. Single travellers can also save, with a low or no single supplement available. Flights are offered from 26 UK airports, with flight-only prices available on all charter flights.

*For further information or to make a booking visit [www.olympicholidays.com](http://www.olympicholidays.com)*







## THE FIVE-STAR ALDEMAR ROYAL MARE

in Crete has launched a new Thalasso spa brochure which highlights a range of two-, four- and six-day spa programmes in four core areas: Marine & Well-being; Silhouette & Slimming; Harmonia & Elixir Vertebral and Health & Vitality, with all programmes using Thalassotherapy. The resort has also introduced a new VIP Dine around programme, while its 120 VIP rooms with sharing pools have recently undergone a refurbishment. For details see [www.aldemar-resorts.gr](http://www.aldemar-resorts.gr)

## Skiathos & Skopelos islands debut from Classic Collection Holidays

CLASSIC COLLECTION Holidays is featuring the islands of Skiathos and Sporades for the first time.

From May, the operator will be offering a choice of four hotels plus a collection of villas on Skiathos and two

hotels and villas on Skopelos.

The company's head of purchasing, Gary Boyer, said: "Over the years direct flights to Skiathos have guaranteed its evolution from quaintly old-fashioned island to cosmopolitan destination, but its wealth of beautiful beaches and local hospitality ensure that traditional Greece can still be enjoyed when venturing beyond the main beach resort areas.

"Larger and quieter Skopelos, made even more popular by the film Mamma Mia!, boasts an attractive capital, a beautiful Aegean port, winding cobbled

streets and numerous churches. There's great shopping too and more than enough tavernas and bars."

The company is offering seven nights' breakfast stay at the Skiathos Princess from £931 per person in May, whilst the Golden King Luxury Villas are available from £770, based on six sharing a three-bedroom villa for seven nights on a room-only basis. The operator is also including complimentary UK airport lounge passes on all bookings to Skiathos and Skopelos made this month. For further details visit [www.classic-collection.co.uk](http://www.classic-collection.co.uk) or call 0800-008 7288.



## New properties & early booking offer from Ionian Island Holidays

IONIAN ISLAND Holidays has added new properties on Kefalonia including Villas Panorama and Plori located in Assos and Villa Dina in Kaligata, South Kefalonia.

In Paxos the company has introduced Villa Kristina near Gaios to its portfolio, while new additions in Corfu include Villas Lofos, Apleton and Aeolos.

An early booking offer of 20% off self-catering holidays in May is available, with prices starting from £399 per person for seven nights at the Karteri Apartments in a one-bedroom apartment. It includes

flights, transfers, accommodation and a welcome pack and is valid for bookings made by January 31. A 5% discount is being offered on all other holidays throughout the season for bookings made by the end of the month.

Meanwhile, Flybe has added a new weekly flight from Birmingham to Kefalonia from May 23, while Thomas Cook is introduced a new weekly flight from Stansted to Skiathos from May 22. For more information visit [www.ionianislandholidays.com](http://www.ionianislandholidays.com)

## Seven-day yoga programme from Skiathos Princess

THE SKIATHOS Princess Hotel has launched a YOGAfest package at its YOGAAqua Retreat, which runs from May 1-8.

It includes a week of paddleboard yoga and adventures on Skiathos with expert instruction, fresh and locally sourced Greek cuisine, daily beach visits, boat tours around the island and plenty of other activities.

Prices lead in at £670 per person based on two sharing a standard double. For further information or to book email [wellness@santikoscollection.com](mailto:wellness@santikoscollection.com) or see [www.santikoshotels.com](http://www.santikoshotels.com)

## New properties from Ikos Resorts due to open in March

IKOS RESORTS is featuring two Greek properties, Ikos Oceania (formerly known as Oceania Club) due to open in March and the new Ikos Olivia, opening in May

2015, both in Halkidiki.

The hotel group is re-defining its all-inclusive experience and has created an all-exclusive offering which extends to 'dine out experiences',

offering guests the chance to dine out of resort, offering a flexible all-exclusive holiday whilst also supporting and encouraging the local economy.



## Sunvil features more than 200 handpicked properties in latest brochure

SUNVIL HOLIDAYS has launched its 2015 real Greece brochure, featuring a range of holidays to the more authentic parts of the country.

New for this year are eight scenic Cycladic isles, from popular Ios to remote Amorgos; little-known Ammouliani (Halkidiki's 'secret island'); the emerald isle of Thassos; a bigger emphasis on soft walking from resort base; and no fewer than 50 new properties.

