# ravebulletin

November 03 2017 | ISSUE NO 2,037 | travelbulletin.co.uk

Giving agents the edge

# Winter Sun

Winter warmers to entice clients



# this week

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booking incentives & fam trip opportunities

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

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new survey reveals habits of bleisure travellers



# **MALTA IS MORE**

#### WWW.MALTAUK.COM









Just a three-hour flight from the UK, set in the sparkling blue Mediterranean Sea and boasting over 300 days of sunshine a year; the Maltese Islands are perfect for a beach holiday or a city break.

Malta's capital city, Valletta, is the European Capital of Culture 2018 and home to over 320 historical sites that can be discovered on foot as the city is perfectly sized for a weekend's exploration. The Maltese Islands boast three UNESCO World Heritage Sites; Valletta, the Megalithic Temples and the Hal Saflieni Hypogeum.

The nearby islands of Gozo and Comino are easily reached by a short ferry ride from Malta and offer sandy beaches, crystal clear waters and an abundance of adventure activities to be discovered. The Maltese Islands boast delicious Mediterranean cuisine and alfresco dining with spectacular views. The year-round Islands of Malta really do have something to offer everyone.

**OVER 300 DAYS OF SUNSHINE!** 

ONLY A THREE-HOUR FLIGHT FROM THE UK

VALLETTA, EUROPEAN CAPITAL OF CULTURE 2018





















THE LATEST joint fam trip between AMResorts and Funway Holidays departed last month with British Airways, and the six-night adventure took six agents to a number resorts from The AMResorts Collection including Secrets Akumal Riviera Maya, Dreams Playa Mujeres Golf & Spa Resort and Breathless Rivera Cancun Resort & Spa. Pictured enjoying the fun and sun are, from the left: Zoe Dalby, Benfleet Travel; Wendy Veal, ITE; Pippa Goodyear-Hill, Goodyear Travel; Jo Wild, Travelsmiles; Paula Edwards, Funway Holidays; an Amstar representative; Teri Jones, AMResorts; Jade Andrews, Funway Holidays; an Amstar representative; Cathryn Morrissey, Travel Network Group; and Marios Constants, ITE.

#### TUI reveals the future of holiday shopping with cutting edge prototype

TUI HAS unveiled a new prototype that reveals how customers could be using their subconscious to choose holidays in just a few years time.

Developed exclusively by world leaders in the field of facial coding and emotion measurement, Realeyes, the futuristic 'Destination U' prototype is a first of its kind, innovative way for holidaymakers to choose a trip that matches their emotional needs.

It uses sophisticated facial coding and emotion measurement technology to trigger imaginations and tap into the subconscious. A unique algorithm computes every subtle facial response to a rapid series of evocative moving images of destinations and experiences, and uses that data to calculate a 'perfect holiday' prescription.

The company's UK managing director, Nick Longman, said: "After taking more than 100 million customers on holiday over the last six decades as Thomson we understand that one size no longer fits all when it comes to travel. People are looking beyond the traditional package

holiday, they want a holiday that is handpicked just for them and the next evolution in mass market travel is personalisation and customisation. It is our ambition to create holidays so personalised that they 'choose you'. Or to put it another way, take customers to their perfect 'Destination U'.

This prototype, which is now well into testing, takes customer understanding to a new level, tapping right into the psyche to help our customers discover their perfect, personalised holiday experience. The Destination U prototype enables holidaymakers to intuitively unlock different travel possibilities and think about options they may not have considered before. As TUI we will offer more customer choice than ever and we want to shape the future of travel using innovations like this, and our considerable expertise and knowledge, to design perfectly personalised experiences and a new way to holiday."

The Destination U prototype is undergoing consumer testing with the vision of wider public retail trials in the near future.

Inset - La Palma Cover Pictures: Main - goodluz

a look at this week's industry news and developments

agent bulletin

agent offers, booking incentives & fam trip opportunities

puzzle bulletin

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

**bulletin** briefing

news & views from the Elite Travel Group

business bulletin

Heathrow Express reveals all about 'bleisure travellers'

spain & her islands

La Palma looks to the stars as it celebrates biosphere anniversary

winter sun

winter warmers to entice your clients to get their sun fix



#### New Boeing hanger at Gatwick Airport

BOEING'S PROPOSED plan with Gatwick Airport to build a new aircraft hangar has been granted permission to go ahead by Crawley Borough Council, with full works scheduled to commence later this year.

The facility will be fully operational in early 2019 and will add on-site engineering and maintenance capability for operators of Boeing aircraft at Gatwick, including shorthaul 737 aircraft and Gatwick's growing long-haul fleet of 747, 777, and 787 Dreamliner aircraft.

Gatwick's route network is growing fast, and the airport is in the Premier League of European Airports that serve more than 60 long-haul destinations. With new services on Boeing aircraft to Denver, Seattle, Austin, Chicago, and Singapore recently commenced or announced, the new hangar will play an important role in supporting Gatwick's long-haul network as it continues to grow.

The new facility will support the Gatwick airline community's immediate operational needs which, in turn, will help the airport to continue its record growth in both short- and long-haul services. It will also support Boeing's Global Fleet Care customers. Utilised by more than 60 airline customers around the world, Global Fleet Care is a flexible set of fleet engineering, materials and maintenance services tailored for airlines.

The airport's chief commercial officer, Guy Stephenson, said: "Gatwick's partnership with Boeing will deliver a boost to jobs at the airport as well as providing close service support to Gatwick's growing long- and short-haul Boeing fleet. This will help ensure that Gatwick's record growth can continue and our global network can continue to expand.

"The hangar facility will provide a new level of on-site engineering capability which supports our airlines here in the UK. Initiatives like this are ever more vital as we strive for continued operational efficiency as we respond to the demand from airlines and passengers for more services at Gatwick."

#### Industry perspective: the next 40 years

VETERAN BROADCASTER and travel expert, John Carter, took a look back at 40 years in travel and what the future holds for the industry going forward at the Elite Travel Group conference, which was held in Mallorca towards the end of last month.

He told delegates that the biggest challenge that faces the industry is the blight of tourism, where destinations such as Dubrovnik and Venice are now looking to restrict the number of tourists due to the detriment they have on local customs and culture. He also predicted that Amsterdam would be the first city to get rid of Airbnb.

On the topic of consumers booking direct, Carter told agent attendees: "Be that voice of travel and the face of travel in your communities. Build up long-term relationships as a proper travel consultant to those sensible families – the young professionals, the older generation, clients who don't want to cut corners and want to rely on you to keep them ahead of the crowd.

"Concentrate on the more discerning, experienced, loyal and profitable travellers. Concentrate on what, 40 years ago, you might possibly have called the elite!"

#### Kids go free with HF Holidays' 2018 Family Walking Adventures

FAMILIES CAN discover the great outdoors on HF Holidays' Family Walking Adventures and spend time together spotting wildlife, playing on a sandy beach, riding a steam train or exploring historic castles.

Children of all ages are welcome and there are plenty of stops for games and activities organised by the company's friendly leaders.

Clients who make a booking before December 29 can take advantage of an early booking offer where under 18s go free. Thereafter, under 11s go free and there is 50% off for 11-17 year olds.

As an example of itineraries, a three-night new family walking adventure in Dolgellau, Wales explores the myths and legends of the area and costs from £399 per person on a full board basis.

