

travelbulletin

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Giving agents the edge



World Travel Market

SPECIAL EDITION



Everything you love about Cosmos Holidays,
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New name, same great holidays

As you may have heard, we're now changing our name from Cosmos Holidays to Monarch. You'll be hearing more about this in the coming weeks but if you have any questions in the meantime, please contact

agency-sales@monarch.co.uk



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This Week

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TAJ TEAM...
TITAN RECENTLY hosted a fam trip for ten agents on its 'India's Golden Triangle' tour. The group covered more than 1,000 miles in eight days visiting Delhi, Agra, Jaipur and the Ranthambore National Park. Pictured are, from the left (top row): Dani Rowe, Toucan Travel; Alana Jones, Titan; Nicki Martin, Althams Travel; Daniele Thomas, Titan; Zoe Lester, Co-operative Travel; Michelle Wood, Andrew Earles Travel; Donna Woodthorpe, Spalding Travel; and Sharon Tait, Titan; with (bottom row) Suzanne Booth, Thompson Travel; Gillian Davis, Travel Counsellors; Jane Kolowski, Fred Olsen Travel; Adele McKeown, Delmar World; and Lisa Black, Grimsby Travel.

VisitEngland suggests staycations are here to stay

AT LAST week's ABTA The Travel Convention in Costa Navarino, VisitEngland reported a strong start for 2015 with trip volumes and spend through the period of January to June 2015 at an all-time high.

According to the national tourist board for England, the total number of domestic trips taken in England has increased by 14% year-on-year, with a 15% increase in the number of bed nights, while spend has grown by 13%. Heading a panel of industry representatives, head of marketing partnerships at VisitEngland, Stuart Heath, said: "The trend to holiday at home is still popular and English tourism has a competitive advantage. We know that people have rediscovered the wonderful and varied destinations on offer and that we cater really well to the rising trend of short breaks and activity holidays with visitor satisfaction levels remaining high."

Recently undergoing a governmental review, the organisation has cemented itself in its leadership role and will now have access to a new product development challenge fund, to enable it to work with destinations and partners and grow England's tourism product.

Also reported at the convention was the continuation of investment into the trade with training course 'England Expert', which currently has more than 1,000 agents signed up, plus more face-to-face training sessions than ever before.

Key trends which were emphasised by the panel, which consisted of representatives from Bourne Leisure, Hoseasons, Shearings and Superbreak, were the rise of much earlier booking patterns, families looking for more immersive experiences with a uniqueness to their trips and the great opportunity agents have to capitalise on clients who are actively seeking these breaks as a part of the mix of holidays enjoyed across the year.

Rounding off the discussion, Caroline Brown from Shearings, said: "It's not a staycation it's a here to stay-cation in the way people are now booking their holidays - it's great to have domestic as a part of our overall tourism."

ABTA Convention update - page 13

Thomas Cook adds three properties to Malta offering for summer 2016

THOMAS COOK currently has 32 properties offered via charter packages which are available through Thomas Cook, Airtours and Signature in Malta, with many more offered through its packaging brand, Flexible Trips.

Six of the properties bookable via charter packages are in Sliema and seven are located in St Julian's including the Westin Dragonara Resort and the Fortina Hotel.

The company will be featuring three new properties in Malta for summer 2016 including The Palace, Victoria Hotel and Le Meridien St Julian's. The Palace is a stylish boutique

hotel and spa in Sliema featuring 149 rooms. The hotel is located in the centre of Sliema, 500m from the nearest beach and 2km to sandy St Julian's beach.

Signature by Thomas Cook offers seven nights at the four-star property from £821 per person on a bed-and-breakfast basis.

The price is based on two adults sharing and includes flights from Gatwick on May 24.

To book or for further information see www.thomascook.com or call 0844-412 5970.

Whistler Blackcomb celebrates 50th anniversary with new events

WHISTLER BLACKCOMB is getting set for 2015/16 as it celebrates its 50th anniversary. The resort has been lauded for advancements in the skiing, snowboarding and mountain biking industries over the years, but this year it is letting the accomplishments speak for themselves.

The resort's president and CEO, Dave Brownlie, said: "Whistler Blackcomb has always been about pushing the envelope. We like to be first to go big and to surpass guest expectations over and over again. This season we want to showcase what we've achieved over the past 50 years while looking forward at what is yet to come."

The resort's official opening day is scheduled for November 26 and a round-up of activities and events are scheduled to take place including a 50th anniversary party at the Roundhouse Lodge on December 12



and a 30-minute short film documenting Whistler Blackcomb's colourful past, titled 50 Years of Going Beyond.

To celebrate the 50th anniversary, the resort is offering early booking

Ski & Stay packages, where guests can save up to 40% off by booking before November 15. Kids go free deals are also available.

For details see www.whistlerblackcomb.com



MIND THE GAP... The Global Travel Group hosted its third GAP (Global Advisory Panel) meeting this year at the Attraction World offices in Birmingham. The panel is chaired by managing director Andy Stark (far left) and includes 14 agents who meet quarterly to share updates, offer feedback and help to shape future decisions. Pictured with Andy are, from the left: Geoff Monk, Global Coach Tours; Cherie Richards, The Global Travel Group; and Nick Hughes, Attraction World.

Trafalgar launches 'Simply the Best' strategy & adds Iceland for 2016

TRAFALGAR IS set to launch a total rebranding dedicated to creating emotional and life changing holidays which leave guests with the best memories.

Consistently receiving an average of 97% in Feefo guest reviews, and having achieved a perfect 100% in June of this year, the operator's new 'Simply the Best' marketing and communications strategy encapsulates what guests communicate in their reviews - being the best.

The rebrand will be supported by four pillars, complementing the new 'Simply the Best' messaging, and conveying the enriching nature of each and every guided journey.

Meanwhile, the company has added an Ultimate Iceland trip for next year. The ten-day itinerary takes in the metropolis of Reykjavik, pays a visit to a horse farm to learn about the pure Icelandic breed from a local family and explores the Blue Lagoon.

Prices start from £2,450 per person, land-only, including private VIP UK transfers.

For more information visit www.trafalgar.com

Antigua & Barbuda launches new creative

THE ANTIGUA and Barbuda Tourism Authority is set to launch its new 'Island Life' brand campaign with a high impact tube platform advertising campaign targeting London commuters.

The 16-sheet poster campaign will run across high footfall, centrally-located London underground stations until November 16, timed to raise awareness ahead of the key winter and January sales period.

The 'Welcome to our Island Life' creative tells the twin-island's story by championing local personalities, island life and lesser-known beauty spots.



ON THE RIGHT TRACK...Western & Oriental hosted seven travel agents on an educational trip to India last month, supported by Oberoi Hotels. The trip took in Mumbai, Jaipur and Shimla in the Himalayan Foothills, before heading to Delhi. Pictured getting ready for a scenic rail journey near Shimla are, from the left: Rod Gethins, Grapevine Travel; Ian Corbett, Goldcrest Travel; Fiona Clarke, Wayne Pollock Exclusive Luxury; Ady Hanouka, Pall Mall Travel; Lalita James, Oberoi Hotels; Alison Hackett, Travel Essence; Helen Dooley, More Travel; Jean Anderson, Cannon Travel; Nikhil Chhibber, Western & Oriental; and Raaja Bhasin, an historian and local guide.

Celebrity Cruises boosts experiential-based ship visits for agents

MORE THAN 250 travel agents have so far this year taken a new experiential-based ship visit with Celebrity Cruises as part of the line's comprehensive agent training approach.

The milestone follows the introduction of the new activity in summer 2015 and the overhauled ship visit programme ensures that agents experience a taster of life at sea on a cruise holiday.

The new experiential ship visits focus on agents being able to try out key features of ships as if they were sailing on-board. This includes being able to enjoy drinks in a bar of their choice, sample hot tubs and swimming pools, and tuck into a lunch that features different courses prepared by the speciality restaurants on board.

Agents will also enjoy viewings of staterooms across different accommodation categories, with free time to wander around the ship at their leisure after an official welcome and introduction from the sales team.

Claire Stirrup, the line's head of sales UK and Ireland, said: "Ensuring that agents get under the skin of what a Celebrity Cruise is all about is really important.

"Agents who have felt the grass of the Lawn Club under their toes, sipped a martini from an ice-topped bar and tasted the disco shrimp from Qsine understand our brand better and who to sell our cruise holidays to.

"We only started the experiential agent ship visits quite late into the 2015 season, and we are already planning to increase the number of agents who come on board in 2016."

For more information visit www.cruisingpower.co.uk

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Warner Leisure Hotels confirms 'Walking Rugby' activity for 2016

WARNER LEISURE Hotels has announced the return of its 'Walking Rugby' activity in 2016 following a trial this summer.

It will be available to guests visiting all 13 of the company's properties from May to September next year.

Walking Rugby was created as a result of the company recognising that guests had an appetite for team activity. Guest feedback showed that whilst all current activity was highly rated, there was a gap for something that required team work.

The company has re-written the rules of rugby to allow

male and female guests of all ages to take part and play together. With no contact, no scrums and no running, it is suitable for all fitness levels.

Guests can enjoy Walking Rugby on each midweek or weekend break from May to September 2016, which is included as part of the daytime programme at all properties.

A three-night break at Corton Coastal Village, Suffolk in May costs from £167 per person based on two adults sharing a standard chalet with a Simply Dine Package arriving on May 20, 2016.

Grand UK Holidays hails its heritage in new 2016 brochure

GRAND UK Holidays' latest brochure highlights the operator's heritage and customer-focused ethos, with a spotlight on long-serving loyal staff.

Frontline and back-office staff who have worked with the over-55s specialist for decades feature in the redesigned brochure – including the first employee Sally (32 years of service), operations director Neal (25 years) and tour manager Elaine (23 years).

The heritage of the UK and Ireland also features strongly in the new brochure, which offers escorted tours for summer 2016, by coach and rail, as well as cruises and self-drive holidays.

There are 39 new tours in all, with highlights including trips to visit the King Richard III visitor centre, the SS Great Britain, Shakespeare's England and a Gilbert and Sullivan festival in Harrogate.

Traditional favourites are also included, such as the annual reunion, wedding anniversary celebration breaks, special interest 'hobby holidays' and a preview of festive trips for winter 2016/17.

Further afield, there are new tours to see including classical music star Andre Rieu in

concert, and the Mountains in Flames festival in the Austrian Alps.

Also featured are river cruises and ocean voyages to see the sights of Europe – plus a 'Grand Maiden Round The World Cruise' on Cruise & Maritime Voyages' Magellan.

The 120-day cruise sets sail in January 2017, to visit 43 ports of call in the West Indies, French Polynesia, Australasia, the Far East, India, the Red Sea, Suez Canal, the Holy Land and Mediterranean, with prices starting from £8,999 per person.

For more information call 01603-619933 or visit www.grandukholidays.com



LIGHTS, CAMERA, ACTION... Agents were among the first to see Celebrity Cruises' new film 'A Different View' at a preview event held at Altitude 360 in Milbank Tower, London. The event was hosted by UK and Ireland managing director Jo Rzymowska and the film content was exclusively shared with agent partners to help promote and sell Celebrity Cruises. Pictured are, from the left: Phil Evans, Cruise Nation; Sarah Harraghy, Celebrity Cruises; Sean Atton, Trailfinders; and Ruth Gardiner, Celebrity Cruises.

Wendy Wu Tours expands cruise & land product in 2016/17 brochure

THE LAUNCH of Wendy Wu Tours' 2016/2017 Southeast Asia brochure showcases an expanded combined river and land product.

The key addition is the 21-day Mekong Odyssey tour which includes a seven-night cruise along the Mekong, as well as a journey through Vietnam's cultural centres, fast paced cities and natural wonders, finishing up in the resilient land of Cambodia to view the magnificent Temples of Angkor.

Prices lead in at £4,790 per person on a fully inclusive basis, with 2016 departure dates on September 29, October 13 and November 10 and 24.

Other land and cruise itineraries include a 12-day Irrawaddy Voyager for £2,990, with highlights including a visit to the village of Mingun and the potteries of Rangoon; an 11-day Spirit of Burma for £2,990 which takes in ancient temples plus a river cruise; and a 14-day The Golden Land from £4,890, which travels the Irrawaddy River for ten days on a traditionally designed Burmese ship.

2016 crossings on sale from DFDS

DFDS has launched its 2016 sailing schedule for its Dover-France services, meaning crossings to Calais and Dunkirk are now available to book. The line now offers up to ten extra crossings, with up to 54 sailings per day. With a third ship entering service on the Dover – Calais route from January 2016, the ferry service now offers passengers the choice of up to 30 crossings between Dover and Calais every day. Fares for all dates in 2016 are now available to book and start from £39 each way for a car with up to nine passengers. Clients can head to Dunkirk from Dover for a quicker route to more northern destinations in Belgium, the Netherlands and beyond with up to 24 crossings per day and fares from £39 each way for a car and up to nine passengers. For more information see www.dfds.co.uk or call 0871-521 5522.

Cox & Kings promotes 'Treasures' tour

COX & KINGS has reduced the price of its four-day single travellers' group tour to Malta - from £795 to £755 per person, based on single occupancy of a twin/double room.

The price includes flights from London with Air Malta (with other airports and airlines available); four-star, half-board accommodation; and excursions in Valetta, Mdina and Rabat.

For details see www.coxandkings.co.uk or call 020-3642 0861.



ROAMING ROME... Cosmos Tours & Cruises' recent agent fam trip took in the historical highlights of Rome, Vesuvius and Pompeii, as well as the scenic island of Capri, Sorrento and the Amalfi Coast on one of the operator's most popular classic tours. Pictured outside the Coliseum in Rome are, from the left: William Thompson, Travel Counsellors; Sarah Ashmore, Cosmos Tours & Cruises; Tracey Weller, Baldwins Travel; Elaine Price, Spear Travel; Carolyn Noronha, Cosmos Tours & Cruises; Claire Smith, Lincolnshire Co-Op; Kathryn Crowther, Althams Travel; Michelle Spender, Bath Travel; Yvonne Montgomery, Aspen Travel; and Phil Hindle, Midcounties.

New festive tour itineraries from The River Cruise Line

THE RIVER Cruise Line has launched its second edition brochure for 2016, featuring a number of new itineraries and departures right through to Christmas and New Year 2016.

New itineraries include tours on the Dutch Waterways, as well as trips to the Christmas markets of Belgium and the Netherlands, and festive breaks that offer Christmas Day in Ghent or New Year's Eve in Antwerp.

The company's sales and business development manager, Tim Fleming, said: "We introduced our price guarantee in 2015 and have so far found it is having a great effect, so we look forward to continuing this throughout 2016 too. The price guarantee means that people are being encouraged to book earlier and at better prices, so agents are earning higher levels of commission."

One of the new additions to the programme is the Spring Gardens in Holland & Belgium tour on MS Serenity. The leisurely seven-day journey along the Dutch Waterways takes in

no fewer than four of the region's finest gardens. Commencing in Amsterdam and travelling through Holland and Belgium, the tour includes visits to the Keukenhof Gardens, where more than seven million spring bulbs create a carpet of colour, and Floralia, one of the must-see spring floral events.

Also included in the itinerary are visits to the Appletern Gardens near Dordrecht, the National Botanic Garden of Belgium and opportunities to explore Brussels, Antwerp, Ghent and Rotterdam.

The cruise departs on April 9 and costs from £779 per person, based on two sharing an en-suite cabin on a full board basis, including ferry crossings, coach travel from joining points nationwide, a number of excursions and the services of a cruise manager throughout.

For more information visit www.rivercruiseline.co.uk or call 0844-544 7580.

2016/17 Luxury Gold Collection by Insight Vacations

INSIGHT VACATIONS has announced its new Luxury Gold collection, an all-new collection of more than 30 outstanding itineraries in Europe, India, Bhutan, Nepal, North America and South America.

The new collection offers some of the finest hotels, carefully selected for their exceptional service and top locations. Exclusive VIP experiences take guests behind the scenes of the world's most iconic attractions and allow them to step into the shoes of locals during enlightening and engaging excursions and events. They will also journey in style, travelling on Wi-Fi-equipped luxury motor coaches with limousine legroom and receive unmatched personal service and attention from the company's travelling concierges, the true local experts in each of their destinations. For more information visit www.insightluxurygold.com or call 0800-206 1468.

