

travelbulletin

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Giving agents the edge

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'Summer of Love'
in San Francisco

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'are you up for
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Rocking the USA...

36 AGENTS recently headed out to the USA on a joint Gold Medal and Travel 2 'FAMtastic' trip. The agents were split into four groups and explored different states including California, Massachusetts, Philadelphia, New York, Tennessee and Georgia before meeting in Orlando for the Access All Areas on Tour conference. Pictured in front of the Philadelphia Museum of Art and posing by the famous 'Rocky Steps' are, from the left: Anita Devi, Pure Destinations; Lisa Howarth, Signature Travel; Gretchen Loubser, Holidays Please; Debbie Yilmaz, Tailormade Travel; Andy Harris from Gold Medal & Travel 2; Ibrahim Karayilan, Not Just Travel; Emma Tillotson, ITE; Chris Modrowski, Luxury Holidays To; Alex Rose-Winn, Polka Dot; Irene Carson, Travelmaker; and Sheila Wallace from Go Travel.

Royal Caribbean reveals holiday bookings help Brits recover from misery of 2016

AFTER A tough 2016, booking a holiday tops the list for Brits looking for the 2017 'feel good' factor, according to Royal Caribbean.

The cruise line recently released details of its 2018 itineraries and alongside this commissioned new research which revealed Brits are relying on their holidays to get over the misery of 2016. Brits confess that Trump winning the US election (47%), Brexit (38%) and the deaths of beloved celebrities like David Bowie, Alan Rickman and Terry Wogan (33%) were all factors which left them feeling a little blue.

In the poll of 2,000 UK adults, respondents were asked to list what they got most excited by, with booking a holiday coming out on top (65%), ahead of spending time with friends and family (40%) and carrying out a random act of kindness (32%). Other holiday-associated activities also scored highly on the scale, with watching the sunrise or sunset (32%), drinking an ice cold beer or wine on a hot day (27%), jumping in a pool (18%) and swimming in the sea (14%) all featuring in the top 20 list.

In order to ensure 2017 is happier than its predecessor, travellers will be indulging in the feel good factor that holidays

bring: 49% are already thinking about what holidays to take and 40% will book more than six months in advance. 70% said their excitement increased the longer they had to wait for a holiday, while 75% book in advance to make sure they don't miss out on the best deals.

Ben Bouldin, managing director of UK & Ireland for the cruise line, said: "Our research shows just how impactful holidays can be to the nation's happiness and wellbeing. Guests are increasingly booking trips further in advance so that they have even longer to enjoy that pre-holiday buzz and our agents play a crucial role in facilitating this, not only for regular travellers but especially for those new to cruise. We're proud to sail 24 of the world's most innovative cruise ships to more than 250 destinations worldwide and excited to announce our extraordinary 2018 UK and European deployment itineraries."

These itineraries are now on sale and customers can save up to 30% off selected sailings and receive up to \$400 to spend onboard on selected 2017/18 itineraries when booked by May 1.

Visit royalcaribbean.co.uk for more details.

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PICTURED MARKING the launch at Birmingham Airport is, from the left, the airport's Paul Kehoe, actor Will Mellor with Steve Heapy and Phil Ward from Jet2 and airline staff either side.

Jet2 takes off from Stansted & Birmingham Airports

JET2.COM AND Jet2holidays recently celebrated a major milestone as its first flights and holidays took off from two new UK bases; Stansted Airport and Birmingham Airport.

Following these inaugural departures, flights and package holidays through the operator are now available from nine UK bases, with more than 300 routes to sun, city and ski destinations. It marks the latest step in the company's growth and national presence with flights and holidays now also offered in the Midlands and in the South of England. The company reports that both bases have seen 'phenomenal trading' ahead of launch, particularly from independent travel agents.

To showcase its partnership with travel agents, the company also hosted one of its mobile travel agency stores at the Bull Ring in Birmingham, co-branded with Midcounties Co-Operative, where a host of celebrations including free flight giveaways took place. Since the start of the year, the mobile travel agency stores have been up and down the country, taking independent travel agents out into parts of the community that they previously might not have reached and helping some agencies break sales records in the process.

At Stansted, more routes and aircraft have been added to the programme since going on sale in September of last year, meaning 27 leisure destinations on seven new Boeing 737-

800 next generation aircraft will be served.

The scale of this operation makes Stansted the company's fourth biggest UK base, with up to 96 weekly flights at peak season. At Birmingham Airport, the company will fly to a total of 23 destinations. Across the two bases, there are more than two million seats on sale for Summer 17 and Winter 17/18.

Steve Heapy, CEO of the holiday brand, said: "We have got off to a flying start in every sense at Stansted and Birmingham. Independent travel agents at both bases have responded fantastically to our family-friendly ethos and great value package holidays and from today their customers now get to experience this. Our formula of working in partnership with independent travel agents is proven, having driven phenomenal growth in northern England, Scotland and Northern Ireland and we are very excited to be bringing this new approach to our new partners in the Stansted and Birmingham catchment areas.

"Although today marks Jet2.com and Jet2holidays becoming a truly national brand, our focus will remain the same as always which is working in partnership with independent travel agents to help them grow their business. That proposition is driving strong demand in our new bases already and we are confident it will make us a resounding success."

For further information visit trade.jet2holidays.com

Explore launches new 'Explore Beyond' trips

EXPLORE HAS launched eight new 'Explore Beyond' trips taking travellers to unique destinations, remote villages and one-off events.

John Telfer, product director for the adventure travel specialist, said: "Our Explore Beyond range has really sparked interest from customers, with some itineraries selling out in a matter of days. We have designed another eight trips to meet the demand for these adventurous travellers with limited departures and availability. Some are one-off events, such as festivals while others are unpolished recce trips venturing into new territories around the world. These trips take us back to our roots and provide customers with an innovative new product choice."

As an example the operator's 17-day 'West Papua Seatrek' boards a traditional vessel to discover the remote island communities of West Papua in the far-eastern frontier of Indonesia. The trip departs on January 26, 2018 and costs from £5,999 per person.

For more information visit explore.co.uk or call 01252 884 723.

AWTE launches Irish Chapter at Dublin event

EARLIER THIS week the Association of Women Travel Executives (AWTE) launched its Irish Chapter with an event at the Morrison Hotel in Dublin, where guests enjoyed a dinner and drinks reception sponsored by Aer Lingus.

The event marked the association's first chapter outside of the UK and heralds the beginning of the organisation's move to expand internationally.

The organisation has also launched its international membership where members can now participate in online training and have access to the global network of female executives that make up its membership.

Visit awte.global for more details.



Wendy Wu introduces two special offers for April

WENDY WU Tours has unveiled two special offers for bookings made this month including the return of its 2-4-1 deal on bookings to Vietnam or Asia and flight upgrades for bookings made to India.

Customers who book any fully escorted or private tour to Vietnam this month will receive a free two-night stay in Siem Reap, including accommodation in a five-star hotel, breakfast and airport transfers, connecting flight from Vietnam and a full day's tour of Angkor Wat with lunch. Vietnam trips begin from £1,990 per person with the ten-day 'Vietnam Impressions'. Alternatively customers who book a tour to China, Japan or Burma in April will receive a

free two-night stay in Hong Kong, including accommodation in a four-star hotel, daily breakfast, airport transfers and a half day tour of Hong Kong Island.

Travellers who book any fully escorted tour to India in April will receive a free one-way upgrade to World Traveller Plus (Premium Economy) with British Airways. This offer is exclusive to the operator and guests can also upgrade both ways from £199 per person, based on flights departing from Heathrow. India trips begin from £1,790 with the nine-day 'Golden Triangle'.

For more information visit wendywutours.co.uk or call 080-0902 0888.

Qatar Airways offers free laptops on US flights

QATAR AIRWAYS has introduced a unique solution to the recently imposed Electronics Ban by offering passengers a laptop loan service. For travellers affected by the ban the Doha-based airline has taken the step to purchase laptops available for loan on all of its US flights.

The complimentary laptops will be available to Business Class passengers and can be collected from the gate just before boarding. Customers will be able to download their work on to a USB before stepping on board to pick up where they left-off. The airline is also offering a service at the gate for all passengers, whereby any electronic items prohibited by the new ban will be collected and securely packaged. These will be tagged, loaded as check-in baggage and returned safely to the customer on arrival to the US.