For more information see hfholidays.co.uk



CARDIFF CAMPAIGNERS...Andy Harris, key account manager at Travel 2, visited Cartwright Travel in Cardiff to touch base as part of the operator's Universal campaign. Pictured with Andy (second from right) are, from the left: (top row) Luke Cartwright, Sue Watts and Phil Jones, with Steve Philippou (front), all from Cartwright Travel.

# newsbulletin

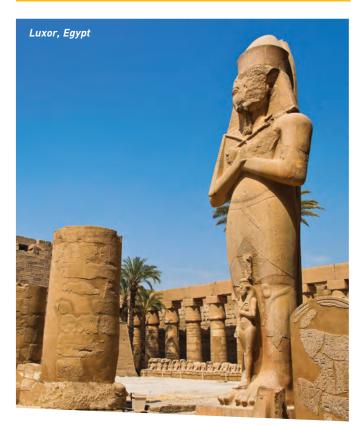
# Leger issues 2018/19 brochure featuring 31 new tours

LEGER HOLIDAYS has launched its 'Europe and Worldwide' brochure for 2018/19, with a total of 31 new tours added to its portfolio.

The brochure offers a selection of holiday ideas and new additions, from air holidays and scenic tours to Scotland to motorsport breaks. The company is also offering flights from a range of UK airports, with a further six air holidays for 2018/19 which include a city break to Rome and a discovery of rugged landscapes, famous whiskies and the natural beauty of Royal Deeside in Scotland.

For 2018 the European programme has been extended with 31 new tours including Picturebook Norway, Trains & Boats of Lower Austria, Lake Bled; Pearl of Slovenia and Cote d'Azur and Provence & Burgundy. Plus there are two new tours to Scotland, including a single traveller break to Peebles & Edinburgh and a tour to discover Scotland's lochs and waterways. Both include flights to Glasgow from a selection of UK airports.

The Motorsports programme has also been extended for 2018, with the return of both the German Grand Prix and the French Grand Prix to the Formula One calendar. For full details visit leger.co.uk or call 01709-839839.



#### New UK campaign from Egypt

THE EGYPTIAN STATE Tourist Authority is set to launch a new UK campaign to capitalise on renewed and growing interest in the destination.

With summer over and travellers on the hunt for winter sun bargains, the tourist office is reminding agents that it is the optimum period to sell to clients.

UK visitation to the destination rose by more than 25% in the first six months of 2017, and overall visitation from all markets increased by more than 50% year-on-year.



JONATHAN'S JOY...Jonathan Webster (left) from Foxhills in Ottershaw has won a trip to Mauritius after winning the inaugural Beachcomber Tours' Road to Mauritius Golf Championship at Stoke Park in Berkshire. Pictured with Jonathan is the operator's marketing manager, Mark Boullé.

# New world cruise offers exotic destinations from MSC Cruises

MSC CRUISES has announced the opening of sales of its second world cruise, setting sail in 2020, for MSC Voyagers Club members, with sales open to everyone else from November 23.

The world cruise on Magnifica offers a new itinerary that includes more exotic and aspirational destinations than before, with more than 40 destinations and 23 countries.

The line's CEO, Gianni Onorato, said: "Following on from the highly successful launch of our first MSC World Cruise last year due to set to sail in January 2019, we are now delighted to open sales for a new world cruise for 2020 developed to offer quests experiences and destinations that they will never forget.

"In addition, the experience on MSC Magnifica – one of the jewels of our fleet - has been designed to reflect the cultures and cuisines of the countries that the ship visits, giving guests the opportunity to fully immerse themselves in a true around the world voyage of discovery both on board and on shore."

Guests embarking from Rome, Genoa, Marseille and Barcelona on January 4, 5, 6 and 7, 2020 respectively will cross five continents on a three-month voyage of discovery. To maximise exploration opportunities, eight destinations include an overnight stay in port, giving guests up to two days to experience local attractions, cuisine and unique atmosphere.

Guests on the world cruise will receive a complimentary Mealtime Restaurant Drinks Package and a 30% reduction on all laundry services; access to more than 90 shows performed in the ship's Royal Theatre, including 30 Broadway-style shows and a wide range of live music incorporating acts inspired by the itinerary; and a comprehensive activity schedule including themed evenings, language classes and cultural guest speakers.

During the exclusive one-month booking window for MSC Voyagers Club members, the line's loyal guests will also be able to choose their ideal cabin before they sell out. In addition, the company will credit triple membership points at the time of booking, allowing MSC Voyagers Club members to enjoy all the added benefits right away – on top of 15 complimentary shore excursions and mealtime drinks package.

For further information visit msccruises.co.uk

# newsbulletin

#### New 'In-Depth' tours from Grand American Adventures

GRAND AMERICAN Adventures' new 2018/19 brochure sees the introduction of a new tour style with seven new 'In-Depth' tours, along with three new itineraries that offer an active, island-hopping tour to a new destination with Hawaii Islands Adventure; an inspirational Northwest Parks & Wildlife tour exploring three national parks and the cities of Portland, Seattle and Vancouver; and a Yukon and Alaska Walk to explore the wilderness on foot.

Offering 70 varied tours of North, Central and South America this season, the operator's new In-Depth portfolio of seven tours of between five to six nights duration, offers four-star-plus accommodation in upscale boutique lodges, ranches or unique 'under the stars' experiences in yurts or cabins, along with expert guiding and popular 'must visit' inclusions.

As the Alaska & Kenai Peninsula, Olympic & Vancouver Island, Canyon Country, Yosemite & Tahoe, Yellowstone & Teton, Yellowstone Winter Wildlife and Appalachian Trail In-Depth tours primarily start on Saturdays, the 28 departures have been arranged to combine with a city or coast break or as a stand-alone tour for travellers short on time but still seeking a memorable adventure.

The company's managing director, Richard Hanson, said: "We have developed this new 'In-Depth' product category in response to two key travel trends at the moment – the desire people have for rich, life-fulfilling experiences coupled with the need for shorter holidays.

"We have looked carefully at our

product offering to make sure we have a great Americas experience for every type of leisure or business traveller, deepening the range of product in terms of nights

and accommodation types as well as increasing the expert guiding and bucket list inclusions. We have also developed new tours to on-trend destinations such as Hawaii and the North West and added to our hugely popular walking tours with true final frontier, back country wilderness hiking opportunities."

For further information go to grandamericanadventures.com or call 0333-999 7969.

#### Scenic launches 2018/19 Australia & New Zealand Escorted Touring Collection

SCENIC HAS issued its 2018/19 Australia and New Zealand Escorted Touring Collection featuring itineraries across Australasia.

There are six options to choose from including a 27-day Grand Australia itinerary which offers an extra night in Uluru. This allows guests more time to discover the mysteries of Kata Tjuta, accompanied with an extra Scenic Special Stay in the Sails in the Desert Hotel located in the heart of Australia's Red Centre.

New Freechoice activities are also offered - from a camel ride with views of Uluru and Kata Tjuta and an open top bus tour of Christchurch to a gondola ride paired with wine

tasting at the award-winning Volcanic Hills winery with views over Lake Rotorua.

Meanwhile, the company's Enrich experiences include a helicopter flight over the Great Barrier Reef and an open-air dining experience next to Uluru, surrounded by thousands of bulbs as guests enjoy canapés, complimentary drinks and authentic Australian cuisine.

