

travelbulletin

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Giving agents the edge

NEWS BULLETIN

Industry updates from the UK and beyond

AGENT TRAINING

Online training for Western Australia and luxury cruising

BULLETIN BRIEFING

Global's Cherie Richards on the joys of working in travel

LUXURY SHOWCASES

Photo fun from our Southampton & Northampton events

THEME PARKS & ATTRACTIONS

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THIS WEEK

03



NEWS

A round-up of this week's industry developments & announcements

09



AGENT BULLETIN

Great new competitions & booking incentives

11



PUZZLE BULLETIN

Play Su Doku for your chance to win a £50 M&S voucher

12



BULLETIN BRIEFING

Cherie Richards, from Global, celebrates the joys of travel.

14



LUXURY SHOWCASE

A glimpse into our events in Northampton and Southampton

17



THEME PARKS AND ATTRACTIONS

Universal Orlando puts a spell on wizarding fans.

BRITS ABROAD



FROM THE get-go, Brexit has had an impact on travel agents and holidaymakers alike, casting doubt on how our departure from the European Union will affect border control, driving permits, consumer rights, medical care and even doggy passports.

However, it seems everything is not as bad as it seems on the British Isles, with 27% of holidaymakers planning to spend more on holidays this year, a 5% increase from 2018's findings, according to research by Mintel.

The survey – which asked the opinions of 2,000 people across Great Britain – found Brexit has impacted how holidaymakers plan their

trips abroad, with 43% of prospective travellers arguing uncertainties around the October 31 deadline for Brexit has made them more cautious about booking holidays. However, this does not mean Brits will be putting their Euros away anytime soon. In fact, the research found 28% of holidaymakers plan to take more holidays of a minimum of four nights over the next year, opting for longer trips as opposed to long-weekend excursions overseas.

All-inclusive trips are set to be a hit among Brits, with 30% claiming uncertainty around exchange rates has made them more likely to

book an all-inclusive holiday this year.

"While taking a holiday remains a clear priority for Brits, Brexit and economic uncertainties are bringing unwanted storm clouds over the holiday market," said Marloes Des Vries, travel analyst at Mintel.

"As a result, more travellers will consider staycations and all-inclusive holidays in 2019, while lower-cost destinations, such as Turkey and Tunisia, are likely to be the industry winners. That said, the Brexit delay could boost summer holiday bookings among Brits, given that consumers will be more reluctant to commit to trips later in the year."

travelbulletin

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Cheesy pop at the boardwalk for Eurovision

FOLLOWING THE success of Netta Barzilai at last year's event, Tel Aviv is set to host this year's Eurovision Song Contest. Now, as the event draws nearer, the Israel Tourism Board has lifted the lid on the festivities set to take place citywide during Eurovision season.

On May 16, the Tel Aviv boardwalk will be transformed into The Eurovision Village, better known as the official fan zone for the ESC. Access to the village is free, allowing music fanatics to see their favourite acts perform live ahead of the event, while visitors are encouraged to watch the main show on big screens at the village.

In keeping with this year's theme 'Dare to Dream', Tel Aviv White Night is set to take place on May 16, the night of the second Semi-Final. An annual all-night celebration of Israeli culture, the event will span across the city in the form of vibrant exhibitions and events taking place at cultural centres, open spaces and beaches until the sun comes up. This is one of the biggest events of the year in Israel, and most events and performances are open to the public.

The Tel Aviv Eat Festival is set to take place between May 12-18, featuring tastings



The Tel Aviv Boardwalk will be transformed into The Eurovision Village.

and cooking demonstrations by some of the best restaurants across the region. This marks the perfect opportunity for visitors to indulge in the best of Israeli gastronomy throughout the seven-day event, at the hands of some of Tel Aviv's most renowned chefs.

"We are thrilled and very excited to be welcoming the Eurovision stage back to Israel for the third time," said Sharon Bershadsky, director of the Israel Government Tourist Office.

"Tel Aviv is the perfect host with its vibrant character and well-known party scene. Those visiting Tel Aviv for this momentous event, will get to experience the city's year-round hot weather, amazing beaches, delicious food and of course the best parties."

Last year's Eurovision

Song Contest took place in Portugal, with Israel's Netta Barzilai ranking first with her song 'Troy' tallying a total of 529 votes, followed by Cyprus (436), Austria (342), Germany (340) and the Czech Republic (281). This marks the country's fourth victory in the competition, previously winning the competition in 1978, 1979 and 1998; as well as its first top five placing in more than a decade.

This year's festivities will be hosted by Israeli actor and singer Kobi Mirami, with Michael Rice set to represent the United Kingdom and Sarah McTernan representing Ireland.

The Eurovision song contest will take place on May 18. To find out more visit <https://eurovision.tv/event/te-l-aviv-2019>

From the Cornish coast to Costa Rica

ON A mission to promote sustainable tourism and conservation, Cornwall's Eden Project has paired up with the Costa Rica Tourism Board to organise a jungle themed weekend, bringing the exotic charm of Central America to the British seaside.

Taking place over the weekend of May 18-19 the event will host a range of nature-based activities, including a treasure trail and a volcano discovery workshop, as well as music, dance performances and food tastings. However, the real star of the show will be an orchid exhibit in the garden's Rainforest Biodome – the world's biggest undercover rainforest – where more than 500 of the beautiful plants will be on display.



David Harland CEO of Eden Project International said: "Costa Rica is a leader in eco-tourism and the global environmental agenda. We are delighted to be working with our Costa Rican friends both at the Eden Project and on site at the Matambú Nature Reserve."



Cambodia by bike with Bamboo Travel

DETERMINED TO beat the exhausting heat of Southeast Asia, Bamboo Travel has introduced its first fleet of next-generation electric bikes in Cambodia. Through this initiative, the company hopes to encourage more clients to explore the Temples of Angkor without giving in to the sweltering Cambodian conditions.

As well as your run-of-the-mill pedals, each dual-powered Giant E+1 bike features an electric motor which maintains speeds and helps on ascents, taking the hassle out of a steep incline and propelling holidaymakers to Olympic speeds without breaking a sweat.

An e-bike tour of the Temples of Angkor can be accessed through Bamboo Travel's 11-day 'Highlights of Cambodia' excursion, with prices starting at £2,295 per person.

Jet2 launches Izmir flights across UK airports

JET2 HAS marked the start of flights and holidays to Turkey with its debut flight to Izmir, on the Aegean coast.

Customers travelling from Manchester Airport celebrated the inaugural flight with treats and refreshments on board. One passenger bagged themselves a pair of return Jet2 flights tucked away in an envelope on their seat.