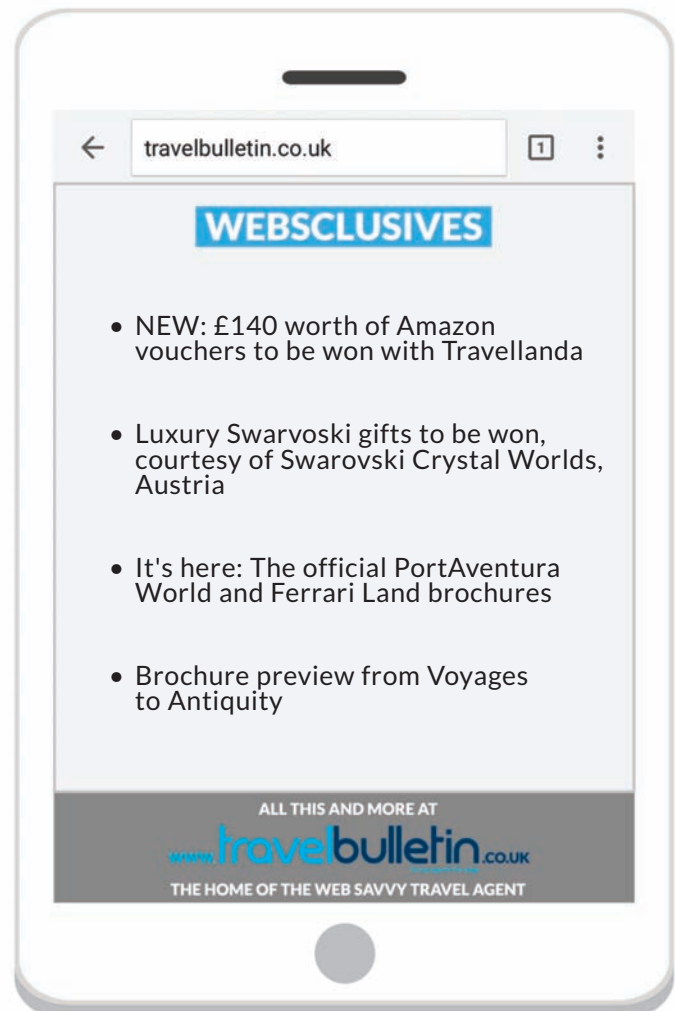
ABTA reveals the theme of 2017 Travel Convention: 'The Next Chapter'

REGISTRATION FOR the ABTA Travel Convention is now open with a discounted early bird registration fee available to delegates. This year's event will take place in The Azores from October 9-11.

The theme for this year's convention is 'The Next Chapter' and business sessions will focus on the challenges and opportunities that lie ahead following global political upheaval and the volatile economic conditions over the last twelve months. Speakers will provide delegates with a broad vision of the future with tips and insights designed to help support travel businesses as they navigate an ever-changing environment.

The Convention will be held in Ponta Delgada, Sao Miguel, the largest of the nine Azores islands with business sessions taking place at the Teatro Micaelense Cultural and Congress Centre. The new five-star Hotel Azor which overlooks the marina in Ponta Delgada is the main venue for after-hours delegate networking and socialising.

Mark Tanzer, chief executive of the travel association, said: "With Brexit, President Trump and the ongoing security situation dominating the headlines, it is impossible to ignore the impact of world events on the travel industry and we look forward to addressing the most important issues impacting travel businesses at the industry's flagship event. We also seek to provide inspiration to delegates through a programme of thought-provoking content. All of this will take place in the Azores islands, a truly spectacular setting. This year's Convention is a chance to see this natural paradise and I would encourage delegates to take advantage of the Early Bird fees."





ALGARVE AGENTS...Classic Collection Holidays recently hosted a group of Spear Travels managers for their managers meeting. The group flew from Leeds Bradford Airport to the Algarve and stayed at the Cascade Wellness & Lifestyle resort. Pictured in the sun, from top to bottom, are the company's Peter Cookson, Joan Jones, Emma Holliday (LBA), Samantha Humplby, Alison Bull (Classic), Tanya Farrer, Janet Byng, Kim Kent, Julie Syers, Liz Deacon, Lorraine Johnson, Nicola Pope, Nicole Freer (Advantage) Sharn Bhatti and Libby Cookson.

Cape Verde Experience increases island hopping programme

THE CAPE Verde Experience has added two new island hopping opportunities with the introduction of 'Barlavento Trio' and 'Sao Vicente Carnival' packages to its year-round holiday programme.

Featuring a collection of holiday choices to six of the ten islands, the operator highlights island hopping as one of the best ways to fully experience the beauty and diversity of Cape Verde's archipelago. Charlotte Eames, product manager for the operator, said: "We're thrilled to further extend this aspect of our programme. Our UK staff and dedicated team in resort are eager to share their island knowledge and our tours really showcase the rich variety of experiences available."

The seven-night 'Barlavento Trio' visits the sights, streets and landscapes of Sao Vicente, Santo Antão and Sal with prices from £1,319 per person whilst the 'Sao Vicente Carnival Package' is available as a four-night add-on package to any Sal booking, combining the relaxation of a beach holiday with the explosion of colour, music, dancing, and festivities of Cape Verde's most renowned carnival during February 10-14, 2018, priced from £740 per person. For more information call on 014-8986 6969 or visit capeverde.co.uk

Attraction World gets ready to raise money and 'Whizz' for the 'Kidz'

WHIZZ-KIDZ has been changing the lives of more than 20,000 disabled children since 1990 providing them with vital mobility equipment and opportunities to meet and have fun, along with training to help them gain skills and look forward to a brighter future.

Attraction World has committed to raising £5,000 for the charity which will provide five disabled children with an adapted bike or trike enabling them to play with friends, join in family activities and generally just improve their quality of life.

Nick Hughes, sales and marketing director for the operator, has committed to a 10,000ft skydive, despite his fear of heights. The jump is planned for June 5 and any agents who wish to sponsor Nick can do so by heading to attractionworld.everydayhero.com/uk/nick-hughes-10000-foot-skydive or the website for more details.

CLIA reveals that UK and Ireland ocean cruise market breaks new records

FIGURES RELEASED by the Cruise Lines International Association (CLIA) show that a record 1.9 million holidaymakers from the UK and Ireland took an ocean cruise in 2016.

The growth comes at a time of sustained investment by the cruise industry and with global cruise fleet capacity set to increase by at least a third over the next ten years it means major source markets such as the UK and Ireland will have even more choice available to them.

As holidaymakers' love affair with the traditional Mediterranean break continues to go from strength to strength, the cruise sector is reaping the benefits as travellers make the most of being able to visit multiple European hot spots in one cruise holiday. Mediterranean fly-cruises remain the number one choice (458,000 passengers in 2016), with Western Europe itineraries from UK

ports (272,000) now firmly established at number two.

2016 was also a good year for ultra-luxury cruises, with both a host of new ships being launched in the sector, and a record number of passengers opting to sail with one of the ultra-luxury brands. A near 9% rise in sales ensured that the total surpassed the 2012 peak of 28,450 and fell just short of 29,000.

The number of passengers starting their cruise holiday at home grew strongly in 2016 with UK cruise departures now accounting for 48% of the market. The 2016 comparison reflects a 9% rise in the number of passengers departing from the UK (912,000 passengers) which has been attributed to the convenience of travelling to the port, the wide range of ships now sailing from the UK, and the value for money that an 'ex-UK' sailing offers for holidaymakers.

Fly-cruises were also on the up in

2016 with a 2.8% increase as those travelling from the UK and Ireland choose to make the most of the new ports and destinations that cruise lines are visiting.

Andy Harmer, SVP membership and UK and Ireland director for the association, said: "The past year was an impressive one for the UK and Ireland cruise industry. The increase in passenger figures is a testament to the industry's resilience to economic and political change and further demonstrates the value that a cruise holiday offers. Cruise lines are continuing to invest in new ships and new on-board and ashore experiences. Customers are becoming increasingly aware of the incredible experiences on offer, and this all points to continued growth for the UK and Irish cruise market in the year ahead." For more information visit cruiseexperts.org

Azamara announces cruise itineraries for 2019 with new tours destinations

FROM COUNTRY intensive voyages that allow guests to become fully immersed in destinations such as Japan, Croatia and Norway, to a first-time visit to Alaska, Azamara Club Cruises has released more details about its collection of voyages for 2019.

