

travelbulletin

January 24 2020 | ISSUE NO 2,138 | travelbulletin.co.uk

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SAINT LUCIA

ANTIGUA

BAHAMAS

GRENADA

BARBADOS

Sandals

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Giving agents the edge

AGENT BULLETIN

Cruise holidays, Caribbean getaways and luxury hampers could be yours!

AGENT INSIGHT

Sandy on the unforgettable Greek Island of Crete

TRAINING

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CRUISING

Ocean and river options to suit every client

GREECE

A destination for all seasons



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twin-centre trip in 2020!

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South Africa, before meeting
up in Doha, Qatar for a
MEGA Access All Areas finale
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There are a total of 36 places to give away (nine in each
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- Two places to the top selling agencies of Qatar room nights
- Two wild card places to be awarded at random
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Tell us why you think YOU deserve a place on this fantastic FAM trip.
How will this trip help you sell this enchanting destination, and how will
you use your new knowledge to support Gold Medal?

Send your application to win@goldmedal.co.uk or comment on the
pinned Facebook post @GoldMedalAgents by 29 February 2020!

GRAND FINALE: DOHA, QATAR



Group one: Maldives



Group two: Zanzibar



Group three: Bali



Group four: South Africa

Check out the leaderboards on GMag Online emails each week! Incentive ends 29 February 2020.

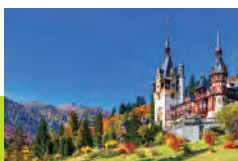
Terms & Conditions: New bookings made during incentive period 05 December 2019 - 29 February 2020 contribute to each agency's total sales. There are 36 places available, to be awarded as follows (nine places in four regions across the UK): two places to the top selling agencies of Qatar Airways flights (based on revenue), two places to the top selling agencies of Qatar room nights (based on revenue) and two wild card places will be awarded at random. Three further FAM trip places per region will be awarded to agents who have applied for their place - to quality agent must have emailed their application to win@goldmedal.co.uk or entered via a post on @goldmedalagents on Facebook; winners will be chosen based on who showcases they will benefit most from a place. MEGA FAM trip places will be awarded at an agency level, individual member of staff who travels is at manager's discretion. Winning agencies will be announced at the end of the incentive. Prize is non-transferable and there is no cash alternative available. Winning agents must be free to travel on a selected date in 2020 which will be confirmed when the prize is awarded. The prize does not include travel insurance, passports, visas, some meals, tipping or any other costs of a personal nature not stated. Compliance with any health or other government requirements is the responsibility of the prize winner. Gold Medal reserves the right to redraw in the event of an entrant being unable to satisfy these promotion terms and conditions or forfeiting or not claiming a prize. Gold Medal reserves the right to withdraw these incentives or change trip details at any time. By entering this competition, you acknowledge and agree that your details may be used for publicity purposes. Holidays operated by Gold Medal Travel Group Limited, ATOL protected 2916, ABTA V6806. Remember that it is your responsibility as a Gold Medal agent to offer honest and impartial advice to customers and you must not allow this promotion to compromise such obligation.

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Visit: goldmedal.co.uk



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MONEY MATTERS

The pound sterling looks set to play a pivotal part of holiday destination choice in 2020, according to the 14th annual Holiday Money Report from Post Office Travel Money.



Falling prices of many destinations means Brits will be spoiled for choice when booking a holiday.

THE ANNUAL Holiday Money Report reveals that 85% of the Post Office 40 best selling currencies are currently weaker against the pound compared to a year ago and that holidaymakers will benefit from the positive impact this is having on tourist prices in many of the world's most popular resorts.

Research for the Worldwide Holiday Costs Barometer published in the report reveals that the cost of eight tourist staples – a three-course evening meal for two with wine, bottle of beer, glass of wine, can of Coca-Cola, large bottle of water, cup of coffee, sunscreen and insect repellent – has fallen in 33 of

the 42 worldwide destinations surveyed and by over 10% in 11 of these. While the power of the pound is the main reason, local price cuts are a contributory factor in 19 destinations.

The biggest price fall of 44% has been in Antigua (£70.51), which has risen to its highest ever barometer position (14th) as a result. In Europe the biggest fall in barometer costs has been in Corfu (£75.91), where a drop of 21% has taken the Greek island to 16th place from 21st a year ago.

Topping the Worldwide Holiday Costs Barometer chart at £30.68 for the eight items, Sunny Beach, Bulgaria has proved unbeatable value

in Europe in recent years and is the cheapest worldwide. The resort's rock-bottom prices for UK visitors have fallen a further 15% since last January, making it 30% cheaper than runner-up Turkey, where prices in Marmaris (£44.15) are down 2.4%, thanks to the weak Turkish lira.

Post Office Travel Money head of travel, Nick Boden, said: "With the price falls we found in destinations worldwide, holidaymakers will have plenty of choice in the coming year – provided sterling holds its value. In Europe, the best deals are likely to be in Bulgaria, Turkey and Portugal, while further afield Japan, Vietnam and Bali are looking good."

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Walking on sunshine with Sandals

SANDALS IS offering new ways for couples to beat the gloomy January feeling and turn dreams of a Caribbean getaway into reality with up to 45% off selected Sandals Resorts holidays.

Couples looking to add that extra level of luxury to their holiday can still make the most of saving up to £600 on selected Butler Suite bookings, when staying a minimum of 10 nights or more. Butler Elite service offers guests luxury from start to finish, where every need is anticipated. Each Butler Suite has a personal butler trained by the Guild of Professional English Butlers, and will be on hand to assist wherever required. Butlers will provide guests with their own personal mobile so they can get in touch at any time, whether that is to request a



cocktail on the beach or to make dinner reservations. All Butler Suite guests will benefit from 24-hour room service, weekly cocktail parties, and much more.

An offering in the sale is a 10-night stay for two at Sandals Grande Antigua Resort & Spa, staying in a Caribbean Honeymoon Seaside Butler Suite costs

from £3,295 per person. The price includes 'Luxury Included' accommodation, Butler Elite service, return economy flights with Virgin Atlantic from London Gatwick and resort transfers. Price is valid for travel on select dates between August 27 and October 16.

The sale ends February 4. www.sellingsandals.co.uk

Exodus goes ecological with climate pledge

EXODUS TRAVELS, the adventure tour operator, has taken the 'Tourism Declares a Climate Emergency' pledge.

Exodus Travels commits to becoming an advocate within the travel industry by collaborating with other sustainable travel companies.

This company will be developing further options for clients to travel by train to European destinations, switching to lower carbon transport on trips and expanding support of global projects that protect

biodiversity and capture carbon. Exodus Travels already works to minimise its carbon impact through a sustainable travel approach across its trips. For example, smaller, locally-owned accommodation with a lower footprint are favoured, such as the Esquinas Rainforest Lodge in Costa Rica. Visits to restaurants and food markets that source food locally rather than import it are a key element to trips. Exodus Travels also supports the protection of carbon-capturing biodiversity, such as in Finland through the Wild Oulanka Foundation.

Roam Romania with Tucan Travel

ADVENTURE TRAVEL tour operator, Tucan Travel has introduced an overnight excursion in the Maramures region to all Romania tours starting from spring 2020. The itinerary change will see travellers spending the night in a traditional guesthouse in the northwestern region of Romania, complete with a home-cooked local dinner. The day excursion now includes pottery demonstrations and other introductions to local traditions such as wood carving and fabric making.



Tucan Travel offer five itineraries that include a visit to Romania ranging from nine days to an extensive 66-day trip through Eastern Europe. All tours include six days in Romania, including the new overnight excursion in the Maramures.

www.tucantravel.com



Go big in Grenada with Funway

FUNWAY HOLIDAYS are promoting the new, all inclusive Royalton Grenada Resort & Spa which officially opens on March 1. The resort is expected to be the largest on the island of Grenada, with a total of 269 suites.