For clients looking for an unusual twin-centre option, it is now possible to partner Greece with Albania. Built on a Roman port and set in a beautiful bay, Saranda is the starting point for a range of private excursions or a six-day cultural tour of the south, highlights of which include the UNESCO World Heritage sites of Butrint, Gjirokaster and Berat.

Twin-centres with Kusadasi and Akyaka on Turkey's Aegean coast are also possible.

Dudley der Parthog, the operator's programme director, said: "We're now in our 40th year of operating to Greece and firmly believe that our programme is one of the best in the business, with an unrivalled mixture of flexible holidays that are honestly described and carefully selected. Our aim is to offer attractive alternatives to the larger holiday companies, backed up by high levels of customer service and product knowledge that is second-to-none."

"We are more than capable of offering complex tailor-made options and our programme reflects all that is great about Greece: traditional, working villages that retain their authentic flavour; delicious food; beautiful,

mountainous island interiors; a wealth of ancient sites on the mainland, and small – often owner-managed – characterful apartments and an increasing number of boutique-style hotels."

As an example of prices, a seven-night, self-catering option, The Western Cyclades, costs from £723 per person based on two sharing at the Anemos Studios on Andros including flights from Heathrow and transfers.

The lead-in brochure price is £528 (which includes an early booking discount if booked before February 28) for seven nights' self-catering accommodation at the Villa Olga in Aghios Gordis, Corfu, including flights from Gatwick and transfers, based on five sharing in May.

For more information or to book call 020-8758 4747 or visit [www.sunvil.co.uk](http://www.sunvil.co.uk)

## Discover Greece predicts top five travel trends for 2015

DISCOVER GREECE is predicting another record year for international arrivals to Greece in 2015, following an estimated rise in total arrivals of 15% to 23 million in 2014 compared to 2013.

The organisation's top five travel trends predictions include off-peak

travel, where figures show that more visitors are travelling to Greece in the 'shoulder' months each side of the summer period; alternative destinations in smaller, lesser-known islands and mainland towns and cities; luxury and new hotspots, with growing demand for

four- and five-star resorts and hotels, which has resulted in the opening of new properties and the revamp of existing hotels; an increase in city breaks, particularly in the cities of Athens and Thessalonika; and more stays in boutique properties

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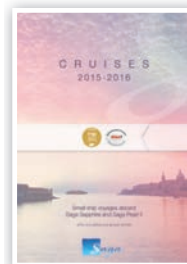


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This incentive applies to confirmed bookings made from January 1-31, 2015 and vouchers will be processed in February. Saga Holidays is a trading name of Acromas Holidays Ltd (registration no. 2174052) and Saga Shipping is a trading name of Acromas Shipping Ltd (registration no. 3267858). Both companies are subsidiaries of Acromas Travel Ltd (registration no. 00720588). All three companies are registered in England and Wales. Registered Office: Enbrook Park, Sandgate, Folkestone, Kent CT20 3SE. With respect to general insurance products sold in the UK, Acromas Holidays Ltd is an appointed representative of Saga Services Limited, registered in England and Wales (company no. 732602), which is authorised and regulated by the Financial Conduct Authority. Saga holidays are for anyone aged 50+. A travel companion may be 40+. NHA-GH2720



# cruising



## RIVIERA TRAVEL

has announced that it is building two five-star ships for 2015, the *Jane Austen* and the *Charles Dickens*, sister ships of the *Lord Byron* and *William Shakespeare* respectively, which will increase capacity to nearly 20,000 this year. The company is offering two river cruises with no single supplement on any cabin this year, including an eight-day Rhine, Strasbourg & Heidelberg river cruise on the new five-star *Jane Austen*, and a Burgundy, River Rhone & Provence eight-day river cruise on the five-star *Swiss Corona*, with prices for a upper deck suite starting from £1,599. For details call 01283-744370.

## NCL UK launches 'Norwegian's Freestyle Choice' promotion for 2015

NORWEGIAN CRUISE Line UK has introduced 'Norwegian's Freestyle Choice' for its Wave campaign for 2015, giving guests more benefits and greater ability to customise their holiday.

The offer is available for bookings made by February 27 on any cruise of five nights or more departing between now and April 2017.