Notes from

Normanton...

BEEN A few interesting things in the papers this last week. I must admit it made me smile when I read 'Migrants clamber into a lorry with hungry polar bear'. The lorry was at Calais and four migrants tried to get into it, but when Nissan the polar bear growled, they changed their mind! It was nice to read that Nissan was on his way from a Moscow Zoo to the Yorkshire Wildlife Park in Doncaster which is not far from me (and I still have not been to visit it!). I think the migrant situation affects quite a lot of people - not just the lorry drivers doing their jobs, but tourists getting delayed as well - not a good situation!

Then I read about the couple who were on their way home from Madeira to BHX flying with Monarch, when the lady looked out of her window and saw a missile laden warplane flying alongside and close enough for her to see the pilot's face! Apparently the Monarch flight had lost radio contact with Air Traffic Controllers over France and it is standard procedure when any loss of contact occurs, military aircraft are launched. Luckily contact was re-established and no harm done!

I love it when all the new brochures start coming out for next year, especially the specialist ones that are a bit different. I think next year a lot of people will want to try something different and we will see more river cruises and rail holidays - anything that is a bit different. I have been enjoying watching Chris Tarrant with his rail journeys - admittedly they are not all suitable for the everyday tourists but they look good anyway.

'To turn an obstacle to one's advantage is a great step towards victory' and 'You cannot discover new oceans unless you have the courage to lose sight of the shore'.

Sandy

by SANDRA MURRAY
in Normanton, Yorkshire

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

Halloween offers from Attraction World

ATTRACTION WORLD is highlighting a selection of offers across Halloween.

At Alton Towers, families can experience Scarefest featuring after-dark rides with prices from £32 per adult (£18 off the gate rate) and £26 per child (£19 off the gate rate).

LEGOLAND'S Brick or Treat event offers a range of spook-tacular activities, with prices from £32 per adult and £29 per child, offering savings of up to £17. Alternatively, clients heading to Chessington World of Adventures can save £18 off the gate rate, with adult and child prices from £29.

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

Ottawa's plans for 2017 gather pace

PREPARATIONS ARE firmly underway to mark Canada's 150th birthday in 2017 in the capital city Ottawa.

Holidaymakers are invited to join in the year-long celebrations and 2017 will mark the sesquicentennial year of the British North America Act of July 1, 1867, which created the country called Canada. The date became known as Dominion Day and in 1982 it officially changed its name to Canada Day. Each year, the day is marked by a country-wide patriotic holiday that celebrates all things Canadian.

Created by Ottawa Tourism and supported by a growing community of partners, the 'Ottawa 2017 Bureau' is tasked with creating 12 months of immersive and moving experiences that will complement national celebrations and annual events and festivals. At the same time, transformative and inclusive legacy projects will be implemented to better the capital's urban landscape and benefit local communities.

City leaders have been discussing plans for more than two years and the Ottawa 2017 Bureau has been winning the support of businesses from across the Canadian capital. Some details of museum upgrades, major sporting events and enhanced festivals have already been released, but visitors can expect major announcements to be made in the coming months.

It is estimated that 1.75 million additional visitors will visit Ottawa in 2017 to take part in the celebrations and that more than £110million will be generated for the local economy.

For more information visit www.ottawa2017.ca



LUXURY LADIES... The British Virgin Islands (BVI) Luxury Roadshow returned to the UK recently for its fourth annual event. Pictured at the London event are, from the left: Jo Plummer, Tropic Breeze; Sharon Flax-Mars, BVI Director of Tourism; Sarah Woodthorpe, Kuoni Travel; and Anna Rushbrook, Western & Oriental. For details see www.bvitourism.co.uk or call 020-7355 9585.

Booking incentive

AS PART of Travel 2's dedicated Cruise Plus offering, agents can be in with the chance of winning one of two £250 T2 Reward Card credits to spend at more than 50 High Street stores. The operator has teamed up with Visit Dubai to promote the city as a stopover destination in conjunction with a host of cruises throughout the Middle East. To be entered into the prize draw, agents need to make a qualified Cruise Plus booking which includes a minimum of two nights' accommodation in Dubai by November 30. For details visit www.travel2.com

AGENT TRAINING

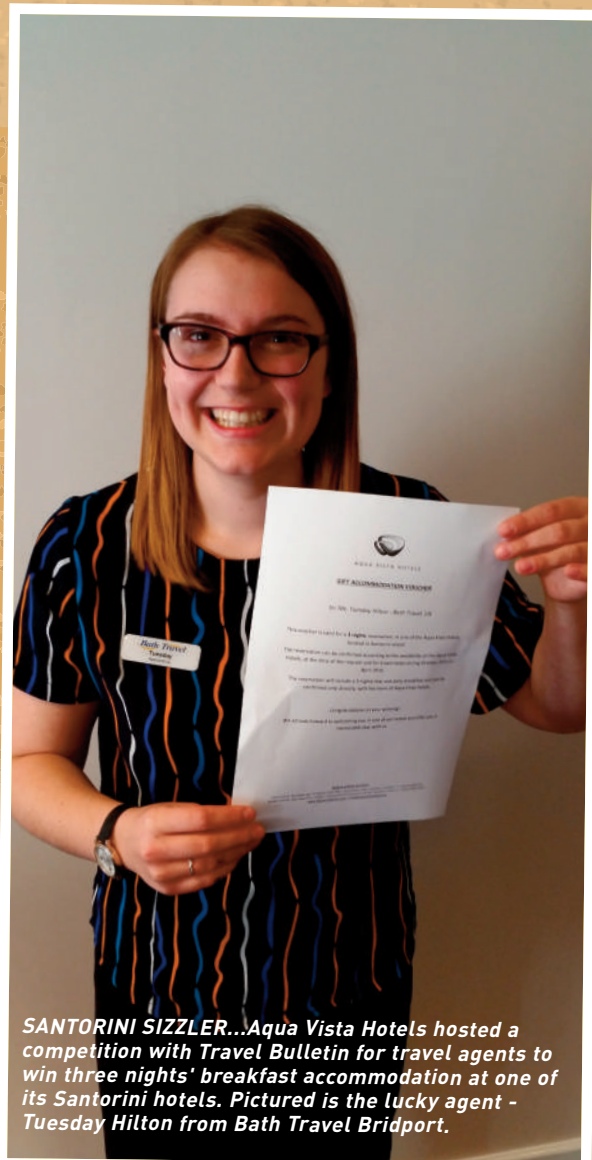
BALKAN HOLIDAYS has launched a new summer training video for travel agents featuring eight resorts on Bulgaria's Black Sea coast. Resorts filmed include Golden Sands, Albena, St Konstantin, Sunny Beach, Nessebar, Duni, Obzor and Sozopol. The video highlights hotels in each resort, dining options and local activities as well as giving detailed information about resort transfer times and flights from UK regional airports. Agents can access it at www.balkanholidays/agents or visit the company's stand EU935 at WTM. WTM Europe - page 17.

FANCY A FAM?

EGYPT WILL be celebrating new opportunities at WTM London and offering travel trade members the chance to go on a fam trip to experience the wonders of the country for themselves. The Egyptian Tourism Authority (ETA)'s online training course helps tour operators and agents improve their knowledge about the land of the Pharaohs. Individuals who complete the course will be entered into a prize draw, and two winners will be selected on a quarterly basis to enjoy a seven-day fam trip to Egypt, including flights, accommodation and transfers. WTM Africa - page 33.

Agent competition

SONEVA RESORTS and Residences has announced its first 'Live like a Millionaire' competition for the global travel trade. To compete for a prize worth \$250,000 (approximately £165,000), agents must confirm bookings for villas of three bedrooms or larger at Soneva Fushi and/or Soneva Kiri for stays between now and March 31, 2016. The agent who generates the highest value of bookings by December 31 will win a seven-night luxury stay in a villa for eight people with full board, Business Class flights and transfers. Winners will be announced in March 2016, with a weekly-updated leader board available to view at <http://tinyurl.com/p3h3nmc>. For more information email sales@soneva.com



SANTORINI SIZZLER... Aqua Vista Hotels hosted a competition with Travel Bulletin for travel agents to win three nights' breakfast accommodation at one of its Santorini hotels. Pictured is the lucky agent - Tuesday Hilton from Bath Travel Bridport.

staffreview

Travel Bulletin's Lauretta Wright took the family to try out Westfield's new family attraction – KidZania London. Here's what she (and the kids) thought...

First impressions10/10

KidZania London is a real-life introduction to the world of work for kids aged four–14 to play. Kids have four hours in which to work and earn 'money', which they can then spend in the city's shops. There are more than 60 professions to choose from, such as surgeons and fire fighters to cabin crew and journalists. On entering the city (which looks just like a mini town) kids will find the streets lined with real-world establishments, including a hospital, police station, fire station, airline and theatre, each offering real-life role play adventures in a fun and safe environment. It's a great concept and very educational.

Comfort & quality10/10

Parents can sit in cafes while their children 'work', so it works well for parents/carers. Alternatively, you can follow the kids around to see what jobs they choose. Everyone in the family wears a wristband and there are points dotted around the city so that you can locate the kids by scanning your band. You can even get hold of the city photographer and request pictures to be taken, which can later be ordered as coasters, keyrings, framed pictures etc.

Affordability8/10

Although prices are high, for four hours' non-stop entertainment in an educational environment, the attraction offers great value and the kids are already insisting on a second visit. The only negative was that any money they earned wasn't quite enough to spend on more than a small trinket in the shops, so we ended bringing most of it back home. They did however manage to buy (and make) themselves lunch at the Gourmet Burger Kitchen.

The details

The attraction is open during school terms Mon-Fri from 10:00-18:30 and at weekends from 10:00 until 19:30. During holidays it opens from 10:00-20:00. Opening hours are subject to change so check the website before you go. Prices start at £8.65 per child (ages four-14), for eligible schools and group parties, through to £29.50 for on the day ticket sales (£28 in advance) and £8.25 through to £18 (£16.50 in advance) for adults. One adult can accompany up to five children (aged up to seven).

Good to know

Book to go early for the four-hour experience as it gets busier as the day goes on. Also try the cabin crew experience which uses British Airways' fuselage of an actual A319 aircraft – and where parents can play the part of a passenger. For details see www.kidzania.co.uk

Overall scoring:

10/10

If you'd like to take part and receive a £10 M&S voucher email lauretta.wright@travelbulletin.co.uk or call 020-7834 6661 with your name and contact details.

New benefits for Priority Pass members

PRIORITY PASS has announced a refreshed proposition comprising an updated website, smartphone apps, new Digital Membership Cards, member offers and a contemporary brand identity.

As part of the refresh for the 23-year old brand, more than 850 lounges are now available to Priority Pass members, including the recently announced 'Aspire, the Lounge and Spa at LHR T5' – the first independent airport lounge at London Heathrow Terminal 5.

The new brand identity reflects the changing needs and expectations of the frequent flyer and was created following extensive member research.

The website, www.prioritypass.com, has a new look and enhanced functionality, while the Priority Pass Android, Blackberry and iOS smartphone apps have been updated and, for the first time, members can use a digital membership card for simple, speedy access to most lounges in the programme using their smartphone or tablet.

Specialist Holidays Group to launch trade only brand, Travelmood

SPECIALIST HOLIDAYS GROUP, owned by TUI Group is to launch a dedicated trade only brand, under the name of Travelmood.

The brand will launch later this month to third party travel agents, with a dedicated agent-only site, featuring an extensive long-haul product.

In a move to offer a dedicated end to end service for its trade partners, the company will utilise a successful high performance website that was specifically designed with travel and technology in mind, putting agents at the forefront of technology and customer experience. It will feature an outstanding end to end contact centre, exclusive contracts and offers, as well as unique inspirational led brochure concepts across five destinations worldwide.

The brand will see it compete on price against like for like brands with one of the most technologically advanced flexible search functions, allowing its agents to use worldwide search options, with searches presented back in just a few seconds. Timely search functions such as Christmas availability, will allow agents the capability to search a wide range of holiday options with ease and speed.

The operator's managing director, Lesley Rollo, said: "The trade is an extremely important part of our business and for some time we have been considering how we might strengthen the service we offer to our trade partners.

"We have more than 60 years of experience in selling long-haul holidays and, over the last couple of years, we have seen great success in the technology we are now using. Both of these attributes are continuously recognised by the trade and it has been the positive comments from agents which have been a key driving factor to take it one step further in launching Travelmood.

"We will deliver a high performance product to the trade without the need for its customers to then check online."

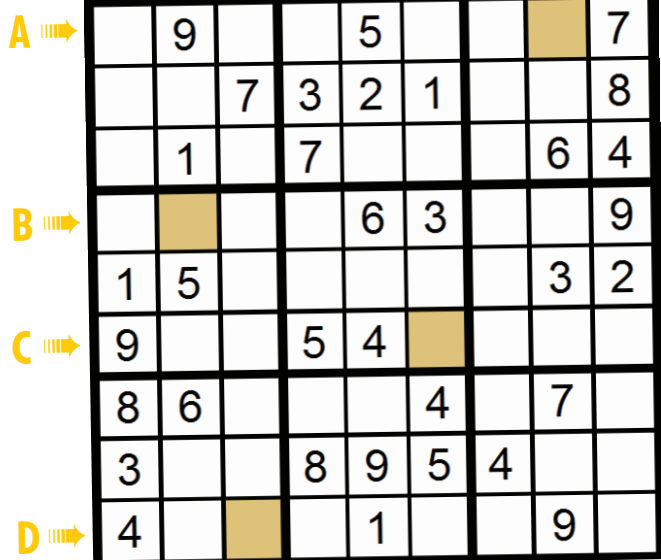
In addition to the new website, the company will bring dedicated content led brochures to the stores under the Travelmood brand. First to land in the shops will be a multi-centre brochure and a dedicated USA brochure, with other brochures planned for later in the year to include Dubai and Beyond, Best Beaches and Ultimate Bucket List – all inspired from direct agent feedback.

Rollo said: "We're also delighted to be launching a brand new agent incentive programme, and we have teamed up with Mybookingrewards.com which will launch before the end of the year, enabling agents to register to our programme to win vouchers and fam trip places."

Su Doku

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

Number: 040



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

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

competition@travelbulletin.co.uk

Closing date for entries is Thursday, October xxth. Solution and new puzzle will appear next week.

The winner for 29th October is Gerry Martin, Thomas Cook in Aberdeen.

October 9 Solution: A=3 B=5 C=9 D=6

Travagrams

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

Redirects Fire



Multi-platform service for bookings of over 1800 different ferry routes across the globe

A Mute Gala



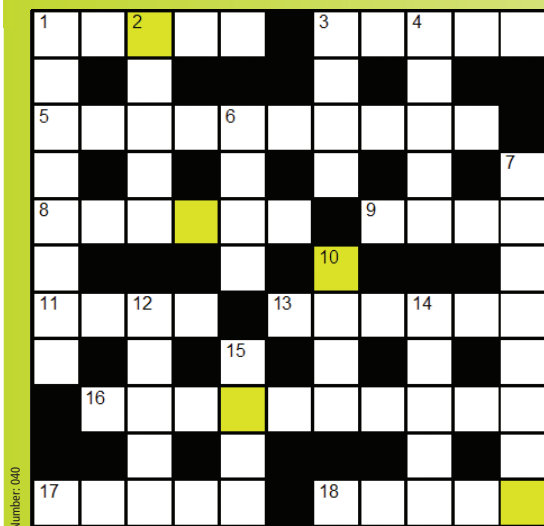
Central American country known for its volcanoes, rainforests and Mayan sites

Where Am I?