To celebrate the release of the new brochure, the company is offering a free Business Class flight upgrade when booked by November 30.

To book or for details call 0808-115 2864 or visit scenic.co.uk./touring



VENTURE ADVENTURE...Ben Owen (middle) and Hugh Bourne (right) of Venture Travel celebrate the end of a two-week new member training session at the Global Travel Group's dedicated training centre in Chester with The Global Travel Group's Mark Rowlands.

#### Finnair extends codeshare with BA

FINNAIR AND British Airways are extending their current partnership with several new code-share flights within Europe.

BA will place its codes on several of Finnair's European destinations including the new non-stop flights from Gatwick to Kittilä and Ivalo, which will begin operating for the winter season from December 12 and 14 respectively.

Finnair will place its codes on BA flights between Heathrow and Tallinn, Copenhagen and Gothenburg. The new code-shares aim to increase the connectivity for both carriers through their respective Helsinki and London airport hubs.

Philip Lewin, head of partnerships and alliances at Finnair, said: "The extension of our code share agreement with British Airways is great news for our customers as it will give them more opportunities and flexibility to choose from when booking their travel."

Rishi Kapoor, head of alliances at BA, said: "We are delighted to offer our customers yet more choice of destinations between Japan and Europe with Finnair as part of our joint partnership with JAL and Iberia, and additionally the opportunity to fly direct to Lapland from Gatwick this winter."

# newsbulletin

# Eurowings offers flights between Jersey & Hamburg

EUROWINGS IS continuing to expand its UK network and has added a Jersey-Hamburg route to its portfolio with a weekly flight every Sunday as of May 6.

The flight departs Hamburg at 06:00 and lands in Jersey at 07:00 local time. The flight from Jersey departs at 07:35 and lands in Hamburg at 10:25. In total the carrier is operating two one-weekly routes from Jersey next summer - to Hamburg and Dusseldorf.

For further information see eurowings.com

# Special two-night European preview announced for Celebrity Edge

CELEBRITY EDGE will set sail in the Mediterranean in summer 2019, calling Rome and Barcelona home from May to October.

Prior to officially commencing her first summer season, Edge will host an exclusive two-night preview sailing for agents departing from Southampton on May 13, 2019.

Following the showcase sailing, the new ship's first official European cruise will depart from Southampton on May 15, offering a ten-night Iberian Peninsula sailing to a range of destinations including Lisbon, Portugal and Cagliari on the island of Sardinia.

Lisa Lutoff-Perlo, the line's president and CEO, said: "Europe has never seen a ship like this before and you've never seen Europe like you'll see it from Celebrity Edge. Its curation into the most stylish, intimate and intuitive ship to ever sail is carefully complemented by the destinations featured on the first European season.

"The UK and Ireland is such a significant market for us that we wanted to celebrate the start of her summer season by offering guests the first scheduled European cruise direct from Southampton. To further support our key trade partners, we will also be hosting an exclusive two-night preview, so that our beloved agents have the opportunity to experience Celebrity Edge first-hand."

Throughout the summer the ship will immerse guests in the vistas of the Mediterranean with a range of seven to 11-night sailings, visiting iconic destinations such as Monte Carlo, Barcelona and Mykonos, along with Ibiza and Valencia where she will offer longer evening stays in port. The itineraries will also feature two new ports of call — Nauplion in the Peloponnese region of Greece and Santa Margherita, located on the Italian Riviera close to one of Italy's most famous villages, Portofino.

Meanwhile, the cruise line has developed a range of supporting materials and assets for agent partners to enable them to promote the new itineraries on their websites. They include a comprehensive 20-page direct mailer that agents can overbrand and distribute to their own customers. Digital guides will also be available for all new European deployment across the fleet, including Celebrity Edge, to enable agents to access itineraries, dates and detail on ports of call quickly and share with guests.

For further information visit cruisingpower.co.uk





#### **MEGA SALE OFFER 2018 - EXTENDED!**

Book by 10 Dec 17 and receive:

20% FLAT DISCOUNT on Sunset Beach Villa Rate + Children
Combinable with Free Nights & Honeymoon Offers where applicable
Valid for stays between 06 Jan 18 – 31 Oct 18



#### EARLY BOOKING OFFERS

Book by 30 Nov 17 and receive 10% OFF!
Stay for 7 Nights or more and receive a further 15%!
ALSO AVAILABLE THROUGHOUT THE YEAR:
EXCLUSIVE HONEYMOON DISCOUNTS + SPECIAL AMENITIES



A wonderful boutique island property in North Ari Atoll Fantastic offers for 2018 now bookable online FREE NIGHTS: Stay 7 Pay 6 / Stay 13 Pay 11 PLUS – Early Bird Discounts: Up to 20% OFF Valid for selected stays between 01 Nov 17 – 31 Oct 18



#### **BRAND NEW OPENING IN RAA ATOLL**

Stunning island with a Fantastic House Reef Also offering fantastic 2 Bedroom units for families OPENING OFFERS NOW ON SALE INCLUDING FREE NIGHTS – STAY 7 PAY 6 / STAY 14 PAY 12 AND EARLY BOOKING DISCOUNTS UP TO 20% OFF

#### **NEW LOOK WEBSITE NOW ONLINE**

SRI LANKA - MAURITIUS - SEYCHELLES - INDIA - UAE - CARIBBEAN Over 230 hotels and a selection of tours available on our website Including exclusive offers for Winter 2017 2018 RATES NOW RELEASED

#### www.osborneandebel.com

All above offers are subject to availability. Terms & Conditions Apply



PREMIER HOLIDAYS has rolled out a campaign with Destination Canada to highlight the message to book early to ensure availability.

Unveiled to coincide with the operator's new 2018 Canada and Alaska brochure launch, the campaign will promote the winter and shoulder season with a selection of tactical offers to the most popular locations.

Special offers include a seven-night Western Journey escorted tour from £1,775, stopping in Banff, Whistler and Vancouver; a 12-night Heritage Trail self-drive taking in Toronto, Montreal, Ottawa and Niagara Falls, from £1,499; and a seven-night Journey Through the Clouds rail and coach tour from £2,499, staying in Vancouver, Kamloops, Jasper, Banff, Lake Louise and Calgary and two days on the Rocky Mountaineer.

Agents can earn up to £150 for every inclusive Canada booking made during the campaign, with promotional materials available to download from the trade website. A Canada themed video has also been created for agents to share on social media.

As part of the campaign, the operator is promoting the Canada Specialist programme and is recruiting agents to complete online training to become experts in selling the destination.

The 2018 Canada and Alaska brochure is valid for travel until March 2019 and has been extended to 68 pages. Following an overhaul, the new brochure is more focused towards tours and experiences in each region.

Among the new product for 2018 are a number of new tours in Eastern Canada; a bigger focus on the Atlantic Canada region with its own dedicated section in the brochure; two new city break packages to Ottawa and Quebec; and an extension of the number of Canada side trips and excursions to give agents more options.

Meanwhile, the company's new Smart Choice brand features for the first time, which is designed to offer value by utilising the best airfare, a minimum three-star accommodation and options for shared transfers. New product under the Smart Choice umbrella includes a seven-night Western journey escorted tour from £1,499.

Agents have the chance to win flights to Canada with Air Canada, a retro Air Canada suitcase and a food hamper filled with Canadian goodies to mark the brochure launch. They can check their brochure launch packs for a golden ticket or enter the competition on the website before November 30.