Guests booking an Oceanview Stateroom or higher can, depending on the destination and stateroom category, choose one, two or three complimentary offers to enhance

their experience:

As examples, an Ultimate Dining Package offers guests a different speciality restaurant every night of the holiday, along with a variety of dining options already included in the cruise fare, while guests can opt to receive up to \$300 on-board spending money per stateroom to pamper themselves with a spa treatment or book a shore excursion.

Guests who book a cruise in Europe can choose any two offers, when sailing in an Oceanview Stateroom or above. If cruising in a

luxury Suite or accommodation in The Haven by Norwegian guests will receive all three offers.

The offers are valid on a range of destinations including early and late 2015 winter sun cruises to the Canary Islands or Mediterranean; summer 2015 and 2016 programmes, including Norwegian Epic's first year-round itineraries in Europe; plus winter 2016 cruises, right up to April 2017.

For more information see [www.agents-uk.ncl.eu/freestyle-choice](http://www.agents-uk.ncl.eu/freestyle-choice) or call 0845-201 8900.

### £300 to be won



To celebrate the launch of our brand new Europe & Russia 2015 brochure we are giving away £300 in Love2shop vouchers. To be in with a chance simply visit the competition at [travelbulletin.co.uk/competitions](http://travelbulletin.co.uk/competitions) and answer the following question.

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\*Entries must be received before Friday 29th January 2015. The 3 lucky winners will be selected at random week commencing 2nd February.



## Carnival Cruise Lines offers longer length voyages on six ships for 2015/16

CARNIVAL CRUISE Lines is offering a series of ten- to 14-day voyages on six different ships in 2015/16 that feature extended calls at destinations throughout the Caribbean, Bermuda, Mexican Riviera and the Bahamas.

A total of 11 different voyages are offered on ships *Miracle*, *Dream*, *Glory* and *Sunshine* which depart from five US homeports and visit more than 24 tropical destinations, including less travelled ports like Bonaire, Martinique,

Dominica, Grenada and, for the first time on a Carnival ship, Trinidad & Tobago.

Several of the ten- and 11-day voyages can be combined into three-week-long Caribbean adventures providing a combination of ports of call with experiences ashore and days at sea. The new voyages are in addition to a previously announced series of nine, ten- to 14-day departures to the Caribbean and Bermuda offered on *Triumph* and *Pride* in 2015/16.

## AmaWaterways launches new river cruise destination for 2016

AMAWATERWAYS has announced the inclusion of a new seven-night sailing through Bordeaux for the first time in its 2016 Europe and Asia luxury river cruise programme.

The new 'Taste of Bordeaux' itinerary offers 22 embarkation dates between March and November 2016 and takes guests along the River Garonne and the Dordogne on the 148-guest luxury river cruise ship *AmaDolce*, with special interest wine tours, presentation and tastings at some of south west France's most renowned vineyards and an optional Cognac tasting tour.

Seven of the scheduled departures are designated 'In Celebration of Wine' theme cruises, when experienced wine hosts and wine producers will be on board to present and guide guests as to how to taste, choose and appreciate wine.

All tours, presentations and excursions are included within the cruise fare, which also includes all meals; wine, soft drinks or beer with lunch and dinner; free Wi-Fi and free use of on board bicycles.

Prices lead in at £1,916 per person based on two sharing a stateroom, including port taxes, *For more information call 0808-256 8422 or visit [www.amawaterways.co.uk](http://www.amawaterways.co.uk)*

## Uniworld offers more all-inclusive European itineraries for 2015

UNIWORLD BOUTIQUE River Cruise Collection has announced more European itineraries in 2015, giving travellers more choices on all-inclusive luxury river cruise experiences.

The line's Europe & Russia 2015 brochure is the first to be delivered from the company's standalone UK office, headed up by new managing director, Kathryn Beadle.

She said: "We are delighted to offer travellers more itineraries and more capacity on our popular Rhine and Danube itineraries to satisfy growing consumer demand for our fully all-inclusive luxury river cruises."

The line's new itineraries include an eight-day Holland & Belgium at Tulip Time; a ten-day Delightful Danube & Prague; a ten-day Eastern Europe Explorer; a 13-day Jewels of Spain, Portugal & the Douro River; and a 22-day Ultimate France.

The company is offering 33 all-inclusive European itineraries with six new programmes and 45 more departures on its Rhine and Danube river cruises. In spring, the line will also launch its newest Super Ship, S.S. Maria Theresa, which will sail the Tulips & Windmills cruise plus two holiday season itineraries - Danube Holiday Markets and Enchanting Christmas & New Year's Cruise.