Waterfall in southern Africa on the border of Zambia and Zimbabwe

Crossword



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

Across

1. Safari specialist, ___ Vacations (5)
3. Capital of Majorca (5)
5. Piccadilly is the main intercity railway station for this city (10)
8. The Gilbert and Sullivan comic opera, set in Japan (6)
9. European capital city (4)
11. West African country (4)
13. Dodge City and Wichita are located in this US state (6)
16. Capital of Slovakia (10)
17. Saga cruise ship, ___ II (5)
18. Major American carrier based in Atlanta (5)

Down

1. Singer of the theme song for the latest Bond movie, Spectre (3,5)
2. Capital of Belarus (5)
3. Currency of Mexico (4)
4. Kent moated castle, sounds like it should be in a different county (5)
6. One of London's Royal Parks (4)
7. 1 Across offers tours to this country's Chobe National Park (8)
10. Vientiane is the capital (4)
12. Italy's largest lake (5)
14. Father and son actors, Timothy and Rafe (5)
15. Travel industry protection scheme (4)

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



Industry Insight by... AITO Agents

Share the love: Kate Kenward, executive director of AITO, explains how agents can capitalise on customer feedback

WHETHER YOU are a travel agent, a tour operator or really any company in the travel industry, we are all keen to do our best, and confirmation of that via customer feedback or reviews is the greatest performance measurement you can get.

So how do you gather customer feedback? A paper or electronic questionnaire at the end of a customer's holiday? Or a personal phone call to get it straight from the horse's mouth? If your company isn't collecting detailed customer feedback on the completion of your clients' holidays, you need to think again. More and more companies are using online surveys; Google has one for free which provides cumulative responses on an Excel spreadsheet and instant summaries. Mobile is obviously where feedback is going but this may be a bit further down the line for some companies.

I'd like to talk to all the travel agents out there. Your customers travel with well-known (hopefully AITO) tour operators. You issue your feedback survey to the customer after the trip, but do you send a copy of the survey results to the tour operator you used for their information as well? Many travel agents don't do this as they like to keep the tour operator at a nice distance from the customer – even though the tour operator has just carried the customers on their holiday and had every chance, if they had wanted to, to drag them over to the dark side. The only time some tour operators get feedback from travel agents is when something goes wrong, which is a shame.

More and more travel review sites are popping up and customers are being enticed to leave reviews on these – which may be 'neutral ground' for travel agents, but perhaps a bit expensive. What if travel agents directed their customers to the tour operator's own website to leave reviews? The tour operator would then receive first hand feedback on their performance and would be able to make any tweaks for future customers.

If the tour operator was aware the customer

"The only time some tour operators get feedback from travel agents is when something goes wrong, which is a shame..."

had booked with a travel agent, they could mention this in their response to the customer's feedback. This would reaffirm the agent's role in the holiday and the tour operator's partnership with the said agent. Still too risky?

At AITO, we provide a middle ground to the above. After customers complete the travel agents' feedback survey, we are very happy for agents to direct their customers to leave impartial feedback about the tour operator member they travelled with on AITO.com. If agents make sure customers mention they booked with them in their comment, it's clear how the tour operator got the booking and that all parties had a hand in making the holiday special – winners all round.

AITO.com's Customer Reviews has been a real hit and the website is fast becoming 'The TripAdvisor for special interest travellers'. More than 5,000 reviews have accumulated over a very short time and more reviews appear each day.

AITO Specialist Travel Agents have known customers to visit AITO.com to check out a tour operator's customer reviews and then go back to their local agent to make the booking. What better peace of mind can you provide as a travel agent than to see a tour operator's performance on an impartial association website which monitors the quality standards of its members?

I urge travel agents to work closely with tour operators to ensure both parties benefit from customer advocacy and feedback. Not only will it cement a very good business partnership, it also guarantees quality standards are met or controlled, thereby ensuring those loyal customers come back and book again and again.



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00:05:02

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and win great prizes
WTM Stand CA240

TOBAGO

TRINIDAD & TOBAGO

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- Engage with stakeholders and learn about the destination
- Attend our Rum Punch Hour and hear all our news and product developments / 1pm 2.11.15
- Experience our culture with authentic entertainment from Tobago
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- Get to know the UK Trinidad & Tobago Tourist Office
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UK Representation - AMG Ltd / E-mail: trinbago@amgltd.biz / Tel: 0844 846 0812

ABTA The Travel Convention took place last week in Costa Navarino, in the southwest region of the Peloponnese, Greece. Balancing a pageant of Greek culture and local history with business sessions themed around 'Risk and Resilience', ADAM POTTER reports on the news and trends that agents need to know...

ABTA's trend survey reveals the value of agent expertise

THE LATEST research from the ABTA Consumer Trends survey suggests that holidaymakers are most likely to use a travel agent when booking higher value, last minute and longer holidays.

The survey conducted by market research firm Arkenford, on behalf of ABTA, generated response from a nationally representative sample of more than 2,000 consumers and their holiday booking habits in the 12 months to August 2015.

When asked which booking method they were most likely to use for various types of holiday, respondents named travel agents as the most popular choice, over booking directly with a tour operator, a holiday booking website or directly with service providers, in four out of the six holiday categories.

These categories included seven-night plus holidays and last-minute breaks each receiving 44% of the vote, trips to new destinations with 47%, and honeymoons receiving almost half with 49%. It was also suggested that with these kinds of trips, which typically involve larger sums of money and complexity, clients want the added experience, expertise and assistance of a travel professional to make sure

the holiday goes smoothly and that their money is well spent.

However, when it comes to city and domestic breaks holidaymakers appear more likely to book directly with service providers.

Mark Tanzer, ABTA chief executive, said: "The findings suggest that where travel professionals really come into their own is by providing that personal touch and insight. For example, a honeymoon is a big investment, both emotionally and financially, and people value that added assurance of knowing things have been taken care of by a professional. It is encouraging to see holidaymakers recognising this and continuing to seek that expertise, whether they find it online or on the High Street."

Other key findings from ABTA's Holiday Habits Report 2015 indicate a positive outlook for 2016 with 23% of the population expecting to spend more on their holidays. However, despite an increased volume of holidays booked by Brits, this is being driven by only three quarters of the population.

The report reveals that despite the average number of holidays taken per person increasing from 3.0 to 3.2 from last year, the total number of people

taking a holiday fell from 80% to 77% in 2015. This decline is a continuation of a wider trend seen over the last five years and the continued pressure on household finances appears to be the reason behind the decrease in holidaymakers with the biggest cuts in holidays coming from those with the tightest budgets.

Meanwhile, city breaks have increased their lead over beach holidays as the most popular type of holiday taken by consumers in the last year according to the survey results, especially with 25-34 year olds, 55-64 year olds and families with school age children seeking cultural and learning opportunities. Families remain the core supporters of the beach holiday, with six in ten of both those with young children and those with school age children taking a beach break in 2015.

In destination news, ABTA members have reported good numbers for Spain, Portugal, Cyprus and Malta both for the summer of 2015 and for forward bookings for next year. Bookings to Cuba, Cape Verde, Kenya and Thailand are reported to be looking positive for 2016 with a demand for Jamaica, Barbados and the UAE also strong for this winter and next year.

InBrief

- ABU DHABI has been announced as the next destination to host the ABTA Convention, taking place from October 10-12, 2016 at the Yas Viceroy Abu Dhabi Hotel on Yas Island.
- HOSEASONS HAS unveiled Wanderwood, a new specialist range of woodland-based lodge breaks for families and couples available to book now for the start of next year across six UK locations. With a strong focus on experiencing the natural landscape, the lodges are also pet-friendly, include Wi-Fi and all feature hot tubs.
- ANDY HARMER, director for CLIA UK & Ireland, announced a new generation for cruise in which the pace of change within the next three to five years will completely revolutionise the industry. Factors driving this include a change in consumer demand and a change in consumers themselves, particularly with a desire to be more active and 'site-do' rather than 'site-see'; the dramatic change of ship build materials allowing for more space for cruise lines to stamp their personality and alter the onboard experience; and much more people experiencing cruises. Also noted was a shift in the language of cruise, enabling agents to sell much more effectively to clients and how much cruise continues to rely on travel agent communities. Kathryn Beadle, the managing director for Uniworld, also encouraged agents to set their sights on river cruising, commenting: "The demand and the opportunity is there for the trade. There are lots of people who want to try river but they just need to be encouraged to do it and that's where we need the trade to help as I truly believe it's about to take off."
- DEBBIE MARSHALL, managing director for Silver Travel Advisor, offered an insight into today's 50-plus generation, their holiday habits and how agents might take the opportunity to access this lucrative, but untapped, market. Top of the list for holiday preferences are city breaks followed by cruising, but more than half of those surveyed put the Northern Lights as number one on their bucket lists.



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www.seaofadventure.eu

POLAND STAND EU 650

InBrief

- THIS YEAR'S WTM will be opened by David Gill, former chief executive of Manchester United.
- INFLUENTIAL MOVERS and shakers in the travel industry will be at WTM to debate key issues affecting the trade. There will be two 'World Travel Leaders' sessions, along with a ceremony to present the World Travel Leaders Awards to individuals and organisations that have contributed the most to the global travel and tourism industry over the lifetime of WTM. The first debate will take place on November 3 from 14:30-16:00 on the WTM Global Stage, and the second takes place on November 4 from 15:30 to 16:30 in South Gallery 13 & 14.
- NEXT YEAR'S WTM will be revamped as a three-day event following exhibitor and visitor feedback, and will take place between Monday 7 to Wednesday 9 November, with the opening hours extended from 10:00 to 19:00.



AIRLINES, LUXURY resorts and technology specialists from a comprehensive range of sectors and countries are among more than 100 new exhibitors which have signed up for WTM. Flag carriers such as Avianca and Kuwait Airways and high-profile tourist boards from as far afield as Orlando, Tokyo and Scotland will be among the 5,000 international exhibitors that attend the event at ExCeL London between Monday November 2 and 5, with all nine WTM regions hosting new exhibitors.

Google and Yahoo! executives headline Technology Programme

TOP EXECUTIVES from leading search engines, Google and Yahoo!, will advise delegates at WTM how to improve their rankings.

Anna Chomse from Google Travel and Andrew Jones from Yahoo! will both delve into the right tactics to increase search engine optimisation. The Search Engine Update session will take place on Tuesday November 3 from 12:30 – 13:30 in Platinum Suite 3 & 4.

The day kicks off with Bauer Radio's Sam Crowther speaking during the Customers Crave Content session at 10:30. At 13:30, the Getting Personal session sees Catlin Ciobanu from Carlson Wagonlit Travel and Alison Broussy

from ACCOR Distribution & Marketing discuss how to build a relationship with customers using big data.

Digital Marketing is the focus at 15:00. The session will analyse how customers are interacting with brands through multiple devices as well as channels, such as social media, that organisations cannot completely control. bmi regional's Colin Lewis and Mr & Mrs Smith's Andrew Lung will also offer guidance through the digital marketing minefield.

The programme concludes with the What's Happening in Technology session at 16:30 hosted by Richer. He will discuss innovations in technology and how these have impacted and will impact the travel industry in the future.

WTM London's fourth day packed with events and networking

A PACKED programme covering social media, responsible tourism, careers and blogging is lined up for WTM's fourth day.

The busy schedule of speed networking, conferences and seminars offers delegates the chance to hear from industry leaders, and take part in business and networking opportunities.

Events kick off at 09:00 with a Speed Networking event for WTM Buyers' Club members and exhibitors. The intensive hour-long session at the Global Stage (AS850) offers participants the chance to hold many mini-meetings with potential business partners, which can be followed up that day, or after WTM London.

Meanwhile, the Holidays Matter Annual Conference will be getting under way in Platinum Suite 5 & 6.

Organised by the Holidays Matter Network, this day-long conference will bring together industry partners, charities and researchers to make connections, share best practice and find

out how to help people who cannot afford an annual break.

Another speed networking event will take place from 10:00-11:30 for 100 of the world's leading bloggers to meet exhibitors. Meanwhile, budding tech entrepreneurs should head for the Travel Tech Theatre TT390 at 10:15 for #DTTT Travel Start-up Pitches. Travel start-ups will pitch to the audience and delegates will vote live to choose which ones are worth backing.

Over in South Gallery 19 & 20, the Responsible Tourism and Snowsports session at 10:30 will be studying the environmental and social impacts of ski and snowboarding holidays. Also starting at 10:30 will be the first of several sessions, run by respected social media consultancy Travel Perspective, and aimed at helping travel companies make the most of social media trends.

The first is 'Instagram for Travel', a session dedicated to advising delegates who want to take advantage of the



rapidly growing medium of Instagram. It will be followed by a session asking: "Can social media sell travel?" The third Travel Perspective session is entitled 'Why travel and tourism organisations need to become publishers', while the fourth Travel Perspective session examines why online video cannot be ignored.

Other events include a conference at 11:00 organised by the Institute of Travel and Tourism, plus Responsible travel and sustainability from 11:45-12:45 in South Gallery 19 & 20.

Pitch and putt with Poland

THROUGHOUT 2015, the Polish National Tourist Office has been promoting activity holidays, including golf & spa getaways and city breaks.

The destination reports that it has seen a 16% increase in tourist numbers year-on-year, while the town of Wroclaw was recently awarded the European Capital of Culture 2016 title.

With a stand centered around these themes, agents can meet with any of the 13 Polish exhibitors, who are available to discuss their newest and best selling holiday offers. Guests to the stand can also try their hand on the golf simulator, with daily prizes for the highest scorers. *For more information visit stand EU650.*

Poland.



Get sporty with The Balearic Islands

AT THIS year's WTM the Balearic Islands will be highlighting itself as a go-to destination for elite and amateur athletes by showcasing its sports opportunities and developments, as well as promoting its unique gastronomy following a range of new gastro developments in Mallorca, Menorca, Ibiza and Formentera.

Agents are encouraged to pop by the stand (EU1550) at 12:00 on Tuesday November 6 and might also catch a glimpse of Sir Bradley Marc Wiggins, CBE, who will be hosting a short presentation on the unique sports offering on the islands.

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Austrian National
Tourist Office

www.austria.info/b2b



Travel agents can preview Balkan Holidays' new training video filmed on Bulgaria's Black Sea coast at its stand located at EU935. The operator, which features destinations such as Bulgaria, Croatia, Slovenia, Montenegro and Romania, will be preparing for its 50th anniversary year in 2016 and will have details available on both its summer and ski/snowboard programmes.



Sozopol.

Cyprus showcases new look stand

THE CYPRUS Tourism Organisation will have a new look design at this year's WTM, showcasing the variety of its tourism offering including culture, agrotourism and maritime experiences.

A total of 53 companies will be represented on the stand, ranging from associations to regional tourism boards and hotels, ready to update the travel trade on new developments.

The destination continues to prove popular with 2015 arrivals up to the end of August showing a 6% increase overall, with a 16% increase in UK arrivals.

News from the destination has included the CTO becoming the first organisation in the world to introduce mandatory sustainability standards for hotels alongside the promotion of authentic gastronomy, with a scheme set up for hotels to offer a 'Cyprus Breakfast'; and supporting local agri-food businesses across the island and allowing visitors to get a taste of the healthy, local Cypriot cuisine.

There has also been two new additions to the cultural scene with the unveiling of the new AG Leventis Gallery last spring in Nicosia and the CVAR completing its first year of operation.

Visitors to the Cyprus stand can enjoy Cypriot hospitality with traditional savouries and desserts, accompanied by Cyprus wine.

For more information visit stand EU1300.



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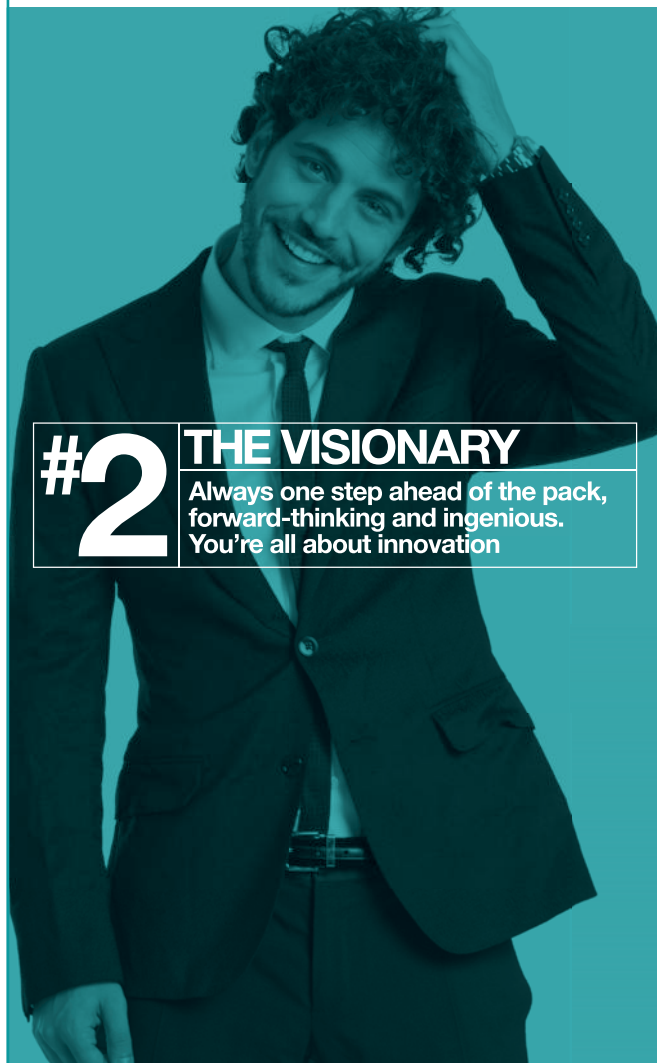
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Holidaymakers are flying high to Sicily

TOURISM OFFICIALS from the Italian island of Sicily will be promoting their latest UNESCO World Heritage site and the range of flights available from the UK.