Highlights include: sailing to Alaska for the first time, with 11 voyages taking in the destination and each offering a variety of 'Cruise Global, Connect Local' land programmes to immerse guests in the destination; nine country-intensive voyages including Japan, where guests will visit 14 individual Japanese ports during their sailing, and other countries such as New Zealand, Mexico (Sea of Cortez), Norway, Spain, France, Italy, Croatia, Greece; the opportunity to attend the Masters Golf Tournament in Augusta, Georgia; an itinerary which incorporates the major maritime exhibition L'Armada in Rouen, the 75th anniversary of D-Day in Normandy and an arrival in London; an annular solar and lunar eclipse in the Indian Ocean in December 2019; and sailing to Canada for the first time, allowing guests to experience Vancouver and Nanaimo, plus a late-night stay in Victoria.

Larry Pimentel, president & CEO of the cruise line, said: "Our 2019 itineraries span the world with new ports and destinations such as Alaska and go deeper than ever before into local cultures with one-of-a-kind experiences that you can't find through local tour services. We are confident that our growing number of first-time, millennial and baby boomer cruisers along with repeat customers will find the new itineraries to offer the type of personalised and unique experiences they seek. With the new itineraries, we are continuing to build upon our Stay Longer, Experience More brand positioning, with more onshore opportunities that allow guests to connect with locals for enriching travel moments, on both land and at sea."

For more details visit azamaraclubcruises.co.uk or go to cruisingpower.co.uk

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Notes from

Normanton...

IT'S BEEN a busy couple of weeks for me attending lots of different things!

I attended the High Ridings coffee morning the other day with guest speaker Wayne Beard from Saga Cruises. I learnt quite a few things; their new ship 'Spirit of Discovery' goes on sale in September with registrations being taken now, £90 per person secures a 5% discount and agents receive a £10 shopping voucher and £100 voucher per booking once advance registrations are confirmed; for those of you that like to know the tonnage it is 52,000; all suite all balcony cabins; and a dedicated high number of single cabins which is nice to know as I think there are a lot of singles going on cruises! All exciting stuff from Saga and not forgetting they do river cruises as well with prices from £399 for their 'Holland in Bloom' cruise - makes a lovely present! Call Saga on their free trade line number 0800 074 8021 for more details.

Then it was an events evening in Leeds meeting several hoteliers from Madeira. At one time I think Madeira was thought of as an 'oldies' holiday not so much for young ones or families but with a lot of new and renovated hotels it has something for everyone so well worth recommending, and of course with flights from LBA with Jet2 and other airlines there is plenty of choice.

Travel2 had a dinner in Leeds hosted by Gemma Pinder to celebrate it's Australia programme being more popular and Shauna Hoey from Etihad told us about 'The Residence'; a three room cabin in the sky which has The Living Room, The Bedroom and The Ensuite Bathroom! Can you imagine it?

'I don't regret the things I've done, I regret the things I didn't do when I had the chance.' And 'Though no one can go back and make a brand new start, anyone can start from now and make a brand new ending.'

Sandy

by SANDRA MURRAY
in Normanton, Yorkshire

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

Scenic & Emerald Waterways reveal singles offers on select 2017 departures

SISTER RIVER cruise lines Scenic and Emerald Waterways have removed single occupancy supplements on selected 2017 river cruises following feedback from agents and solo travellers.

The brands have for the first time unveiled 'no single supplement' departures on the Rhine and Seine rivers for Scenic, and the Rhine and Eastern Danube rivers for Emerald Waterways.

Dawn Quinn, national sales manager for the cruise lines, said: "Growing popularity and requests from both our agents and our guests show river cruises, where guests can choose to take part in escorted group excursions and enjoy high levels of service and inclusions on board, are an ideal choice for discerning solo travellers looking to discover multiple destinations in one seamless journey."

The brands have released social media banners and offer flyers directing customers towards their local travel agent to accompany the launch. Agents can also contact their regional sales manager for sales tools and support.

NEWS BITES

- INDABA 2017 will see more than 7,000 delegates from around the world meet in Durban to grow the African tourism economy through constructive conversations, dynamic partnerships and a strong focus on doing business. This year's show takes place at the Inkosi Albert Luthuli International Convention Centre in Durban from May 16-18.
- EXPEDIA HAS announced Guest Review Insights, a new sentiment analysis tool to help hotels manage and improve their online reputation, and as a result, attract more travellers while maximising guest experiences at the property.
- VIRGIN TRAINS has announced more than 25 new products will be available from its Foodbar, located in Standard Class, on the east coast route. The new product selection offers an increased choice to customers including organic, gluten free and vegan options.
- ABTA'S ANNUAL policy conference, Travel Matters, which brings together senior industry and political leaders, will take place on June 28 at RSA House in London. One year on from the UK's decision to leave the European Union, the theme of the half day event will be 'Redrawing the Map' and discussions will focus on the crucial policy matters for the travel industry arising out of Brexit.
- UNIVERSAL ORLANDO has revealed details about South Pacific-inspired menus coming to its new water theme park, Volcano Bay, which opens on May 25. Guests will be able to enjoy more than 60 dishes across five dining locations - ranging from jerked mahi sandwiches to fresh island chicken salad to decadent chocolate pineapple upside down cake.

AGENT INCENTIVES

- AGENTS CAN participate in LUX* Resorts & Hotels' 2017 sales challenge to be in with a chance of winning one of two exclusive holiday prizes. Agents need to first become a LUX* expert, completing the e-learning programme found at luxb2b.com and then, to confirm their newly acquired expertise in selling LUX* South Ari Atoll, reach a minimum of five bookings of five nights stay for two adults. The sales period runs until April 30 and is applicable to stays before December 31. Two prizes are up for grabs: the first prize is seven nights stay AIP complete with business class flights, seaplane transfers, and seven LUX* experiences; with a second prize of five nights stay AIP, seaplane transfers and seven experiences. For more information visit luxresorts.com/en/the-sales-challenge-of-the-year
- GOLD MEDAL has teamed up with Cathay Pacific and Hong Kong Tourism to offer agents the chance to win a holiday to Hong Kong for five nights with flights. To be entered into the prize draw to win the holiday for two adults, agents must make a booking to Hong Kong including flights with Cathay Pacific with either Gold Medal or PURE LUXURY before April 30. The holiday must be a minimum of three nights and agents must also complete the Hong Kong specialist training programme available at: securepartnernet.hktb.com/specialisthk_uk/en/home/index.html. Visit goldmedal.co.uk for more details.

FANCY A FAM

DESTINATION CANADA and its industry partners are seeking 60 travel agents to join one of 11 trips across Canada this autumn.

Participating agents will be flown out courtesy of one of the airline partners (Air Canada, Air Transat, British Airways and Westjet) to their chosen destination and then to Toronto for the final two nights and a 150th birthday party. To register agents must complete the newly revamped Canada Specialist Online Training course and then register for the Mega Fam through the site at canadaspecialists.co.uk. Registration closes June 30.

AGENT COMPETITION

ROYAL CARIBBEAN'S loyalty programme, Club Royal, is offering members the chance to win one of ten places to attend this year's CLIA Cruise Conference as part of a new competition. The competition is open for entries until April 18. To be in with a chance of winning a place, agents are invited to simply email the team on myclubroyal@rccl.com stating why they should win a place. Entrants must be Club Royal members to be eligible to take part. Visit myclubroyal.co.uk

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Industry Insight by...



David Moon, head of business development for Advantage, discusses the risk of cyber-crime and how to reduce it...

TECHNOLOGY HAS undoubtedly revolutionised the way we interact and do business but it does also create different challenges. In my case it's remembering which passwords I have set up for the different websites I use privately and professionally.

Writing down passwords in a little black book seems counter-intuitive to keeping these safe and even storing passwords in a browser will not provide a guarantee of safety if you get a virus on your pc. There have been many instances recently whereby cyber-crime has had an impact on a business when personal data is stolen from an individual.