Early booking savings of up to £1,200 per couple are being offered when clients pay in full at the time of booking, available for bookings made by January 31, plus no single supplements are available on selected itineraries this year.

*For more details visit [www.uniworldrivercruises.co.uk](http://www.uniworldrivercruises.co.uk)*

## Ponant & Air France team up in new commercial & marketing partnership



PONANT AND Air France have signed a new commercial and marketing partnership to strengthen their cooperation on the French market. The agreement offer customers of both French companies a high quality of service throughout their trip, during their flight and on their cruise.

Air France becomes Ponant's non-

exclusive preferred airline partner to offer customers a consistent and controlled quality of service, as well as attracting and retaining a particularly demanding clientele, while developing synergies between the two companies.

Patrick Alexandre, EVP commercial passenger business at Air France-

KLM, said: "Ponant and Air France share very strong values, all geared towards exceptional service offered to customers. With this partnership, we want to offer 'designer' travel in the sky and on the sea."

*For more information see [www.ponant.com](http://www.ponant.com) and [www.airfrance.co.uk](http://www.airfrance.co.uk)*





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## Fred. Olsen reveals new 'Arctic Explorer' voyage on Black Watch for summer 2016

FRED. OLSEN Cruise Lines is offering guests the chance to experience the Arctic in summer 2016.

Black Watch's 26-night 'Arctic Explorer' voyage, departing from Tilbury on July 17, 2016, will allow guests to cross the Arctic Circle, witness the majestic fjords of Norway, take in the peaks and pinnacles of Iceland and Greenland.

With three stops in Greenland, the Arctic adventure offers guests the opportunity to see wildlife and explore little-known cultures. The itinerary calls at Kristiansund in Norway, followed by sightseeing along the harbour front on the 'Sundboat' – a boat service that has operated since 1876. Next, guests will have the opportunity to take photographs from the deck as the cruise passes Rørvik, Torghatten, Seven Sisters Mountain Range – where Black Watch will cross the Arctic Circle – and 'The Black Glacier'.

The ship then makes a stop at Tromsø – where guests can visit the oldest wooden house in Norway, and the Arctic Cathedral, followed by visits to destinations including Longyearbyen in Spitsbergen, Iceland's Akureyri, Reykjavik, Qaqortoq in Greenland and the Orkney Islands in Scotland.

Prices start from £2,999 per person, based on two adults sharing a twin, inside cabin, and include accommodation, all meals and entertainment on board and port dues.

Guests can also opt for the line's all-inclusive drinks package from £10 per person, per night.

For further information visit [www.fredolsencruises.com](http://www.fredolsencruises.com) or call 0800-035 5242.

## HAL's 'ReadySetSail' promotion offers free upgrades, free parking & more summer options

HOLLAND AMERICA Line has launched a new ReadySetSail promotion, aiming to help agent partners encourage their customers to book their summer 2015 cruises early to enjoy the best stateroom selection.

The special offers, available on most 2015 summer sailings, include free stateroom upgrades, special savings on shore excursions, free parking in Harwich and more, when booked by February 28, plus an onboard spending credit for suite guests that can be put towards a variety of shipboard experiences.

In Europe, ReadySetSail free upgrades and savings will apply to many of the May-September roundtrip cruises from Harwich on MS Ryndam. For example on a seven-night Norwegian Fjords cruise departing May 16, fares start from £599 per person, with a free upgrade from inside to ocean view accommodation, reduced pricing on selected shore excursions and either free parking at the port of Harwich or free transfers to and from Gatwick or Heathrow airport. Bookings also additionally feature a 'Worry Free' deposit which allows guests to make changes to the booking without penalty more than 90 days prior to the cruise.

Families will also benefit from the promotion, since juniors receive £1 child fares when they share a stateroom with two full fare adults. This is offered on MS Ryndam's seven-night no-fly Fjords cruises from Harwich – and also on many of the 11- and 12-night summer Mediterranean cruises on MS Zuiderdam and MS Nieuw Amsterdam, sailing from Barcelona, Rome and Venice. Fares start from £999 for an ocean view stateroom, with a free upgrade to veranda grade VH. For more information call 0844-338 8600, e-mail [salesupport@hollandamerica.co.uk](mailto:salesupport@hollandamerica.co.uk) or see [www.hollandamerica.co.uk](http://www.hollandamerica.co.uk)

## Cosmos Tours & Cruises offers savings of up to £120 per booking

COSMOS TOURS & Cruises is offering £120 off per booking on North American and worldwide cruises and £75 off per booking on Europe & North Africa cruises.