Flying directly to the island, easyJet and Ryanair both fly to Palermo from Stansted and Gatwick respectively, while

easyJet also flies to Catania from Manchester, Gatwick, Luton, Bristol and East Midlands. BA and Norwegian also fly to Catania, while Ryanair serves Comiso and Thomson and Thomas Cook also operate charter flights to the island.

Meanwhile, situated on the

north-east coast of the island, the Arab-Norman Palermo and the Cathedral Churches of Cefalú and Monreale trail, which is made up of nine different structures dating from the 12th century (1130-1194), was recently awarded UNESCO status this summer.

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Český Krumlov

Zagreb Tourist Board announces new hotel & museum developments

Travel agents and operators will have the chance to meet with Martina Bienenfeld, CEO of the Zagreb Tourist Board, who will be on-stand to discuss plans and developments for 2016 and how the destination has performed with UK visitors over the past year.

The country's latest news includes the opening of two new museums - the Museum of Illusions which offers more than 70 exhibits, and the Museum of Torture which exhibits various instruments used for punishment in historical times. Recent hotel openings include ZIGZAG Hotel, the city's first integrated hotel which offers accommodation in stylish, modern apartments in popular locations across the city. *To find out more visit stand EU1450.*

Cuisine chat with the Catalonia Tourist Board

FOLLOWING THE news that Catalonia has been awarded the title of European Region of Gastronomy 2016, the tourist board will announce how it will be capitalising on the announcement with its new plans and campaigns for 2016.

On the stand there will be a complimentary bar, open for the duration of WTM and stocked with local wines and beer from the region. There will also be a presentation on travel to the destination focusing on accessible holidays on Tuesday November 3 at 15:00.

Catalonia has also seen a rise in tourism this year with 8,726,760 tourists between January and August - up 3.1% making it the most visited autonomous community in Spain. The tourist board will be looking to focus on working with tour operators and travel agents to further expand this in 2016 and beyond.

For more information visit www.catalunya.com or stand EU1800.

Rolandia launches new product for 2016

ROLANDIA TRAVEL, a Romanian inbound tour operator, is promoting a new three-day break to Iasi.

The city, which is the second largest in Romania, plays an important role in the country's history and culture, and claims to be the cultural centre of Romania.

Clients can spend three days in Iasi to discover a range of cultural places, as well as the lively side of the city. Meanwhile, Kishinev, the capital city of Republic of Moldova, as well as the UNESCO protected painted monasteries of Bucovina, are also within easy reach.

Daily flights from London are operated by airlines Tarom, Blue Air and Wizz Air, and the operator is featuring a discount of 10% for city break bookings made by December 31.

WTM attendees are also being encouraged to visit stand EU750 to learn more about the operator and the destination.

For further information visit www.rolandia.eu or email info@rolandia.eu and info@visit-romania.org.uk

Greek goodies on offer from GNTTO

THE GREEK National Tourism Organisation (GNTTO) will be revealing new product launches and destination updates for the remainder of this year and into 2016 at WTM.

Highlights include a new marina on the Greek island of Rhodes which has started operating on a trial basis; the introduction of a bike sharing system in the town of Chania; and the announcement that the new National Museum of Contemporary Art in Athens is set to open in 2016, along with several other high-end 2016 hotel openings.

On Monday November 2, between 16:30 and 18:00, there will be a trade event on the stand with a focus on wine roads, nature and soft adventure. And on Wednesday November 4 between 13:00 and 14:30, agents can take part in a Great Greek wine treasure hunt and prize draw for a chance to win a kindle, a goody bag with Greek wines or a short break to Crete for two including BA flights and accommodation courtesy of Aldemar Hotels.

To register interest email trade@gnto.co.uk or for more information visit stands EU1200 and EU1270.



Pictured, from the left, are Katia Breton and Delphine Bartier from Nord Tourism with Benoit Dieval from Pas de Calais Tourism, who will be showcasing slow tourism, the rural delights and secret gems of the region and the destination's variety of experiences - from city breaks in Lille to coastal retreats on the Opal Coast. Visit stand EU2000 for details.

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An artist's impression of Brighton i360

Tallest moving observation experience, Brighton i360, to open next summer

THE SAME architects who created the London Eye will unveil Brighton i360 in summer 2016, opening on Brighton Beach.

The new visitor attraction will be the world's tallest moving observation experience and the highest viewing tower in the UK, outside of London.

In terms of how it will operate, the attraction's viewing pod will glide slowly up to 450ft high for guests to enjoy 360 degree views of the Regency

city and surrounding South Downs and Sussex coastline from Bexhill-on-Sea to Chichester.

The 162m-high attraction carries up to 200 visitors at a time in a circular glass pod, which is air-conditioned in summer, heated in winter, has bench seating in the centre and is fully accessible for wheelchair users.

The ride, which lasts about an hour, includes a complimentary hand held multi-media tour for visitors to find

out more about how the tower was built and to discover the heritage of Brighton and Sussex, while a host will also be on board to help answer questions.

The beach building will also house a range of facilities for visitors including a shop; an exhibition; hospitality rooms for ten to 800 people; and an indoor kids soft play zone.

For further information visit [stand UKI300](#).

Tourism Ireland unveils new initiatives focused on culture, history & gastronomy

SPEARHEADING TOURISM Ireland's visitor drive for next year are two new tourism initiatives; 'Ireland's Ancient East' awakening 5,000 years of Celtic culture and history; and 'Northern Ireland 2016 Year of Food & Drink' which aims to pave the way for food lovers.

Tourism Ireland has also reported that between the months of January and August this year, the best period for overseas visitors to the island was recorded, with almost 5.8

million recorded arrivals, representing an increase of 12% compared to the same period last year. Of this total, 2.35 million arrivals were recorded from Great Britain - the largest contributing market.

Vanessa Markey, head of Great Britain at Tourism Ireland, said: "Following a hugely successful 2015 for Ireland, we're looking ahead to next year with the aim of attracting even more visitors. Ireland's Ancient

East, boasting historical sites even older than the pyramids of Egypt, will be a huge draw. And the year-long celebration of food and drink in Northern Ireland will see it firmly cemented as one of Europe's leading foodie destinations. With city breaks to destinations such as Belfast and Dublin remaining as popular as ever, we are looking forward to another fantastic year ahead."

For more information visit [www.ireland.com](#) and [stand UKI400](#).



Historic Royal Palaces (stand UK1430), the independent charity responsible for the Tower of London, Hampton Court Palace, Kensington Palace, the Banqueting House, Kew Palace and Hillsborough Castle in Northern Ireland, is promoting a range of events running through 2016, including Year Of The Garden at Hampton Court Palace, to mark the tercentenary of Capability Brown's birth.

New changes for Best Western

BEST WESTERN GB has recently announced big changes for the company including new logos and several new sub-brands. The company is also in discussion with several five-star properties about joining the group. For more information visit stand UK1230.

Silver Jubilee celebrations and expansion plans from Big Bus Tours

BIG BUS TOURS, now operating in 18 different cities worldwide, will be celebrating its Silver Jubilee anniversary of hop-on hop-off sightseeing tours in 2016.

With Silver Jubilee celebrations taking place on the stand (UK1301), new routes this year have already included Chicago and Paris, with further expansion planned for the next 12 months.

Visit stand UK1301 or see www.bigbustours.com

Showcase from Great Britain's Heritage

ENGLISH HERITAGE, Historic Royal Palaces, Houses of Parliament, Kew Gardens, National Trust, Royal Collection, Shakespeare's Globe and St Paul's Cathedral will all be exhibiting together on a shared stand for the third time in a row, celebrating that 'Heritage is Great Britain'. Agents are being invited to visit stand UK1430 to find out more about the heritage products they can promote.

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You're proud to be part of a team. A vital cog in the wheel. Someone everyone can rely on. A sentiment supported wholeheartedly here at Viking. While you're working hard selling our unrivalled number of award-winning river cruises, we are working on new ways to reward, motivate and incentivise you all. Like sending out a fabulous free magazine. Giving away not just one, but tons of brilliant prizes. And customised marketing materials to make your job that much easier. Enjoy sharing the chocolates at work? It's made for agents like you.

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THE VIENNA TOURIST BOARD (STAND EU600) is highlighting new flights to the destination. From last month, Austrian Airlines launched a daily direct flight from Manchester, while British Airways launched a new six times weekly service from Gatwick. From November 5, easyJet will commence a new route from Manchester to Vienna, operating every Thursday and Sunday, and from April 26, 2016, Jet2.com will offer the first Scotland to Vienna flight, with a twice weekly service from Edinburgh. Visit www.vienna.info/en

Ringstrasse, Vienna



Booming numbers attracted to Benidorm

VISIT BENIDORM TOURIST Board will be exhibiting on the Valencia Region stand with a team of officials from the resort headed by Leire Bilbao, director of tourism for Benidorm.

The destination reports that it has enjoyed a successful renaissance this summer with its highest UK figures for decades. At WTM the tourist board will be focusing on the increasing popularity of its sport and leisure amenities, as well as nature tours in the Sierra Cortina, the emerging market for health

tourism and a number of annual promotions for showcasing regional gastronomy.

For more information see www.en.visitbenidorm.es or stand EU1550.

Leire Bilbao



Sarah Flook and Romain Tilly from the Champagne-Ardenne Tourist Board will be on hand to talk to agents at the show.

Champagne-Ardenne predicts rise in tourism

THE CHAMPAGNE-Ardenne Tourist Board is preparing to welcome a record number of visitors following the recent UNESCO listing for the 'Hillsides, Houses and Wine Cellars' of the region.

It is envisaged that the official listing will provide a big boost to tourism as visitors explore the landscapes and heritage of the unique cultural, historical and wine-making traditions of these areas.

For 2016, the regional tourist board will be promoting this news, along with the variety of WW1 battlefield sites, museums and heritage centres that attract large numbers of UK visitors.

Other themes under the spotlight for next year include the region's varied programme of festivals and events; the 450km network of cycle paths and motorcycle routes; the unique wildlife regions of the Orient and Der Lakes; regional gastronomy; and new hotel and museum openings.

For details visit www.champagne-ardenne-tourism.co.uk or stand EU2000.

Pan-European campaign from CATA

CATA - THE Central America Tourism Agency, representing Belize, Costa Rica, El Salvador, Guatemala, Honduras, Nicaragua and Panama, has launched a pan-European campaign to maintain the steady growth of European travellers to the region. The agency's objective is to promote multi-destination travel, combining at least two countries in one visit.

Representing 8% of the world's biodiversity, the seven participating countries all combine lush nature, rich history and modernity, with each destination offering a wide variety of tourism and cultural activities.

Meanwhile, Central America is becoming more accessible to UK travellers with the launch of the first non-stop flights to Costa Rica from the UK and new routes between Central American countries.

In May 2016, British Airways begins a non-stop service from Gatwick to the Costa Rican capital, San Jose, which follows the inaugural direct flights by Thomson Airways to the northern city of Liberia launching next month.

For more information visit stand LA470.

Boston



MASSACHUSETTS (stand NA460) has announced that there will be no shortage of flights to Boston next year. From May, UK visitors will have the option of two weekly flights from Manchester with Thomas Cook Airlines, and Norwegian has also announced that it will launch four weekly flights from Boston Logan International Airport to Gatwick in May next year. Additionally, WOW air is offering new low-priced flights from Gatwick to Boston which includes a layover in Reykjavik.

Spin the wheel with Antigua & Barbuda to win range of prizes

THE TOURISM Authority of Antigua and Barbuda (stand CA250) will be discussing its key developments for 2016 including new packages, hotels, a major new advertising campaign and plans for the 60th Anniversary of Carnival in July 2016.

The team will also be highlighting the recent opening of the new V.C Bird International Airport terminal and the launch of destination's new Excursions Guide.

Throughout the week, agents are invited to spin the Antigua and Barbuda Beach Big Wheel for the chance to win Antiguan rum and spot prizes, while a number of bespoke on-stand training sessions will also be held for agents on Wednesday.

Meanwhile, agents are invited to enjoy an Antiguan rum cocktail on Wednesday evening and can look forward to a special show from Antigua and Barbuda's carnival performers the same day, in celebration of the 60th anniversary of carnival. Carnival dancers will also be putting agents through their paces with on-stand dance lessons on Wednesday.

Get in the picture at WTM's largest selfie

THE LAS Vegas Convention & Visitors Authority (stand NA250) will be attempting to create WTM's largest selfie this year on Monday November 2 at 11:00.

New developments in the destination include MGM Resorts International and AEG launching 'The Park' – a new green haven and entertainment arena just off the Strip. Next year will also see the Asian themed 'Resorts World Las Vegas' open its doors, with Jennifer Lopez and Lionel Richie kicking off the headline residencies at Planet Hollywood. For details see www.visitlasvegas.co.uk

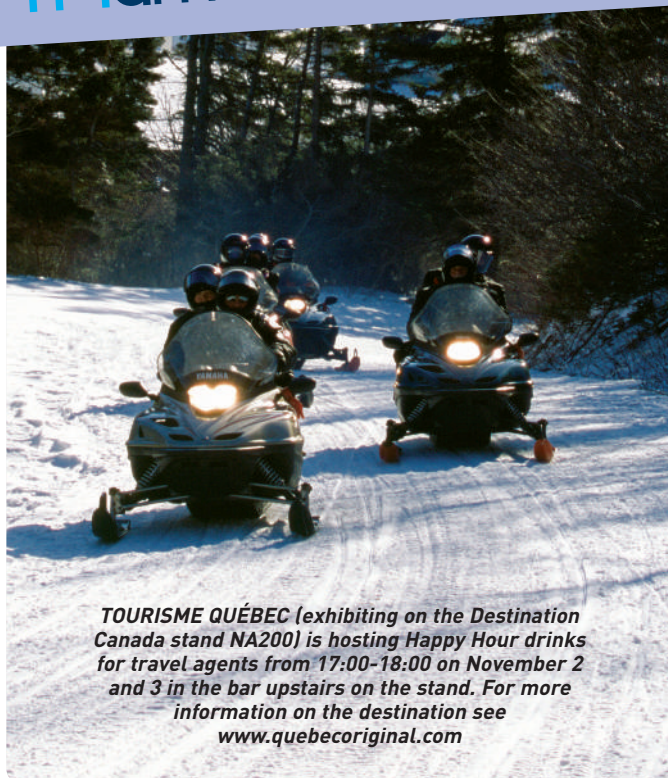
Colombia highlights range of historical and cultural experiences

COLOMBIA (LA240) will highlight unique tourism experiences at this year's event, where 20 Colombian companies will showcase their tourism packages in a booth staffed by ProColombia, the office in charge of promoting international tourism in the South American country through the 'Colombia is Magical Realism' campaign.

President of ProColombia, Maria Claudia Lacouture, said: "Natural wealth, history, cultural diversity and the warmth of the people set apart tourism in

Colombia from any other location in the world. WTM is a chance to show the world why our country is a must-see tourism destination."

For example, one of the tours shows Colombia through its rain forests, cloud forests, moorlands, tropical dry forests, mangroves, and coral reefs. Nature Trips is a company attending WTM that offers visits to legacy towns, the Coffee Cultural Landscape, biosphere reserves, protected areas and cultural and historical sites.