See trade.premierholidays.co.uk for details or call 0844-493 7444.

#### Family fun in Les Arcs with Esprit Ski

ESPRIT SKI is highlighting week-long stays in the high altitude resort of Les Arcs 2000, home to some of the longest runs in the French Alps.

As an example, the company is offering the traditionally styled Chalet Monte Bianco from £474 per person, which offers an ideal location with the nearest ski lift just 100m away. The price is based on a family of four, (two adults and two children aged two-ten years) at £1,895 travelling on January 21, 2018 and includes flights from Gatwick to Geneva, transfers, free Wi-Fi, the use of the swimming pool and sauna plus seven nights' chalet catered accommodation with a cooked breakfast, afternoon tea, children's high tea and three-course dinners with complimentary wine.

Esprit Classic Child Care is available from £239 for a week of exclusive ski lessons. For more information see espritski.com/deals-now/latest-deals

#### ICT rolls out a 'Complete' programme of Holiday Villages

ICT HAS launched the newest edition in its 'Complete' range, family of brochures, with the introduction of 'Complete Holiday Villages'.

The new dedicated brochure gives an in-depth account of each holiday village destination, its facilities, services and onsite activities simplifying the planning process for clients contemplating a group stay.

The holiday village initiative, which was first offered by ICT back in 2016 offers six established resorts around the UK, each packaged with a leading visitor attraction – ideal for groups, and each offering a balance between life in the village and the wider touring possibilities.

A host of new continental resorts has also been revealed owing to the recent partnership between ICT and Pierre et Vacances, in key locations within France and Spain.

For more information call 01708-802350 or to download the brochure see ictgrouptravel.com/brochures

**BOOKING INCENTIVES** 

- SILVERSEA IS giving agents the chance to win one of ten Fortnum & Mason Christmas Hampers worth £175 delivered in time for Christmas as part of its Silversea Advocates recognition programme. Ten agents will be chosen from a shortlist provided by the line's regional sales managers, with each putting forward agents based on their sales performances, marketing promotions or events. Agents also have the chance of a place on a VIP fam trip.
- CIRQUE DU Soleil is celebrating the launch of its new travel trade online training programme 'Discover Cirque' with a chance for agents to win a trip to Las Vegas. Agents who complete the programme by November 30 will have the chance to win, and will also be eligible for periodic giveaways and exclusive gifts. For details see cirquedusoleil.com/las-vegas

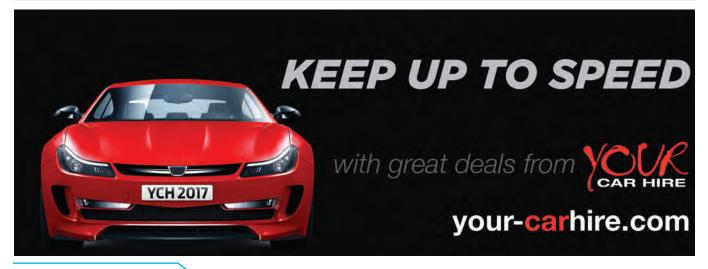


#### AGENT TRAINING

ADVANTAGE TRAVEL Partnership's Frontliners sales training regional sessions will be held across six locations this month and next where, in partnership with Reality Training, 150 members will be given a skills refresher ahead of the Turn of Year campaign launch in early 2018. The sessions will be held in Cardiff on November 21, Glasgow on November 23, London on November 30, Belfast on December 5, Manchester on December 11 and Birmingham on December 12. Prices to attend cost £35 including lunch and sessions run from 09:30 until 16:30. For details see advantagemembers.com

#### LOOKING FOR LINDA

INGHAMS IS looking for guests called Linda to fill their new winter chalet (also called Linda). in the Austrian resort of Kitzbühel. Guests whose passport name is Linda will receive a special discount of £125 if they book their ski holiday to Chalet Linda before November 30. Cosy Chalet Linda sleeps 28-37 guests and is located just six minutes' walk from the Hahnenkamm Gondola and ski school meeting point. The company is offering seven nights on a catered basis (including buffet breakfasts, afternoon tea and cake, and three-course evening meals with complimentary wine for six days) at the three-diamond Chalet Linda from £629 per person in January 2018, including flights and transfers. For details call 01483-791111.





G ADVENTURES has released its 2018 collection of Classic trips featuring 34 new itineraries, including Oman and Hawaii. This is the first time the company has offered trips to the two destinations.

The introduction of Oman comes as the operator has experienced increased demand for trips to the Middle East, citing 86% growth year-on-year for bookings from the UK.

Sofia Montezo, the company's Middle East product manager, says interest is returning to the region, and Oman is an excellent option for those who have never travelled to the Middle East, as well as for those who have already visited other countries in the region and are keen to explore further.

She said: "Oman is one of the best kept

secrets in this part of the world and is often described as the 'Switzerland of the Middle East' due to its independence. It features a beautiful mix of ancient history and modern living."

The company is also expanding its offering in the US, introducing tours to the volcanic archipelago of Hawaii. The programme explores The Big Island, Maui, Oahu and Kauai, and is ideal for travellers looking for a more adventurous and cultural experience beyond big bus tours and resort vacations.

As an example of prices, an eight-day Highlights of Oman option leads in at £1,499 per person with departures available between September and December next year. For more information or to book call 0344-272 2040 or visit gadventures.co.uk

#### Just Go! puts no single supplements on the Xmas list

JUST GO! Holidays, which offers group tours for mature travellers, is offering two breaks over the Christmas period with no single supplements for solo travellers.

Christmas in Vienna & Prague for the Single Traveller departs on December 22 or 23 from £799 per person for seven nights by coach, or from £899 per person for five nights by air. It includes five or seven nights' breakfast accommodation, some lunches and dinners (with Christmas lunch in a Viennese restaurant), various cultural activities and excursions and the services of a tour manager.

Meanwhile, Christmas in Liverpool & Chester for the Single Traveller departs from December 23-27 and includes four nights in two of the UK's most historic cities, exploring Liverpool's modern musical heritage and Chester's Roman past.

Prices lead in at £389 per person, including coach travel, full board accommodation, a welcome drink, after-dinner tea and coffee, full Christmas Day lunch, excursions and guided tours, a ticket to the pantomime and the services of a tour manager.

The company offers hundreds of pick-up points around the country for coach travellers and the Club Class Home Collection service, starting from £90 per person, can take care of the arrangements from door-to-door on many trips.

To book call 08432-244222 or visit justgoholidays.com

# Stephen Mulhern & Jonathan Wilkes team up with P&O Cruises

ENTERTAINER AND presenter Stephen Mulhern has teamed up with singer, performer and producer Jonathan Wilkes in a new entertainment partnership with P&O Cruises which will include the creation and production of a new show for the company.

The show will be a 45-minute new production but the cruise company is keeping specific details under wraps until nearer the time of its launch.

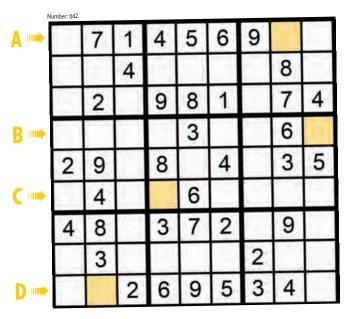
Stephen Mulhern said:
"This is a truly
breathtaking show and
one which has never
before been seen on
either land or at sea.
Jonathan and I are
working with the country's
best set designers to
create something which
will leave the audience
mesmerised, amazed and
entertained."
Further details of the

Further details of the show and performance schedules will be announced in the spring.