A stone's throw away from Dilek National Park, Izmir is proving to be a popular family-friendly resort, with travellers flocking to resorts in Kuşadası, Cesme, Ozdere and Seferihisar on the west coast of Turkey.

"We were delighted to



wave customers off from Manchester Airport on the inaugural flight," said Steve Heapy, CEO of Jet2 and Jet2holidays.

"Izmir is shaping up to be an incredibly popular destination for UK customers, and we are looking forward to a bright future in this great region."

The company has also launched flights to Izmir from

five more of its nine UK bases, with flights departing from London Stansted, Glasgow, Newcastle, Birmingham and Leeds Bradford. This marks the beginning of Jet2's summer programme, with 59 destinations on sale for holidaymakers hoping to make the most of the warm weather abroad.

Cayman on the up

STARTING OFF 2019 on a high note, the Cayman Islands have recorded the highest number of stayover visitors for any first quarter recorded.

The islands welcomed a total of 145,804 visitors over the space of three months – a 8.67% more than the same quarter last year. Of these holidaymakers, 59,563 visited during the month of March, standing strong as the best ever recorded month for stayover visitation and racking up roughly KY\$235 million in visitor spend.

A large contributor to this increase in visitors is the introduction of the island's Denver route, which brought in 683 visitors during March. Another major factor was TripAdvisor's 2019 Traveller's Choice Awards, which named Cayman Airways the 'Best Airline in the Caribbean', as well as a top 'Specialty and Leisure Airline' within the north American region.

"The Cayman Islands should be proud of its record-breaking stayover performance in the first quarter of 2019," said Moses Kirkconnell, deputy premier and minister of tourism. "As a Ministry and Department of Tourism, we are committed to developing innovative and authentic strategies for attracting travellers from key source markets, such as the launch of our USA focused 'Dream in Cayman' campaign."

Bristol Airport celebrates customer service high

FOLLOWING AN investment of more than £225 million in new infrastructure and facilities since 2010, Bristol Airport has received its best-ever feedback in terms of overall satisfaction, business passenger satisfaction and arrivals passport process in ACI's Airport Service Quality (ASQ) Survey in the UK.

The international survey, which measures passengers' satisfaction while they are at the airport, ranked Bristol highly in terms of business and executive lounges, as well as for cleanliness of terminals and ambience. Airports taking part in ASQ's survey handled a total of 7.7 billion passengers between them, accounting for more than half of all

annual air journeys across the globe.

"We are delighted with this inundation of strong and positive feedback from our passengers, as well as to receive recognition for the continuing hard work by the teams in gaining this result," said Tom McEwen, the airport's customer service delivery manager.

"We are not complacent and continue to invest in the passenger experience and develop world leading facilities. Improving passenger facilities is a key focus for us and this year alone we are investing over £60 million; these projects include a new car rental facility, airline building and newly refurbished special assistance area," he continued.

BOOK YOUR TICKETS NOW!

Seats are selling fast for this year's prestigious Star Awards celebration evening being held on **Monday 9th September 2019** at the 5* Landmark Hotel in London.

Confirm your place prior to **31st May** at the 'early bird' rate of £235 per ticket by emailing jeanette@travelbulletin.co.uk #TBStarAwards

PROUD SPONSORS



Partners in Pride with AC Group and STA Travel

AC GROUP has paired up with STA Travel to provide exclusive access to World Pride 2019 Pride Island tickets – where all passes have already sold out.

Through this partnership – which is the first of its kind in the UK market – travellers will gain access to the Pride Island Festival taking place on June 29-30 in New York, with this year commemorating 50 years since the Stonewall Uprising in which 50 members of the LGBTQ community were killed in a series of police riots in Greenwich Village.

Holidaymakers will have the chance to book a five-day package from STA Travel, including four-star accommodation and unlimited access to the Festival, which features headliner Grace Jones, Teyana Taylor, Kim Petras, Amara La Negra, Johnny Dynell, Abel, Marabito and Brazil's most famous drag queen – Pablo Vittar.

"Our LGBTQ division has built a strong relationship with World Pride to secure the opportunity for British travellers to commemorate such a massive milestone in LGBTQ history," said Rob Russell, joint CEO of tour operator AC Group.

"Our LGBTQ division is growing by building true



partnerships to provide greater access to international destinations and events while ensuring we are servicing our clients in the best possible way."

Likewise, Tim Fryer, country manager for STA Travel in the UK and France, said: "We are proud to be the exclusive partner for this World Pride package. STA Travel is a keen supporter of the LGBTQ community so we're delighted to be able to offer our customers the opportunity to enjoy this amazing event."

STA Travel has taken several steps in order to strengthen its relationship with the LGBTQ community, including the appointment of John Bridge as an LGBTQ specialist.

The company has voiced its dedication to ensuring the needs of all clients who identify as LGBTQ are

met – an aspect which has attracted a growing number of people from the LGBTQ community to utilise its services

An estimated 150,000 marchers are set to hit the streets of The Big Apple for this year's Pride March, hosted by Whoopi Goldberg, with acts including Cyndi Lauper, Ciara and Todrick Hall confirmed to perform.

Other events set to take place include OutCinema, a unique cinematic event celebrating LGBTQ film; CosPlay & Pride, as organised by LGBTQ nonprofit Geeks OUT; Savor Pride, a gastronomy experience showcasing the best in New-York cuisine as cooked by LGBTQ chefs; a human rights conference and a rally in honour of Stonewall.

For more information, visit www.actours.co.uk

A new Princess in the British Isles

PRINCESS CRUISES has announced the launch of a UK-based ship - Crown Princess.

Spanning across 950 feet (roughly three football pitches), the 3,080-guest vessel features more than 1,500 cabins and four swimming pools; as well as 19 decks, 18 restaurants, cafes and bars.

As of July 24, Crown Princess will also become the first UK-based ship to host the award-winning Ocean Medallion technology, alongside Regal Princess and Royal Princess. Designed to improve guests' onboard experience the ten-pence-piece-sized technology has several handy features such as opening doors for holidaymakers as they approach and helping with navigation on board.

Crown Princess will be sailing around the British Isles on a series of 12-night voyages.



Departing August 17, she will sail roundtrip from Southampton, calling at Guernsey, Cork, Dublin, Belfast, Glasgow, Invergordon, Edinburgh and Paris; with prices starting from £1,099.



Back in action for the Marconfort Griego Hotel

AFTER MONTHS of refurbishment, Marconfort Hotels has re-opened the doors to its Costa del Sol-based resort – Marconfort Griego Hotel Torremolinos – featuring a revamped lobby, renovated bars and a multicoloured swimming pool. Fifteen minutes from Malaga Airport, the beachfront hotel boasts a wellness centre, relax zone, swimming pool, two bars, and kids' clubs for children aged between 4-11 and 12-17. To celebrate the hotel's return, guests were treated to a glamorous DJ party, dancers and a charity prize draw, as well as live music and a series of guided visits around the refurbished resort.