TOURISME QUÉBEC (exhibiting on the Destination Canada stand NA200) is hosting Happy Hour drinks for travel agents from 17:00-18:00 on November 2 and 3 in the bar upstairs on the stand. For more information on the destination see www.quebecoriginal.com

Brand USA announces new badges for agent training programme

ON THURSDAY November 2, Brand USA will be holding 'USA Discovery Program' sessions to encourage agents to interact with the destinations directly, as well as be the first to hear about new badges on the official agent training programme for the USA.

Meanwhile, a road trip and culinary focused campaign has been launched to promote the vast experiences and tastes on offer to visitors of the US. Those planning a road trip adventure can now head to DiscoverAmerica.com/roadtrips to plan their next visit, as well as access a number of custom-made road trip playlists via Spotify.

Agents can follow the journey with #RoadTripUSA to see a range of road trips and travellers' experiences. Bloggers and social media influencers on their own road trip adventures, including culinary themed trips, can also be followed on twitter using #TasteUSA.

For details visit stand NA350F-1

Bag a golf bag at Great Lakes USA

THE GREAT Lakes USA - on stand NA350H - will be giving away a branded golf bag to one lucky agent on its stand to celebrate the Ryder Cup coming back to The Great Lakes region once again in 2016 at Hazeltine, Minnesota.

Golf is a huge hook for the Great Lakes, which consists of the US states of Illinois, Indiana, Michigan, Minnesota, Ohio and Wisconsin.

The region has hosted four of the last five Ryder Cups in the USA, and is set to host the next two, in addition to Hazeltine in 2016 and Whistling Straits, Wisconsin in 2020.

Meanwhile, a handful of operators have expanded their programmes to the destination; Audley Travel is adding four new itineraries to the region, while Vacations to America's product expansion is set to continue in 2016 as part of a two-year investment from the destination.

For further information see www.greatlakesusa.co.uk or visit stand NA350H.

Missouri puts focus on UK market for 2016 by promoting range of new attractions

THE STATE of Missouri (stand NA350L) will be exhibiting at this year's World Travel Market for the first time in seven years and re-confirming its commitment to the UK international market.

Famous for its heritage, music and Route 66, Missouri is a popular destination for the UK traveller, particularly the family market, offering fly/drive holidays and tours.

New attractions for 2016 include the National Blues Museum, scheduled to open in early 2016 in St. Louis. The museum is designed to educate visitors on the historical significance of blues music in the US, and will be the only dedicated museum to blues music. It will feature a variety of interactive exhibits, including travelling exhibits from across the world.

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THE ARIZONA Office of Tourism (NA350C) has announced that renowned British artist Bruce Munro will bring his latest installation to the Scottsdale Museum of Contemporary Art this month. Other new developments include the opening of 'Legoland Discovery Center' at Arizona Mills in 2016 and a new 150-room AC Hotel by Marriott which will open in Tucson in 2016. For details see www.arizonaguide.com

Get on your bike with Colorado

COLORADO TOURISM Office will be exhibiting (stand NA350D) for the 17th year running this year and, to celebrate its aim at becoming the most cycle-friendly state, the tourist office is giving away a mountain bike to one lucky agent.

A group fam trip is also planned for June 2016 to allow agents to experience some of the many delights of Colorado, which will include a trip to the Pikes Peak International Hill Climb in Colorado Springs as it celebrates its 100th anniversary.

Meanwhile, a new Westin Hotel is set to open at Denver Airport next month. The 519-room property is part of the South Terminal Redevelopment project and will have its own station on the electric commuter rail line that will run from the airport to downtown Denver, opening in 2016.

Free night stays for agents who visit Elite Island Resorts' WTM stands

THIS YEAR, Elite Island Resorts will be supporting the Caribbean Islands that its hotels are located on, and will be exhibiting on the following stands: St James's Club Morgan Bay - Saint Lucia stand CA101; The Club Barbados Resort & Spa - Barbados stand CA220; St James's Club & Villas, Galley Bay Resort & Spa, Palm Island & The Verandah Resort & Spa - Antigua and Barbuda Tourism Authority stand CA250.

On designated Agent Day (Thursday November 5), travel agents will get the chance to earn a voucher for one free night per stand visited. This means that a total of three free nights can be accrued for a visit to each of the stands to learn about the hotels.

To validate the nights, agents will need to complete the online training programme and then for each booking made they can earn an additional night's stay to a maximum of seven. Brochures and giveaways will also be given out all day on the Thursday.

For more information see www.eliteislandresorts.co.uk

Cruise news from New Orleans

NEW ORLEANS (stand NA350L) reports that cruising has become increasingly popular, and the industry is experiencing a boom: American Cruise Lines added a second riverboat to its river cruise offerings from New Orleans in April this year and Carnival Cruise Lines will expand its capacity in New Orleans by replacing the Carnival Triumph with the Carnival Elation in April 2016.

In addition, Viking River Cruises has committed to launch two new luxury riverboats on the Mississippi River in New Orleans in 2017, making New Orleans its first homeport in North America.

For a shorter river cruising experience, New Orleans Steamboat Company and Gray Line Tours have announced the construction of a new Mississippi riverboat for New Orleans. The 600-passenger boat will complement the Steamboat Natchez, offering harbour cruises, dinner cruises and private charters beginning in 2017.

Operators add Michigan following demand

PURE MICHIGAN is back at WTM this year as part of the Great Lakes USA team on stand NA350H.

Following an increase in demand for the destination, a number of operators have added it to their programmes for next year.

Newmarket Holidays has included Michigan in its escorted tour programme for 2016. The new product will be a group tour to Detroit, which will highlight the birth place of Henry Ford and the home of Motown music.

Audley Travel has included Michigan in its 2016 product expansion, while Virgin Holidays and Michigan are running a joint campaign to increase awareness and bookings to Michigan.

InBrief

- AGENTS VISITING the PROMPERÚ stand (LA400) can enjoy a taste of Latin America with fresh pisco sour cocktails being shaken, strained and served each day during Pisco Sour Hour from 12:00-13:00.
- LOEWS HOTELS & Resorts (NA350) has launched a new luxury 'Loews Regency' brand as part of an ongoing ambitious growth strategy. The new brand launched with the acquisition of the 155-room Mandarin Oriental San Francisco Hotel, now the Loews Regency San Francisco this year, which joins the Loews Regency New York to create the distinct luxury brand.
- TO HIGHLIGHT Trinidad & Tobago's reputation as a bird-lovers paradise, visitors to the stand will be able to win prizes by participating in a fun and interactive 'flying game,' using X-Box camera technology. By choosing to be either a native Humming Bird or Scarlet Ibis, participants will be encouraged to fly between the two islands by flapping their arms as fast as they can - and secure the fastest flight time on a competition leader board. WTM will also see the phase-one launch of a new eco-trail network and the unveiling of a revolutionary new travel app, which will go live at the event. Visit stand CA240 for details.



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WTMasiapacific



Fondly known as 'the cake tin', Westpac Stadium in Wellington seats nearly 35,000

photoneewzealand/Andy Radka

Game faces on with Tourism New Zealand as destination celebrates new events

TOURISM NEW ZEALAND is looking forward to a calendar of major sporting events and will be celebrating record global visitor numbers during this year's WTM.

Two major events are scheduled for 2017: World Masters Games – the biggest multi-sport event in the world – being held in Auckland in April, and the British & Irish Lions Tour, which heads to New Zealand for the first time in 12 years in June, 2017.

Earlier this year the tourist office celebrated the milestone of reaching three million international visitors annually for the first time; an increase of 7.3% on the previous 12 months.

Kevin Bowler, chief executive for the organisation, said: "We are starting to see more visitors arriving outside of the traditional summer period and a wider regional distribution of visitor spending – all positive signs for the long-term

growth of the industry and New Zealand's regions."

Those visiting the stand can learn more about how to maximise the impact of the major events to help sell New Zealand, as well as receive updates on product news and the 100% Pure New Zealand Specialist Training Programme.

For more information visit www.newzealand.com/travel/trade/orstandAS355.



TAHITI TOURISME, in partnership with the South Pacific Tourism Organisation, will be hosting on-stand drinks and a networking event on Monday November 2 between 16:30-17:30. Agents are invited to attend, meet the team and to discuss Tahiti Tourisme's brand positioning which includes appealing to discerning explorers. Agents can email Jessica Flood at jessicaf@hillsbalfour.com or drop by at any time to pick up some Tahiti goodies at stand AS255. Visit www.tahiti-tourisme.co.uk for more information.

Agents can win a stay in the Maldives with ONYX Hospitality Group

ONYX HOSPITALITY Group (AS348) is celebrating a period of development for its most established hotel brand, Amari.

The last 12 months have seen the opening of Amari Dhaka in Bangladesh and Amari Phuket, which celebrated its 30th anniversary last year, has opened a new 'Ocean Wing' this summer, adding 148 one- and two-bedroom suites in one of Phuket's most prime locations.

Looking ahead, the company has announced an opening date of February 1, 2016 for Amari Havodda Maldives, which will feature 120 villas. In addition, following an extensive expansion, Amari Koh Samui will re-open its doors on the Thai island on April 1, 2016.

To celebrate the opening of Amari Havodda Maldives, the company is running a fun 'selfie' competition on the stand where agents have the chance to win a four-night stay at the new property.

For your chance to win, drop by stand AS348 and take a selfie with the company's fun inflatable flip-flops to get in the holiday mood, and post to social media using #AmariMaldivesCountdown. The competition will run on November 4 and 5, with the winner selected at the end of the week.

For further information see www.onyx-hospitality.com





Korea offers authentic cuisine & promotes Winter Olympics 2018

THE KOREA TOURISM Organisation has created an interactive space at WTM to promote the 2018 Pyeongchang Winter Olympics and is also offering a 'Just a Drop' watering station.

Throughout the duration of WTM, agents can sample Korean cuisine at the stand whilst learning about www.gokoreatraining.com, which regularly offers prizes and giveaways, such as K-pop concert tickets.

The organisation will also be sponsoring the WTM global stage seminar 'World Travel Market Leaders – inbound and outbound – growing globally' on Tuesday November 3 and, in collaboration with Japan, will serve Korean cuisines and Sake from 14:15. For more information visit stand AS550.



THIS YEAR marks a change in strategy for the Mauritius Tourism Promotions Authority (MTPA). Under the new leadership of Charles Gaëtan Xavier Luc Duval, deputy prime minister and minister of tourism, plans include making Mauritius easier to get to and revitalising its marketing strategy. One example has been the decision to instigate a two-year moratorium on opening new hotels where it is hoped that this will help restore a sustainable balance between supply and demand. An on-stand drinks reception is scheduled on Monday November 2 at 16:00. Visit stand AS130 or www.tourism-mauritius.mu for more information.

Taiwan Tourism Bureau offers tea and training on what's new for agents

THE TAIWAN Tourism Bureau will be discussing the importance of UK tourism to Taiwan and inviting agents to discover what's new for 2016.

Highlights include new flight routes into St Johns, new national parks, the Lantern Festival, Sun Moon Lake Festival and new packages across the provinces.

The delegation will also discuss Taipei foodie destinations ahead of a new TV series on the Food Channel and, as Asia's number one cycling destination, there will be updates on

cycling events and initiatives taking place in 2016/17.

The bureau will also provide updates on what Taiwan's great outdoors has to offer clients, the recently launched Hot Springs vouchers and inspirational tips on how to get the best out of the destination for your clients.

Agents are invited to experience a special Taiwanese tea-drinking ceremony which will take place on the Tuesday, Wednesday and Thursday from 11:30 with bespoke agent

training sessions shortly after. Agents interested in signing up should email taiwan@brightergroup.com

Meanwhile, A Taiwan Happy Hour will take place on Monday November 2 from 16:00-18:00. Agents are invited to enjoy a cold Taiwanese beer, sample speciality cakes and meet the local experts for a chat about what makes their product, and Taiwan, so special.

Cuddly ambassador Oh! Bear will also be on-stand for photo opportunities.

For more information visit stand AS450.

Samoa Tourism Authority announces 'Beautiful Samoa' campaign for key markets

THE SAMOA Tourism Authority will be launching its 'Visit Samoa Year 2016' at WTM, with the overarching theme of the year being 'Beautiful Samoa'.

Aimed at the destination's key target markets - adventure, romance, experience, family and culture - the trade promotional support includes a new destination video and new imagery.

At the stand the authority will also be taking

applications from product/contract/sales managers for a place on next year's Samoa Tourism Exchange from April 12-14, which offers a fully hosted fam trip including flights and tickets to the Samoa Tourism Exchange Roadshow to meet Samoa's tourism stakeholders.

Agents can view the new destination video at www.youtube.com/user/samoatourism or visit stand AS255 for further details.

WTMglobalvillage



THE TEAM at Tourico Holidays will be welcoming agents to its stand (GV240) to discuss its latest news and developments for this year and next, which includes a new cruise focus and new activities partnerships. As an example, the operator has introduced host-to-host XML connectivity between its cruise line partners and its travel distribution clients, and has also announced a new partnership with Viking Cruises to broker more than 2,000 cruises to the company's 4,900 clients worldwide. The company is also running a business card competition at its stand for attendees to win a stay at an Omni hotel. For more information visit www.touricoholidays.com

Village Collection promotes new developments

THE VILLAGE Collection – the ten luxury outlet shopping destinations in Europe and China by Value Retail – will reveal further details of new developments.

Following the opening of Suzhou Village in China in 2014, a second Village is due to open in Shanghai in spring 2016. Adjacent to Shanghai Disney Resort, the company has high hopes for Shanghai Village, claiming it will become the most important shopping tourism destination in Asia.

In the UK, the new Bicester Village train station is due to open shortly before WTM London, while in Ireland, Kildare Village near Dublin is to unveil 36 new boutiques and two new restaurants later in November.

For more information visit stand GV430.

Gainsborough Bath Spa launch from YTL Hotels

YTL HOTELS, which owns and manages a prestigious collection of resorts, hotels, boutique experiences and spa villages in Asia and Europe, will be at WTM London to highlight the newest edition to its portfolio, the Gainsborough Bath Spa.

The property is the only hotel to be part of the Leading Hotels of the World's collection in Bath, and exclusively offers the only natural thermal spa within a hotel in the UK.

For more information see stand GV257.

Combo Holidays announces new multi-centre breaks stand

COMBO HOLIDAYS is releasing its new Multi-Centre Holidays and is extending its itineraries for Nile Cruise Holidays to coincide with its

attendance at this year's WTM. Agents will be able to select from an extensive and exclusive range of multi-centre holidays,

and will also be introduced to a long cruise from Cairo to Aswan, and Lake Nasser. For further information visit stand GV475.

Sixt Group accelerates growth during first half of 2015

THE SIXT Group reports that strong growth seen during the first half of 2015 surpassed its expectations, with improvements mainly driven by higher rental revenues in the Vehicle Rental Business Unit.

Erich Sixt, chair of the managing board of the company, said: "Sixt was exceptionally successful during the first half of the year. We are growing rapidly

with our vehicle rental business outside Germany and are continuously gaining market shares.

"Even at home, where we are already the market leader, we managed to raise rental revenues by almost 10%."

The group will be exhibiting at stand GV655 and is encouraging agents to visit the stand to discuss its latest developments.





The Gambia highlights road to recover journey

HEADLINES IN 2014 about the rapid spread of Ebola in Sierra Leone, Liberia and Guinea had a serious knock-on effect for other countries in the continent, including The Gambia.

Over the next 12 months the destination aims to increase UK visitation by promoting the country's diversifying products and services. Special emphasis will be placed on The Gambia's events calendar including its annual fishing competition in November and next October's Bird Festival at Tendaba Camp.

Meanwhile, the tourist office reports that increasing numbers of holidaymakers are no longer content at staying in a hotel, but are looking to get under the skin of the destination, and there are few better ways of living like a local than doing just that. Home rental platforms have dominated the travel landscape over the past 18 months but Gambia aims to offer one better with its latest home stay project.

The Ndemban Homestay Project challenges tourists to abandon traditional accommodation in favour of residing with a local for a night.

As part of their overnight stay, guests can truly immerse themselves within the community with the chance to experience an entirely different culture. By booking a place on the project guests can play a role in village life, whether that's helping maintain the community gardens or preparing daily meals.