## Su Doku

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  $3 \times 3$  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, November 9th. Solution and new puzzle will appear next week.

The winner for 20th October is Rita Hughes, Global Travel Bamber Bridge in Preston.

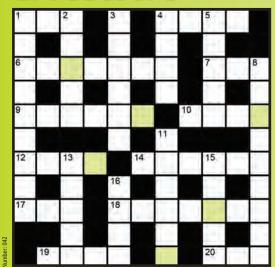
October 20th Solution: A=2 B=7 C=1 D=4

## Where Am I?



This 192m monument clad in stainless steel is the world's tallest arch. It is the centrepiece of the Jefferson National Expansion Memorial and sits at the site of this city's founding on the west bank of the Mississippi River.

## Crossword



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

#### Across

- 1. Ferry operator, \_\_\_ Funnel (3)
- 4. Nusa Dua is a picturesque resort on this island (4)
- 6. Popular long haul stopover destination (7)
- 7. Indian state with Portuguese influences (3)
- 9. Capital of Albania (6)
- 10. Famous statue in Piccadilly Circus (4)
- 12. Major car hire company (4)
- 14. NASA telescope that's out of this world (6)
- 17. Flag carrier of South Africa (3)
- 18. Touring UK show featuring the music of Take That (3,4)
- 19. Canadian actor and musician, \_\_\_ Gosling (4)
- 20. Queen Alia International airport code (3)

#### Down

- 1. No machine is safe on this BBC show (5,4)
- 2. Currency of Bahrain (5)
- 3. Asian river (6)
- 4. Capital of Azerbaijan (4)
- 5. Family run company specialising in escorted holidays (5)
- 8. Popular city break destination (9)
- 11. Capital of Alaska (6)
- 13. 5 Down offers holidays to this country (5)
- 15. Tossa de Mar is a popular resort on this
- 16. Princes William and Harry were both educated here (4)

For the solution to the Crossword and Where Am I?
Please see page 22

# Industry Insight by...





Neil Basnett, chief executive of the Elite Travel Group, reflects on the topics discussed at the consortium's recent annual conference in Mallorca...

WRITE this having just returned from the annual conference of the Elite Travel Group. This year we were celebrating our 40th anniversary and we returned to the beautiful holiday island of Mallorca where we had held the very first of our 20 subsequent conferences. The theme of our conference was 'Life begins at 40...' and for those who have already reached this momentous milestone, there was much agreement: for those who are not there yet, they wait with keen anticipation! We successfully achieved a good mix of serious debating about topics that are of great concern to independent travel agents and suppliers alike but we also remembered that we were there to celebrate, as a small organisation, the remarkable achievement of having been around for 40 years and still being relevant to our members today. We were able to acknowledge the strength of our working relationship and affiliation with the Advantage Travel Partnership and this has proven to be of immense benefit to our members as well as our suppliers.

It was so interesting to hear the acclaimed travel journalist and TV presenter John Carter reminisce about his 50 years of having been involved in the travel industry. Although the BBC had never had any original plans for there to be a 'Holiday' programme on television, his idea for the programme eventually came to fruition purely by chance as there was suddenly a gap in the schedules for an eight week regular slot. This programme ran in the end for 38 years, by which time he had moved over to ITV to link up with the seemingly perma-bronzed Judith Chalmers. John was able to relate many of the current issues facing the trade to events that have happened over the last 40 years with consumer protection still dominating. I do not know of any other industry where the consumer has so much financial protection especially in light of how small an amount they have to pay for this.

There is in the trade much anger still at how the

government's 'politically correct' decision to fly home all those affected by the collapse of Monarch Airlines made a complete mockery of the need to have ATOL protection. The Monarch claims process was another topic that was discussed and it was interesting that even the excellent Simon Bunce from ABTA was flummoxed on the guestion of whether claims for refunds from Credit Card companies can be made if the total value of the claim is in excess of £100, or whether this applies as a per person limit. Simon has subsequently gone to great lengths to establish the facts and he in turn has received conflicting advice! Agents who are generally busy in their offices really do not need any further confusion in addition to the challenge of the reams of paperwork they will have to administer just to get their clients' money back from the CAA.

The abolition of the right for agents to pass on charges to clients who are paying by credit card was another fiercely debated topic. What with this issue and the amendments to Data Protection rules that come in next May, it was a relief to all concerned that we did not even get around to discussing changes to the Package Travel Directive that are still lurking not too long away! If we had been debating this as well, all 140 of us would still be out in Mallorca, more tanned perhaps, but not wiser!

On a lighter note, it was lovely to pass on to our loyal members a present in recognition of our 40th birthday - free subscriptions for 2018/19! At a time when there are worries about how the possibility of absorbing credit card charges may affect their bottom line, this gesture should lessen the worries of our members. This gift does not in any way cheapen the worth of the consortium: it is just nice to be able to reward members' loyalty to our consortium. We are always keen to welcome new members to the 'Elite family' so we are pleased to extend this gift to any agents who feel that Elite could be the right home for them.

# businessbulletin

#### Business travellers adopt 'rogue hotel booking' practices reveals Egencia

A RECENT study by Egencia, the business travel arm of the Expedia group, found that despite the wide use of travel policies worldwide, 'rogue booking', the practice of business travellers booking outside of their travel programme, is still an issue for corporate travel programmes, especially when it comes to hotel stays.

While 60% of companies have a travel policy in place, more than half of the business travellers surveyed are still allowed to book travel using any method they choose, and a full 46% have done so for hotel bookings according to the fourth edition Egencia Business Travel and Technology Survey. To rein in these rogue booking tendencies, the study suggests that relevancy, incentivisation and clear policies can pave the way.

The survey found that UK business travellers book out-of-policy because either they could not find a hotel close enough to their destination (42%), or found a better price or hotel within their per diem (37%). With this in mind, providing relevance in a travel programme means surfacing a selection of hotel choices at the top of their online search results that are tailored to the needs of the business travellers. This can include location of hotels as well as flexible booking options. Additionally, offering fair and competitive pricing eliminates the need to shop outside the company's preferred booking channels.

According to the study, incentives for staying within policy vary by region, but globally, monetary rewards prove to be the most likely incentive to encourage travellers to book within their policy. Some 62% of business travellers say that they would choose within policy if they receive a percentage of savings for booking below the cap and an additional 60% would comply if they received funds they could apply to other travel options.

This percentage is slightly higher in the UK, where 65% of business travellers say they would choose within policy if they received a percentage of savings for booking below the cap. Loyalty points are the third most appealing incentive – 56% of UK travellers reported they would book within policy if offered hotel loyalty points.

When travellers book within policy, companies can protect the safety of their travellers and create cost efficiencies in the long-term. With increased adoption of policies and booking tools, travel managers can immediately locate travellers in an emergency, whether it is weather-related, geopolitical and/or a terrorism event; access to immediate, accurate reports helps keep travellers safe wherever they are in the world.