One of our members recently encountered a problem whereby their supplier log-in details had been compromised. The person(s) who obtained these log-in details then started to make accommodation bookings in the Dominican Republic. The bookings were made for arrival at hotels either on the same day the booking was made or the day after. The IP address from where the bookings were made was also in the Dominican Republic. In no time at all, 20 plus bookings had been made at hotels - a massive headache for all concerned.

Once the initial breach was discovered and the member changed all their supplier passwords the perpetrators then had the audacity to contact some suppliers directly via email to change the passwords again; the email address was set up in such a way that without careful observation the email would look like a legitimate request.

At Advantage we have started to work with our accommodation suppliers to understand what controls they have in place when it comes to issuing or resetting passwords for our members.

It's really important that the industry, agents and suppliers, start to look at how passwords are stored and how they are supplied to the relevant parties. The criminals are only going to look at different ways of

obtaining this data and we need to try to lock down as many angles as possible that the criminals may try to exploit.

Your supplier/system log-in credentials are a very valuable asset and in the wrong hands can very quickly run up a large number of bookings and potential financial loss. Below I have provided some tips to help keep these secure:

- Check your PC's are running the latest system operating software.
- Ensure any third-party anti-virus software is running the latest version.
- Where possible avoid storing your supplier/systems log-in details on a pc or mobile device. Maybe store on a USB stick where practical.
- Avoid sharing supplier/systems log-in details via email.
- Look at browser based secure password storage applications from companies like Dashlane.com
- Change your supplier/system log-in details and passwords every three months where practical.
- If you have a team member leave your business, always change username and passwords immediately.
- Government guidance on creating secure passwords can also be found at www.gov.uk/government/publications/password-policy-simplifying-your-approach/password-policy-executive-summary

These maybe obvious steps to take – and are by no means exhaustive – however criminals work on the basis that the obvious is so often overlooked.

I would also recommend signing up to PROFIT (www.profit.uk.com) who provide news alerts for businesses, detailing the latest scams and frauds which can affect our industry.

Win an Amazon Echo with

Number: 015

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

Jet2holidays
Package holidays you can trust

Complete this Su Doku puzzle and then go to the competition section on travelbulletin.co.uk/competitions and submit the highlighted numbers.

A... B... C... D...

Closing date for entries is **Thursday, April 20th.**

Where is
#Helen from
the Jet2Holidays'
Tradeteam this
week?



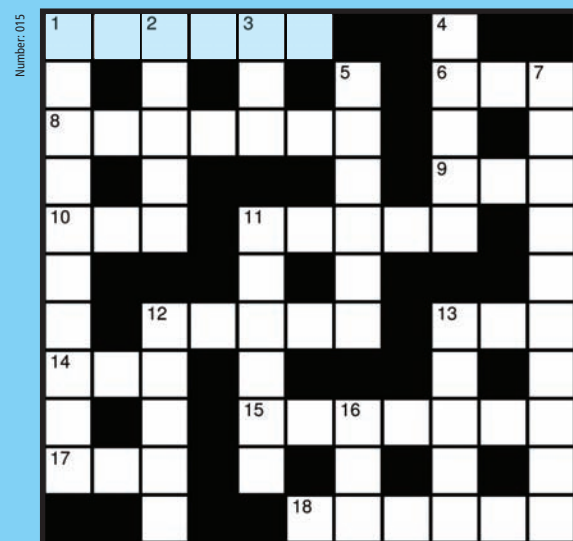
Discover with Jet2CityBreaks an oasis of show stopping mountains and waterfront towns at Italy's largest lake

For the solution to the Crossword and Where Am I?
Please see page 26

The winner for 31st March is Katie Smith,
Hays Travel in Teignmouth.

March 31 Solution: A=3 B=8 C=4 D=7

Crossword



Across

- What is the Jet2holidays youth product? (2,4)
- Ostend/Bruges International airport code (3)
- Illinois city on Lake Michigan (7)
- First Choice is part of this group (3)
- Historic East Sussex town (3)
- Capital of Majorca (5)
- Band formed in the 70's, sounds royal (5)
- Flows through England and Wales (3)
- Currency of Romania (3)
- State capital of North Carolina (7)
- Exeter airport code (3)
- Royal Caribbean cruise ship, ___ of the Seas (6)

Down

- Irish Ferries ship, named for a famous literary figure (5,5)
- Tenerife Mount (5)
- American actress, ___ Thurman (3)
- British No 1 Johanna, who recently won the Miami Open (5)
- Picturesque port town in Provence (6)
- This stadium is the home of England rugby (10)
- State capital of South Dakota (6)
- Capital of Ecuador (5)
- This consumer magazine could answer your question (5)
- Luton International airport code (3)

training

Enjoy Illinois asks agents 'Are you up for Amazing?'

ENJOY ILLINOIS and Choose Chicago have launched programme badges and joined Brand USA's Discovery Programme to provide agents with a platform to learn about the sights and sounds of the Land of Lincoln and the Windy City.

The Illinois badge will allow agents to discover the iconic land marks along Route 66, the history of Abraham Lincoln in Springfield and the varied nightlife throughout the state, while the Chicago badge will bring the Windy City to life, showcasing the mix of accommodation, family attractions and music which gives Chicago its unique sound.

Cory Jobe, director of Illinois Office of Tourism, said: "Enjoy Illinois is dedicated to the UK and Irish tourism markets and by launching the Illinois badge with the Brand USA Discovery Program we hope it will enhance agents' knowledge of the best way to sell Illinois. We are confident that our partnership with Brand USA will allow more UK and Irish agents to ask 'Are You Up For Amazing?' in Illinois". For more information visit enjoyillinois.com

Inghams launches interactive learning portal for agents

INGHAMS HAS launched The Academy, a new learning portal which will invite agents to build upon their knowledge of the operator's 'Ski, Lakes & Mountains' and tailor made 'Italy' programmes via a range of video and interactive courses, separated into modules.

Upon its launch 25,000 branded tea bags were sent out to 5,000 agents, alongside a guide on how to use The Academy, encouraging them to sit, have a cup of tea and expand their product knowledge.

Simon McIntyre, head of sales for the specialist operator, said: "We're delighted to launch The Academy, it's more proof of our investment and commitment to our travel agent partners and the importance of our agents to our overall business success. We've designed the learning modules to enable agents to speak knowledgeably about our vast year-round product range, and to match their existing customers to our holiday types.

"Our ski modules cover the basics of the ski holiday and what to expect from a potential ski customer. We know that many agents don't have first-hand experience in ski and these learning modules aim to equip them as much as possible to talk confidently about the product and our programmes. Our summer modules cover the vast number of destinations we offer along with what guests can expect on a holiday with us.

"The content will be continuously updated to keep agents best informed and their knowledge refreshed. Another important element is that agents can keep track of their progress and learning achievements and can even be in with a chance of winning one of our many fantastic prizes as they work their way through the modules."

On completing a minimum of three modules over the next six months agents will be automatically entered into a monthly prize draw. Prizes include a holiday to Lake Garda, £200 worth of Love to Shop vouchers, an iPad, flights with British Airways, a £150 experience day voucher and a holiday to Austria.

Modules are bite-sized, each taking approximately four to six minutes to complete, and include 'Ski: A beginner's guide', 'Ski: For Intermediate & advanced skiers', and 'Chalets & Chalet Hotels' for winter, whilst summer modules include 'Lakes & Mountains' and 'Lake Garda', one of the operator's most popular summer resorts. Additionally, agents can enhance their knowledge by watching video tutorials on the history of the company, the company's team and it's USPs.

To register to use The Academy, agents can visit learning.ingham.co.uk and enter their usual Inghams agent password to get started.



TRAVEL AGENTS who complete Destination Canada's revamped Canada Specialist programme will automatically be sent a box of promotional items personalised to them and their agency. The box includes a mini pop up desk banner, window sticker, badge and certificate designating the agent as a Canada Specialist, as well as a pop up display and a double-sided hanging window display. Recently acquiring Canada Travel Specialist status, Pat Waterton of Langley Travel takes delivery of her Canada in a Box kit from Adam Hanmer from Destination Canada.



BOURNE LEISURE recently rewarded its first quarterly online training winner of 2017. **Natasha De Michelis** (centre) from **Midcounties Co-Operative Travel** in Oxford was hand delivered her prize of a **FitbitPLUS** by the company's **Christine Roberts** (left) and **Tiffany Choules** and will receive a free day pass to experience the property of her choice across any of the three **Bourne Leisure** brands. The 'Train with Brainz' online training course enables agents to remain up to date on the latest developments and product updates from **Butlin's**, **Haven** and **Warner Leisure Hotels**.