For more information see www.visitthegambia.gm or visit stand AF220.

Shamy showcases humanitarian work

SHAMY TOURS will be at WTM to spotlight its work with volunteers in the Tanzanian archipelago of Zanzibar.

Volunteers can sign up for projects in nurseries, hospitals, orphanages and addiction centres, or to help single-parent families.

The operator's core business is tours and safaris to destinations such as Zanzibar's Stone Town, national parks such as the Serengeti, and sites associated with the spice trade. Activities including diving, snorkelling, swimming with dolphins, deep-sea fishing or climbing Mount Kilimanjaro are available to book.

For more information visit stand AF450.

Kenya Tourism Board puts spotlight on wildlife conservation

WILDLIFE CONSERVATION will be the focus for the Kenya Tourism Board at this year's event. The country's president, Uhuru Kenyatta, has become a founding member of the Giants' Club – a new Africa-wide elephant protection initiative launched by conservation charity, Space for Giants.

The scheme aims to tackle the illegal wildlife trade that has devastated Africa's elephant herds.

Visitors to the stand can learn more about the country's conservation projects and charities working to ensure the survival of its wildlife for future generations.

Meanwhile, in partnership with Born Free Foundation, the tourist board invites WTM attendees to 'Rescue Raffi the Lion' from Tuesday to Thursday by tweeting a picture saying where you spotted him. Raffi was one of the first lions to be rescued by the Born Free Foundation and, to raise

awareness of the foundation's work this year at WTM, a number of Raffi cuddly toys will be placed around the ExCel centre for visitors to find.

Agents who find a Raffi can tweet a picture of themselves with the lion at @MagicalKenyaUK using the hashtag #RescueRaffiWTM saying where they spotted him, then head to the Kenya stand for a lucky dip prize.

On Wednesday November 4, agents can also join the team for Magical Kenya Cultural Day on the stand, where they can meet Kenya's cultural ambassadors and learn more about its cultural offering – from arts and crafts to traditions and performances. The day of cultural events inspired by Kenya's music, arts and people will include performances and demonstrations throughout the day.

For more information visit stand AF270.



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HERITAGE HOTELS CELEBRATES RESORT REFURBISHMENT
Heritage Hotels will be sharing the Kenya Tourism Board's stand to promote the renovation of its Voyager Beach Resort. Completing a renovation of all its public areas, the Mombasa property features a new pool area and watersports zone, along with a new dining area and extended outdoor space added with new furniture. The Look Out bar has also been expanded to offer a fresh new look, whilst the ocean-facing Swahili lounge now offers spacious day beds and swinging 'moon beds'. Other new introductions include new plasma satellite televisions in all bedrooms and free high-speed Wi-Fi, available across the resort.

For more information visit stand AF270 or see www.heritage-eastafrica.com

Egypt capitalises on record bike attempt to boost cycling tourism

EGYPT IS using the record attempt to cross the African continent on bikes, which launched last month, to kick start cycling tourism to the country.

The CAROCAP team time trial has the potential to promote Egypt as a cycle-friendly destination attracting tourists to visit and explore the country on the two wheels of a bicycle.

The success of the British team at the 2012 Olympics and the country's domination of the Tour de France with Sir Bradley Wiggins and Chris Froome winning three of the last four events, has seen a rise in popularity of cycling as a participation sport for all abilities.

Froome's mentor, David Kinjah – the captain of the Kenyan National Cycling – led the five-strong team which aims to complete the Cairo to Cape Town route through Egypt, Sudan, Ethiopia, Kenya, Tanzania, Zambia, Zimbabwe, Botswana and, finally, South Africa in 34 days – knocking seven days off the previous record set earlier this year.

Like Britain, more and more bikes are being seen on the streets of Egypt with yearly events such as the 'Orange Bike Day', organised by the Embassy of Netherlands in Egypt and 'Train for Aim'

increasing participation.

With roads being made much safer for bicycles and an ever increasing interest in cycling, it is hoped that Egypt could soon become a destination for Brits wanting to explore on their bikes.

There are also a number of good quality bike shops opening up throughout Egypt, as well as numerous cycling groups completing daily and weekly rides that welcome tourists.

The CAROCAP team are riding more than 303km every day at an average of 30kph with temperatures exceeding 40 degrees centigrade, with the aim of raising the funds to supply 1,100 bicycles to be distributed across the African continent.

The event's founder, Nicholas Bourne, said: "This project is not just about trying to secure the bragging rights to the world record for the fastest human powered crossing of the African Continent. The project will result in tangible benefits for students and young people throughout Africa who, through our support of the official event charities, World Bicycle Relief and Safari Simbaz, can receive better access to education and new economic opportunities." For further information visit stands AF500 and AF550.

New developments in KwaZulu-Natal ahead of 2022 Commonwealth Games

KWAZULU-NATAL (stand AF300) is underlining Durban's global tourism appeal at WTM, with news that the city will host the 2022 Commonwealth Games – the first time that an African city has hosted the Games.

During WTM, Ndabo Khoza, Tourism KwaZulu-Natal CEO, will share some of the key tourism developments taking place in the province ahead of the Games.

Although 80% of the facilities where the games will be played already exist, a major infrastructure programme will now commence, with enhancements to key areas of the city and beachfront sporting venues. In addition, with more than 200,000 visitors expected to attend the Games, pioneering improvements to the city's public transport network will also be undertaken.

In addition to hosting the Commonwealth Games, the city's capability of hosting major events was underlined

recently at the World Routes Strategy Summit 2015 – at which big issues affecting the industry were discussed by top tourism influencers.

During the Summit, Turkish Airlines announced that it will start a four-times weekly service via Johannesburg from mid-November, with the potential to develop a direct daily flight as demand increases in the lead up to the 2022 Commonwealth Games.

Alongside Ndabo Khoza, Keith Matthews, TKZN regional manager for Europe and the UK, will also be attending WTM. They will co-host a SATOA networking event session on November 4, 2015 from 13:00 (see www.satoa.com for details), and on Wednesday November 5 from 16:00, visitors to the South African Tourism stand (AF300) will be able to try KwaZulu-Natal's local cuisine, including bunny chow, a Durban delicacy.



THE QATAR Tourism Authority (QTA) will hold an on-stand networking and lunch event on Tuesday November 3 between 12:00 and 14:30, where agents and the travel trade are invited to attend to meet with QTA representatives and stand partners. Traditional culture will also be celebrated on the stand, with the opportunity to try out intricate henna designs, a calligrapher and a falconer. Those interested should email an RSVP to Ava Mehta - avamf@hillsbalfour.com. For more information visit stand ME100 and register to join the e-learning training programme - TAWASH! See www.qatartourism.gov.qa

Dubai's Department of Tourism & Commerce promotes Tourism Vision for 2020

IN MAY 2013, His Highness Sheikh Mohammed bin Rashid Al Maktoum, vice president and prime minister of the UAE and Ruler of Dubai, approved Dubai's Tourism Vision for 2020: to welcome 20 million visitors per year by 2020 and triple tourism's contribution to Dubai's economy.

Tourism has been a central pillar of Dubai's economic growth and diversification, and the Tourism Vision for 2020 will further leverage the sector by broadening Dubai's tourism offering across a range of events, attractions, infrastructure, services and packages, and by adapting the marketing approach to showcase Dubai

to a wider audience and increasing the conversion of awareness to flight and hotel bookings.

Dubai's Department of Tourism and Commerce Marketing (DTCM) will harness the collective power of key stakeholders, both in the public and private sectors in Dubai and abroad, and will focus on a total of three key objectives: maintaining market share in existing source markets; increasing market share in markets which it has identified as having high growth potential; and increasing the number of repeat visits. For more information visit stand ME200 and www.visitdubai.com

Israel highlights new flights and winter sun offering

AMIR HALEVI, director general of the Ministry of Tourism for Israel, will be on-stand at WTM to discuss plans for the UK market in 2016.

Halevi will also discuss Eilat's position as an affordable winter sun destination due to the recent announcement that Monarch Airlines

will introduce direct flights from Luton to Tel Aviv and Eilat from early December.

The direct flights will operate three times weekly to Tel Aviv - on Mondays, Thursdays and Sundays - and once a week to Ovda, on Thursdays.

On-stand events include a cooking

demonstration with Tomer, head chef of The Palomar, an Israeli restaurant in London on Monday November 2 at midday and 14:00, and a Happy Hour on Tuesday November 3 between 14:30 and 16:00.

For more information visit stand EU850.

Mövenpick Hotel Bur Dubai showcases facilities

MÖVENPICK HOTEL Bur Dubai will be exhibiting at stand ME200 to showcase a range of facilities to guests.

The property is located ten minutes from Dubai International Airport, the luxurious Wafi Mall, World Trade Centre and Dubai International Conference Centre. There are three Metro stations close by, as well as popular attractions including the world's tallest tower, Burj Khalifa, the bargain shopping markets of Karama, championship golf courses and the international brands of The Dubai Mall.

The hotel offers 255 guestrooms and 57 one-, two- and three-bedroom apartments. All rooms are furnished in relaxing soft earth tones and feature LCD TVs, free high-speed Wi-Fi, complimentary tea and coffee-making facilities and a mini bar.

For guests staying in suites and rooms on the Executive

floors, there is the added benefit of exclusive lounge access where complimentary breakfast, daily refreshments and evening cocktails are served.



Oman celebrates Star Award win

FOLLOWING OMAN'S win for Star Middle East Tourist Office at Travel Bulletin's Star Awards, there will be a special presentation of the prestigious award to her Excellency Maitha Al Mahrouqi at the stand on Monday November 2 at midday.

Meanwhile, new figures from Oman's National Centre for Statistics and Information (NCSI) reveal an increase in British visitors to the Sultanate between January and June this year.

In other news, Salalah International Airport commenced operations earlier this year to facilitate easier access to Salalah, especially to the Dhofar region. The new airport will officially 'open' this month to coincide with the Sultanate's celebrations of the 45th National Day. Also in air travel news, Oman Air will receive its first Boeing 787 Dreamliner, while in hotel news, the Anantara Jabal Al Akhdar Resort, Radisson Blu Hotel, Sohar and the Kempinski Hotel and Residences The Wave Muscat are all planned to open next year.

At the stand two Omani ladies will be offering traditional activities of Henna and weaving. For more information see stand ME500.



JERUSALEM IS raising its profile as a hub for festivals and events as part of the new initiative to promote 'The New Jerusalem' as a leading cultural destination. Events include the Open House Festival, The Wine Festival and The Jerusalem Marathon among others. The Jerusalem Development Authority will be located by the Israel Government Tourism Office stand at EU850. For more information visit www.itraveljerusalem.com

TCA Abu Dhabi discusses tourism drives and developments

AGENTS VISITING the Abu Dhabi Tourism & Culture Authority stand will have the opportunity to be photographed with a live falcon, enjoy juicy dates and Arabic coffee, and be decorated with traditional henna.

A total of 35 stand partners, representing hotels and attractions in Abu Dhabi, will be on hand to discuss the latest news and developments from the UAE capital, with a dedicated Yas Island - home to Ferrari World, Waterworld and Marina Circuit - section for agents to explore with a sneak peek at the anticipated Louvre Abu Dhabi.

Meanwhile, the 2015/16 cruise season is set to be Abu Dhabi's busiest to date with a new cruise terminal expecting to welcome 220,000 passengers from 113 ship calls. This is in addition to a new Midfield Terminal Building at Abu Dhabi Airport due to open in 2017.

Also new is the opening of the Grand Hyatt, Four Seasons Abu Dhabi and



An artist's impression of the Four Seasons Abu Dhabi

Fairmont Marina Resort & Residences next year, plus the launch of an ambitious golf tourism drive.

Competitions will be also run at the stand - ME300 - with a range of prizes offered.

For more information visit www.tcaabudhabi.ae

Photo opportunities at the Jordan Tourism Board stand

LAWRENCE OF Arabia will be waiting to welcome guests to the Jordan Tourism Board stand for storytelling and a photo opportunity.

Also, following the launch of the film 'The Martian' starring Matt Damon, agents might also find a Spaceman on stand. Following the photo opportunity, visitors are invited to post their photos with Lawrence of Arabia and the Martian using the hashtag #LawrenceOfJordan and

#MartianOfJordan, which will appear on a live-stream on a screen located on stand, for the chance to win a holiday for two to Jordan.

Key news that is being highlighted at WTM includes the recent marketing campaign and investment in the UK market, the introduction of the new Jordan Pass plus new UNESCO sites.

For more information visit stands ME140 and ME150.



Experience a feast for your senses.

Natural beauty, fascinating traditions and heartfelt hospitality make Oman a country you really should get to know better. From luxurious 5-star boutique hotels and beach resorts to sleeping under the stars in the desert or mountains, Oman's diverse landscapes will take your breath away. Adventure seekers can explore some of the world's largest caves, discover spectacular diving spots or simply watch the world float by aboard a dhow. Vibrant souks sell traditional silverware, spices and Omani dresses, providing explorers with colourful impressions, and hagglers with timeless souvenirs. Treat your customers to a cultural experience with a difference. Meet private sector partners at WTM to learn more.

Beauty has an address

For more information on Oman please contact:
Oman Ministry of Tourism UK & Ireland Representative Office
Tel: 0208 877 4524 | Email: oman@representationplus.co.uk | Visit: www.omantourism.gov.om

Facebook: Oman Tourism UK | Twitter: @Oman_Tourism_UK



Ministry of Tourism

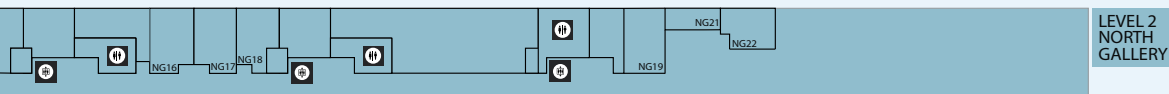
FLOOR PLAN





world
travel
market

NORTH HALL



LEVEL 2
NORTH
GALLERY

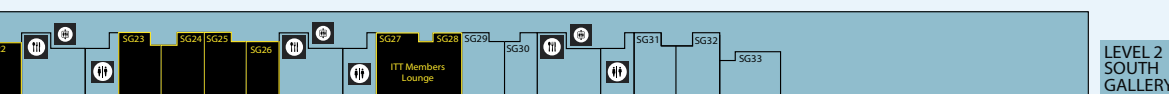
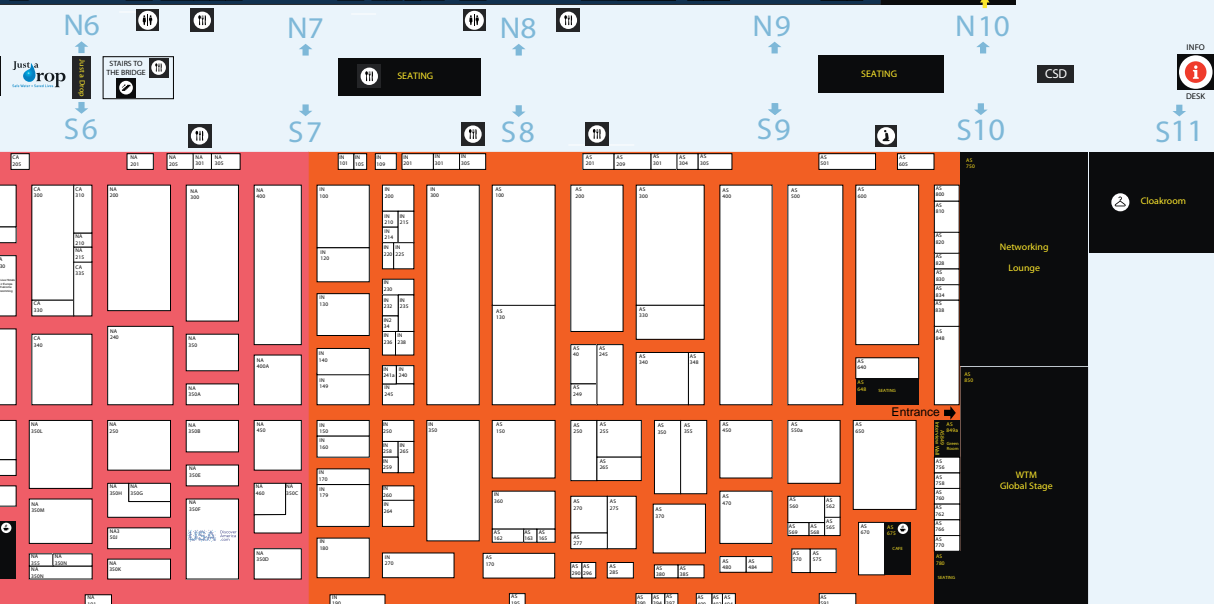