Amazing scenes from the Scenic Neptune submarine

SCENIC HAS revealed the first images of the interior of its submarine, Scenic Neptune, which is attached to the Scenic Eclipse ocean cruiser.

Custom-designed, built for optimal sightseeing and capable of diving to a depth of up to 300m, the manoeuvrability of Scenic Neptune will provide cruisers with an adventurous underwater experience it glides through the ocean environment.

Scenic Neptune will be able to offer up to eight dives per day. The interior has been designed to maximise legroom and headroom, with seating for up to six guests, plus pilot. The craft's design consists of a three-person pod on the front and at the back of the sub. The seats are mounted on a platform



that can swivel 280 degrees to allow viewing from both sides of the submarine, and strong exterior lights to allow guests to take in the colours and details of wrecks and other underwater sights.

For comfort, the sub is equipped with a climate control system as well as a

sound system, for added underwater ambience.

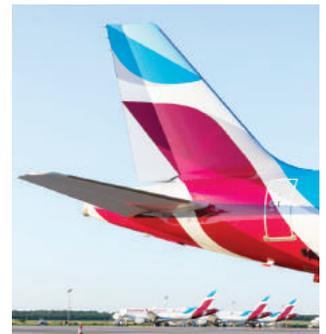
The first sailing of Scenic Eclipse will take place on August 15, for an Iceland and Atlantic Canada voyage starting in Reykjavik and finishing in Quebec.

For more information, go to www.scenic.co.uk

Eurowings and Ryanair add more continental flights

EUROWINGS AND Ryanair have announced new short-haul routes.

Last week, Eurowings added to its German internal routes by adding a Berlin-Munich connection to its schedule. The flights, between Berlin-Tegel and Munich's Franz-Josef-Strauß-Flughafen, take off four times a day on weekdays and three times a day on weekends. From May 17, a fifth connection will be added to the Friday timetable. Tickets start from €34.99 one-way when booked online. The new Eurowings flights complement the Lufthansa services on this route, adding up to more than 300 weekly flights between Berlin and Munich from the Lufthansa Group.



Meanwhile, Irish budget carrier Ryanair has launched a twice-weekly service from Budapest to Seville. It is the only carrier to offer this route and now flies to eight Spanish destinations from the Hungarian capital. Ryanair saw a 25% year-on-year increase in flights to Spanish destinations from Budapest in 2018.

UN promotes gastronomy tourism for sustainability

THE WORLD Tourism Organisation (UNWTO) hosted the third World Forum on Gastronomy Tourism earlier this month in the Spanish city of San Sebastián. Held every two years, the forum promotes the exchange of ideas, experiences and best practices in the gastronomy tourism sector as a means of sustainable development, job creation and economic growth.

Zurab Pololikashvili, UNWTO Secretary-General, said: "Gastronomy tourism is an opportunity to promote local economic

growth and fight against depopulation. It is a means to include many layers of society in development. The broad spectrum of gastronomy tourism makes it an ally for social inclusion. It has a particular potential to economically empower the most vulnerable groups, such as women, youth, indigenous and rural communities."

Five hundred delegates attended the forum which also saw presentations from gastronomy tourism start-ups from the Czech Republic, Israel, Italy, Japan and Spain.



More Middle East options with Gulf Air and Oman Air

AGENTS WILL have more options when booking flights for customers in and out of Bahrain and Muscat with Gulf Air and Oman Air expanding their codeshare agreement. In time for the airlines' summer schedules, Gulf Air will place its GF code on Oman Air flights from Muscat to Salalah and Khasab in Oman, as well as to Nairobi in Kenya, Zanzibar in Tanzania, Goa and Lucknow in India, Kathmandu in Nepal and Jakarta in Indonesia. Meanwhile, Oman Air will place its WY code on Gulf Air flights from Bahrain to Tbilisi in Georgia, Baku in Azerbaijan, Gassim in Saudi Arabia and Beirut, the Lebanese capital.

PARTY IN PORTO... A-ROSA River Cruises christened its newest ship A-ROSA ALVA in Porto. It offers 63 cabins for 126 guests and features a pool, gym, sauna, sundeck and treatment rooms. She will sail a seven-night itinerary from Porto to Barca d'Alva and back. UK agents can now book sailings on A-ROSA ALVA with selected departures on sale with Shearings Holidays and Newmarket Holidays.



Inghams adds idyllic Italian itineraries for summer

SPECIALIST TOUR operator Inghams is marking its 85th birthday with new Italian itineraries in its Lakes & Mountains programme for summer. Highlights include the 'Peaks of Perfection' activity week in Chamonix, a 'Gastronomic Tour of Central Italy' escorted group tour, a self-guided 'Trekking the Cinque Terre' tour, and offerings at Canazei in the Italian Dolomites, which hosts the Sounds of the Dolomites music festival, with 2019 marking its 25th anniversary.

The Chamonix trip is priced from £789 per person on a catered basis with seven nights' accommodation in the three-diamond Hotel La Sapiniere. The seven-night 'Gastronomic Tour of Central Italy' itinerary is for a maximum of 12 guests per group and costs from £1,799 per person, including half-board accommodation in four-star hotels, all food

tasting sessions, entrance fees, a cooking lesson, and the services of a tour guide with visits to Bologna, Florence, Orvieto, Perugia, Urbino and San Marino. The 'Trekking the Cinque Terre' trip includes detailed maps and transport tickets to allow guests to explore Italy at their own pace, including Isola Palmaria, a UNESCO World Heritage site. Priced from £815 per person, this includes four-star accommodation on a bed-and-breakfast basis, a Cinque Terre rail card, bus tickets and boat transfers. In the Dolomites, Inghams is offering a seven-night holiday to Canazei on a half-board basis at the four-star Hotel Cesa Tyrol, with prices starting from £999 per person. Flights are included in all packages.

For more information, go to www.agents.inghams.co.uk or call 01483 494 826.

Gambia: a year-round destination

THE GAMBIA Experience has launched a 2019/2020 brochure aimed at drawing tourists all year round, and is offering agents an early booking incentive for trips booked by June 30.

Offering a wide choice of flights, including a flying time of around six hours from London to Banjul, the Gambian capital, the operator is presenting a range of holidays that go beyond the traditional beach break packages. The Gambia specialist can also arrange extras, such as overland excursions, boat trips and cooking experiences in local households, for groups of all sizes.

A 'Rivers of West Africa' mega-yacht cruise has been added to the brochure, as well as a safari experience in the Fathala Wildlife Reserve in neighbouring Senegal.