Zambia Tourism visits the UK

RECOGNISING THE importance of providing detailed product information to the travel trade so that they are able to effectively sell the various **Zambian** tourism products, The **Zambia Tourism Agency** recently coordinated a series of trade roadshow events across the UK.

Road shows were held in **Manchester**, **Cirencester** and **London**. One of the **London** events was hosted at the **High Commission** in **Kensington**, with the high commissioner for the **Republic of Zambia** to the **United Kingdom**, **Mr. Muyeba Chikonde**, in attendance. He commented: "As **Zambians**, we pride ourselves in the tourism product we believe stands out as one of the best in the region. I can assure you of the **Government** and **High Commission's** utmost support in ensuring that it is made easier to sell **Zambia**."

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SHOPPING SPREE... Anna Hall from Avalon Waterways presents Elliot Goldwater from Cresta World Travel with his prize of a £50 shopping voucher.



CHOC TREAT... Cruise and Maritime Voyages' Daniel Steabler (left) presents Paul Atherton from Not Just Travel with a Luxury Easter Egg.



CHATTING CRUISE... from the left, Chantelle White from Norwegian Cruise Line talks with Lisa Ward and Yvonne Montgomery from Aspen Travel.

#TBSHOWCASES

THERE WAS a wave of excitement as Travel Bulletin pulled into Manchester last week bringing a huge array of cruise operators to agents at the Radisson Blu Edwardian Hotel. Our Cruise Showcase gave agents the chance to learn more about this increasingly popular escape, the USPs of cruise lines and ships, in addition to delicious food, fine wine, some fun and fabulous prizes!



ADVENTURE TIME... Lisa Martindale from The Travel Freaks was the lucky winner of a £500 voucher for any G Adventure tour, presented on behalf of the operator by Travel Bulletin's Oliver Barton.



SCENIC CELEBRATION... Simon McDermott from Scenic and Emerald Waterways presents Fiona Coleman from Egencia with her prize of a bottle of Champagne.



RIVIERA REWARD... Tom Morgan (left) from Riviera presents Ian Cann from Not Just Travel with a £50 voucher.



BINGO WIN... Travel Bulletin's Oliver Barton (left) presents bingo winner Mark Cartwright from Thomas Cook, Droylsden with a box of chocolates.



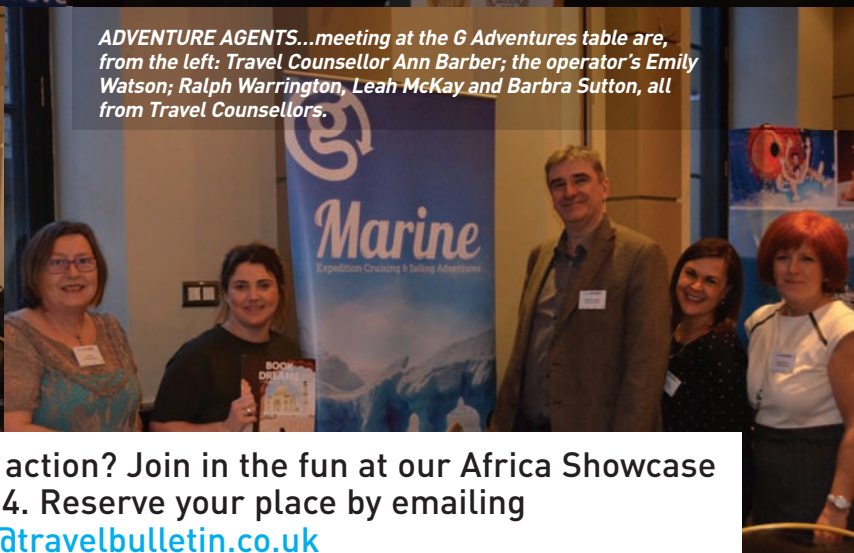
VIKING PRIZE... Viking River Cruises' Andrew Schweitzer gifts Karen Greenwood from Not Just Travel with a £50 M&S Voucher.



SAGA SHOP... Wayne Beard (left) from Saga Holidays presents a £50 shopping voucher to raffle winner Frank Fallows from Brewood Travel.



TABLE TALK... James Howlett (back left) from Uniworld presents to a table of attentive agents.



ADVENTURE AGENTS... meeting at the G Adventures table are, from the left: Travel Counsellor Ann Barber; the operator's Emily Watson; Ralph Warrington, Leah McKay and Barbra Sutton, all from Travel Counsellors.

Want to get in on the #TBSHOWCASES action? Join in the fun at our Africa Showcase in Bournemouth on April 24. Reserve your place by emailing oliver.barton@travelbulletin.co.uk



Tasty

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Feast your eyes on these delicious offers, the perfect accompaniment to a 2018 *Walt Disney World* Resort in Florida holiday. For selected bookings made from now until 6 November 2017 (for selected arrivals 1 January–30 November 2018⁽⁴⁾), FREE Disney Dining^{(1)*} is on the menu when your customers stay at a Disney Moderate⁽²⁾, Deluxe or selected Deluxe Villa Resort Hotel⁽³⁾, or FREE breakfast* at Disney Value Resorts⁽⁵⁾.

PLUS JUICY PRIZES FOR YOU!*

We're dishing up an appetising competition to give you the chance to win a tasty prize for yourself. Running until **30 May 2017**, we're giving away a Disney Chef Goody Bag each week, plus a grand prize of a family holiday to *Walt Disney World* Resort!*

FULL DETAILS AND HOW TO ENTER AT
DISNEYTRAVELAGENTS.CO.UK



(1) Certain menu items may incur an additional cost. (2) Excludes suites at Disney's Coronado Springs Resort. (3) Excludes all suites, 3 bed villas, Disney's Grand Floridian Villas, and Disney's Polynesian Village Bungalows. (4) Excludes arrivals 19 Mar–5 Apr 2018. (5) Excludes Little Mermaid accommodation at Disney's Art of Animation Resort. *For full terms and conditions visit disneytravelagents.co.uk. ©Disney.

FUNWAY HOLIDAYS is promoting its range of short breaks to the USA to coincide with the May Bank Holidays, falling on May 1 and 28. As an example, a three-night New York break for two adults sharing costs £699 per person when travelling on April 29 with direct flights on United Airlines and staying in the three-star Courtyard New York Manhattan on the Upper East Side, room only. Alternatively for £1,089 per person, clients can head to New Orleans for a four-night stay at the three-star Four Points by Sheraton French Quarter, room only, departing May 27 with direct flights on British Airways and based on two adults sharing. Visit funway4agents.co.uk

Hotel Nikko San Francisco unveils \$60 million renovation & celebrates summer of love

THE HOTEL Nikko San Francisco has unveiled a sweeping US\$60 million renovation commemorating its 30th anniversary this year.

During the three-month renovation efforts were employed in elevating the entire guest experience with contemporary and sophisticated interior design. The new design, which takes inspiration from the hotelier's Japanese heritage and the fluid lines of a traditional kimono, encompasses 405 of 533 guestrooms and suites, structural upgrades to the lobby, public areas, third floor ballroom and meeting spaces, as well as large-scale improvements to the hotel's overall infrastructure and technology.

Anna Marie Presutti, vice president and general manager of the hotel, said: "We are thrilled to bring travellers a completely re-imagined and elevated hotel

experience in the centre of San Francisco. When Hotel Nikko San Francisco first opened, it represented the most advanced technological and architectural hotel design available of its time. We are happy to continue that legacy into our 30th year."

The property's re-emergence has been timed with San Francisco's 50th anniversary of the Summer of Love. In celebration of one of the largest cultural movements, the city will roll out a series of concerts, festivals and exhibitions centered on the music, art, fashion and literature of 1967 otherwise known as 'The Summer of Love.' Travellers staying at the hotel can explore the various happenings, most of which will take place in the downtown area where the hotel is located. The full calendar of Summer of Love events can be found at sftravel.com. For more information about the property visit hotelnikkosf.com

New participants in D Discount Pass programme

THE DETROIT Metro Convention & Visitors Bureau has announced five new participating attractions to The D Discount Pass, a downloadable pass designed to save visitors money on admission to metro Detroit attractions.