Funway Holidays offers seven nights at the Royalton Grenada Resort & Spa, with prices from £1,799 per person including return flights from the UK with British Airways. Travel is based on two adults sharing, departing May 16. www.funway4agents.co.uk

A trip to 'Thai' for with Travel 2

TOUR OPERATOR Travel 2 has partnered with Tourism Authority Thailand to bring agents the 'Feed Your Soul' trip.

Though Thailand is well known for its serene beaches and party destinations, Travel 2 is showcasing the eco-friendly culture and food of Thailand.

One of the sustainable hotels Travel 2 features is Santhia, Koh Yao Yai. Their eco-luxury resort comprises of 39 teakwood pool villas and 109 deluxe rooms that blend in with the natural mountainous surroundings, and offers a private stretch of beach frontage for guests wanting something quieter.

There are many lesser known regions concealing some hidden gems, and visitors can experience the stunning views without crowding from tourists. One of these hidden spots that Travel 2 offer is nature lovers' hideaway, Apsara beachfront resort.

For those less keen on the party scene, there are plenty of wellness experiences that can be found across the country,

A lesser known region in Thailand is Khao Lak, home to the Aspara resort.



including street food in Bangkok, to ancient traditions focusing on wellbeing and natural beauty.

Seven-nights at the Apsara beachfront resort, round trip transfers and three-nights at Santhia, Koh Yao Yai departing

from May 1 to June 15 leads in at £979 – saving up to £280 per person.

Agents who make a qualifying booking between now and Feb 28 will receive T2 rewards on the booking – for more on this, turn to page 9. www.travel2.com

Singapore Airlines modernise their booking process

AS PART of Singapore Airlines' efforts to deliver an enriched experience to customers, a wider range of fares and personalised content will be provided to its UK travel trade partners in September. This comes via an expansion of Singapore Airlines' KrisConnect programme.

Travel agencies that participate in the KrisConnect Programme will benefit from improved speed-to-market access to the widest range of fare products including personalised content, and the ability to offer customised products to their customers, such as bundled packages and negotiated fare deals. This in turn elevates the booking experience for customers through increased levels of personalisation and recognition of KrisFlyer frequent traveller status.

In addition, SIA will soon launch a new travel agent portal, AGENT 360, which will allow travel agents direct access to contents via the KrisConnect Programme.
www.agent360.singaporeair.com





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Calling all Travel Agents

Join us on the road for The Gibraltar Tourist Board Travel Trade Roadshows 2020.
Meet the operators, airlines, hoteliers and attractions.

London & South East

Venue: Great Fosters Hotel,
Egham, Surrey TW20 9UR
Date: Tuesday the 4th of Feb
www.eventbrite.co.uk/e/89034034034193

Bristol

Venue: Avon Gorge Hotel,
Clifton, Bristol BS8 4LD
Date: Thursday the 6th of Feb
www.eventbrite.co.uk/e/88826365049

Manchester

Venue: Manchester Hall,
36 Bridge Street, Manchester, M3 3BT
Date: Wednesday the 5th of Feb
www.eventbrite.co.uk/e/89026963043

Edinburgh

Venue: Balmoral Hotel,
1 Princes Street, Edinburgh EH2 2EQ
Date: Tuesday the 3rd of March
www.eventbrite.co.uk/e/89032206727

For further information call:
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No need for speed with Rocky Mountaineer



Travellers will be able to enjoy the comforts of a train carriage while amongst the Rockies.

AS 2020 LOOKS towards reducing its carbon footprint, slow travel is becoming an increasingly popular trend for travellers looking to do so.

For the more eco-conscious amongst clients, agents can recommend The Rocky Mountaineer train journey, which offers travellers a once-in-a-lifetime

experience of allowing them to experience the vistas of the Canadian Rockies from the comfort of a train carriage.

Rocky Mountaineer's trips focus on a slow and steady pace, focusing on wellness and off-the-grid offerings. This will help enable travellers to disconnect from the stresses of daily life and

connect more intensely with local places and cultures, returning from holidays feeling recharged.

Rocky Mountaineer's First Passage to the West Classic Package takes travellers on a four-day adventure from Vancouver to Banff, with prices starting from £1,294 per person.

www.rockymountaineer.com

ABTA updates Brexit travel advice

ABTA IS updating its advice for travellers in the run up to Brexit on January 31.

This latest advice highlights that the UK is now on track to enter a transition period at the end of the month meaning that all travel requirements and arrangements will remain the same until at least the end of December 2020.

This new advice replaces that previously given to reflect the government's 'Get Ready for Brexit' campaign which spelt out how a 'no-deal' scenario would affect important areas

such as passport validity, European Health Insurance Cards, driving licences, taking pets abroad and data roaming.

Mark Tanzer, ABTA chief executive, said: "The UK is primed to enter a new Brexit phase from January 31, when trade talks begin, and when it does nothing will change when it comes to travel. Valid passports can still be used, EHIC cards will still be valid and the same gates can be used at border check points."

www.abta.com/brexit

Tennessee Tourism unveils 2020 Vacation Guide

IF YOUR clients are looking for an American escape to the South, the 2020 Tennessee Vacation Guide will prove useful for agents.

The guide features three distinct covers that showcase the breadth of picturesque landscapes across the state, including Reelfoot Lake State Park in Tiptonville, Machine Falls at Short Springs Natural Area in Tullahoma and Jane Bald at Roan Mountain in Carter County. Tennessee is home to 10,000 caves, 500-plus cascading waterfalls, 56 state parks, thousands of miles of creeks, streams and rivers and 500,000 acres of ponds and lakes and America's most-visited national park, Great Smoky Mountains National Park.



The brochure features the 'Take it Outside' section for the more adventurous, nature-driven travellers, and 'Urban Explorations' for the city dwellers, with the section highlighting attractions, dining, music and family activities.

The 2020 Vacation Guide is available for printed guide or e-guide at www.tnvacation.com



A flash sale with Ski World

SKIWORLD HAVE launched half price deals across February, March and April departure dates, in snow-sure ski resorts in France and Austria. These deals are across all different accommodation types, such as catered chalets, self-catered chalets and apartments, with short breaks and self-drive options available too.

An example of one trip is a stay at the cosy Cicero in Les Arcs, France. The price is £712 per person, including return flights, transfers and chalet board, departing on February 29.

www.skiworld.co.uk



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*Terms & Conditions Apply. *Limited availability



Notes from NORMANTON...

DID ANYONE watch Julia Bradbury, on 'The Greek Islands' show, visiting Crete? What I liked about the TV programme is that she visited the 'real' Crete and not just the commercial

areas. Crete is Greece's largest island, known for its rugged and wild beauty. She went high into the Dikti Mountains visiting a farmer in the beautiful countryside and then she went on to Rethymnon to see how the gorgeous baklava is made. She even looked at the impact that plastic pollution is having on the islands, especially on the work of many fishermen who live there. Plastic is something I go on about, it's used excessively everywhere and I do wish people would get the message about how much damage is being done, especially to wildlife.

Her last stop was a boat across to Spinalonga, also known as the island of tears, because it was Europe's last leper colony. Having visited it myself, there is an air of sadness about it, especially when you think of poor families who had relatives on the island but couldn't visit them.

I love Crete and its people and I visit every year. When we have the Yorkshire Travel Ball in July, we raise money for the Greek Cat Welfare Society and I know the volunteers on Crete have had hundreds of cats neutered over the last few years. Of course I brought Tiger with one eye back from Gouves four years ago and he has settled in very well. He even meows with a Yorkshire accent now!

Finally, I would like to wish everyone a happy, healthy and prosperous 2020!