Agents who book trips before June 30 using the code PTBE will be able to add extras for free for their clients, such as lounge access, room upgrades and half-day private Land Rover hire with a guide.

For more information about the brochure's offerings, go to www.gambia.co.uk, call 01489 866 939 or email trade@serenityholidays.co.uk





TUI DONCASTER, St Sepulchre Gate, won Super Break's 'Agent of the Month' in the Yorkshire, Humberside and North West region. The agency has been promoting the Tutankhamun packages and Super Break's show of the month – Joseph and the Amazing Technicolour Dreamcoat. Pictured are (L-R): Charlotte Stead, Dawn Jarvis, Jo Brown and Emma Rhodes – all travel advisors at TUI Doncaster, St Sepulchre Gate and Briony Smith, sales executive at Super Break.

AGENT TRAINING

TOURISM AUSTRALIA'S Aussie Specialist course gives agents the chance to win cases of wine and Corroboree West 2019 places. To find out more and take the training modules, go to www.travelbulletin.co.uk/travelgym/destination-training

SEABOURN CRUISES has launched the online **Seabourn Academy**. The six courses cover selling luxury travel, elements of ultra-luxury, leisure, destinations, locating, serving and attracting luxury travellers, and sales support. Agents who complete the course will receive rewards, including certification as a Seabourn luxury travel specialist, reduced fares, a £50 Love2Shop voucher and Molton Brown products. Go to www.seabournacademy.com

AGENT INCENTIVES

- **GOLD MEDAL** is giving agents the chance to win a nine-night holiday for two to Dubai and Thailand to celebrate the launch of the Dubai & Beyond campaign and a mini-brochure. The prize includes return flights with Emirates, four nights' accommodation in Dubai followed by five nights' accommodation in Thailand, plus three Dubai experiences. To win, agents need to book a Gold Medal Dubai package including flights with Emirates before September 30, send their booking reference to win@goldmedal.co.uk and say why they want to go to Dubai and beyond. Full details at www.goldmedal.co.uk
- **AGENTS CAN** earn £50 per booking with Titan Travel throughout May if they double their April bookings. To qualify for the May incentive, agents must at least double the number of bookings they made in April, aboard the MS Serenade 1 and MS Bellejour only by May 31. Each successful agent will receive £50 for every river cruise booking made in May. The existing £25 per booking incentive will still be honoured for each booking even if agents are unable to double their overall April booking numbers by May 31. All vouchers must be claimed by emailing agentincentives@titantravel.co.uk at the end of the campaign. The deadline date to submit all vouchers is June 10. Visit www.titanagents.co.uk to find out more.

travelbulletin COMPETITIONS!

Win a Dyson Supersonic Hairdryer with Birmingham Airport

Win a three-night stay for two at the Sandos El Greco Hotel Ibiza

Win a trip to Lapland for two with Newmarket Holidays.

Win three Pairs of tickets to Amsterdam or Rotterdam with Eurostar4Agents

VISIT
TRAVELBULLETIN.CO.UK/COMPETITIONS

Gibraltar has always made history.
Now we'd like to make your day.



Join us for a celebration of history, art, heritage and pageantry in a unique part of the world.

With 30 degree average summer temperature, a UNESCO world heritage site offering 120,000 years of human history and only 2.5 hours from the UK, where else can you relax in the heat of the Mediterranean, enjoy the warmth of the British Gibraltarians and splash out VAT-free in Sterling?

Gibraltar. Sun, sea and history served with a very British twist.



Balkan bargains and new resorts in Bulgaria

BALKAN HOLIDAYS has added new resorts to its portfolio, as featured in the company's Summer Holidays 2020 brochure.

Pictured is an artist's impression of the new all-inclusive, four-star Wave Resort, which is scheduled to open in Pomorie, Bulgaria, later this month. Overlooking the Black Sea it is aimed at families and features four restaurants, indoor and outdoor pools, bars, a spa, water park and access to a private beach. Prices for the Wave Resort start at £641 per person for seven nights, all-inclusive, flying from Gatwick.

Other new properties featured in the brochure are: Hotel Trakia, Hotel Nessebar Beach, DAS Club Hotel, Hotel Rome Palace Deluxe, Hotel Best Western Plus Premium Inn and Hotel Burgas Beach, all in the popular Sunny Beach area.

Other new Bulgarian properties in the brochure include: Hotel Festa Via Pontica Resort in Pomorie, and the Cliff Beach & Spa Hotel in Obzor.

As well as the special price for the new resort in Pomorie, Balkan Holidays is offering a lead-in price of £199 per person, based on two adults for seven nights on staying at the Hotel Arda,



An artist's impression of the new Wave Resort in Pomorie, Bulgaria.

Sunny Beach, on a bed and breakfast basis, departing May 15, 2020, from Birmingham Airport.

The company is also offering a low deposit of £49 per person, a 5% loyalty bonus for previous bookings, early bird discounts of up to £802 per couple, 22kg per person standard luggage allowance, transfers included in the package price, group booking discounts, and no single supplements on selected dates.

Balkan Holidays trips depart from 18 regional airports: Aberdeen, Belfast, Birmingham, Bristol, Cardiff,

Doncaster/Sheffield, Durham Tees Valley, East Midlands, Edinburgh, Gatwick, Glasgow, Humberside, Leeds/Bradford, Luton, Manchester, Newcastle, Norwich and Stansted.

"We are keeping the lead-in price at the same level as previous years and continuing to add new hotels to provide the best choice and best value for money family holidays in Europe," said Chris Rand, head of trade sales, Balkan Holidays. *For bookings, call 0207 543 5555 or visit www.balkanholidays.co.uk/agents*

Thoroughly modern Malta improves airport facilities

MALTA INTERNATIONAL Airport has received a series of upgrades just in time for the busy summer period. The modernisation project includes new flight information screens which offer more flexibility for updating passengers with the latest information, and automated systems for parking, flight scheduling and resource management. The Cruise and Fly programme is also up and running.

In the coming months, the airport will launch a new baggage reconciliation system to improve the handling of checked-in bags, boost security and reduce the risk of mishandled or lost luggage.



"With a seven million traffic milestone on the horizon, it is perhaps more important than ever to harness innovation so as to have access to real-time data to plan ahead, make timely decisions, and improve our agility in allocating the resources available in a way that enhances the airport experience for our passengers and the ease with which our team can perform certain day-to-day tasks," said Ian Maggi, the airport's head of innovation and technology.