The offers apply to bookings made before February 20 and for the whole booking rather than per person, to enable single travellers to take advantage of the savings.

Further savings of up to £300 per person are also available on a range of discounted flight supplements for customers wanting to fly direct or with British Airways, United Airlines and Air Canada on selected departure dates, on a choice of popular North American tours and cruises for bookings made before January 27.


Meanwhile, clients booking a North America holiday with British Airways flights can upgrade to World Traveller Plus on the homeward flight for £49 per person, representing a saving of £350 per person. There is no date restriction, but the offer is subject to availability.

In addition, for any tour or cruise package booked, a discounted rate of £49 per person is on offer, representing a saving of more than £100 per car for the popular Start In Style private home pick up service, which provides customers with a chauffeur-driven car and assistance with luggage on arrival into the terminal building, with the same service offered on the return journey home.

For more information or to book see

[www.cosmostoursandcruises.co.uk](http://www.cosmostoursandcruises.co.uk) or call 0800-997 8827.


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## Celebrity reveals overnight stays for 2016/17 Caribbean holidays

CELEBRITY CRUISES' 2016/17 Caribbean sailings offer new overnight stays in port, offering a more immersive destination experience for holidaymakers.

Seven of the brand's modern luxury ships will be sailing Caribbean waters for the season with new overnight stays in Bridgetown (Barbados), Oranjestad (Aruba) and Willemstad (Netherlands Antilles) and a new Mardi Gras cruise which will spend two nights in New Orleans for the renowned festivities.

Itinerary highlights include the new Mardi Gras sailing on Celebrity Equinox, which departs from Fort Lauderdale (Florida) on February 20, 2017 and calls at George Town (Grand Cayman), Costa Maya (Mexico), Cozumel (Mexico) and New Orleans (Louisiana) where the ship will stay for two nights during the Mardi Gras celebrations.

Celebrity Infinity will offer a series of new itineraries including two variations on an ABC Islands Immersion cruise which feature visits to Aruba, Bonaire and Curacao. Both itineraries include an overnight stay, one in Oranjestad (Aruba) and one in Willemstad (Curacao). Meanwhile, a selection of new seven-night Southern Caribbean itineraries from San Juan are available on Celebrity Summit, with port highlights including Fort de France (Martinique), St Croix (U.S. Virgin Islands) and Basseterre (St. Kitts).

Agents are encouraged to make the most of early booking opportunities. Back by popular demand, the 123Go! offer returns, allowing guests the chance to choose from a free classic drinks package worth more than £30 per day of the cruise, free gratuities or free on-board credit to the value of \$300 to spend on the ships.

Agents need to make any cruise booking before February 28, for cruises that travel before April 2017 (except Galapagos), to pass on the additional benefits to their clients.

European cruisers receive two of the three benefits and those travelling to the rest of the world receive one added-value extra. Those cruising in Concierge Class or above enjoy all three extras on any cruise (except Galapagos) as part of the booking. The offers are only applicable to those booking ocean view staterooms and above.

For full terms and conditions visit [www.cruisingpower.co.uk](http://www.cruisingpower.co.uk)

## Earn a £25 Love2Shop voucher on bookings with Avalon Waterways

AVALON WATERWAYS is offering agents the chance of earning £25 worth of Love2Shop vouchers per person up to a maximum of £200 per booking.

The offer is available for bookings made before February 28 for departures up to December 31.

As well as earning shopping vouchers, agents can offer customers discounted prices with up to £1,100 off per couple on selected cruises and departure dates if booked before February 15. The discounted cruises range from eight to 15-day itineraries from March to October to suit both first time and experienced river cruisers who want to explore either popular or lesser known cities, towns and regions of Europe. Selected discounted cruises are available on two of the company's newest Suite Ships - Avalon Poetry II and Avalon Tapestry II.

As an example of prices, an eight-day 'Paris to Normandy's Landing Beaches' (Paris to Paris) cruise on Avalon Tapestry II costs from £1,384 per person for a departure on March 28.

## SELLING CRUISE IS CLIA



by Andy Harmer,  
chairman of ACE

What a year we have ahead of us in the cruise world and it brings a wealth of opportunities for travel agents to grow their cruise business. Not for many a year have we seen so many companies taking to the airways, both television and radio, along with newspapers and magazines to promote their holidays and this can only help in our work to attract those who are yet to cruise.