Sandy

by **SANDRA MURRAY** in Normanton, Yorkshire

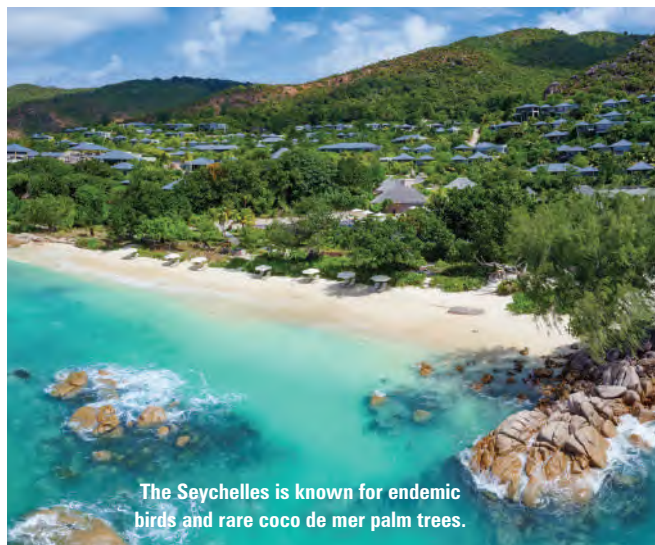
To respond to any of
Sandy's comments email
news@travelbulletin.co.uk

In the lap of luxury with Carrier

LUXURY TOUR operator, Carrier, has unveiled two campaigns for the start of a new decade: 'The Play List' and 'The Rich List', both of which provide a definitive round-up of holidays.

For those seeking enriching family adventures this year, highlights of 'The Play List' include, 'Family Firsts', a chapter which focuses on families trying new things, while highlights of 'The Rich List' include 'Let's Take This Offline', which recommends trips to disconnect and recharge.

Clients can save up to £2,135 per person with an early booking reduction and a complimentary upgrade to half board. One example



The Seychelles is known for endemic birds and rare coco de mer palm trees.

from 'The Rich list' is seven nights at the Raffles Seychelles from £7,985 per person sharing an Ocean View Pool Villa and return Club World flights with BA

from Heathrow. Valid for travel till December 25. This price based on a June 3 departure. Book a minimum 60 days prior to arrival. www.carrier.co.uk

MOVERS and SHAKERS

Chester-based luxury tour operator ITC Travel Group announced that Jason Hilton has joined the business as sales director.



Cruise Lines International Association (CLIA) announced the addition of Julie Green as vice president of strategic communications. She joins CLIA with extensive experience in corporate and policy.



Marty St. George has been appointed interim chief commercial officer at Norwegian following changes in the company's top management team.



Suntransfers.com is set to boost its product range with the appointment of Keith Vipan as global supply director. Vipan joins Suntransfers.com from Avis Budget Group.



AGENT INCENTIVES

- TRAVEL AGENTS who make a booking as part of the Fred. Olsen's 'Cruise Sale' campaign will receive a £20 shopping voucher for every Interior Room booking, £30 for every Ocean View or Superior Ocean View Room, £40 for every Balcony Room and £50 for every Suite, for all bookings made by February 4 inclusive. As part of the sale, guests can enjoy free drinks and tips on more than 120 cruises from April to December, when booked by February 4 – with prices starting from £599 per person. There are also many dedicated solo deals, with no single supplement on selected rooms and cruises in 2020. www.fredolsencruises.com/agent
- TRAVEL 2 is offering agents the chance to earn T2Rewards on every Thailand booking until February 28. The operator has partnered with Tourism Authority Thailand to bring agents 'Thailand: Feed Your Soul' campaign. Though Thailand is well known for its serene beaches and party destinations, there is much more to offer, such as eco-friendly culture and food. Agents who make a qualifying booking until February 28 will automatically receive T2 Rewards. www.travel2.com
- IF ONLY... is offering agents up to £350 of My Loyalty Card Enhanced Earnings when they make any Cruise & Stay booking before March 31. If Only...s in-house agent reward scheme, My Loyalty Card, offers agents the chance to earn up to £300 with Love2shop for every single booking. On top of this, when you make a booking for all Cruise & Stay from now until March 31, you'll receive an additional £50 of Enhanced Earnings, when you process your claim, taking the total amount of possible My Loyalty Card Enhanced Earnings up to £350. This incentive runs alongside 'Peaks Ocean Indulgence' campaign, which gives away one 'indulgent prize' every month, from Jan through to March, when your customers book up on one of our participating Peaks cruise lines. Booking with one of the cruise partners will make you automatically enter into winning a Dyson hairdryer, a Sonos speaker or an Apple watch. If you book a balcony stateroom or above, you will get two entries into the draw. Bookings must be made between now and March 31. Sign up to My Loyalty Card at: www.ifonly.co/myloyaltycard-register
- FUNWAY HOLIDAYS launched 'Peaks Means Prizes' campaign which includes a total of 100 prizes for travel agents to win – from free stays in the USA and seven-night Caribbean all-inclusive stays to luxury hampers; Amazon Echo devices; hundreds of pounds in gift and experience-day vouchers and much more. To enter, agents need to register their details to sign up (bit.ly/peaksmeansprizes), and then enter their booking references online at www.peaksmeansprizes.co.uk to earn codes to open the Funway Holidays online safe. The sale will run until February 29. For more information, to register or for full terms and conditions, agents can email marketing@funway.co.uk
- AGENTS CAN win a seven-night all-inclusive cruise of their choice with Hebridean Island Cruises' new trade incentive. To enter the prize draw, agents must make two or more bookings on either Hebridean Princess or with Hebridean Rivers between now and March 31. The winning agent will take a cruise aboard Hebridean Princess. The floating boutique country house accommodates 50 guests. The seven nights will include all tours ashore, all meals and drinks, port taxes and gratuities, along with a complimentary transfer from Glasgow Airport or Glasgow Railway Station. www.hebridean.co.uk



THE COOK Islands Tourism Corporation hosted a fam trip from the UK in December. The group visited a many properties on Rarotonga and Aitutaki. From left to right – Allyson Sharpe, First Class Holidays; Catriona McAlpine, If Only; Matt Malkin, Audley Travel; Kate Honeyfield, STA Travel; Mark Dennett, STA Travel; Kay Jackson, Cook Islands Tourism; Laura Ling, Silver Fern Holidays; Joel Prince, Lotus/Dial-a-Flight; Michael Sugden, Gold Medal.

AGENT TRAINING

RECEIVE A welcome gift by completing the first module of Barbados Elite Club training programme. Top performing agents will also be eligible for additional benefits including fam trips. Barbados Elite Club members are eligible for: ability to earn points towards high street voucher rewards; training modules; fam trip opportunities. www.travelbulletin.co.uk/travelgym

travelbulletin COMPETITIONS!

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Singapore Airlines!

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two people at the Bahia Principe
Sunlight Tenerife up for grabs!

FOR ALL COMPETITIONS
ON THE SITE VISIT
travelbulletin.co.uk/competitions

A year of adventure with Saga

THROUGHOUT 2020, SAGA is encouraging their guests to make it their year to adventure. In August, Saga will christen its second boutique cruise ship, Spirit of Adventure, as well as hosting a new set of 'Explore Ashore' experiences across the world for those who sail upon her.

New for 2020, Saga Holidays additions include discovering Croatia's countryside and the Krka Falls where green forests and lakes frame the spectacle of cataracts and tumbling cascades. Guests can also join a behind-the-scenes Italian carnival experience, meeting the secretive master-builders of painted papier mâché centerpieces at the Putignano Carnival in Bari. Cruisers on one of Saga's Spirit of Discovery's Norwegian trips



Guests can see sites such as the Krka Falls on Saga's Croatia itinerary.

will adventure far from any light pollution, to observe the celestial Northern Lights show with a scientific Arctic explorer before heading to a wilderness spot where they can snuggle around a campfire.

On all adventures, the Saga holiday and cruise inclusions ensure that guests can commit to travelling in luxury

with VIP additions as standard on all holidays so that every detail is taken care of. Features include door-to-door chauffeur driven transfers, including travel insurance and balconies on every cruise on Spirit of Adventure and Spirit of Discovery.

www.saga.co.uk

Off the beaten track tours with Rabbie's

RABBIE'S EUROPEAN tours are on now on sale. The small coach company's first tours outside of the UK and Ireland will be travelling through France, Italy, Spain, Portugal and Switzerland. The very first set of video footage has been released, and agents can take a look at this on the Rabbie's website.