Discounted divas with Italian opera cruises

OPERA LOVERS will be able to set sail with some serious singers as European Waterways offers 20% off Italian opera cruises aboard La Bella Vita – a hotel barge. The Opera Cruise programme starts this year in Venice on August 10 with a seven-night voyage, taking in a performance of Puccini's *Tosca* in Verona. If booked by May 13, the cruise will cost £2,775 per person rather than £3,470, based on two people sharing a double cabin, including meals, open bar, excursions, transfers and a gondola ride. A 10% commission applies to travel agent bookings.

For more information, go to www.europeanwaterways.com

SUDOKU

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

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

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

competition@travelbulletin.co.uk

Closing date for entries is Thursday, May 16. Solution and new puzzle will appear next week.

The winner for 26 April is **Sarah (Seyyare) Beyzade, Diplomat Travel in London.**

April 26 Solution: A=1 B=7 C=5 D=9

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



WHERE AM I?

A man-made mechanical forest of 18 solar-powered trees towering up to 50m high can be found in the south garden of this horticultural haven. Each supertree acts as a vertical garden and generates solar power, acting as air venting ducts for nearby conservatories, and collecting rainwater.

CROSSWORD

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

1		2			3		4		
		5							
6				7					8
9		10						11	
12									
		13							

Across

- Value UK & Ireland hotel brand (10)
- Tour operator, New ___ Holidays (9)
- Flows through the capital of the Tyrol (3)
- The Space Needle is an iconic landmark in this US city (7)
- Capital of Kenya (7)
- Legendary band, The ____, currently touring America (3)
- Stena operate from this port to Rosslare (9)
- National trail along the backbone of England (7,3)

Down

- Movie biopic of The Lord of the Rings creator (7)
- Colorado ski resort (5)
- Japanese art of paper folding (7)
- Picturesque Flemish city (5)
- George Ezra's single in the charts for over a year (7)
- Y indicates this fare class (7)
- Street newspaper, The Big ___ (5)
- Kate Beckinsale was The ___ in a recent ITV drama series (5)

Mystery word: OSTEND Where am I: Gardens by the Bay, Singapore.

Solution:
 Across: 1. TRAVELODGE, 5. PRESIDENT, 6. INN, 7. SEATTLE, 9. NAIROBI, 11. WHO, 12. FISHGARD, 13. PENNINE WAY
 Down: 1. TOLKIEN, 2. ASPEN, 3. ORIGAMI, 4. GHENT, 7. SHOTGUN, 8. ECONOMY, 10. ISSUE, 11. WIDOW.

Industry insight by.....



Cherie Richards, commercial director for Global Travel Group, rises above the doom and gloom with a cheerful column about why she loves working in the travel industry.

HAVE YOU ever been to a social occasion or event where you are thrust into a group of people you've never met before? Chances are the conversation soon turns to work, as everyone desperately tries to fill the silence by explaining what they do for a job.

.....

“We are in the business of making people happy and have a passion for sales.”

.....

Having revealed I'm in travel, I bet I'm not alone in facing the inevitable follow up question: "Oooh," people invariably say, "I bet you go on lots of nice holidays." Well, yes, but that's because I have worked in travel for 27 years and

as a result have lots of knowledge about the suppliers we work with and who goes where and offers what.

Anyone who works in this incredible industry will attest to the fact that it isn't all play though; there is an incredible amount of hard work and resilience required.

As an industry we have survived a couple of recessions, more airline strikes than we care to remember and many geopolitical crises in the past few years. Add to that the ongoing Brexit negotiations and it's fair to say as an industry we don't stand still.

The truth for most agents is that their year often rushes past as they work to the major sales milestones. While clients are thinking about where to travel for Easter, summer or Christmas, those at the sharp end are doing exactly the same. We are in the business because we like making people happy – we have a passion for sales, and generally share a view that the world can be a better place when people experience it.

I'm constantly hearing of the hard work that my members are putting in,

often going above and beyond to secure those all-important sales.

With so much hard work it's only right that every now and again we take a step back and review what is being accomplished. Which brings me onto the upcoming 'Global Rocks' event, which will take place at the Carden Park Hotel near Chester on July 4.

The event was such a huge success last year; we didn't want to miss an opportunity for this summer. In addition, our members always comment on how useful it is to get together with suppliers and the Global HQ team.

Attendees should expect live music, plenty of food and drink and lots of laughs. There will of course be a serious side to the day too.

Some of our business partners will be in attendance, and there will be plenty of time to network, so members can find out all the latest developments in the industry.

Going from daytime networking to an evening party is perhaps the best real-life example of why I love working in the travel industry.



Waikiki Beachcomber all set for a super summer

OUTRIGGER HOSPITALITY Group has opened the Waikiki Beachcomber, a new hotel for this famous Hawaiian address in the style of a contemporary beach house. The property features modern dining options, an expanded pool deck with infinity-style hot tub, stylish meeting venues for business travellers and modern guestrooms. The Outrigger brand has a long history in Waikiki, with a presence on the island for more than 70 years, and this latest launch updates the brand in a bid to attract new visitors as well as return guests. *For bookings, go to www.outrigger.com*

Sustainability tax reaps rewards in the Balearics

SINCE ITS introduction in July 2016, a sustainability tax, paid by guests at their accommodation, has helped fund numerous projects which benefit tourists as well as local residents across the Balearic Islands.

Speaking at the Focus on Sustainability briefing, hosted by the Balearic Islands, Alexandra Wilms, director of corporate communications for the Balearic Islands government, gave examples of multiple projects where the tax has funded tourist-friendly improvements.

These projects include a four-year project to upgrade the Cami de Cavalls trail in Menorca; the renovation of the San Diego convent in Menorca; the purchase of land in Mallorca to expand the Llevant National Park; an underwater atlas to map the location and condition of Posodonia seagrass, which helps keep the beaches



The Cami de Cavalls trail has been upgraded with sustainability tax money.

clean; dune recovery projects, including the installation of walkways so tourists can experience the dunes without damaging them; coastal clean-up projects in Sant Antonio De Portmany Bay on the island of Ibiza which create local jobs; and social housing projects to enable tourism industry workers to live affordably, particularly in areas where residential

accommodation has been affected by Airbnb.

Clare Jenkinson, senior destinations and sustainability manager for ABTA, added that for agents who need to sell the idea of the tourism tax to customers, the best strategy is to reiterate that they will be contributing to making the destination a better place for visitors. Sharing examples of the successful

projects is a good way to get customers on board.

"This should resonate with everyone," she said.

Other sustainability strategies being implemented in the Balearics include grants to help businesses install solar panels for energy, and installing around 1,200 electric car charging points across the islands this year to boost the use of electric rental cars.

Year-round-destination promotion for crowd control

PROMOTING DESTINATIONS with summer tourism peaks as all-year-round holiday options is important for sustainability and preventing overtourism. This was a strong message to delegates at the Focus on Sustainability briefing.