There are seven new ocean ships being launched in 2015 and more than 25 river vessels across the world's waterways. However, much of the advertising is heralding the arrival of the first two new ocean ships - P&O Cruises' Britannia and Royal Caribbean's Anthem of the Seas - both of which launch in spring and will sail from Southampton.

These high profile launches will do much to shine the spotlight firmly onto cruising and these are incredible examples of investment, innovation and in firmly placing the customer experience at the heart of everything we do.

I'm seeing that agents are becoming ever more savvy with their use of social media and some of the very creative campaigns being put forward by cruise companies are just perfect for this type of customer communication, and particularly so with new to cruise guests.

Earlier this month, CLIA had a stand at the Telegraph Cruise Show where I spent time talking with people who hadn't yet ventured into the world of cruise. Most of these individuals had no real understanding of cruise holidays and that's why it's so important to use all our knowledge and tools at hand to simply explain why a cruise holiday can tick all the boxes.

All the ships launching this year are great examples of the innovation that is taking place in technology, dining, entertainment and ship design, and I've no doubt they will attract a whole new audience, those who presently think that a cruise simply isn't for them. We just need to consider talking cruise with customers who may call or pop in to talk about holiday plans but haven't specifically mentioned cruise.

The arrival of Britannia and Anthem of the Seas also acts as a reminder that much of the recent growth in UK cruising is a result of people choosing to start their holiday from a UK port. Other launches taking place in 2015 will serve to remind us all of the huge diversity of ship, destination and experience available with the Norwegian Escape and Ponant's Le Lyrial and new river ships cruising European rivers, Asia and America.

I was reading a research article recently which suggests consumer expenditure on travel is likely to be up by a third in January with consumer confidence at a high. There are incredible opportunities ahead. I would urge you to attend training events and ship visits offered by cruise lines; complete the excellent online learning that many cruise companies have to offer and utilise the unique resources and events available via CLIA.

2015 can be the Year of Cruise - but to do so we must seize the opportunity.



## Celebrate 50 years with Princess Cruises with on board spending money offer

This year Princess Cruises is celebrating its golden anniversary and is offering \$50 on board spending money to guests also marking a 50th milestone. Guests travelling this year in the same month as either their 50th birthday or 50th wedding anniversary will receive \$50 to spend on board. The offer is combinable with the line's current Golden Deals campaign (which runs until February 28), which gives

guests up to \$50 free on board credit per day per stateroom, a £50 deposit per person and up to 50% discount on third and fourth guests in the same stateroom. Golden Deals is available on more than 300 voyages sailing from March to December.

Paul Ludlow, the line's managing director UK and Europe, said: "This is a very special year for Princess Cruises so we are inviting our guests to join us in marking their

50th milestones. \$50 can go on a memorable dinner in one of our speciality dining restaurants; a day being pampered in our outdoor spa, The Sanctuary; or on a bottle of something fizzy to raise a celebratory glass or two." The offer is available on all sailings this year and also applies to guests who have already made a booking. For more information or to book call 0843-374 2402 or visit [www.princess.com/holiday](http://www.princess.com/holiday)

## Viking Cruises creates new show garden at RHS Chelsea Flower Show

VIKING CRUISES is teaming up with TV garden designer Alan Gardener to create 'The Viking Ocean Cruises Show Garden' at the RHS Chelsea Flower Show 2015.

The new project celebrates the launch of the line's first ocean ship, the Viking Star, and aims to transport guests to the energy, colour and dynamism of the ocean.

Alan said: "I enjoy taking inspiration for my gardens from a wide arrange of concepts, and taking cues from

Vikings' Nordic heritage has been a fantastic experience. The garden includes a steel sculpture embodying the embittered tale of Skadi, the Norse goddess of the mountains, and Njord, the god of the sea; as well as a glistening pool surrounded by a rough-cut piece of granite, symbolising dramatic cliffs hewn from rolling waves."

*The RHS Chelsea Flower Show runs from May 19-23.*

*For more information or to book visit [www.rhs.org.uk/chelsea](http://www.rhs.org.uk/chelsea)*

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## RCI announces new itineraries on second Quantum-class ship

ANTHEM OF the Seas, Royal Caribbean International's second Quantum-class ship, will offer 20 Mediterranean sailings from April 22.

The new itineraries range from three to 16 nights with a focus on 'taster' cruises designed to attract a new breed of British holidaymaker who hasn't previously considered a cruise holiday.