From the first look, the tours are intimate with a pax of 16 passengers. The journeys through Western Europe offer unique destinations, out of the city hubs and into lesser known

destinations in the surrounding areas.

The itinerary sees six days of travel from Nice to Rome to witness renaissance art, quaint coastal villages, and world-famous wine.

Prices are from 1,299 euros including accommodation and a story telling driver-guide that will give travellers insight into the riches of Northern Italy.

European private tours are available for group books.

www.rabbies.com

NEWS bites

FLIGHT BITES

Biman Bangladesh Airlines will now operate from Manchester Airport to Dhaka and Sylhet three times per week.



EVA Air, Taiwan's leading independent airline, is to launch a new service between Taipei and Phuket, starting on April 2.



Emirates has announced an interline agreement, which is set to open new routes and destinations for passengers travelling between Mexico, the Gulf and Middle East and beyond.



PATA to increase UK agent engagement

THIS YEAR, the PATA (The Pacific Asia Travel Association) mission is to increase agent engagement in the UK, making agents more aware of PATA as a resource for information, sales support and training.

PATA is keen to meet more agents and operators throughout the country at their events, such as their flagship B2B trade show, 'PATA Exchange' and more experiential events such as 'Taste of PATA' and their calendar of 'PATA Quiz nights'. All these events will help agents learn more about the range of destinations available to sell to their clients.

www.pata.org.uk

SUDOKU

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

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, January 30th. Solution and new puzzle will appear next week.

The winner for January 10th is Andrew Adair, Reliable Travel in Belfast.

January 10th Solution: A=3 B=4 C=5 D=8

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



CROSSWORD

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

1				2			3	4		
						5				6
		7						8		
9										
				11						
12							13			
15						16				
	17						18			

Across

- Manchester City FC are sponsored by this Middle East airline (6)
- London Gatwick international airport code (3)
- The longest river in France (5)
- Sign of the zodiac (3)
- Father and son actors, Timothy and Samuel (4)
- The Blue Grotto is a popular tourist attraction on this Italian isle (5)
- Award granted by the Queen (3)
- Tibet's traditional capital city (5)
- City home of the Taj Mahal (4)
- Island initially, famous for the TT Races (3)
- First name of Montenegrin born classical guitarist (5)
- The world's largest privately-owned cruise line (3)
- Capital of Australia's Northern Territory (6)

Down

- She hosts The Voice UK (4,6)
- Major car hire company (4)
- Islands, part of Ecuador, known for their amazing wildlife (9)
- US Vice President, Mike (5)
- An IHG hotel (7,3)
- Major cruise ship port on Gran Canaria (3,6)
- A bridge links this Swedish city with Copenhagen (5)
- Scenic island, part of Tuscany (4)

Solution:
Across: 1. ETIHAD, 3. LGW, 7. LOIRE, 8. LEO, 9. WEST, 10. CAPRI, 11. MBE, 12. LHASA, 13. AGRA, 15. IOM, 16. MILOS, 17. MSC, 18. DARWIN.
Down: 1. EMMMA WILLIS, 2. AVIS, 4. GALAPAGOS, 5. PENCE, 6. HOLIDAY INN, 7. LAS PALMAS, 11. MALMO, 14. ELBA.

Mystery Word : GLASGOW Where am I? - Plain of Jars, Laos



AFRICAN PRIDE 2020-2021 BROCHURE

WHETHER YOUR clients have ever dreamt of morning walks in the desert to watch meerkats emerge for the day or a safari sundowner, African Pride's 2020-21 brochure is helping agents make these dreams become a reality. The brochure is full of inspiration and advice for tailor-made holidays to Africa & the Indian Ocean, featuring a range of 55 updated itineraries. www.african-pride.co.uk

Aurora Expeditions celebrates new global voyages

AURORA EXPEDITIONS has launched its 2021/22 programme aboard both the Greg Mortimer, and the Sylvia Earle.

The new programme includes a range and exciting variety of new itineraries and destinations, including Antarctica and the South Sandwich Islands, Ireland and Costa Rica.

Aurora Expedition's global head of marketing, Victoria Primrose, said: "We're thrilled to launch our new programme that will be run across our two world class, purpose-built expedition ships. The variety of our unique small group expeditions that allow passengers to



Southern rockhopper penguins are a regular sighting in The Falklands.

experience otherwise extremely difficult to reach destinations, has resulted in phenomenal demand."

Launching with the 2021/22 programme is a

early bird deal offering a saving of up to 30% on new voyages booked and deposited by March 31 or until sold out.

www.auroraexpeditions.com

NEWS bites

HOTEL BITES

Luxury villa rental specialists The Thinking Traveller has announced its first foray into Tuscany, with an 11 bedroom property on the island of Capraia.



Solmar Villas has added Tenerife to its portfolio, with a selection of high quality villas available in the popular resorts of Costa Adeje, Fanabe and Le Caleta.



Hôtel MiL8 is a new alpine hotel, named after the altitude of the French ski resort of Avoriaz. Set at 1,800m, it is the highest and most snow-sure village in the famed Portes du Soleil area.



Emerald Collection has opened the Emerald Maldives Resort & SPA. The 120-villa resort is located on the Raa Atoll, renowned for having some of the most diverse marine life in the world





TRAINING

THE ART OF SOCIAL SELLING

TRAVEL AGENTS looking to understand how to use social media can take advantage of ABTA's one-day seminar 'Social Media Essentials for Travel'.

The event will take place in central London on February 13 and aims to help audiences understand the way Facebook and Instagram are used by travel companies, identifying the platforms that are most successful for engaging customers. Expert speakers will talk through which specific platforms are currently used most in selling to clients.

Today's travel customer have a wide variety of methods in which they can book a holiday; in-store, via websites, over the phone, however more travel companies are now making it possible for customers to book via their social media platforms.

The sessions include: social media today – understanding the sales journey of the travel customer; how to track social media metrics to improve performance; content best practice – how to create posts, where to find content, ways to influence your customers; social media advertising; the art of selling on social, keeping the customer engaged; and, building brand loyalty.

The event price for ABTA member/ABTA Partner is £235 plus VAT and for non-members, it's £355 plus VAT.
www.abta.com/events/social-media-travel-london



Win a Maltese gastronomy goody bag, take the course to enter!

The Malta Training Programme boasts five courses, which provide you with the inside knowledge and the top tips to share with your customers; whether that be city breakers, families, under 30's or the LGBT+ community.



malta-training.com





MarBella Elix

Inspiring luxury in a pristine setting from the MarBella Collection Opening June 2020!



Escape to the contemporary splendour of MarBella Elix, where five-star luxury sits peacefully in unspoiled surroundings.

Discover a generous offering of outdoor activities including river trekking, Elix Hiking trails and more, or let the little ones join the MarBella Elix Adventure Club by Exploration Society experts, fit for children aged 8 -12 years old.

Cuisine is equally impressive with a choice of restaurants from fine dining Mediterranean to family-pleasing buffets, while the laid-back bars are ideal for relaxing after a fun day exploring.

So, leave your technology behind and let MarBella Elix take you on a luxurious journey through undiscovered beauty and serenity.



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www.marbellacollection.gr

Book a summer holiday at MarBella Elix by the 29th of February 2020 and save up to 30%!





GREECE

ALL-INCLUSIVE FOR 2020

Greece will promote itself as a winter destination, while hoteliers are committed to improving accessibility for disabled travellers.

THE TRAVEL industry in Greece says that the message needs to get out that the country offers more than summer holidays.

Tourism minister Harry Theoharis says that promoting the country as a 365-day destination will help achieve their new year goals to boost visitor numbers.