BACK TO BUSINESS...Pictured marking the launch of Make it Edinburgh, a new campaign that celebrates the city's unique position as a centre of excellence, innovation and heritage, are Paul Wakefield (left), Amanda Ferguson and John Donnelly of Marketing Edinburgh. For the first time, the city's diverse business tourism offering will be presented under a single, cohesive creative and digital strategy that celebrates and promotes Edinburgh's strongest sectors of industry, while providing compelling reasons to choose Edinburgh for future events. Edinburgh's Centres of Excellence, a key driver for business tourism, take centre stage in the campaign, focusing on six priority sectors in which Edinburgh excels across research and academia, as well as industry and enterprise. For details see makeitedinburgh.com

# Heathrow Express reveals all about 'bleisure travellers'

RECENT DATA shows that when business travellers attend a conference in a destination not visited before, 66% will add up to two weeks to their trip for leisure purposes.

The Heathrow Express Business Travel Insights Report 2017 identifies different personas of business travellers from the relative importance of different motivations when choosing flights, accommodation and transport to and from the airport. The increasing trend of mixing business trips with leisure has created 'bleisure' travellers.

Motivated more than an average business traveller by brand reputation and prestige, these travellers offer travel professionals an opportunity to up-sell to partners and families, as they are more interested in making their trip as enjoyable as possible and finding the best places to stay and ways of getting there.

The profile of this group shows bleisure travellers are least likely to spend time at the airport working with 62% favouring relaxing and 61% eating or drinking. When flying short-haul, they are least likely to be flying Economy, with 60% flying in the front of the plane. For long-haul flights, only 14% fly Economy.

Bleisure travellers are also the biggest spenders of their own money in destinations – with an average of £423 being spent on each trip when it comes to accommodation, food, shopping and transport.

Fraser Brown, director of Heathrow Express, said: "Bleisure travellers make the most of their trip away. Not only do they offer travel professionals with great opportunities for upgrading and selling to their friends and family, but destinations and local communities can also benefit from their extended leisure time and spending habits."



Invites you to an

# Showcase

Agent Networking evening

Monday 20th November Hilton, York

**Tuesday 21st November** Hilton City Centre, Cambridge

#### **Featuring**







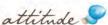
















































# spain&herislands

# BA launches new flights to Tenerife

BRITISH AIRWAYS has launched its first direct route from Heathrow to Tenerife South Airport, flying for the winter season until March 24, 2018.

The direct weekly flight sets off at 06:45 every Saturday morning, landing at 11:15 in Tenerife local time and follows in succession of the popular uptake of its Gatwick flights flying to Tenerife South Airport. Visit webtenerife.co.uk for

more information.



#### Shearings adds Spanish Grand Prix tour for 2018

SHEARINGS HOLIDAYS has added a new tour to the Spanish Grand Prix for 2018.

The tour will base itself in the coastal resort of Santa Susanna at the four-star superior Caprici Verd hotel. Customers will get to experience the power of the F1 cars on both the qualifying and race day at the Circuit de Catalunya on the outskirts of Barcelona.

This ten-day coach tour costs from £649 per person and departs on May 8, 2018, based on two sharing. Highlights include two days at the Spanish Grand Prix track, two days to explore Santa Susanna and a full day in Barcelona. Coach travel is included plus one night in France en-route to Santa Susanna and two nights on the return. Breakfast is included daily plus eight dinners.

Visit shearings.com for more details.

#### Vueling celebrates passenger milestone at Cardiff Airport

VUELING RECENTLY surprised its 600,000th passenger, Sharon Clain Mahoney from Bridgend, with a pair of return tickets to either Malaga or Alicante during a Gate celebration that commemorated the Spanish airline's five-year service to local residents.

Since operating its first flight from Cardiff in spring 2012, the airline has increased capacity at Wales' national airport by 300% over a five-year period, providing more than 190,000 seats for Welsh passengers alone last summer. This winter season, the airline will be offering more than 30,000 seats with flights to the Spanish destinations of Malaga and Alicante.

Gabriel Schmilovich, director of network strategy and planning, said: "We're thrilled to have reached another important UK milestone with Cardiff Airport. Cardiff remains an important part of our network and it's a real achievement to have transported 600,000 passengers over five years, offering greater choice for those travelling through Wales."

As part of its winter timetable, services from Cardiff to Malaga will depart at 09:00 arriving at 12:30 and for Alicante depart from Cardiff at 12:55 arriving for 16:20. Flights will operate on Tuesdays and Saturdays from November through to March 2018.

# Barceló Hotel Group launches in Tenerife

THE BARCELÓ Hotel Group is launching Royal Hideaway Corales Resort, its first Royal Hideaway Hotel in Tenerife.

Opening on January 3, 2018 the five-star resort is split into two hotels: the adult-only 'Corales Beach' which is exclusively comprised of Junior Suites, complete with ocean view terraces; and the family-friendly 'Corales Suites' which has 114 apartments, one-, two- or three-bedroom deluxe oceanview apartments with private terraces.

The hotel also has nine restaurants and bars, with four for guests staying at the adult-only Corales Beach. Drawing on the local surroundings and underwater sea life, the communal areas are inspired by the intricate formation of coral and will mirror its delicate formation and colour to raise awareness about the natural beauty of the marine world. Visit barcelo.com for more details.

# spain&herislands

#### La Palma celebrates 35th biosphere anniversary

AS LA Palma looks ahead to its 35th year as a UNESCO World Biosphere Reserve in 2018, the Canary Island is strengthening its position as a leading stargazing destination by becoming an official affiliate of the World Tourism Organisation.

Known as 'la isla bonita' (or 'the pretty island'), the destination is recognised by UNESCO as an official Starlight Reserve, offering stargazers the chance to observe countless stars from its mountainous terrain. Found on the island at an altitude of 2,420m, The



Observatory of El Roque de Los Muchachos, referred to as the 'Balcony to the Stars', is amongst the world's best observatories and home to the largest optical telescope. Being above the cloud level for more than 300 days a year enables visitors to experience the astronomy alongside dramatic views of the surrounding landscapes.

Visitors to the island can also take part in a wide range of stargazing activities; from independent hikes from Roque de Los Muchachos along the rim of the Caldera crater - recommended as a place to enjoy sunset, dusk and the night sky - to overnight stays in rural cottages. Local stargazing companies on the island offer authentic stargazing activities such as astronomical dinners under the stars combining the night sky with traditional cuisine, themed evenings including 'Moon and Wine' nights with guided tours of the Teneguía wine cellar and talks about the process of the night grape harvest under the moonlight and tastings of the best Teneguía wines.

For more destination information head to visitlapalma.es/en/

# Marconfort Benidorm Suites changes to Sandos

MARCONFORT BENIDORM Suites has become part of the Sandos family and will be renamed Sandos Benidorm Suites.

With this move Sandos Hotels & Resorts will operate five hotels in Spain located in the destinations of Lanzarote (Sandos Papagayo), Tenerife (Sandos San Blas), Ibiza (Sandos El Greco) and Benidorm (Sandos Monaco and Sandos Benidorm Suites).

As part of the hotelier's mission to provide guests with a unique holiday experience, the new suites will present a more modern infrastructure. During the last two months there has been a redecoration of common areas in order to enhance their musical themes and the Sandos Benidorm Suites will offer an avant-garde atmosphere inspired by the musical themes of the 70s, 80s and 90s. For more information go to marconfort.com and sandos.com



#### JUST FEEL IT

**Marconfort Beach Club Hotel** 

Torremolinos

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**Torremolinos** 

### FEEL THE HARMONY

Marconfort Essence Bikelinendly

Benidorm - Adults Only 16+

**Marconfort Atlantic Gardens** 

Lanzarote - Adults Only 16+



**SPAIN -** ALL INCLUSIVE



#### £168 per night, based on double occupancy. Visit theconfidantemiamibeach.hyatt.com for details. More sun from TUI & First Choice for Winter 2018

TUI AND FIRST Choice are serving up a menu of sun for winter 2018, with all destinations for the winter period now on sale.