Tim Fairhurst, director of policy at the European Tourism Association, said that "overtourism" is not a helpful word as it can be synonymous with "anti-tourism". Instead, he talked about the importance of long-term planning, reducing "regulatory fragmentation" and communication between government, locals and the private sector to ensure a "much more holistic" approach to developing tourism sustainably.

"The will is there but the political obstacles are big," he told delegates.

Mr Fairhurst talked about promoting traditional summer destinations in the low season based on lower prices.

"Low-season tourism will be cheaper – and if you've got a great product at a lower price, the market will respond," he said.

Venice and Amsterdam were cited by Mr Fairhurst as two examples where tourism authorities have struggled to deal with crowd control concerns. He said that in Venice, when police tried to direct pedestrians in a one-way system, locals reacted by knocking down barriers, and in Amsterdam, attempts to control vehicle access, particularly buses, have not been entirely successful.

However, he said that discouraging buses entirely does not necessarily work because "buses tend to be low-emission [vehicles] and make very efficient use of road space." He went on to say that Bruges has worked out an effective policy which allows visitors to bring their luggage to their hotels by bus but they have to make

their way to buses that are parked further away from the city centre when they visit popular sites, such as war memorials and battlefields.

In regard to the Balearics, Alexandra Wilms, director of corporate communications for the Balearic Islands government, said that strategies such as a limit on the number of hotel places – set at 435,000 for Majorca, for example – and more stringent licensing requirements for accommodation providers to prevent low-quality rentals flooding the market, were among the strategies used in the Spanish island group to keep numbers at a sustainable level.

Ms Wilms told delegates that promoting history, culture and gastronomy, rather than the beaches of the Balearics, was the main strategy for increasing visitor numbers in the low season from October to May.



Jen Bekker from Travel Counsellors admires the view of Southampton harbour with Courtney Robinson from Turks & Caicos Islands.

HEADLINE SPONSORS



LUXURY SHOWCASES

LAST WEEK, Travel Bulletin headed to Southampton and Northampton to welcome local agents to its Luxury Showcases. As well as a chance to network with some of the best luxury destinations and hoteliers in the business, guests were treated to gorgeous food, drinks, and a chance to win some show-stopping prizes along the way.



From the left, Travel Counsellor Ben Ronald meets with Kay Jackson on the Cook Islands stand, with Trisha Holden from Freedom Travel and Eva James of Not Just Travel.



Alisha Hosey from Thomas Cook found was the lucky winner of a three night stay for two in a four-star hotel in Vienna (including breakfast and 72-hour city card), courtesy of the Vienna Tourist Board. The prize was presented by the toursim board's Thomas Bachinger



Travel Counsellor Jo Thompson hit the jackpot with a two-night stay at the Planet Hollywood Resort & Casino in Las Vegas, presented by Adam Reeves from Caesars Entertainment.



Pauline Westgarth (right) from Travel Counsellors won a four-night stay for two at one of Constantinou Bros' four-star hotels, presented by the company's Ellis Burns.



From the left and ready to meet with agents is: Daisy Friend, Indulgent Escapes by Jet2 Holidays; Debbie Lewis, Cook Islands; Ellis Burns, Constantinou Bros. Hotels; Sophia Buttigieg, Thanos Hotels; Chelsea Davies, AM Resorts; Chris Redfern, Palladium Hotels; James Howlett, Uniworld River Cruises; Emmanuelle Roslji, Europcar; Tom Morgan and Georgina Dawson, Riviera Travel; Bryony Boulter, Indulgent Escapes by Jet2 Holidays; and Marlen Taffarello for Aldemar Hotels & Resorts.



From the left: Travel Counsellors Lisa Hillyard and Paula Ross meet with Debbie Lewis of the Cook Islands, along with Travel Counsellor Melissa LoGalbo.



Lisa Hillyard from Travel Counsellors struck gold during the evening, winning a stay with Grecotel Hotels & Resorts, presented by company representative Penny Naoum.



Brian Wooding (left) from Northampton Travel Services bagged a seven-night all-inclusive stay for two at the Grand Palladium Punta Cana Resort, presented by Palladium Hotel's Chris Redfern.



From the left, Travel Counsellors Robert Chadwick and Mary Allen meet with Shana Rohn for the Qatar Tourism Authority, along with Nadine Judd and Sarah Garley, also from Travel Counsellors.

Want to get in on the [#TBSHOWCASES](#) action? Next up is the NEW Train and Gain daytime event taking place in Dorking on May 21. To confirm your place or find out when we will be hosting our next Showcase event near you contact events@travelbulletin.co.uk



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THEME PARKS AND ATTRACTIONS

Image Credit: Disney

IN A GALAXY FAR FAR AWAY...

Disney makes the punch to light speed with Star Wars: Galaxy's Edge

IN RECOGNITION of tremendous demand, Disney has made the decision to open Star Wars: Galaxy's Edge ahead of schedule and in two phases at Disneyland Park in California on May 31; and at Disney's Hollywood Studios at Walt Disney World Resort in Florida on August 29.

On opening day for phase one, visitors will become part of the Star Wars saga when they are transported to the remote planet of Batuu to sample galactic food and beverages, explore intriguing merchant shops and take the controls of the most famous ship in the galaxy aboard 'Millennium Falcon: Smugglers Run'.

Along the way, guests may even come across some familiar faces such as Rey,

Finn and Poe along with BB-8 and Chewie.

Phase two, opening later this year, will see the introduction of 'Star Wars: Rise of the Resistance', an attraction which will place guests in the middle of a climactic starship battle between the First Order and the Resistance with the chance to face off against Kylo Ren himself.

The two 14-acre lands – the largest and most technologically advanced single-themed land expansions in Disney park history – aim to add a new dimension to the concept of total immersion through the Play Disney Parks mobile app. Choices made on the app – such as choosing to aid a smuggler, join the Resistance

or pledge loyalty to the First Order – could impact a guest's adventures throughout the land.

In anticipation of high guest interest, it's required that those planning to visit Star Wars: Galaxy's Edge at Disneyland Park between May 31 and June 23 have valid theme park admission and a no-cost reservation, subject to availability, for access. Information on how to make a reservation will be available at a later date on Disneyland.com

Guests staying at one of the three Disneyland Resort hotels during these dates will receive a designated reservation to access the land during their stay (one reservation per registered guest).

Kronasar makes a splash

MAKING A grand debut for May 31, Europa-Park will be welcoming the first visitors to its newest hotel: Kronasar.

The Scandinavian inspired property will be the park's sixth themed hotel and be modelled on a natural history museum, providing accommodation for up to 1,300 overnight guests across 276 themed rooms and 28 suites, along with on-site restaurants.