Mr Theoharis added that Greece also offers more than just skiing during the winter.

He said: "Our country is 80% mountainous, something that not many people abroad know about and we need to communicate this. Greece has beautiful paths for

hiking, climbing, kayaking and other activities. The country offers many alternative tourism opportunities for all 12 months of the year."

Meanwhile, the Hellenic Federation of Hoteliers and the non-profit organisation called 'Me Alla Matia' have signed a memorandum of understanding to promote accessible tourism in Greece.

The aim is to raise awareness and improve the holiday experience for people with disabilities and their families.

The president of Me Alla Matia, Vaggelis Avgoulas,

said that every day they receive messages from visitors, who offer tips and recommendations to improve accessibility.

The federation's president, Grigoris Tasios, said: "Greek hoteliers are once again showing their sensitivity and embracing all tourists, without excluding anyone."

"The hotel federation will contribute to the social dialogue with the State and stakeholders by making concrete proposals for tourism for vulnerable groups."

Overall, the country is hoping to match the number of tourists they saw in 2019.

Fast facts

Currency: Euros

£1 is 1.17

Time difference to the UK:

+2 GMT

Flight time to Athens from the UK:

3hrs 40mins

Greece ranks fourth in terms of market share in the Mediterranean tourism market

There are 18 UNESCO World Heritage Sites in Greece

The highest mountain is Mount Olympus, reaching 2,917 metres (9570 feet)



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THE 2019 BRITISH TRAVEL AWARDS
BEST VILLA HOLIDAY COMPANY



New flight route from Birmingham to Athens

AEGEAN AIRLINES will fly direct from Birmingham Airport to the Greek capital of Athens, starting this summer.

The service will operate twice-weekly on Wednesdays and Saturdays to improve the choice of connections for passengers travelling to the surrounding islands including Corfu, Mykonos and Rhodes.

Connections can also be made to destinations located in the Mediterranean, including Larnaca, a port city on the south coast of Cyprus and Cairo, Egypt's capital.

The Aegean service will be operated by an Airbus A320 aircraft with 174 seats on board.

In 2020, the UK remains a focus country for the airline and alongside its new



Midlands route, the company will increase its presence in Edinburgh by adding one more weekly frequency.

This means the airline will be connecting four UK cities – Birmingham, Edinburgh, London and Manchester, with popular Greek destinations and all Greek islands – Mykonos, Santorini, Crete, Kos, Corfu, etc.

The company plans to increase capacity in another 47 international routes, adding 1.1 million seats to its annual activity and bringing the total capacity up to 11.4 million seats.

At the same time, Aegean is establishing a new base in Corfu, constituting its 8th base in Greece and Cyprus. en.aegeanair.com

Luxury by the sea

OPENING IN June, MarBella Elix is a new five-star property in an undiscovered area of Greece.

Located in the northwest, looking across towards Corfu and Paxos, this will be the third hotel to join the brand's portfolio and is their first property outside of the island of Corfu.

MarBella Elix will be perched above Karavostasi Beach in the Parga region, close to Parga Village, within the region of Thesprotia.

Rooms at MarBella Elix start from £121 (€139) per night per room on a half board basis. www.marbellacollection.gr/marbella-elix



Adults-only Rhodes trip

TO COINCIDE with the launch of the new British Airways route, Rhodes will welcome a new adults-only resort.

Lindos Grand Resort & Spa officially opens on May 1.

The beachfront hotel boasts views across the sandy shores of Vlycha Bay and undisrupted ocean views with wrap around infinity pools.

Located just minutes from the town on Lindos, the resort is the fifth property within the family owned Lindos Hotels portfolio. It also offers of a ThalassoSpa, drawing upon natural island ingredients such as oils, herbs and botanical plants.

Lindos Grand Resort & Spa's design naturally blends into its serene hillside setting with locally sourced materials that collect and store rainwater throughout the winter months.

Rhodes is the largest island in the Dodecanese and is known for its ancient ruins, 300-days of sunshine each year and its medieval Old Town with the Palace of the Grand Masters.

This Greek island is also home to the mythical sun god Helios and his mighty statue Colossus is one of the seven wonders of the ancient world.

The new Heathrow BA service to Rhodes will operate on Saturdays between July 4 and August 29. The service between Gatwick and Rhodes remains.



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JET2 EXPANDS INTO GREECE

The airline and tour operator has added six new destinations in Greece this summer.



HOLIDAY COMPANY Jet2 will operate in 14 Greek islands and cities, giving independent travel agents more choice to offer customers this year.

The new destinations are: Mykonos, four weekly services in total, with flights from Manchester and London Stansted.

Skiathos, eight weekly services, with flights from Birmingham, Manchester and London Stansted; Santorini, four weekly services, with flights from Birmingham, Manchester and London Stansted; Kalamata (Peloponnese), three weekly services, with flights from Manchester and London Stansted; Preveza, seven weekly services, with flights from Birmingham, Manchester and London Stansted; and, Lesvos, three weekly services, with flights from Manchester and London Stansted.

Jet2.com and Jet2holidays already offers holidays to Corfu, Crete (Heraklion), Crete (Chania), Kefalonia, Kos, Rhodes,

Halkidiki and Zante.

Existing destinations will see further expansion, including a growth in flights to Corfu from 20 to more than 30 services per week, Crete from 38 to 46, and the popular island of Zante from 24 to over 30 services every week.

The company says it's recruiting colleagues to support its expanded operation and is continuing to work in partnership with hoteliers and the Greek National Tourism Organisation to attract holidaymakers to the country.

Steve Heapy, CEO of Jet2.com and Jet2holidays, said this announcement "is a clear signal of just how committed we are to Greece."

Harry Theoharis, the minister of tourism for Greece, said: "This proves that Greece is a destination that offers a unique experience for our guests and enormous opportunities for our partners."

www.trade.jet2holidays.com

Disconnect on a villa holiday

LUXURY HOLIDAY specialist CV Villas has added 70 new properties to its portfolio for 2020, as well as launching two new Greek islands, Zakynthos and Meganissi, as part of its programme.

The island of Zakynthos also known as Zante offers clear turquoise waters, wilderness and mountainous limestone cliffs. Holidaymakers can spend a day on the water exploring hidden coves or venture out to the uninhabited isle of Marathonisi – 'Turtle Island'.

Villa Aurora, located above the port of Agios Nikolaos, costs from £621 per person (eight sharing – £4,966 total), with daily maid service included. Flights are extra.



On Meganissi, which is an under-the-radar alternative to its sister island Lefkada, guests might come across royals or celebrities such as Prince William and Bruce Willis. With no busy resorts, it's scattered with whitewashed villages, quiet beaches and fragrant forests.

A stay at Villa Saloma on the northeast coast costs from £418 per person, including a daily maid service. Flights are extra.

www.cvvillas.com.



Retreat to Halkidiki

FIVE-STAR Sani Resort re-opens for the season in April. As part of a £26 million (€30 Million) new-look, Porto Sani in Halkidiki, boasts upgrades throughout. There's the enhancement of Sani Suite Collection, offering guests VIP services, privileges and exclusive benefits; and the introduction of Little Guest, an initiative to provide families with baby equipment and essential supplies to ensure a hassle-free holiday.

To celebrate the hotel's re-opening, guests staying at Porto Sani from June 1 to October 21 are eligible for a free full-board upgrade. Prices at Sani Beach in a double room start from approx £110 (€129) per night, on a half-board basis.

www.saniresort.gr.



RIVER CRUISE

VOYAGE THROUGH A NEW BROCHURE

**Shearings Holidays offers 67 River Cruise itineraries
across 34 ships in 2021.**

SHEARINGS HOLIDAYS has launched its latest brochure, five months earlier than in previous years.

For 2021, a total of 23 itineraries are featured, including four on A-ROSA's new E-Motion ship that launches in spring next year. The ship will have four decks, spacious cabins with balconies, plus it will feature a hybrid propulsion system, switching to battery power to arrive and depart cities emission-free.