The new participants include: The Adventure Park at West Bloomfield, Automotive Hall of Fame, Detroit Institute of Arts and United Shore Professional Baseball League each with 20% off admission; and Wheelhouse Detroit, half off two-hour rental.

Larry Alexander, president and CEO of the bureau, said: "Since the programme's inception in 2014, more than 24,000 tourists and locals have utilised The D Discount Pass. We're thrilled to have a variety of new participants on board this year. We appreciate their contribution to this free program that saves metro Detroit visitors money."

The pass is valid for one person per visit and can be used multiple times through to the end of 2017. For complete programme details go to visitdetroit.com/discount

Gold Medal puts together Florida family package

GOLD MEDAL has put together a special family package with a saving of up to £625 per person and tickets to visit the attractions at SeaWorld, Aquatica and Busch Gardens.

Prices for seven nights, self-catering at the four-star Sheraton Vistana Villages International Drive, staying in a one bedroom villa, start from £689 per person (saving £625 per person based on a family of four) and includes flights from Heathrow with United Airlines, one free night and 3-Park SeaWorld, Aquatica and Busch Gardens ticket. This offer is valid for travel between September 4 and October 15.

Ashley Pilkington, USA and Caribbean assistant product manager for the operator, said: "New to Seaworld Florida for 2017 is the Kraken virtual reality roller coaster where guests embark on a deep sea mission to see their favourite legendary sea animals. They have also added a dolphin nursery where people can get up close to mother and baby dolphins."

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



BUILDING ON last year's success, the Daytona International Speedway is getting ready to rock the track again from May 26-28 and play host to the Country 500 music festival. The all American country music festival, which drew more than 75,000 fans last year, will again feature the biggest stars in country music including Kid Rock, Keith Urban, Tomas Rhett, Miranda Lambert, Blake Shelton, Jake Owen and more. For more information visit country500.com/tickets/ or daytonainternationalspeedway.com

Premier Holidays adds Texas to 2017 America brochure

PREMIER HOLIDAYS has introduced the southern state of Texas as a new destination for 2017.

The tour operator has added six pages dedicated to Texas in its 2017 America brochure, including an introduction on why people should visit the state and what it has to offer, a number of hotels in areas such as Houston, San Antonio, Dallas and Fort Worth and all-inclusive ranch stays including Dixie Dude Ranch in Bandera and Wildcatter Ranch in Graham.

Two featured itineraries include a Classic Texas self-drive from £2,059 for 12 nights, taking in cosmopolitan cities, Gulf of Mexico beaches and horse riding on a ranch with two nights in Houston, two nights in Galveston, two nights in San Antonio, two nights in Austin, two nights at Wildcatter Ranch and two nights in Dallas; or alternatively a New Orleans to Austin self-drive, from £1,979 for 13 nights which

includes two nights in New Orleans, one night in Lafayette, two nights in Houston, two nights in Corpus Christie, two nights in San Antonio, two nights at Dixie Dude Ranch and two nights in Austin. The operator can also tailor-make any Texas itinerary to suit client's requirements.

Travel agents can earn between £25-£150 worth of shopping vouchers for every inclusive America booking, depending on booking value.

Visit trade.premierholidays.co.uk for more details.



Mall of America launches nightly light show in celebration of 25th birthday

MALL OF America has launched a new night-time spectacular as a part of the year-long celebrations planned for its 25th birthday.

Guests will have the opportunity to enjoy the show daily at 21:30 on Mondays through to Saturdays and at 19:00 on Sundays.

The seven-minute nightly experience will feature an original musical score, special effects and surprising elements for guests. Taking place at the south side of Nickelodeon Universe, the new show will temporarily replace Universe of Light. The show is one of many surprises planned throughout the birthday year which will culminate on its actual birthday on August 11.

The shopping and entertainment complex recently kicked off its birthday year celebrations with a surprise throwback performance from Grammy award-winning group Boyz II Men.

Visit mallofamerica.com/birthday for further celebration updates.

New attractions & alternative adventures to experience in Kissimmee

KISSIMMEE IS highlighting its wide array of entertainment options opening throughout 2017 for clients who are seeking a summer adventure.

A new Revolution Off-Road VIP tour provides guests with a more intimate, outdoor adventure with a personal tour guide, ATV's, beachside gazebo, a USB flash drive containing digital copies of the pictures taken by the guide and unlimited soft drinks and bottled water for up to four guests.

Alternatively for an adventure on the water, Boggy Creek Airboat Rides invites guests to explore the newly-expanded Southport Park. The one million US dollar renovation to the park features remodelled structures and a landscape overhaul. Additions to the park include a Native Experience in which guests can explore an authentic Native American village, a new restaurant with indoor and lakeside dining and Romp in the Swamp; a one-of-a-kind experience that puts guests in the captain's seat of a dual-controlled airboat. Additional experiences opening later in 2017 include a fossil dig and glamping.

For a chance to cool off, the Gaylord Palms Resort & Convention Centre has unveiled a new waterslide complex and FlowRider surf simulator, the only simulator of its kind found in the Central Florida region. The \$4.2 million investment comes four years after the resort completed a \$50 million renovation which included the construction of two new swimming pools; the family-friendly Cypress Springs Water Park and the South Beach adult-only pool. The new water structures include a pair of duelling, looping tube slides that allow riders to race each other and a 48.5ft. AquaDrop, the tallest in the state of Florida. Hotel guests can book a 30-minute FlowRider session for \$15 or a 60-minute session for \$25.

For more destination information head to ExperienceKissimmee.com

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A Discovery Cove Ultimate Package is like 2 holidays in 1. Scream for pulse-racing coasters, exhilarating water rides and new thrills like Mako at SeaWorld and Cobra's Curse at Busch Gardens. There's also the chance to make new friends with amazing animal encounters, and then relax on white sand beaches, lazy rivers and more. It's Florida like you've never experienced before.

Experience all four parks with the Discovery Cove Ultimate Package. Includes an all-inclusive day at Discovery Cove (dolphin swim or non-dolphin swim), 14 days unlimited admission to SeaWorld, Busch Gardens and Aquatica. Free unlimited parking too!

For more information contact your preferred ticket provider or visit www.seaworldagents.co.uk

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Package includes one all inclusive day at Discovery Cove and unlimited admission to SeaWorld, Aquatica and Busch Gardens for 14 consecutive days from first use. Guests must be at least 6 years of age to swim with the dolphins. Guests aged 6-12 must be accompanied by a paying adult who is also participating in the dolphin swim experience. Children aged 3-5 must purchase the non-dolphin swim package. Free bus transportation is available to Busch Gardens on the Busch Gardens Shuttle Express. Unlimited free parking at SeaWorld, Aquatica and Busch Gardens is only valid for the duration of the ticket. This offer can be withdrawn or changed at any time. © 2017 SeaWorld Parks & Entertainment, Inc. All Rights Reserved.

Contiki munches its way through the US

ACCORDING TO research conducted by Contiki last year, 57% of 18-35 year olds ranked food as one of their most important travel experiences whilst a desire to see natural beauty motivated 53% of respondents' travel decisions.

To reflect these millennial travel trends, the operator has launched a foodie 'Munch' journey and photography themed 'Snap' trip on select 2018 departures as part of its new USA & Canada Limited Edition Series.

Munch USA is taking over two departures of the operator's 'Boots, Scoot 'N' Blues' trip, which will take travellers through the food scenes of Austin, San Antonio, New Orleans, Memphis and Nashville. The itinerary includes everything from food truck experiences to cooking school delights. Prices for the 12-day trip start from £1,899 and Munch departures are available in May and July 2018.

Also new for 2018 is a nine-day Hawaii Island hopper called 'The Big Kahuna' with stops in Oahu, Hawaii (The Big Island) and Maui. Previously offering just short stopovers, this is the operator's first In-Depth Explorer trip in Hawaii. Highlights of the new trip include down time on the beaches of Waikiki, dinner and dancing at a traditional Luau and hiking the Diamond Head Crater. The trip offers plenty of ME Time optional activities, including surf lessons in Oahu, mountain biking down the 3,055m Mt Haleakala Volcano and sailing from Maui to Lna'i. Internal flights, ten local meals, a trip manager and eight nights hotel accommodation are all included in the price, starting from £2,099 per person. Departures begin in May 2018.