- CITY AIRPORT
SHUTTLE BUSES
- LONDON TAXIS
- PRIVATE COACHES
- TO PRINCE REGENT DLR

NORTH
HALL

ExCeL LONDON
PRINCE REGENT
ENTRANCE
BADGE HOLDERS &
NON-BADGE HOLDERS

SOUTH
HALL



LEVEL 2
SOUTH
GALLERY

SOUTH HALL

EXHIBITORS

by region

AFRICA & NORTH AFRICA

AFRO TOURISM WEST AFRICA LIMITED	AF163
Air Namibia	AF168
Alpha Travel (UK) LTD	AF352
Atlas Voyages	AF440
ATTA (Africa Travel & Tourism Association)	AF340
Blue Bay Beach Resort	AF380
Board of Tourism of Sao Tome and Principe	AF334
Botswana Tourism Board	AF200
Breezes Beach Club & Spa,	AF445
Bright Sky/ Blue Sky Group	AF410
CI- Cabo Verde Investimentos	AF290
CLEOPATRA HOTELS & RESORTS	AF435
CYNAB VOYAGES	AF169
Egyptian Resorts Company (ERC)	AF400
Egyptian Tourist Authority	AF500, AF550
Emeco Travel	AF580
Ethiopian Tourism Organization	AF100
Flash Tours	AF502
Foxes Safari Camps (FoxTreks Ltd.)	AF360
Gambia Tourism Board	AF220
Ghana Tourist Board	AF170
Green Land Tours& Hotels Ethiopia	AF332
Haina Kalahari Lodge	AF162
Hotels and Lodges (Tanzania Ltd.)	AF370
Indaba Explorations	AF164
Instituto Nacional do Turismo	AF101
Kamili Safaris Limited	AF330
Kenya Tourism Board	AF270
Kingdom of Swaziland	AF301
Leopard Tours	AF448
Malawi Department of Tourism	AF120
Moivaro Investment and Trading Company	AF369
Neptune Hotels	AF375
Nomad Africa Adventure Tours	AF165
Office National Marocain du Tourisme	AF600
Omo Tours & Car Rent	AF167
Radamis for Hotels and Touristic Resorts	AF430
Rovos Rail Tours (Pty) Ltd	AF345
Rwanda Development Board	AF230
Sakkara Group International	AF565
Savoy Hotel Sharm El Sheikh	AF420
Sebatana Private Reserve	AF336
Senegalese Agency For	
The Promotion Tourism (ASPT)	AF350
Serena Hotels	AF368
Soma Bay Resort	AF401
Sopa Lodges	AF442
South African Tourism	AF300
Tanganyika Wilderness Camps Ltd.	AF365
Tanzania Tourist Board	AF450
Travco Travel Company of Egypt	AF560
Tunisian National Tourist Office	AF650
Uganda Tourist Board	AF240
Wakanow.com Limited	AF160
West Midland Safari Park	AF342
Zambia Tourism Board	AF110
Zimbabwe Tourism Authority	AF140

AMERICAS & THE CARIBBEAN

Aerovías del continente Americano AVIANCA	LA245
Amanecer Tours S.A.C	LA307
American Society Of Travel Agents	NA210, NA210A
AMResorts	CA200
Antigua and Barbuda Tourism Authority	CA250
Aruba Tourism Authority -	CA280
Barbados Tourism Marketing Inc	CA220
Be Live Hotels S.L.	CA230
Brazilian Tourist Board - Embratur	LA100
CAIMAN ECOTURISMO LTDA	LA301
Canadian Tourism Commission	NA200
Caribbean Tourism Organization UK Chapter	CA135
Cbi	LA150
CBI	LA475
Colorcom Allestitimenti Fieristici srl	LA250
Condor Travel	LA501
CONSEJO DE PROMOCIÓN	
TURÍSTICA DE MÉXICO1	LA300
CORPORACION DE PROMOCION	
TURISTICA DE CHILE	LA500
Costa Rica Tourist Board	LA350
CRD Group	CA210
Cruise America Inc	NA355
Cuba Tourist Office	CA140
Discover New England	NA460
Dominican Republic Tourism Board	CA300
El Salvador Tourism Board - CORSATUR	LA460
Falkland Islands Tourist Board	LA155
Go NY Tours Inc	NA301
Gray Line New York Sightseeing	NA205
Guadeloupe Islands Tourist Board	CA205
Guyana Tourism Authority	CA310
Havanatour UK Ltd	CA145
Hilton Worldwide	CA330
Honduras Institute of Tourism	LA360
INSTITUTO GUATEMALTECO	
DE TURISMO - INGUAT	LA355
Instituto Nacional de Promoción Turística	LA200
Jamaica Tourist Board	CA340
Las Vegas Conventions & Visitors Authority	NA250
Liberty Helicopters	NA305
Live Holidays Ltd	CA130
Metropolitan Touring Argentina S.A.	LA601
Ministerio de Turismo y Deporte de Uruguay	LA230
NYC & Company	NA300
Palace Resorts	CA215
Poseidon Arctic Voyages, Ltd.	LA205
ProColombia	LA240
Prom Peru	LA400
Puerto Rico Tourism Company c/o Hills Balfour	CA335
Ripley's Believe It or Not! Times Square	NA201
South American Tours Uruguay	LA309
St. Lucia Tourist Board	CA101
Tangol	LA305
The Islands of The Bahamas	CA150
The Mark Travel Corporation	NA191
Tourism Development Company Ltd (TDC)	CA240
Trans Caribbean Air, Inc	CA201
TravelMole	NA215

United Airlines	NA360
USA - Brand USA -	
DiscoverAmerica.com	NA350F, NA350, NA350A, NA350B, NA350E, NA350K, NA350L, NA350D, NA350C, NA350G, NA350J, NA350M, NA350H, NA350N
Visit California	NA240
Visit Florida	NA400, NA400A
Visit Orlando	NA450

ASIA / PACIFIC & INDIAN OCEAN

"AYAN" Travel & Tourism Company	AS762
Aitken Spence Hotel Managements (Pvt) Ltd	AS209
Ak-Sai Travel Ltd	AS484
Amari Hotels & Resorts	AS348
Asia King Travel	AS290
Asian Trails Ltd	AS304
Bangkok Metropolitan Administration (BMA)	AS640
Bhutan Travel Bureau	AS770
Boracay Foundation Inc	AS828
Buffalo Tours	AS480
Busan Metropolitan City	AS591
Central Asian Travel System (CATS Ltd.)	AS569
China Charmission Travel	AS766
China National Tourism Administration	AS650
China Vision Holidays	AS758
Destination Asia	AS305
Dragon Expeditions	AS760
EXO Travel	AS301
Expeditions Myanmar	AS490
Focus Asia	AS162
GuideWe Travel Limited	AS756
Gyeongsangbuk-do	AS560
HANATOUR SERVICE INC	AS575
High Asia Tours (P) Ltd	AS830
Ile de la Reunion Tourisme	AS249
Japan National Tourism Organization	AS370
Jewel Tours	AS285
Journeys Within Tour Company	AS397
Keells Hotel Management Services	AS240
Khiri Travel	AS810
Korea Tourism Organization	AS550b, AS550a
Kyrgyzstan	AS570
Lernidee Erlebnisreisen	AS201
Luxury Travel Group Ltd	AS380
LV Travel (Lac Viet Travel & Trading Co.,Ltd)	AS296
Mad Fresh Events Pte	AS800
MaiChau Ecolodge Co. Ltd	AS165
Malaysia Tourism Promotion Board	AS500
Maldives Marketing and Public	
Relations Corporation	AS100
Mauritius Tourism Promotion Authority	AS130
Ministry of Industry and New Technologies of	
the Republic of Kazakhstan	AS670
Mongolian Tourism Association	AS848
Myanmar Tourism Federation -	
Tourism Marketing	AS470
Nepal Tourism Board	AS150
Office National Du Tourisme De Madagascar	AS250

Orientis DMC Ltd	AS565	Casino di Venezia Meeting &		Lopesan Hotel Group.	EU1750
Pandaw River Expeditions	AS492	Dining Services S.r.l.	EU1991	LORO PARQUE	EU1760
Philippines Department Of Tourism	AS600	Ciaoflorence Tours & Travels srl	EU2275	LOUIS HOTELS PLC LTD	EU1340
Rivages du Monde	AS385	CICAR - Canary Islands Car	EU1601	MALTA TOURISM AUTHORITY	EU1350
Saffron Travel	AS390	CODE srl	EU2235	Mediterraneum Sp. z o.o.	EU663
Seychelles Tourism Board	AS340	Colorcom Allestimenti Fieristici srl	EU1785	Meeting Point International GmbH	EU940
South Pacific Tourism Organisation (SPTO)	AS255	Columbia Hotels & Resorts Ltd	EU1438	Melià Hotels International	EU1830
Sri Lanka Tourism Promotion Bureau	AS200	Compagnia Turistico Alberghiera Spa	EU2226	Miller Incoming GmbH	EU907
Sri Lankan Airlines	AS245	Comunità Montana Associazione dei Comuni		Ministero dei Beni e delle attività culturali e del	
Taiwan Tourism Bureau	AS450	Trasimeno - Medio Tevere	EU1895	Turismo (MIBACT) - Segretariato Generale	EU1891
Thai Airways International	AS330	Consorzio Punto Europa Teramo	EU2099	Ministry of Tourism of The Republic of Bulgaria	EU900
The AOT GROUP	AS265	Cosmos Holidays LTD	EU1680	Montenegro National Tourism Organisation	EU1345
The Ministry of Tourism of the		Croatian National Tourist Board	EU1450	Moscow Exhibition and Convention Agency	EU450
Republic of Indonesia	AS300	Croisieurope	EU2050	National Tourism Organisation of Serbia	EU630
The Sri Lanka Collection	AS820	Crucemundo S.L	EU1505	Netherlands Board of Tourism	
Threeland Travel	AS195	Crvena Luka d.d.	EU1492	and Conventions (NBTC)	EU500
Tokyo Convention & Visitors Bureau	AS275	Cyprus Tourism Organisation	EU1300	North Cyprus Tourism Centre Ltd	EU950
Tour East	AS501	Czech Tourism Authority	EU520	Office de Tourisme de Vézelay	EU1905
Tourism Australia	AS350	Destination Ltd	EU725	Operation Europe	EU701
Tourism Authority of Thailand	AS400	Development Foundation of Armenia	EU645	PALOMA HOTELS	EU1160
Tourism New Zealand	AS355	Diana Travel	EU1007	PALWINGS HOTELS	EU1001
Victoria Cruises	AS562	DYF TURIZM TICARET LTD STI	EU1071	Polish Tourist Organisation	EU650
Victoriatur and General Commercial		EC Travel	EU1065	Premier Holidays	EU1595
Company Limited	AS494	Ekskobalta UAB	EU560	Promote Iceland	EU840c
VIDOTOUR Co., Ltd	AS277	Elite Travel	EU1485	RED APPLE TRAVEL S PTED LTD	EU1860
Vietnam Airlines	AS270	Elite Travel DMC shpk	EU1373	Regione del Veneto	EU1950
Vietnam National Administration Of Tourism	AS170	ENCoRE	EU1360	REGIONE PUGLIA - AREA PROMOZIONE DEL	EU2075
Wuzhen Tourism Co., Ltd,	AS834	EPG Turismo y Deporte de Andalucia, S.A.	EU1700	Regione Sicilia	EU1975
		Expotour	EU350	Rhodos Tourism Promotion Organisation	EU1150
		Feenstra Rijn Lijn BV	EU720	Romanian National Authority for Tourism	EU750
		Finpro ry - Visit Finland	EU840d	Rome And Italy	EU2229
		Fortuna Tours - DMC for Bosnia		Room and Resort International Ltd	EU1865
		and Herzegovina	EU1395	Saint Petersburg Express, JSC	EU455
		Four Seasons Hotel	EU1303	SCANCOMING Ltd	EU1901
		FUNDACIÓN DE PROMOCIÓN		Scenic Travel Service	EU2214
		TURÍSTICA DE IBIZA	EU1840	School of Tourism, Bournemouth University	EU605
		Gaziantep Metropolitan Municipality	EU1055	Serviceill snc	EU2255
		GEG Travel Limited	EU620	Sicilyexplorer	EU1995
		Georgian National Tourism Administration	EU740	Skal International	EU660
		German National Tourist Office	EU730	Slovak Tourist Board	EU540
		Gibraltar Tourist Board	EU1335	Slovenian Tourist Board	EU700
		Giglio Travel	EU2218	Société Européenne d'Hôtellerie	EU1765
		Golden Eagle Luxury Trains Limited	EU480	Super Tours Travel Agency	EU1375
		Gran Canaria Tourist Board	EU1640	SUR in English	EU1701
		Greek National Tourism Organisation	EU1200, EU1270	Swiss Quality Hotels International	EU901
		Greenlife Tours LTD	EU1506	Switzerland Tourism	EU800
		H10 Hotels	EU1660	T.C. GÜNEY EGE KALKINMA AJANSI	EU1180
		Hotel Sans Souci	EU1993	Ticket Bureau	EU1670
		HOVE SL	EU1803	Toerisme Vlaanderen	EU1400
		HTS Srl	EU2210	Tomorrow Travel S.r.l	EU2280
		Hungarian Tourism Ltd.	EU550	Toscana Promozione - Economic Promotion	
		Iberostar Management S.A.U.	EU1675	Agency of Tuscany	EU1855
		Incoming Italia	EU2250	Tourism Agency of the Republic of Moldova	EU705
		Innovation Norway	EU840b	Travel Europe Reiseveranstaltungs GmbH	EU1205
		Inversiones Hoteleras Playa del Duque	EU1603	TTG Media Limited	EU275
	EU1850	Israel Government Tourist Office	EU850	Turespaña	EU1500/EU1550, EU1550
	EU680	Italian State Tourist Board (ENIT)	EU2100, EU2150	Turismo de Portugal I.P	EU1010
	EU2091	ITB Berlin	EU170	Turkish Ministry of Culture	
	EU935	IUCN Center for Mediterranean Cooperation	EU1893	& Tourism	EU1000, EU1050
	EU1940	Izmir Development Agency	EU1057a	Ulusoy Travel Center	EU1101
	EU585	Kapa Sigma Delta SA	EU1170	UNWTO	EU1780
	EU2005	Karavas Ioannis	EU1285	V6E Ltd	EU360
	EU2068	Klimb Up Hotels	EU2067	Vatican Museums	EU2248
	EU2065	Lake Maggiore, Lake Orta and Ossola Alps	EU2238	Via Hansa Tours Ltd	EU905
	EU1169	Larus Viaggi	EU2239	Villa Laetitia srl	EU2093
	EU1302	LE GOUVERNEMENT DU GRAND-DUCHÉ		Visit Brussels	EU1435
	EU1600, EU1650	DE LUXEMBOURG	EU1430	Visit Denmark	EU945
	EU2240	Liberation Route Europe	EU1591	VisitSweden	EU840a