The resort will mark the completion of the first stage of Europa-Park's soon-to-be-realised 'Rulantica' water world, which is expected to be built by the close of 2019. Complete with a Nordic legends theme, the new park will feature 25 water attractions for the whole family and once open, those staying at Kronasar will be able to gain exclusive access via a connecting bridge.

Go to www.europa-park.de/en

DO YOU DARE ENTER THE FORBIDDEN FOREST?

Universal Orlando unveils an immersive coaster experience guaranteed to put a spell on wizarding fans



ON JUNE 13, 'Hagrid's Magical Creatures Motorbike Adventure' – the newest addition to The Wizarding World of Harry Potter – will soar into Universal Orlando Resort.

The attraction will combine innovative coaster technology with rich environments and sets – including an actual forest with more than 1,200 live trees – so that, with Hagrid as their guide, guests can fly deep into the Forbidden Forest and brave the thrills and mysteries to be found beyond the grounds of Hogwarts castle.

It all begins when guests join Hagrid's Care of Magical Creatures class and board magical motorbikes specially designed to make them feel the freedom of flight. Guests will either ride the motorcycle or board the adjacent

sidecar and embark on a journey to get closer to some of the wizarding world's rarest magical creatures. But as they make their way through the Forbidden Forest things don't go as planned...

During their freewheeling flight, guests will twist and turn, rush forward and backward at speeds of up to 50mph, whilst encountering centaurs, swarms of mischievous Cornish pixies, Fluffy the three-headed dog and further surprises in the dark forest's depths.

Hagrid's Magical Creatures Motorbike Adventure will be located in The Wizarding World of Harry Potter – Hogsmeade at Universal's Islands of Adventure.

For more information visit www.universalorlando.co.uk

Tigris roars into Bush Gardens

BUSCH GARDENS Tampa Bay continues its 60th anniversary celebrations with the opening of Tigris, Florida's tallest launch coaster, and more details revealed on a new attraction due to arrive in 2020.

Designed to mimic the agility of the world's largest and most powerful cat, guests boarding Tigris can expect to be catapulted through an exhilarating array of looping twists with forward and backward motion, breath-taking drops, a 150-ft skyward surge, and an inverted heartline roll, all at more than 60 miles per hour.

Construction has also begun on a new hybrid coaster. Scheduled to make its debut next year, the newest addition is tipped to become North America's tallest hybrid, and the fastest, steepest hybrid coaster in the world.



Busch Gardens will also soon be integrating its 'Summer Nights' concept. With extended opening hours and running on each night from May 31 to August 11, park guests can take on their favourite thrills in the dark (now including Tigris), dance the night away in themed party zones and enjoy a fireworks finale each Friday, Saturday and Sunday night, throughout summer.



Summer festival fun at a fairytale theme park

EFTELING, THE fairytale theme park in the south of Holland, is set to welcome its annual Summer Festival, taking place every Friday and Saturday in July and August.

The festival will see live performances including story telling corners, street theatre shows and pop-ups serving summer delicacies throughout the season. The entertainment programme will also feature on Friday and Saturday nights when the park will stay open longer, giving guests more opportunities to experience the park's enchantment after dark and to ride the roller coasters into the late evenings. On other days in July and August the park will stay open until 8pm. DFDS is offering a five-night Efteling break travelling from Newcastle to Amsterdam and priced from £221 per person based on a car, en suite cabin and four people, return, including entrance tickets to the theme park.

Agents will receive 10% commission when booking through DFDS.

Go to www.efteling.com or www.dfdsseaways.co.uk/holidays/family-holidays/efteling

An out-of-this-world experience from Funway

THIS JULY will mark 50 years since Apollo 11 Commander Neil Armstrong landed on the moon, and to celebrate NASA Space Center Houston will be organising celebratory events. This includes a restoration of the Mission Operations Control Room and other areas back to their 1969 appearance, so visitors can step back in time to the momentous event.

Funway Holidays is offering a 'NASA's Space Center Houston and City Sightseeing Tour' from £62 per person. During this six-hour excursion, holidaymakers can expect to experience the excitement of outer space on a visit to Space Center Houston, the official visitor centre for NASA's Johnson Space Center and hop aboard a tram



for an orientation tour. The center offers interactive displays with everything from equipment used in space to a full-size rocket and space shuttle. Visitors can see real astronauts at work throughout the NASA facility and learn about space exploration from hands-on exhibits. The tour also includes a morning 75-minute Houston city

sightseeing tour by open-top bus before the visit.

The operator can offer a seven-night stay in Houston at Best Western Plus New Caney Inn & Suites from £1,545 per person including flights from the UK with United Airlines and based on two adults sharing, departing July 15.

Go to www.funway4agents.co.uk for more details.

Seas the chance to meet Aquaman

WARNER BROS. Studio Tour Hollywood in Burbank, Los Angeles has opened a dedicated Aquaman exhibit at 'DC Universe: The Exhibit'.



The immersive installation will take visitors to the underwater world of Atlantis with recreated sets and original prop displays from the 2018 film. Fans can pose for a photo on the real set of King Atlan's throne and get a look at the authentic costumes worn by the all star cast. Go to www.wbstudiotour.com to find out more.

Image Credit: Warner Bros. Studio Tour

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WORD ON THE STREET

All the fun, laughter and learning of Sesame Street comes to SeaWorld Orlando

VISITORS TO SeaWorld Orlando can now take a stroll down Sesame Street.

Built to replicate the iconic TV neighbourhood – including Abby Cadabby's Garden, Big Bird's Nest, Mr. Hooper's Store and the famous 123 Stoop – the land is six-acres in size and a major part of Sesame Street's year-long 50th anniversary celebrations.

Mark Pauls, president of SeaWorld Orlando, said: "We are thrilled to officially welcome guests to walk down Sesame Street for the very first time in the theme park capital of the world. This highly anticipated, immersive new land is the largest Sesame Street land inside of



any our SeaWorld parks. With over 30 new ways to play and an award-winning parade, guests of all ages will love this new land and we are excited to share it with the world."

Educational and interactive experiences include: 'Elmo's Window', inviting guests to play, dance, and sing with everybody's favourite furry red monster; and 'Cookie

Monster's Foodie Truck Challenge'.

There are six colourful, themed rides for kids old and young: 'Abby's Flower Tower', 'Cookie Drop!', 'Slimey's Slider', 'Big Bird's Twirl 'n' Whirl', 'Elmo's Choo Choo Train' and 'Super Grover's Box Car Derby', as well as the 'Rubber Duckie Water Works' wet play area.

Scheduled daily highlights in the neighbourhood include 'Storytime with Big Bird' at his nest and the 'Sesame Street Party Parade' featuring Elmo, Big Bird and friends, colourful floats, and special surprises along the way.