As one of the top destinations for winter sun seekers, the Cape Verde archipelago off the northwest coast of Africa delivers Creole island culture and year-long sunshine. Holidaymakers wanting to get away to enjoy the sand and surf will have more ten- and 11-day stays available flying out of Birmingham and Gatwick to Boa Vista and Manchester to Sal. Bristol Airport will also operate a new weekly flight to Boa Vista. Both holiday companies offer a range of resort options across Boa Vista and Sal and have introduced the new 5T RIU Palace Hotel in Boa Vista.

North Africa remains a popular destination for winter travel and to meet increasing demand the holiday brands will increase capacity to Hurghada, Marsa Alam and Marrakech for 2018. Two additional flights will go from Cardiff and Doncaster

Sheffield to Hurghada, the Capital of the Red Sea Riviera. In addition, an extra weekly flight will depart from Gatwick to Marsa Alam, the most southern Red Sea resort occupying a virgin stretch of coastline near the Tropic of Cancer offering ten- and 11- night stays. Flights from Bristol Airport have also been extended to cover the full season rather than just March and April. An additional flight will also operate to Marrakesh from Bristol.

Introduced for winter 2017, TUI's multicentre programme will grow even further for winter next year with holiday makers able to choose from 11 destinations, as St Lucia, Florida and Morocco are extended from the summer programme across the winter season. Popular itineraries like theme park trips to Universal Resort and Walt Disney World in Florida, and the beach vibe of Agadir combined with the buzz of Marrakech in Morocco will be available.

#### Finnair presents special Business Class fares to Goa

FINNAIR HAS launched a special promotional fare for travel between the UK and Goa, India from £1,398 return in Business Class. The promotional fares are available for travel in November and December, with departures from Heathrow and Manchester, and must be booked by November 30.

The airline will fly travellers to the beaches of Goa with two weekly flights to Goa International Airport. The seasonal route launches from this month and these promotional fares are available for travel until December 31. Flights will be operated on Wednesdays and Sundays on an A330 aircraft.

Andrew Fish, the airline's general manager for UK, Ireland & Benelux, said: "This Finnair fare offers our Business Class passengers even better value when travelling from the UK to Goa while enjoying our award-winning Nordic hospitality."

The airline flies from Heathrow and Manchester direct to Helsinki Vantaa Airport in Finland, with passengers travelling from the UK able to enjoy fast connections at the hub. For full details visit finnair.com

#### Premier goes islandhopping in Thailand

PREMIER HOLIDAYS has hopping packages in

The East Coast Island person for 13 nights, and priced from £1,495 per feature in the operator's new Faraway brochure.

four nights in Koh Samui, four nights in Koh Phangan for the East Coast islandhopping independent tour, staying in three-star plus accommodation with flights and transfers. For the west coast package, clients will stay in Phuket for four nights, followed by five nights in Phi Phi and ending the holiday with four-star hotels and flights and transfers.

Faraway for the operator, itineraries enable clients to visit multiple islands, and are ideal for first-time visitors. They will also appeal to people who may the past and want to return

Clients can also choose to extend their stay in Bangkok or add on an

Agents can earn up to £150 for every inclusive Thailand booking, depending on the value.

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PALLADIUM HOTEL GROUP

# Gold Medal adds Palm Jumeirah to portfolio

GOLD MEDAL has added the five-star Palm Jumeirah hotel – previously the Viceroy Palm Jumeirah Dubai - to its Dubai offering.

Deborah Wadhams, the operator's product manager for the Middle East and Indian Ocean, said: "For the ultimate winter sun destination I would suggest visiting Dubai. Winter is the ideal time to visit as there is minimal rain and the temperatures are far more comfortable than in summer. The Palm Jumeirah features 468 spacious questrooms and suites, spread across 16 floors, decorated in a simple yet elegant style and has breathtaking views of the Arabian Gulf. The resort has a fantastic array of facilities including outstanding dining venues hosted by world-class chefs and a modern spa.

'For the best possible experience we suggest an overnight safari. Guests are collected from their hotel before taking a dune drive into the Dubai Desert Conservation Reserve, stopping en route for a falcon show. There is the option to ride a camel into the luxurious campsite, a barbecue dinner is provided, as is a freshly prepared breakfast the morning after. Guests are also able to take a morning desert drive with a chance to see different types of wildlife."

Visit goldmedal.co.uk or call 0800-014 7777 for more details.



#### New winter season openings from Sandals Resorts

SANDALS RESORTS is to present a series of openings at the end of 2017 including more of the brand's over-the-water VIP suites, a second resort in Barbados and the reopening of resorts in Turks & Caicos and Antigua.

Beaches Turks & Caicos is set to open its doors again on December 14 after undergoing renovations post Hurricane Irma. According to company chairman, Gordon Stewart, both resorts will be "bigger and better" than before and ready to receive guests around the Christmas period. Sandals Grande Antigua will be re-opening on December 17.

Following a series of Over-the-Water additions across its property portfolio, the recently renamed Sandals South Coast resort in Montego Bay, Jamaica will open 12 Over-the-Water bungalows on December 15. Each will offer an expansive patio with a Tranquillity Soaking Tub, a hammock for two that sits above the water, an outdoor shower and a swim up patio. The interior has 'sea-through' glass floors, a king-size bed, and a spacious, spastyle bathroom. Guests can also benefit from personalised butler service and 24-hour room service.

On December 20, the company is to open its second luxury-included resort on Barbados for the winter season. This new resort will offer 222 all concierge and butler-level suites and a number of firsts for the brand, including a four lane 'Lovers Lane' bowling alley, a men's barbershop and a Skypool complete with the La Parisienne French restaurant. Rooms will include the brand's signature Rondovals, Millionaire Butler Suites and Skypool Suites, along with a Crystal Lagoon Pool Complex including Swim-Up Suites. For guests in select top category suites the resort will also offer chauffeured Rolls-Royce airport transfers.

For more information call 020-7590 0210 or visit sellingsandals.co.uk

#### GRJ travels to India's Golden Triangle with some late departures available

GREAT RAIL Journeys still has some late departures available on its 'India's Golden Triangle' tour.

Over 13 days and during this fivestar rail tour, clients will experience a kaleidoscope of colourful sights, taking in historic temples, beautiful palaces and ornate gardens. The itinerary includes Delhi, Shimla, the Toy Train, the Taj Mahal, Amber Fort and the Palace of the Winds.

Louise Heatley, head of product and contracting for the operator, said: "This tour is always popular, and no wonder. India is full of iconic sights and breathtaking scenery. The Toy Train to Shimla is my favourite part of this trip; this railway is an incredible feat of engineering, with 102 tunnels, more than 864 bridges and 919 curves.

This journey is always stunning, with mountain panoramas to admire, whether it's your first time on the train or your 100th."

Tours depart between October to December and between January to December 2018 with prices starting from £1,995 per person.

Visit greatrail.com or call 0800-240
4470 for more details.