EUROPE

A LA CARTE TRAVEL	EU1280		
Acampora Travel	EU2001		
adriatica.net Group	EU1480		
Agencia Catalana de Turisme	EU1800		
Agency for promotion and support of tourism in			
Republic of Macedonia	EU1775		
Agenzia Alto Adige Marketing	EU2270		
Agenzia nazionale per l'attrazione degli investimenti			
e lo sviluppo d'impresa s.p.a.	EU2080		
Aionas Travel	EU1501		
Albanian National Tourism Agency -			
AGJENCIA KOMBETARE E TURIZMIT	EU1365		
Alilaguna S.p.A.	EU2060		
Ambassador Travel	EU1393		
Animod	EU1301		
APT Servizi Srl	EU2070		
Aqua Vista Hotels	EU1201		
Asla Travel Group	EU601		
ATAHotels Spa	EU2230		
ATOUT FRANCE	EU2000		
Au Bistrot de la Montagne	EU2053		
Austrian National Tourist Office	EU600		
Avra Tours SA	EU1330		
Ayuntamiento De Malaga -			
Delegacion de Turismo	EU1850		
Azerbaijan, Ministry of Culture and Tourism	EU680		
B4Italy SRL	EU2091		
Balkan Holidays Ltd	EU935		
BASQUETOUR S.A.	EU1940		
Belarus National Tourism Agency	EU585		
Bettoja Hotels	EU2005		
Bizzeffe S.r.l.	EU2068		
BLUE BIKE TOURS	EU2065		
Blue Lagoon Resort - Mouragio SA	EU1169		
BS VILLAS - Exploração Turística, LDA	EU1302		
Canarias	EU1600, EU1650		
Carrani Tours	EU2240		

Vodohod Russian River Cruises	EU485
Wallonie-Bruxelles Tourisme (WBT/OPT asbl)	EU1440
WNISEF	EU565
Zaccheraservice SRL	EU2216
Zela Aviation (Cyprus) Limited	EU1509

GLOBAL VILLAGE

ABTA Ltd	GV480, GV480a
AceRooms.com	GV140
Adonis.com	GV120
Affordable Car Hire	GV640
Al Rayyan Hospitality	GV420
Alba Travel	GV320
Ascott International Management (2001) Pte Ltd	GV501
AVIS Budget EMEA Ltd	GV650
Beverly Vacanze Srl	GV205
Car&Fly GmbH	GV355
Centre for the Promotion of Imports from developing countries (CBI)	GV515
City Sightseeing Italy	GV260
Combo Group	GV475
Danubius Hotels Nyrt.	GV537
Destination Services - Hotelbeds Group	GV617
Destination Weddings and Honeymoons Abroad Magazine	GV587
Dorling Kindersley Ltd	GV765
Dukes Hotel	GV360
E Travel Online Pvt. Ltd.	GV460
Egypt Tourism Bureau	GV250
EHS EG	GV259
EMINDS S.R.L.	GV160
Enterprise International Sales Inc	GV450
ETOA	GV400
Etrawler T/A Cartrawler	GV555
Evaneos	GV625
Events Travel	GV165
Fanatic Sports	GV265
Fore Representations & Travels JLT	GV505
Fox Rent A Car Reservation System	GV735
FWW MEDIEN GRUPPE	GV380
G2 Travel Limited-	GV645
Global Discovery B.V.	GV720
Global Passenger Network	GV740
Go Global Travel	GV525
Golfbookers Limited	GV570
Gray Line Worldwide	GV750
Groundline Enterprises Ltd	
T/A Global City Cards	GV580
Guest Services Worldwide Ltd	GV738
HARD ROCK INTERNATIONAL LIMITED	GV535
HotelBeds Spain, S.L.U	GV615
Hotelroomauktion.com	GV730
Hotusa Hotels	GV630
International Air Transport Association - IATA	GV665
Italcamel Travel Agency s.r.l	GV530
ITC Limited - Hotels Division	GV210
JAC Travel LTD.	GV300
Jumbo Tours Espana SLU	GV375
K+K Hotels Ltd.	GV255
Kering Italia Spa	GV305
LIBERTY INTERNATIONAL spol s.r.o.	GV545
M&C Reservation Services Limited	GV445
MAK Hotels & Resorts	GV270
Make My Trip India Pvt Ltd	GV350
Marriott Vacations Worldwide Corporation	GV170
Miki Travel Limited	GV500
MMGY Global	GV470

MyGreekFriend SA	GV125
NH Hotel Group S.A.	GV550
Olympia Europe LTD	GV201
Oti Holding A.S.	GV130
Planet Hollywood	GV601
Prodo Travel	GV620
Rail Europe 4A	GV569
Rider	GV540
Rotana Hotel Management Corporation PJSC	GV610
SIXT GmbH & Co. Autovermietung KG	GV655
Special Tours Wholesalers - D.V. Galiatsos Ltd	GV345
Sports Events 365 Ltd	GV588
SunHotels AG	GV310
Supranational Hotels Ltd	GV155
Top Service GmbH	GV538
Tourico Holidays Inc	GV240
Travco Corporation Ltd.	GV200
Travel To Marketing	GV440
Travellanda	GV510
TripAdvisor	GV520
Value Retail Plc	GV430
Vanilla Tours	GV560
Viagens Abreu, SA	GV340
Welcome Incoming Services s.l.u	GV150
winwinbooking Sàrl	GV582
XML Travelgate SL	GV308
YTL Hotels	GV257

INDIA

Andhra Pradesh Tourism	IN120
Ayan Travels & Tours	IN105
Bangladesh Tourism Board	IN149
Bestway Tours & Safaris Pvt Ltd	IN240
Bhutan Etho Metho Tours & Treks Ltd	IN101
Bhutan Wind Horse Tours, Treks & Expeditions	IN234
Cox & Kings Limited.	IN238
Creative Travel PVT Ltd	IN250
Department of Tourism , Government of Kerala	IN100
dnata International Pvt Ltd	IN260
Goa Tourism Development Corporation Ltd	IN179
Happiness Kingdom (HK) Travels	IN232
India Tourism	IN300, IN350
Indian Holiday Pvt. Ltd	IN201
Karnataka Tourism	IN270
Le Passage to India	IN245
Madhya Pradesh State Tourism Development Corporation Ltd.	IN130
Maharashtra Tourism Development Corporation	IN360
Matchbox Ventures Pvt. Ltd.	IN258
Norbu Bhutan Travel Pvt Ltd	IN236
Odisha Tourism	IN160
Orange County Resorts & Hotels Ltd	IN265
Orange-The destination Management Co.	IN225
Rajasthan, Palaces & Tigers	IN301
SenKay Tours and Travels	IN259
SHAHPURA HOUSE	IN241B
SITA	IN200
Somatheeram Ayurveda Group	IN210
tattva TourismSolutions	IN220
Telangana State Development Tourism Development Corporation (TSTDTC)	IN180
The Imperial	IN305
The Park Hotels India	IN230
The Tourism Council of Bhutan	IN140
Trail Blazer Tours India Private Limited	IN215
TWX Travel Experiences	IN150
Vasco Travel	IN214

Window to Luxury	IN190
Yatra Exotic Routes	IN235

MIDDLE EAST

Abu Dhabi Tourism & Culture Authority	ME300
Ajman Tourism Development Department	ME260
Arg-E-Jadid Travel Co. (ATC)	ME201
Beautiful World of Travel	ME462
Biel Group	ME155
Cyrus Sahra	ME101
Dubai Parks & Resorts LLC	ME250
Etihad Airways	ME350
Fujairah Tourism & Antiquities Authority	ME405
Golden Globe Tours	ME460
Government of Dubai	ME200
Iran Doostan Tours Co	ME440
Jaamejampersia Tour & Travel Agency	ME755
Jordan Tourism Board	ME140, ME150
Kingdom of Bahrain, Tourism Sector, Ministry of Industry and Commerce	ME540
Kuwait Airways	ME480
Labbaik Group	ME105
Oman Air	ME530
Oman Ministry of Tourism	ME500
Palestinian National Authority	ME470
Pardisan tour & travel agency	ME401
Pasargad Tours	ME301
Qatar Tourism Authority	ME100
Ras Al Khaimah Tourism Development Authority	ME450
Saudi Commission for Tourism & Antiquities	ME550
Sharjah Commerce & Tourism Development Authority	ME400

THE TRAVEL TECH SHOW AT WTM

11-Infotech System Co Ltd	TT230
Adalte	TT621
Alexander Moore SA	TT530
Alpha Centauri	TT360
ATCORE	TT320
Biz Pro Technologies	TT300
BK Telematics Ltd	TT308
Busy Rooms Limited	TT670
Butler Tech Group Pte Ltd	TT258
CA Customer Alliance GmbH	TT268
Celagra International GmbH	TT249
ChatSim s.r.l.	TT305
Clock Hotel Software	TT245
CodeGen Ltd	TT510
Comtec	TT218
Cross-Tinental S.L.	TT228
CTR Services	TT658
DerbySoft	TT135
DHISCO Inc.	TT650
Digital Trip Ltd	TT535
EEC Software	TT250
Equiniti	TT579
eRevMax Ltd	TT550
eviivo	TT435
Expert4me a.s	TT310
Esys	TT286
Feefo.com	TT418
Flatwire SARL	TT580
Frosmo Oy	TT455
Gateway NV	TT648
Geosho Ltd	TT401

GIATA GmbH
 Guestcentric
 Guestline Ltd
 Homestay Technologies Ltd.
 Honeymoon Hotels Cyprus LTD
 Hotelogix Inc
 HQ plus GmbH
 Ingenuity Digital
 Interfax Communications Ltd
 Internet Tourism Solutions SL
 Intuitive
 iPortfolio Inc.
 JoGuru Inc
 JPM Publications SA
 Juniper Consulting S.L
 Kigo, a RealPage Company
 Lemax d.o.o
 Leonardo Worldwide Corporation
 LISTRAVEL, VIAGENS, LDA
 LSM E-Commerce Services LLC
 MAGARENTAL AG
 MAK Hotels
 Make it Social
 MedVisit
 MM ONE Group S.r.l.
 Multicom
 Mystify Consulting (India) Pvt. Ltd
 NewBook PMS
 Newhotel Software
 Nexa
 NIIT Technologies Limited
 Otorate S.r.l.
 Open Destinations
 peakwork AG
 Pegasus Solutions
 Phocuswright
 Puratech Solutions India Pvt. Ltd.
 Pure Content
 QuadLabs Solutions DMCC
 RATEGAIN TECHNOLOGIES LIMITED
 Rentalcars Connect
 RentalsCombined.net
 Reputize Ltd
 ResDiary
 Review Rank, S.A.
 Rezgateway
 RoomCloud
 roomsXML JLT
 S.C. DCS FAST LINK S.R.L.
 S.C. DirectVision S.R.L.
 SDL
 SiteMinder
 Sonata Software
 Talya Bilisim Tic. San. Ltd.Sti. (Talya Software)
 TBO Holidays
 tellink
 Thermeon Worldwide Ltd
 TI Infotech Pvt Ltd
 TourConnect
 Tourplan
 Travel Affinity
 Travel Compositor
 Travel Designer Group
 TravelClick Inc
 TravelLibro Online Private Limited
 Traveltek Ltd
 Triptease
 TrustYou

TT171 Ve Interactive Limited
 TT350 Vertical Booking
 TT460 Vertical Systems Limited
 TT585 Virtual Service Solutions AG
 TT271 WedeliverawesomeApps
 TT452 whym.global Ltd
 TT451 WIHP - World Independent Hotels Promotion
 TT248 Wirecard Technologies GmbH
 TT348 WTM London
 TT145 YieldPlanet
 TT419 YouVisit
 TT161 Zolv

UK & IRELAND

TT359 Airport Transfer Cars Ltd
 TT269 Airport Transportation Ltd.
 TT439 All England Lawn Tennis Club
 TT548 (Championships) Ltd
 TT403 AT Coaches Trading as Abbey Travel Ltd
 TT358 ATG Tickets
 TT465 Best Western Hotels GB
 TT280 Big BusTours Ltd
 TT259 Bynder B.V.
 TT628 Canterbury Christchurch University
 TT369 Champions Travel
 TT355 CHR Travel LLP
 TT265 City Circle UK Ltd
 TT630 City Sightseeing Ltd
 TT311 Corporate Insignia Ltd
 TT341 Davids Of London Ltd
 TT275 Encore Tickets Ltd
 TT428 Europe Incoming
 TT316 Gold Key Media
 TT560 Golden Tours
 TT589 GreatGuide
 TT235 Herbert Woods LLP
 TT260 Hospitality Line Ltd
 TT620 Hotels & More Ltd.
 TT529 JustListen Technology Ltd
 TT440 Last Bus Ltd
 TT552 Longshot Kids Limited
 TT578 Made in 2010 Ltd.
 TT438 Nights Gone Wild Ltd
 TT570 Out Now
 TT519 Portsmouth Historic Dockyard
 TT365 Quietvox
 TT525 Real Transfers (UK) Limited
 TT420 Ripley's Believe It or Not
 TT335 Shakespeare's Globe
 TT279 Story of the Irish
 TT549 The Group Company
 TT430 The Leisure Pass Group
 TT340 The Original Tour - London Sightseeing
 TT429 The Wordsworth Trust
 TT518 The Zoological Society of London
 TT406 Tourism Ireland
 TT500 Transport2.com
 TT368 UKinbound
 TT600 University of Derby
 TT155 Visit Jersey
 TT141 VisitScotland
 TT610 VOX spA
 TT445 Warner Bros. Studios Leavesden
 TT270
 TT330
 TT454
 TT619

TT668
 TT425
 TT282
 TT151
 TT640
 TT139
 TT329
 TT349
 T1, T1K
 TT131
 TT276
 TT520

UKI148
 UKI403
 UKI320
 UKI130
 UKI335
 UKI230
 UKI301
 UKI1355
 UKI162
 UKI349
 UKI134
 UKI445
 UKI250
 UKI428
 UKI325
 UKI220
 UKI427
 UKI351
 UKI348
 UKI350
 UKI340
 UKI201
 UKI401
 UKI338
 UKI449
 UKI421
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 UKI405
 UKI238
 UKI270
 UKI440
 UKI448
 UKI101
 UKI430
 UKI423
 UKI142
 UKI329
 UKI530
 UKI168
 UKI241
 UKI400
 UKI260
 UKI300, UKI100
 UKI353
 UKI540
 UKI429
 UKI240
 UKI420

travelbulletin

Giving agents the edge

We asked our staff the following question this week:
WTM is fast approaching! What's the best exhibition, concert or event you've been to?

Publisher: Jeanette Ratcliffe
 jeanette.ratcliffe@travelbulletin.co.uk
It's a tie between Robbie Williams' Escapology Tour and David Bowie's Serious Moonlight Tour.

Editor: Lauretta Wright
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B-Boy Championships, AMAZING. Oh, and Romesh Ranganathan at the Apollo had me obsessed with him.

Editorial Assistant: Adam Potter
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Star Wars secret cinema.

Contributing Editor: Paul Scudamore
 post@travelbulletin.co.uk
Got to be The Beatles in Cardiff 1965 from the wings after interviewing them in their dressing room.

Sales Director: Simon Eddolls
 simon.eddolls@travelbulletin.co.uk
Our cricket tour ranks highly in terms of an annual event - quite a lot of singing but not necessarily 'in concert'.

Advertisement Manager: Tim Podger
 tim.podger@travelbulletin.co.uk
The 1999 European Cup final in Barca, United won, just!

Account Manager: Bill Coad
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Travel Bulletin's Far East showcase.

Senior Account Manager: Matt Gill
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Sales Executive: Matthew Weinreb
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Millennium Dome, followed closely by Secret Garden Party 2012.

Sales Executive: Kathryn Frost
 kathryn.frost@travelbulletin.co.uk
The Island Games - I was young and, being from the Isle of Wight, it was like a mini Olympics!

Events & Sales Administrator:
 Gemma Reeve
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Radio 1 Big Weekend!

Design Team Leader: Nicky Valsamakis
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Looking forward to the SA vs NWZ semi! Go the Bokke!

Designer: Tom Davies
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Action Bronson

Design Apprentice: Liam Jackson
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Wireless Festival

Production: Carol Mthembu
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Baby Show at Earls Court - loved the freebies!!

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puzzlesolutions

Crossword:
 Across: 1. MONARCH, 4. BAD, 6. CSA, 8. VILNIUS, 9. ELBA, 10. DOHA, 13. FARO, 14. SNOW, 16. CHIANTI, 17. AHO, 18. MEA, 19. EASYJET.
 Down: 1. MACBETH, 2. RIVA, 3. HILTON, 4. BRITANNIA, 5. DUS, 7. ALBUFEIRA, 11. NEWPORT, 12. FRANCE, 15. KISS, 16. CAM.
Highlighted Word: MAHON
Travagrams: (top) Direct Ferries (bottom) Guatemala
Where Am I?: Victoria Falls



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THE DAILY TELEGRAPH, DAILY MAIL, THE INDEPENDENT

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