VIRGIN ATLANTIC kicked off a major growth drive at Manchester Airport, launching the first of a hat trick of new long haul routes to America. The airline recently waved off its inaugural service to San Francisco, the first ever direct route to Northern California from the North of England. On hand to greet guests before the flight's departure were, from the left: the Rt Hon minister for International Trade, Greg Hands; Manchester Airports Group's Charlie Cornish; and Virgin Atlantic's Shai Weis. A new route from Manchester to Boston has been launched by the airline, with a direct connection to JFK New York commencing in May.

New flights herald the rise of Man-Fran

MANCHESTER MAY be on the cusp of a dramatic shift in work and lifestyle patterns, as well as culture, with the introduction of direct Virgin Atlantic flights to San Francisco predicted to boost the local tech economy and lead to a rise in 'super-commuting' between the two cities.

In the same way that more frequent links between New York and London gave rise to the notion of 'NY-Lon' – which sees thousands of workers regularly commuting between New York and London – 'Man-Fran' is expected to have a significant impact on the North region with regular business travel between the two 'silicon cities' predicted to become more common. On this point Craig Kreeger, CEO for Virgin Atlantic commented: "Manchester is the San Francisco of Britain. Digital, entrepreneurial, creative, cosmopolitan and dynamic: it's got every ingredient to be a world class 21st century city. Our job is to connect like-minded customers together and this new route does just that."

Ken O'Toole, CEO for Manchester Airport, added: "The launch of a direct route between Manchester and San Francisco is a significant milestone in terms of trade and collaboration between the two destinations. As well as stimulating tourism in both directions, it will open up major opportunities for businesses across the North to access both funding and knowledge from the world's leading hub for the technology sector."

Direct flights with Virgin Atlantic between Manchester and San Francisco will operate three times weekly, and will connect travellers from the region with world famous tourist landmarks such as Golden Gate Bridge, Alcatraz and Fisherman's Wharf.

Texas celebrates 150th anniversary of Cowboy Chisholm Trail

VISITORS CAN explore the rich Texan history of ranch hands, cowboys and cattle as the state celebrates the 150th anniversary of the Chisholm Trail in 2017.

The Chisholm Trail relocated cattle from south Texas through Oklahoma to Abilene, Kansas – the greatest migration of livestock in world history – with the first herd to make the journey using the Chisholm Trail setting off in 1867 and continuing until 1885. While the trail and the days of cattle drives died out with the invention of the railroad, the cowboy's legacy and the adventurous image of Texas has endured, and visitors can catch a glimpse of the cowboy way of life by visiting the Texas towns and museums that continue to pay homage to the trail and the cattle industry's history.

There are a variety of anniversary events taking place throughout the year. 'History on the Hoof' begins this month with a 400-head herd of longhorns beginning an 800 mile drive from San Antonio, Texas, to Abilene, Kansas, following the original Chisholm Trail as closely as possible. For more information go to TravelTexas.com

New SLO CAL branding from San Luis Obispo County

VISIT SAN LUIS Obispo County has re-branded as SLO CAL, launching new social media channels and an interactive website to promote the San Luis Obispo County way of life. The new branding aims to evoke a feeling of relaxation and encourages visitors to take life at their own pace in the iconic California destination.

Using the slogan 'Life's Too Beautiful to Rush' travellers are encouraged to slow down to fully enjoy the county's experiences like Highway 1 and Hearst Castle and explore lesser-known areas on the coast and further inland toward the 101 Highway. To better help travellers navigate the county's 101 miles of Highway 1, 250 wineries, 12 state parks and ten beaches; the new website features an interactive scrolling map tool that informs visitors on its offerings to encourage an extended stay.

Chuck Davison, president and CEO of SLO CAL, said: "After a lot of research and collaboration we are excited to unveil our new look. A strategic process guided our brand direction and we are confident that SLO CAL will resonate with consumers, resulting in expanded awareness, new guests and longer lengths of stay. It is an exciting time for our organisation; this is a very big step."

Visit slocal.com for more information about the destination.

Race Through New York Starring Jimmy Fallon opens at Universal Orlando

UNIVERSAL ORLANDO Resort's newest ride, 'Race Through New York Starring Jimmy Fallon', officially celebrated its grand opening this month.

The attraction gives guests the ultimate 'Tonight Show' experience as they make their way through Studio 6B at the famous '30 Rock', getting up close and personal with the show's most hilarious segments before taking off on a wild race through New York City against Jimmy Fallon himself. Visitors will board the world's first-ever flying theatre, which seats up to 72 audience members, and speed all the way to the moon and back, encountering iconic landmarks such as the Statue of Liberty and the Empire State Building.

The attraction will be the first at Universal Studios Florida to feature an all-new virtual line experience, allowing guests to spend less time waiting in line and more time discovering other thrills throughout the park. The virtual line system is accessible via the Official Universal Orlando Resort App or at kiosks located outside the attraction entrance.

Terminal & airline relocations at LAX

ONE OF the largest terminal moves in the history of commercial aviation will occur at Los Angeles International Airport (LAX) beginning the night of May 12.

From May 12 until May 17, Delta Air Lines will be moving its operations at the airport to Terminals 2 and 3 from Terminals 5 and 6. As a result, 19 other carriers will also relocate. Aeromexico, Virgin Atlantic and WestJet, which are partnered with Delta, will remain in Terminals 2 and 3. The move is designed to give Delta room to grow, adding seven extra gates and giving the carrier easier access to the airport's international terminal and to its partners.

The following airlines will relocate: Aer Lingus, Air Canada, Avianca, Copa, Hainan Airlines, Hawaiian Air, Interjet, Qatar Airways, Sun Country, Thomas Cook, Volaris, XL Airways France, Allegiant Air, Boutique Air, Frontier, JetBlue, Southwest, Spirit, Virgin America and Virgin Australia.

Air Canada, Virgin America, XL Airways France and Boutique Air will move to Terminal 6 while Hawaiian, JetBlue, Spirit, Allegiant, Frontier and Sun Country will relocate to Terminal 5. The other carriers will fly out of the Bradley International Terminal.

To minimise disruptions, travellers and transportation companies are being alerted, staff will be deployed to help direct passengers and extensive planning for the operation is underway.

A map showing the changes can be found at LAXishappening.com



MOUNTAIN SHADOWS in Scottsdale, Arizona is launching this month. Originally built in 1959 as Marriott Mountain Shadows, the resort set a high standard for southwest desert luxury, attracting guests such as Bob Hope, Liz Taylor, John Wayne and Sammy Davis Jr, and in its reincarnated form, original artefacts from the hotel will feature amidst a contemporary style with floor-to ceiling glass and neutral colours complementing the surrounding natural backdrop. The property will feature 183 rooms, a lounge, restaurant, fitness centre and a fully redesigned 18-hole golf course.

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ARRIVE IS a 32-room contemporary hotel and restaurant located in the north end of Palm Springs' Uptown Design District. The owner – a former employee of Facebook and a 'techie' at heart – has injected this spirit into the contemporary design and attitude of the establishment; facilities include a courtyard pool and oversized jacuzzi, private poolside cabanas with firepits, lounge seating, modern Southern Californian cuisine at the Reservoir restaurant, a shop selling Joshua Tree Coffee and an ice cream shop selling homemade delights.

Philadelphia gets into the summer festival spirit

PHILADELPHIA WILL be hosting a series of cultural events throughout this summer season. From an entire week devoted to beer and local breweries during Philly Beer Week to Odunde Festival, the biggest African-American street fete in the US, to the week-long WAWA Welcome America! Festival. This year celebrates the 25th anniversary of the WAWA programme, which will include an extensive calendar of free and fun events, all coming to a close with firework displays on July 4.