Prices for a six-day 'The Rhine & Dutch Delights' cruise is priced from £1,449 per person. In addition, A-ROSA Flora, the most popular A-ROSA ship with Shearings customers, will

move from the Rhine onto the Danube in 2021.

Shearings will feature 11 itineraries with its long-standing partner, CroisiEurope.

The operator has added two new ships to its programme for next year – MS Vivaldi (on the Danube) and MS Botticelli (on the Seine). Prices start from £1,745 per person for a new eight-day 'The Spectacular Danube & the Iron Gate Gorge' cruise travelling through Hungary, Croatia, Serbia and Romania on board MS Vivaldi.

The brochure also features six worldwide cruise and tour itineraries – two of which are new. They include

a 14-day 'Mysteries of Myanmar & the Irrawaddy' tour, combining time exploring Myanmar with a two-night cruise on the Irrawaddy and a 15-day 'Magic of the Mekong' tour which includes a four-night cruise along the Mekong Delta from Vietnam to Cambodia with prices from £2,819 per person.

To assist agents, the operator's agent toolkit will be updated with new collateral including jpegs for use on social media and images.

An early booking offer is also in place, with savings of up to £300 per couple on any 2021 river cruise booked by February 29.

www.shearings.com/toolkit

Fast facts

Europe has the largest river cruise fleet in the world.

In 2019 there were approx 379 river cruise vessels in Europe.

In 2018, European river cruise passenger numbers rose to 1.64 million tourists.

One of the most popular European river cruises is along the Danube, which flows through 10 countries and many capital cities including Vienna and Budapest.

The Rhine River flows through six countries starting in Switzerland and ending in the North Sea at Rotterdam, the Netherlands.



SAIL IN STYLE

Viva Cruises is re-launching its flagship vessel Viva Tiara in March.



THE RIVER cruise specialist is renovating the Viva Tiara to become the very first ship owned by the young European river tour operator.

Formally operating for Viva Cruises under the name MS Swiss Tiara, the ship will be thoroughly refurbished by the end of the current winter season.

It will feature 76 light-flooded outside cabins – most of them with French balconies which can accommodate 153 passengers. All of the cabins will be completely redesigned with a fresh new look.

Public areas such as the restaurant, bar and wellness will be also given a makeover.

In March, the Tiara will set off on its first two journeys along the Rhine from the German city of Düsseldorf.

The first itinerary – March 15 to 20 – will be sailing up to Amsterdam, going through

windmills and tulip fields, until reaching the famous canals of the Dutch capital.

Its second voyage – March 20-25 – will take passengers down the Rhine on an itinerary featuring the art and culinary delights of Cologne, castles and palaces of the Rhine Valley region and the fine wines of the Rheingau district.

Viva Tiara will be the only ship that will be operating all year round.

A five-night cruise along the Rhine on the newly-refurbished ship starts at £589 per person – including a cabin at the Emerald Deck and return flights from the UK.

Viva Cruises offers a commission for trade partners starting at 10%; and also allocations and net rates for partners who would like to package Viva Cruises.

www.viva-cruises.com/en

Go with the flow with TUI

TUI HAS unveiled three new river cruises for 2020 with itineraries through the Netherlands and along the Rhine.

The first route 'Dutch Delight' costs £999 and is onboard TUI Isla ship. This seven-night cruise sets sail from Amsterdam and visits Medemblik, Utrecht, Arnhem in the Netherlands before going on to Antwerp in Belgium.

The cruise departs on April 5, flying from London Gatwick airport. The price includes return flights, transfers, £120 excursion credit, tips and service charges.

Its seven-night Rhine Gems cruise onboard TUI Maya costs from £1,269 per person. This cruise leaves Frankfurt, Germany, and visits Koblenz, Mainz, Mannheim, Kehl, Rastatt, and Rudesheim.

This cruise departs on May 10 flying from London Heathrow airport.

The third offer is Tui's seven-night The Moselle Valley – 'Vines & Views' cruise on TUI Maya.

This cruise costs from £1,163 per person and sets sail from Frankfurt and visits Koblenz, Berncastel-Kues, Trier, Piesport, Traben-Trarbach, Cochem, Boppard and Oberwesel.

Use code "RIVER200" for customers to save £200 per booking, on top of all of the lead ins.

www.tui.co.uk/river-cruises



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THE RIVERBOAT BUILT FOR THE DOURO



TAUCK'S NEW Andorinha riverboat will be christened on March 31 in Porto, Portugal, and welcome its first guests in April.

CEO Dan Mahar says the boat has been purpose-built specifically for the Douro, which is unique among Europe's more popular rivers.

He said: "Unlike other rivers, the Douro is closed to navigation at night, so all cruising is done during daylight hours.

"Also, the Douro has fewer towns and cities along its banks than other major rivers, so the landscapes are more pastoral and scenic. Finally, the Douro Valley is renowned for its beautiful warm and sunny weather."

"When you combine those three factors – extensive daytime cruising through gorgeous landscapes in wonderful weather – you have a unique opportunity to create a ship that really embraces the local climate and showcases the surrounding environment."

As with its other riverboats, Tauck is offering more suites, more spacious public

areas, and a less-crowded, more intimate onboard ambiance.

The Andorinha will accommodate 84 Tauck guests, versus up to 112 passengers – or 33% more people – on other cruise lines' Douro ships of the same approximate size.

A 12-day journey that bookends a seven-night Douro cruise with two-night hotel stays in Lisbon and Madrid, an eight-day "cruise-only" itinerary along the river, and an eight-day Tauck Bridges cruise designed specifically for families.

Tauck's other European riverboats all feature an Arthur's restaurant at the stern of the ship's Diamond Deck; however, the Andorinha is the company's first ship to position the restaurant on the Sun Deck. Besides having its own menu, Arthur's will also feature its own dedicated kitchen and staff, and throughout the day it will offer complimentary snacks and drinks including tea and coffee.

www.tauck.com

Historic sights on the mighty Mississippi

THE AMERICAN Queen Steamboat Company launches its third luxurious riverboat on the Mississippi in April.

The American Countess' maiden voyage leaves on April 5 from New Orleans to Memphis with the theme Antebellum South. This journey showcases the diversity and drama of the Lower Mississippi River. History is everywhere – in silent Civil War cemeteries and virtually everywhere you turn in Memphis, best known for jazz, barbecue, and of course The King of Rock and Roll and his home at Graceland.



Afterwards, it'll be sailing through the Lower and Upper Mississippi and its tributaries.

The American Countess will cruise six-to-15-day itineraries, including the Mighty Mississippi (full length of river) cruise.

Agents are offered generous commission and can sell through the UK representative Light Blue Travel. www.lightbluetravel.co.uk



See the real Mekong onboard new four-star ship

THE BRAND new four-star ship Victoria Mekong is one of the first to cruise out of Can Tho, an emerging tourism destination in Vietnam. The focus is on connecting guests with the Southeast Asia's mightiest river, its people and cultures as authentically as possible. Cruise itineraries include visits to non-touristy areas like Tan Loc Island, Tiger Island as well as the Long Xuyen floating market which no other large ship visits.

It operates three-night 'Downstream' itineraries from Phnom Penh, Cambodia, to Can Tho, Vietnam, and four-night 'Upstream' itineraries in the reverse direction.

The Victoria Mekong Cruise is bookable by the trade through all major UK tour operators.

www.victoriamekong.com



OCEAN CRUISE

ALL IN ON P&O

How P&O ferries is launching a passenger-friendly sunflower lanyard scheme to help those with hidden disabilities.

P&O FERRIES has announced the launch of its hidden disability sunflower lanyard scheme across its North Sea routes.

The initiative, which is designed to support those who might not have an immediately visible disability and who might need additional assistance while travelling, reinforces P&O Ferries' commitment to providing accessible travel for all.