Anthem of the Seas, along with Quantum of the Seas, is set to introduce more game-changing 'firsts at sea', such as robotic bartenders; a skydiving experience call RipCord by iFLY; and the North Star, an engineering marvel featuring a jewel like capsule that extends 300ft above the ocean and over the sides of the ship to deliver 360-degree views for guests.

Cutting-edge transformative venues include SeaPlex, the largest indoor sports and entertainment complex at sea with bumper cars, roller skating and more; and the line's largest and most advanced staterooms which include the

industry's first virtual balconies.

Holiday options from Anthem of the Seas during spring and summer 2015 include one seven- and one eight-night France and Spain cruise calling at Bilbao and Paris (Le Havre); a 16-night Mediterranean Cities of Distinction cruise including Barcelona, Nice, Rome Seville and Lisbon, three 13-night, one ten-night and one 12-night Sunshine in the Canaries cruise; a seven-night Norwegian Fjords sailing; two 14-night Italian Mediterranean sailings; and one 14-night Spain and Mediterranean Beaches sailing including an overnight in Palma de Mallorca and a call into Ibiza.

As an example of prices, a 14-night cruise on the new ship, sailing from Southampton, starts from £1,949 per person based on a departure in June. The price is all-inclusive and includes gratuities worth £102.81 per person. To book or for more details call 0844-493 4010 or visit [www.royalcaribbean.co.uk/gift](http://www.royalcaribbean.co.uk/gift)

## Azamara cruises to new ports in New Zealand, Seychelles, Mexico & Grand Cayman

Azamara Club Cruises has unveiled its 2017 itineraries, offering 65 voyages to 203 ports in 68 countries, including the addition of four new ports; Kaikoura, New Zealand; Mahe, Seychelles; Yucatan, Mexico and George Town, Grand Cayman. The company will introduce new

voyages including Australia to Asia, Southern California to South Beach and Pearls Along the Indian Ocean, and also revisit travellers' favourites such as the Monaco Grand Prix or take A Look Back in History, which cruises through Normandy, Holland, and Germany.

With longer stays in port overnight and night touring, travellers have the opportunity to take in the sights, sounds and flavours of local cultures in every port through the line's exclusive Land Discoveries programme. For more information call 0844-493 4016 or visit [www.cruisingpower.co.uk](http://www.cruisingpower.co.uk)



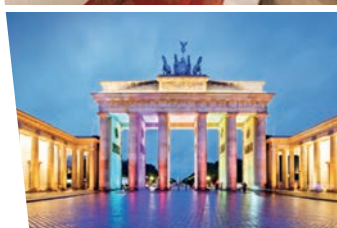
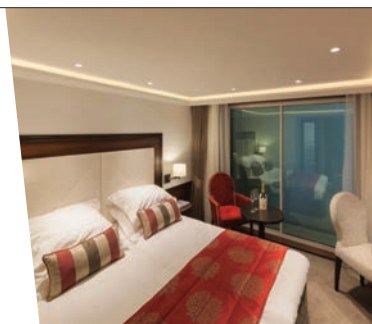
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# travelbulletin

Giving oen's the edge

We asked our staff the following question this week:

**Where are you planning on going on holiday this year?**

**Publisher:** Jeanette Ratcliffe

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*Cyprus in May, Turkey in August.*

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*Palma, Mallorca in July/August*

**Assistant Editor:** Jill Sayles

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*To Porto, flying with TAP Portugal.*

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*France for the summer I hope.*

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*Koh Samui*

**Online Sales Manager:** Nick Boocock

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*Edinburgh to see in-laws and probably the South Coast as the little one loved it last year.*

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*No plans as of yet but will be trying to get to Asia.*

**Account Manager:** Chris Gascoine

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*I have 2 stag do's - no idea where yet!*

**Account Manager:** Matt Gill

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*A Med Island which is hot hot hot!*

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## Scenic Tours adds all-inclusive Mekong cruises

SCENIC TOURS has announced the launch of its ultra-all-inclusive river cruises on the Mekong River in Southeast Asia.

The launch of five new itineraries through Vietnam, Cambodia, Thailand and Laos is accompanied by the introduction of a new, all-balcony suite ship, the Scenic Spirit, which offers 34 one-bedroom balcony suites and an almost 1:1 staff-to-guest ratio.

While most other ships on the Mekong boast a typically colonial style, the Scenic Spirit will fuse traditional Asian influences with five-star amenities and modern features including a resort-style pool, steam sauna, bar and open-air cinema.