For more details, visit www.seaworldparks.co.uk

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Fun-loving Angry Birds spread their wings in Qatar



THE SECOND phase of the world's first Angry Birds theme park has opened in Doha.

Following the launch of its indoor section last year, the world's first ANGRY BIRDS WORLD entertainment park at Doha Festival City celebrated the completion of its second phase, welcoming families to a grand opening of its outdoor area.

Home to the Angry Birds flock, famous for their mobile bird-flinging gameplay, the 17,000sq.m indoor-and-outdoor destination in Qatar has a wide variety of fun family attractions.

New exterior attractions include a large 'Super Slingshot' themed around the game that catapults guests more than 60m into the air. 'Red's House' offers sand play activities for little ones while the 'Raft Battle' takes visitors on a voyage from Bird Island to Piggy Island in an interactive cinematic experience. There's also the Angry Coaster or the park's City Studio complete with wall climbing, slides, and ropes course.

Indoors, visitors can enjoy more rides, a laser tag battle, the world's first indoor/outdoor karting track and The Big Tree – a multi-level creative playground offering a variety of 'edutainment' workshops for little ones and active challenges such as rope courses and ziplines.

Commenting on the opening of the Angry Birds World, Rashed AlQureshi, chief marketing officer for the Qatar National Tourism Council (QNTC), said: "We continue to deliver on the Next Chapter's promise of enhancing the Qatar visitor experience and our private sector partners' support in this regard is of high value to us. Urban and family-oriented entertainment is one of the six areas that we are focusing on for the development of tourism sector. We are pleased to see the Angry Bird World added to the list of Qatar's unique visitor experiences. Such amazing indoor recreational facilities combined with our calendar of festivals will give tourists more reasons to visit Qatar throughout the year."

Ali Bin Mohamed Bin Khalifa Al-Attia, Deputy CEO of Leisure and owner of Trimoo Parks – the company operating the entertainment park - said: "We are extremely delighted to open our doors to a first-of-its-kind indoor outdoor destination. Visitors can enjoy a uniquely immersive experience that will delight the whole family – children and adults alike."

ANGRY BIRDS WORLD constitutes one of the three major entertainment parks that are managed by Trimoo Parks at Doha Festival City, located along Al Shamal Road. The mall is home to VIRTUOCITY – the region's first gaming capital, and soon to open SNOW DUNES – the country's first indoor snow park. For more destination information go to www.visitqatar.qa

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ATTRACTION WORLD has a range of exclusive tickets available for the Lightwater Valley theme park in Yorkshire, such as a Ride Queue Buster on every ticket, tickets that include a meal and new tickets which also include a round of Jurassic Adventure Mini-golf.

Located on the outskirts of Ripon, in the North Yorkshire countryside, kids, teenagers and grown-ups alike can enjoy a day of fun with plenty of family-friendly rides for those aged between one and nine, alongside some larger thrill rides for older adventurers.

Go to www.attractionworld.com to find out more.

Night-time spectacular sparks Epcot transformation

'EPCOT FOREVER', a new night-time spectacular at Walt Disney World Resort, will make its debut on October 1 on the World Showcase Lagoon at Epcot.

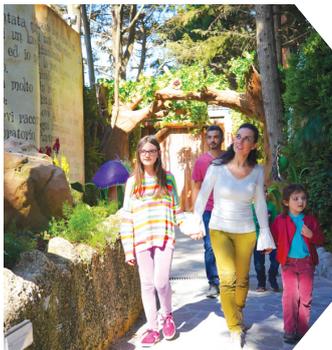
The limited-time show will be a celebration of the past, present and future of the park, complete with fireworks, lighting, lasers and choreographed, special effects kites, accompanied by a stirring collection of songs. Alan Bruun, show director for Disney Parks Live Entertainment, said: "Epcot Forever' is a celebration of what Epcot has been and what Epcot is going to become. Music is the star of the show, and we use songs going back to the very beginnings of Epcot to music in the park today – from attractions, spectaculars and other shows – and put them into a fireworks spectacular on the lagoon every night. Guests are going to hear music they know and love but in a whole new way."

The current Epcot night-time spectacular, 'IllumiNations: Reflections of Earth', will end its 20-year run on September 30. After it launches



in October, 'Epcot Forever' will continue into 2020, when it will then make way for the debut of the next epic Epcot night-time spectacular as part of the park's multi-year transformation.

Projects currently in development at Epcot include: a 'Guardians of the Galaxy' themed attraction, which will be one of the longest enclosed roller coasters in the world; changes to the main entrance plaza; and 'Remy's Ratatouille Adventure' in the France pavilion; among others.



Gardaland Resort casts 'A Year of Magic' for 2019

THE NEW season of Gardaland Resort has begun with a year of new additions dedicated to the world of magic. Aldo Maria Vigevani, CEO of the theme park said: "Gardaland has always represented an extraordinary journey into the worlds of adventure and fantasy, capable of inspiring and entertaining adults and children alike, but magic is the third element that makes the park so unique and is behind its extraordinary success."

As part of its 2019 'Year of Magic', the park is to introduce new thrills such as: the 'Enchanted Forest', an interactive path for families to take in their mission to defeat an evil witch; magical theming on the adrenaline-filled 'Sequoia Magic Loop' rollercoaster; and the new 'Magic Elements' show. There will be magical acts introduced to the park's events and daily opening alongside the grand debut of Gardaland Magic Hotel at the end of this month. For further information visit www.gardaland.it

Where was your favourite childhood holiday?

 <p>Jeanette Ratcliffe Publisher jeanette.ratcliffe@travelbulletin.co.uk Ice cream on Polzeath Beach, Cornwall</p>	 <p>Simon Eddolls Sales Director simon.eddolls@travelbulletin.co.uk Devon, aged 9, sunburnt</p>	 <p>Hannah Carter Events Coordinator hannah.carter@travelbulletin.co.uk Summers in Cornwall bodyboarding</p>
 <p>Georgia Lewis Managing Editor - News news@travelbulletin.co.uk Europe in a Ford Escort, 1979</p>	 <p>Matt Gill Senior Account Manager matt.gill@travelbulletin.co.uk Cala Millor, Mallorca, 2005</p>	 <p>Ashweenee Beerjeraz Events Assistant ashweenee.beerjeraz@travelbulletin.co.uk Rodrigues Island</p>
 <p>Adam Potter Features Editor adam.potter@travelbulletin.co.uk Caravan holiday on the Isle of Wight</p>	 <p>Tim Podger Account Manager - Far East tim.podger@travelbulletin.co.uk France in a campervan</p>	<p>EVENTS events@travelbulletin.co.uk</p>
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