Passengers of P&O Ferries sailing between Hull and Rotterdam, and Hull and Zeebrugge, can now request a sunflower lanyard free of charge, to act as a discreet sign to crew members and on-shore staff that they may need extra help or support

during their journey.

Working closely with the Royal National Institute of Blind People, P&O Ferries has provided extensive training for all its employees ahead of the scheme's launch, with specialist content provided by the charity, which supports those with sight loss. Examples of where further support will be provided include allowing extra time for customers to prepare at check-in and security, ensuring they are able to remain with their families at all times where possible, as well as providing a more comprehensive briefing on what they can expect as they travel through the port and reading information

from departure boards.

Passengers can request a sunflower lanyard via the ferry operator's website, or by emailing or calling the customer services team, which will then be posted out to them ahead of their journey. In addition, passengers who have not pre-requested a lanyard can collect one at check-in or at the reception desk onboard the ships.

Marc Powell, strategic relationship executive at RNIB, said: "P&O Ferries is helping to alleviate some of this pressure, which will provide added reassurance and an important confidence boost for blind and partially sighted people while they are on their travels." www.poferries.com

Fast facts

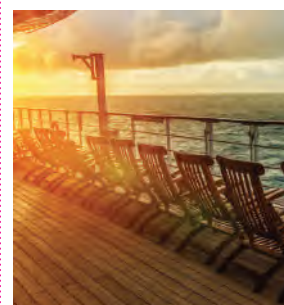
30 million passengers took to the seas in 2019, that's up from 17.8 million a decade ago. 32 million are expected to sail this year.

The average speed of a cruise ship is approx. 20 knots (about 23mph).

There are more than 300 ocean liners in the world.

Port Miami in Florida is the busiest cruise port in the world.

The Port of Southampton is ranked as the 16th busiest cruise port.



Andy Harmer, CLIA UK & Ireland director, looks ahead to new ship launches in 2020 and its annual conference in April



IT'S HARD to believe that we're in 2020 already, where does the time go? As we start a new year and a new decade, there's a lot to look forward to in the cruise industry.

This year, we'll see the launch of a whopping 25 new ocean ships and 15 new river vessels. Four ship launches will be happening right here in the UK - Celebrity Cruises' Celebrity Apex, P&O Cruises' Iona, Princess Cruises' Enchanted Princess and Saga's Spirit of Adventure - which is a great testament to the strength of the UK cruise sector.

CLIA has lots in the pipeline too. Our annual CLIA Conference - the UK's largest travel agent conference - will be returning to Southampton from April 26-28. The event includes a full day of business sessions, a gala dinner with entertainment, a trade fair

and the opportunity to visit two ships in port - P&O Cruises' Britannia and MSC Cruises' MSC Meraviglia.

The expedition cruise forum is back for its second year, taking place in Manchester on March 5. The event offers CLIA agents the chance to hear from industry experts and meet cruise line experts, helping to expand their knowledge of this rapidly growing sector.

New for this year will be our first-ever nationwide 'New to Cruise' workshops, aimed at agents who are looking to increase their cruise sales. The first workshops will take place on May 27 and 28, and will offer practical advice and selling tips.

More CLIA events and initiatives will be announced over the coming year. To keep up to date with the latest news.

Visit www.cruiseexperts.org



What to expect from Celebrity's new cruise ship Apex

THE COUNTDOWN is on until the launch of Celebrity Apex in the UK.

On April 1, Celebrity Apex will be the first ship that Celebrity Cruises has launched in the UK for 10 years and is set to be one of the most revolutionary and innovative ships ever made.

It comes hot on the heels of her sister-ship, the award winning Celebrity Edge, which has been hailed as a game-changer in the industry and credited for redefining luxury holidays at sea.

Beginning her European mini-season with a Preview Sailing, Celebrity Apex will visit Amsterdam and Bruges, before embarking on her Spain and Portugal inaugural sailing, enabling guests to immerse themselves in the rich culture and beauty of Bilbao, Lisbon, Porto and Paris.

A 10-night 'Northern European Capital Cities' holiday departs on April 13, prices are £1,419 per person based on two people sharing an Oceanview Stateroom.

www.celebritycruises.com

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Agency Sales: 0844 414 6140

Brochures: www.trade-gate.co.uk

Subject to availability. Book by 30th January 2020. Terms & conditions apply. *Applies to sales achieved over £5k for 2019/20. Offered for sale in the UK by South Quay Travel & Leisure Ltd trading as Cruise & Maritime Voyages. Calls cost 7p per minute plus your telephone company's access charge. ABTA V9945, ATOL 4619.

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GET UP CLOSE TO ALASKA'S GLACIERS



ALASKAN SAILINGS with Princess Cruises departing between May and September are now on sale.

The 2021 programme offers holidaymakers a choice of 11 itineraries, visiting 17 destinations on eight ships, with voyages ranging in length from four to 14 days.

The Royal Princess, Sapphire Princess, Star Princess and Coral Princess will sail on a series of seven-night northbound and southbound 'Voyage of The Glaciers' itineraries, with departures from Vancouver and Anchorage (Whittier). All sailings will offer two glacier viewing opportunities.

The Regal Princess, which will sail its maiden Alaska season and Emerald Princess, will offer a seven-night 'Inside Passage' cruise, departing roundtrip from Seattle, Vancouver and Los Angeles.

Meanwhile, the Ruby Princess will sail

roundtrip from San Francisco, offering several 10-night 'Inside Passage' cruises, while the Sun Princess will spend May to June sailing seven-night 'Inside Passage' cruises roundtrip from Vancouver and July to August on a series of 14-night voyages out of Los Angeles.

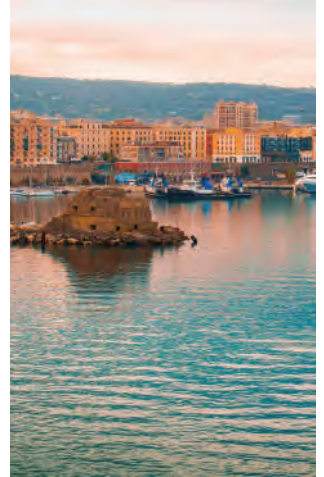
During their cruise, passengers can enjoy meeting Alaskan sled dog puppies that are brought onboard, a culinary programme that allows guests on select fishing excursions to have their very own catch of the day prepared by a chef onboard and the opportunity to hear from Libby Riddles, the first female Iditarod champion.

A seven-night 'Inside Passage' cruise, departing from Vancouver on May 18, 2021, onboard Sun Princess starts from £674 per person cruise only, or from £919 per person inclusive of onboard savings package.

www.princess.com

Oh buoy! 16% commission with Cruising Excursions

TRAVEL AGENTS can make up to 16% commission selling excursions independent of the cruise lines.



Cruising Excursions also makes it easy for agents to sell-on and they'll produce a PDF brochure tailored to the cruise sold with all the excursion choices, personalised with the client and agent details.

COO, Simonne Fairbanks, said: "Not only do travel agents earn up to 16% commission selling Cruising Excursions' tours but with the company's automated PDF brochure facility, available to all agents, agents know they can offer their clients personalised on shore options for each day of their cruise. The automated PDF brochure facility also automatically puts together a selection of excursions, at different ports, into great value port packages."

www.cruisingexcursions.com



Takeaway: leading cruise line bins plastic

NORWEGIAN CRUISE Line is now single-use plastic beverage bottle free across its fleet.

The brand has partnered with Just Goods, Inc., which enabled it to replace all single-use plastic water bottles across its 17-ships, beginning with its most recent, Norwegian Encore.

The achievement is one of the latest sustainable steps forward for Norwegian Cruise Line. In 2018, the company eliminated single-use plastic straws across its fleet and private destinations, and as a result of this most recent initiative, it will replace over six million single-use plastic water bottles every year.

In addition, the brand is working to eliminate single-use plastic shampoo and conditioner bottles later this year.