Three types of cabin on-board are offered - Deluxe Suites, Grand Deluxe Suites and Royal Panorama Suites, each featuring a private balcony and separate bedroom, with upgraded suites, like the Royal Panorama, offering guests the added indulgence of a personal Jacuzzi on their extra-large balcony.

To complement the custom-built ship, the company will also offer guests access to its ultra-all-inclusive service, which means that all drinks, dining, flights, accommodation, experiences, a private butler service, internal transfers, tips and gratuities are included in the price of the cruise.

## Celestyal promotes historical & spiritual itineraries

CELESTYAL CRUISES, the new brand from Louis Cruises, has released a selection of new offers, giving customers the opportunity to explore some of the most historically and spiritually significant sites in Europe.

For history buffs, the line's new seven-day Idyllic Ionian Sea and Adriatic cruise, departing on October 16 begins and ends in the Southern Italian port of Bari, which is home to 40 churches. The cruise takes in the best of the Ionian and Adriatic seas, as well as the Dalmatian Coast.

Customers will visit the UNESCO world Heritage City of Kotor in Montenegro, the medieval walled Croatian city of Dubrovnik, Captain Corelli's Kefalonia and Ayioi Saranta on the Albanian Riviera.

Prices lead in at £533 per person including full board accommodation and entertainment.

For clients looking for something more spiritual, the line's new Pilgrimage Voyage, departing Athens on October 30, follows in the path of St Paul and visits some of the most important Christian sites in Greece and Turkey. The cruise journeys on Celestyal Crystal to Kavala - the biblical Neapolis, Thessaloniki, Istanbul and Patmos where the path of St. Paul ends. Before returning to Athens, customers will also visit the Greek island of Syros.

Prices are from £533 including full board accommodation and entertainment. Excursions are available in all ports on both cruises.

For further information or to book visit [www.celestyalcruises.com](http://www.celestyalcruises.com)

## New brochure launches from Silversea showcase 2015/16 worldwide voyages

SILVERSEA HAS released two new brochures showcasing a collection of more than 300 luxury cruises sailing across the globe in 2015 and the first quarter of 2016.

The new 180-page brochure highlights the voyages of Silver Cloud, Silver Wind, Silver Shadow, Silver Whisper and Silver Spirit. It is complemented by a separate 140-page Silversea Expeditions guide highlighting the expedition cruises of Silver Explorer, Silver Galapagos and Silver Discoverer, ships known for exploring some of the world's most remote regions.

Both print and digital versions of the brochures can be requested by visiting [www.silversea.com/brochures](http://www.silversea.com/brochures)

### puzzlesolutions

#### Crossword:

**Across:** 1. HYATT, 4. BALI, 6. GIBRALTAR, 8. YORK, 9. NIMROD, 12. IBERIA, 13. ATOL, 15. LJUBLJANA, 17. FARO, 18. EDDIE.

**Down:** 1. HARRY HILL, 2. ALGARVE, 3. TUBE, 4. BRAZIL, 5. LOT, 7. RADCLIFFE, 10. RUTLAND, 11. RIALTO, 14. MALE, 16. USA.

**Highlighted Word:** IRELAND

**Travagrams:** (top) Norwegian Escape (bottom) Nile

**Where Am I?:** Zakynthos



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**Ms Ryndam** 6 Jun\*, 18 Jul,  
29 Aug, 5 Sep 2015

- Free upgrade to ocean view
- Free Parking~

Prices from **£599\***



**NEW**

## 14-night Northern Isles

Roundtrip Harwich  
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- NEW No Fly itinerary
- Free Parking~

Prices from **£1,639\***



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Call 0844 338 8604 [www.hollandamerica.co.uk](http://www.hollandamerica.co.uk)

Fares are per person based on double occupancy, cruise only basis. Please ask for fly/cruises fares. For more information about stateroom categories and suite descriptions, and for current terms and conditions refer to the Holland America Line 2015 Worldwide Cruise Holidays brochure. New bookings only. ~Free parking applies to roundtrip Harwich cruises ocean view and above accommodation only. Free stateroom upgrades are subject to availability at the time of booking. Offers are capacity controlled and may be modified or withdrawn or sailing/departure dates may be substituted without prior notice. Subject to availability. Other restrictions may apply. It is the responsibility of guests to ensure they have a full passport valid at least 6 months beyond the date travel is to commence. ReadySetSail terms and conditions apply.



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