# MORE THAN JUST A BEACH HOLIDAY

Suggest something different this winter









## wintersun

# Brits just wanna have sun as Jet2 sees holiday searches for Canaries spike

WHEN IT COMES to a dose of winter sunshine, the Canary Islands appear to be a firm favourite amongst Brits, with Tenerife, Lanzarote, Gran Canaria and Fuerteventura amongst the most searched holiday hotspots based on web activity seen by Jet2holidays.com from September to date.

Other locations seen by the operator to be attracting winter sun seekers include Costa Blanca, the Algarve, Costa Del Sol, Madeira, Paphos and Mallorca.

The holiday company has issued some winter sun packages so that agents can capitalise on this trend. As an example, the operator has three nights staying at the three-star Poseidon Playa Hotel, Costa Blanca in Benidorm for £259 per person for seven nights' half-board based on two sharing and departing from Stansted on February 16, 2018.

Alternatively, clients can head to Puerto Del Carmen in Lanzarote staying at the three-star Arena Dorada Apartments for seven nights on a self-catering basis and departing from Stansted on January 26, for £319 per person based on two sharing. In Tenerife, holidaymakers can spend seven nights at the three-star Arena Suites Apartments in Playa De La Arena on a self-catering basis, for £299 per person, departing from Stansted on January 24, 2018 and based on two sharing.

Each package includes 22kg baggage allowance and transfers.

For further information visit jet2.com or jet2holidays.com

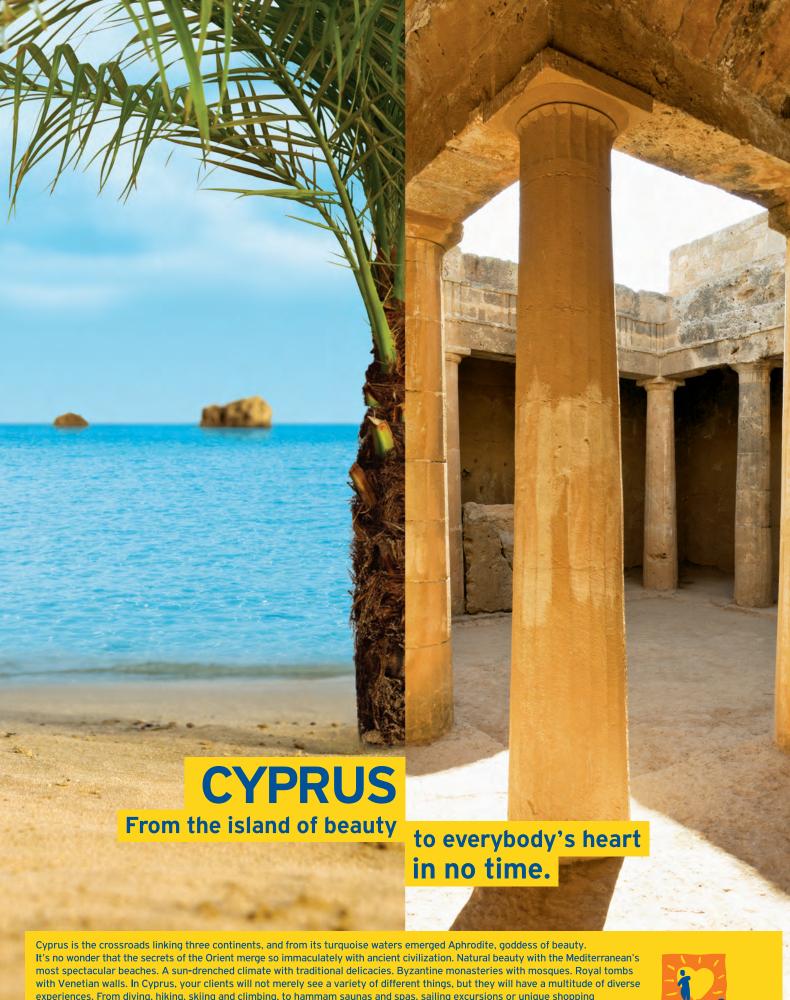
#### Maritim combines hotel & cruise packages

AS PART of Maritim Hotels' new range of hotel and cruise combination packages across its portfolio, the company has put together a Mediterranean cruise package at the Maritim Hotel Tenerife.

With Pico del Teide, Spain's largest mountain, towering in the distance, guests on this package can enjoy a comprehensive voyage around the Canary Islands, docking at Fuerteventura, Lanzarote, the Puerto de Mogan fishing village in Gran Canaria's old town Vegueta and Madeira.

When at harbour, they can take advantage of the hotel's sub-tropical gardens and three freshwater pools and sun terraces, and also take part in a varied sports programme of tennis, diving, mini-golf and numerous hiking trails. The hotel's free shuttle bus transports guests to the nearby main town of Puerto de la Cruz, providing plenty of opportunities for exploring, alongside the chance to enjoy the well-known animal and adventure park, Loro Parque, situated nearby. The seven-night package is available from November 15.

LeRoy Sheppard, the hotelier's director of sales for the UK and Ireland, said: "A perfect way to complete a cruise holiday is to stay in a hotel, either before or after the voyage. Both options have its advantages. Choosing the hotel before boarding the ship allows guests to switch off from the daily grind and to prepare themselves for the forthcoming nautical experience, while reflection on the many memories created is one of the benefits of staying in a hotel after the cruise has ended. A hotel also gives guests a base from which to explore the destination where the cruise starts and ends, allowing for unique discoveries in what otherwise only plays a minor part in the voyage." For more information go to maritim.com



experiences. From diving, hiking, skiing and climbing, to hammam saunas and spas, sailing excursions or unique shopping opportunities in the country's famed markets they will gain memories of a lifetime. In Cyprus, your clients will follow their hearts to experience the island's breathtaking beauty

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# win tersun



Travel Bulletin is published by Alain Charles Publishing (Travel) Ltd University House, 11-13 Lower Grosvenor Place London, SW1W 0EX

Printed by: Buxton Press Subscriptions are £125 p.a. £195 overseas ISSN: 0956-2419





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THE SAINT LUCIA Tourism Authority is currently running a seasonal promotion in which holidaymakers can save up to 65% on their holiday. Running until November 12 and with 15 tour operators taking part - including Tropical Sky, Abercrombie and Kent and LetsGo2 - there are a range of holidays on offer to suit all budgets and tastes. The destination is promoting itself to couples, families and groups looking for a tropical winter sun getaway. Go to saintluciauk.org/autumn-campaign

#### puzzlesolutions

ACTOSS: 1. RED, 4. BALI, 6. BANGKOK, 7. GOA, 9. TIRANA, 10. EROS, 12. AVIS, 14. HUBBLE, 17. SAA, 18. THE BAND, 19. RYAN, 20. AMM.

Down: 1. ROBOT WARS, 2. DINAR, 3. MEKONG, 4. BAKU, 5. LEGER, 8. AMSTERDAM, 11. JUNEAU, 13. ITALY, 15. BRAVA, 16. ETON.

Highlighted Word: NASSAU

Where Am I?: Gateway Arch, St. Louis, Missouri, US.

We asked our staff the following question this week:

#### Which three brands (of anything) are you, or have you been, most loyal to?



Jeanette Ratcliffe

jeanette.ratcliffe@travelbulletin.co.uk Heinz tomato soup, Lurpak butter, Dove soap.



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