Bank on new itineraries with Cruise Plus brochure

CRUISE PLUS by Travel 2 has launched its Luxury, River and Expedition brochure to help agents find the best deals in small ship and upmarket cruising.

Their expanded programme features products from a total of 22 cruise operators, with Virgin Voyages and A-Rosa River Cruises both making their debuts. The move follows the addition of both brands to the Travel 2's main Cruise Plus programme.

New for 2020 for agents is the launch of ex-UK round trip sailings. Cruise Plus by Travel 2 will offer a series of sailings from cruise lines including P&O and Disney Cruise Lines. Combining the sailing with regional flights to Southampton, pre-or post-cruise accommodation or train travel allows the brand to offer a complete cruise solution to agents.

Travel 2 offers the full programmes of featured cruise lines, meaning itineraries for 2020, 2021 and 2022 are available for booking.

Among the highlights are an extended



range of 'Cruise and Stay Journeys', which team up touring options with sailings from big-name operators. Examples include rail tours with Rocky Mountaineer, Eastern & Oriental Express, Venice Simplon-Orient-Express and the Indian Pacific Rail. Guests can also combine a tour around India's Golden Triangle or a trip to Machu Picchu with a cruise; alternatively if clients are looking for something more tailor-made and specific to their interests then the team at Cruise Plus can design

specific tours unique to them, on an independent basis.

Mark Henderson, senior product and commercial manager, specialist product Travel 2, said: "Over the last 12 months, Cruise Plus by Travel 2 has seen ultra-luxury and luxury cruise business rise by almost 55%, while river cruising has increased by 24%, with much of that growth in Europe. Meanwhile, our expedition cruising has seen an increase of 73%" www.travel2.com

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Fred. Olsen announces new live entertainment company

FRED. OLSEN Cruise Lines has announced the appointment of 'Pop Up Entertainment' as the new production show company aboard its ocean ship, Braemar.

From June 1, the company based in Blackburn, Lancashire, will be providing a series of brand new shows throughout each cruise season.

Amy Toole, managing director of 'Pop Up Entertainment', said: "We are thrilled to be bringing a new wave of entertainment to guests on board Braemar, offering something traditional, yet with a contemporary and fresh approach. We are extremely passionate in bringing something to Fred. Olsen that its guests have never seen before."

Fred. Olsen continues to work with Mirage Shows & Productions across the rest of its ocean fleet, on board Balmoral, Boudicca and Black Watch.



A-ROSA RIVER Cruises and Cruise Plus by Travel 2 has created a 10-night family 'Disneyland Paris & Seine Experience' package. A three-night stay at Disneyland Paris is included, plus a seven-night river cruise from Paris along the Seine. All children cruise for free when travelling with A-Rosa. Available between April and October, this is priced from £1,069 per person based on a family of four travelling on the October 15 departure. www.travel2.com



CRUISE AND Maritime Voyages is offering 28 opportunities for the travel trade to visit five of their cruise ships in 2020.

There are 13 different UK ports available so agents can enjoy the convenience of a ship nearby. The complimentary ship visits will include a short presentation, refreshments, a delicious five course lunch with wine, plus time to explore the ship's facilities and accommodation. CMV's classic and traditional cruise ships Columbus, Magellan, Vasco da Gama, Marco Polo & Astoria are available during the 2020 familiarisation visits. Ports hosting the fam visits include: the London Cruise Terminal in Tilbury, Bristol – both at Avonmouth & Portbury, Belfast, Aberdeen, Dundee, Glasgow-Greenock, Invergordon, Hull, Liverpool, Poole, Portsmouth, Newcastle and Rosyth.

For more information, email agents@cruiseandmaritime.com

What is one thing you can't travel without?



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A water bottle.



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My ticket.



Hannah Carter

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Snacks!

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PRODUCTION

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Win a #SagaVIP day this January and February!

Book any Saga holiday or cruise from December 30, 2019 to February 29, 2020 and you could win your choice of eight #SagaVIP days for four people including chauffeur service each way. One lucky winner will be drawn every week so the more you book, the more likely you are to win a VIP prize!

Nine lucky winners will enjoy a #SagaVIP day for four this Spring!

Choose from one of the following prizes:

- Theme park entry with Fast Track passes
- Dine at a Michelin Star restaurant
- Top price theatre tickets
- Luxury spa day
- A day at the races
- Vineyard tour with lunch and tasting
- Gourmet cookery class
- Family zoo day with VIP Animal Encounter

Plus, more prizes to be won including an Apple iPad, Apple Watch, Echo Dot and a place per day on our Spirit of Adventure VIP Trade Event.

**Book online at sagaagents.co.uk
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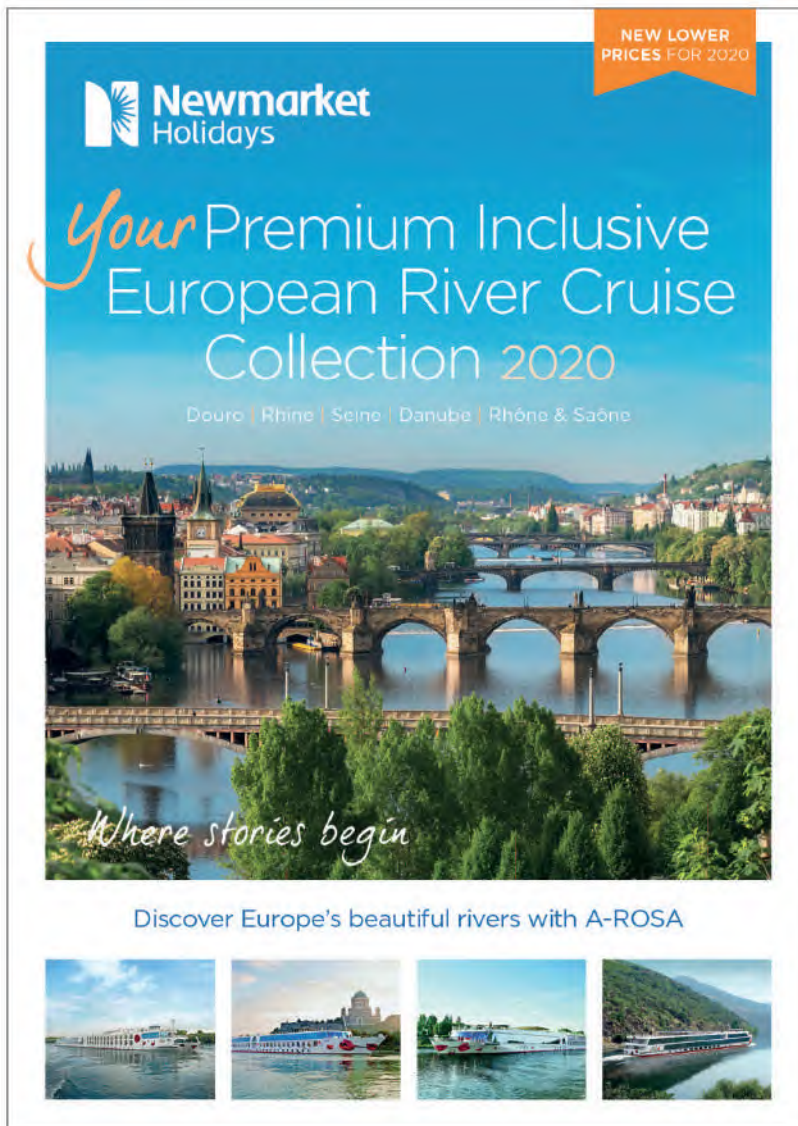
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January incentive terms and conditions: Every booking you make from December 30, 2019 to February 29, 2020 will automatically be entered into a weekly prize draw to win one of 8 VIP days for four people. One winner will be drawn per week for 9 weeks. Prize includes chauffeur service up to 250 miles each way. For terms and conditions visit sagaagents.co.uk/trade/incentives. Saga holidays are for anyone aged 50+. A travel companion may be 40+. NTA-AP6252

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