Philly Beer Week and the celebration of America's favourite frothy beverage will commence on June 2, with events taking place throughout the city at local bars and breweries across ten days. The week also seeks to promote Philadelphia's hospitality and devotion to the drink through a programme of educational events and talks. Visit phillybeerweek.org

As the largest African-American street festival in the United States, the Odunde festival will bring Philadelphia to life on June 11. Taking place on Grays Ferry Avenue, South Street and South 22nd Street, the event promotes the organisation's mission to serve the need for cultural enrichment in the African American community and covers 12 blocks, attracting up to 500,000 attendees in one day. Performers, dignitaries, folk artists and cultural leaders will take to two live entertainment stages with more than 100 arts and crafts and food stalls available. Visit odundefestival.org/index.html

Leading up to the Fourth of July celebrations, this year's WAWA Welcome America! Festival will commence on June 29 and take visitors on an eight-day journey, commemorating America's Independence while highlighting the destination's best cultural attractions. Featuring 35 events and 350 performers, this free festival welcomes all ages to enjoy the city's museums and concerts. Festivities will come to a climax on July 4, with a Celebration of Freedom Ceremony and Independence Day Parade in the morning, followed by a Party on the Parkway in the afternoon. The day will end with a free concert along the Benjamin Franklin Parkway and fireworks in the evening. Visit welcomeamerica.com

For visitors looking to experience more of the city the Philadelphia CityPASS provides entry to the city's leading attractions costing \$55 for adults and \$35 for children (aged two-12) Visit philadelphiapass.com/En/

For more city information go to discoverphl.co.uk



Hawaii happenings with Simply Luxury by T2

NEW TO the Simply Luxury by Travel 2 portfolio is the Fairmont Orchid Hotel in Hawaii.

Rebecca Turner, senior product manager for the operator, said: "The Fairmont Orchid Hotel is the ideal setting for a spa holiday located on the stunning Kohala Coast. The award winning Spa without Walls offers Hawaiian inspired treatments in an indoor treatments room, an outdoor waterfall hut or an oceanfront hut. For something different, we would recommend adding Cryo Therapy onto the end of a massage which helps reduce inflammation with the use of iced marble stones or the Hawaiian style detoxifying treatment Awa Earth and Fire".

Agents are also able to offer clients a discounted rate for travel before December 15 when travelling with the operator.

Prices start from £1,899 per person valid for travel between April 11 to June 15 with economy flights with Air Canada from Heathrow including transfers and seven nights at the five-star property, staying in a Garden View Room on a room only basis.

Visit travel2.com for more details or call 0800 0224 182.

accommodation only



MILLENNIUM HOTELS and Resorts has completed a £58 million renovation to its North American flagship hotel, ONE UN New York, situated at the heart of the International United Nations Headquarter enclave. In keeping with the distinctive architecture and design of the original Kevin Roche-designed building, the renovation encompassed all 439 guest rooms and suites, meetings and event spaces, public areas and the Ambassador Grill Restaurant and Bar. Visit millenniumhotels.com

European debut from Kimpton Hotels & Restaurants

KIMPTON DE Witt, the first European luxury hotel from US brand Kimpton Hotels & Restaurants, will open in Amsterdam this spring.

The hotel has 274 guest rooms, including 15 signature rooms and suites, many of which have private terraces. The hotel is set within three original Renaissance-era buildings and combines locally inspired touches. Within the property stands a four storey 'Little House' which dates back to the 1500s and was once the childhood home of the Dutch playwright, P.C. Hooft. The Little House can be rented privately for groups looking for the privacy of their own abode and offers a ground floor meeting

space, a first floor living area with luxuriant couches, bar stools and a plentiful wet bar. The hotel also offers an interior open-air courtyard, its very own flower shop, and complimentary bikes to explore the city.

Tom Rowntree, IHG's vice president for luxury and boutique brands, said: "We are excited to be bringing Kimpton to Europe, which is where the brand has always taken its inspiration. Kimpton has its roots in the US but we see a strong future for the brand in Europe, with popularity for boutique experiences continuing to rise."

For further information visit kimptondewitthotel.com

Melia opens convention centre & Palma Bay hotel

WITH A 'soft opening' this month, Melia Hotels International has opened the new Palau de Congressos de Palma Convention Centre and its adjoining hotel, Melia Palma Bay.

The Convention Centre is located on Palma's Paseo Maritimo seafront, five minutes from the airport, the cathedral and the historical heart of the city, offering views of Palma Bay.

Melia Palma Bay offers 268 rooms which have taken on the wellbeing philosophy of the brand. The hotel offers guests facilities to help them relax and meditate and the rooftop terrace has a swimming pool overlooking the bay, as well as an indoor spa and gym. For discerning travellers, the property will also offer an exclusive service, The Level, providing 53 rooms and a VIP lounge.

Although major conventions are generally planned more than a year in advance, the company hopes to attract its first events next month. Ramon Vidal, recently appointed managing director of the entire complex said: "This is one of the most complex pre-opening processes I have seen in my long career, given both the dimension and the quality of the project, as well as the deadlines we have set ourselves by committing to starting operations in April. Given that we already have some events booked, I am absolutely certain that we will achieve it."

Visit melia.com for more details.

Palladium invests \$21million to upgrade guest experiences

PALLADIUM HOTEL Group has announced plans to invest an additional US\$21 million to upgrade the guest experiences at its Grand Palladium and The Royal Suites by Palladium properties in the Dominican Republic, Jamaica and Mexico.

The investment is being made to improve quality and consistency as part of the company's dedication to offering the same high-quality experiences at each hotel.

Jacques De Paep, the hotel group's commercial director for North America, said: "We are dedicated to improving our guests' experiences in every way possible, so we are investing in upgrades in the areas that matter the most: service, food and beverage, and technology. Guest satisfaction at our upgraded properties in Jamaica, Riviera Maya and Punta Cana has soared after the renovations completed so we are extending this investment in upgrades at all of our properties."



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MOVENPICK HOTELS & Resorts has launched a new room category specially developed to provide guests with a good night's sleep. Available at all of the hotelier's properties in Germany, the Netherlands and Switzerland, the new 'Sleep individually different' concept offers complimentary amenities such as sleeping masks, ear plugs, lavender pads and black-out stickers that cover lights on electronic devices, with rooms located in quiet areas of the hotel and kitted out with night curtains for total darkness and high quality bedding. These rooms are priced at 15 Euros more than a standard room. Visit movenpick.com/sleep

puzzlesolutions

Crossword:

Across: 1. ON TOUR, 6. OST, 8. CHICAGO, 9. TUI, 10. RYE, 11. PALMA, 12. QUEEN, 13. WYE, 14. LEU, 15. RALEIGH, 17. EXT, 18. ANTHEM.

Down: 1. OSCAR WILDE, 2. TEIDE, 3. UMA, 4. KONTA, 5. TOULON, 7. TWICKENHAM, 11. PIERRE, 12. QUITO, 13. WHICH, 16. LTN.

Where Am I?: Lake Garda



@TravelBulletin



TravelBulletin

We asked our staff the following question this week:

If you were to prepare a home-cooked dinner designed to impress what would you make?



Jeanette Ratcliffe

Publisher

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A roast chicken dinner is my piece de resistance



Lauretta Wright

Editor

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Spaghetti Bolognese followed by my speciality, Key Lime Pie.



Adam Potter

Editorial Assistant

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Gotta go Italian: bruschetta, meatball pasta & tiramisu



Paul Scudamore

Contributing Editor

Simon Eddolls

Sales Director

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To impress the kids it's either BBQ ribs or fried chicken - can't go wrong with either



Tim Podger

Account Manager - Far East

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Roast Beef with trimmings



Bill Coad

Account Manager

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Matt Gill

Senior Account Manager

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Lamb Kebabs With Mint Yoghurt Dip



Matthew Weinreb

Sales Executive

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Porridge



Kathryn Frost

Sales Executive

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Catherine Dillon

Sales Executive

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My standard chicken roast as it always impresses



Oliver Barton

Events & Sales Administrator

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Dijon Mustard chicken with a side of cheesy mash



Nicky Valsamakis

Design Team Leader

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I do a mean grilled salmon with my custom salad



Miriam Brtkova

Designer

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Venison Goulash stuffed in homemade bread



Lucia Mathurin

Design Apprentice

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My special Shepherds Pie



Nelly Mendes

Production

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travelbulletin
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Registration: 18.00 hours
Networking & Presentations: 18.30 hours
Buffet, Entertainment & Prizes: 20.00 hours
Carriages: 21.30 hours

To confirm your place at this amazing event, email the names and job titles of up to 5 staff members by 20th April 2017 to: oliver.barton@travelbulletin.co.uk

or telephone:

020 7834 6661
for more information.



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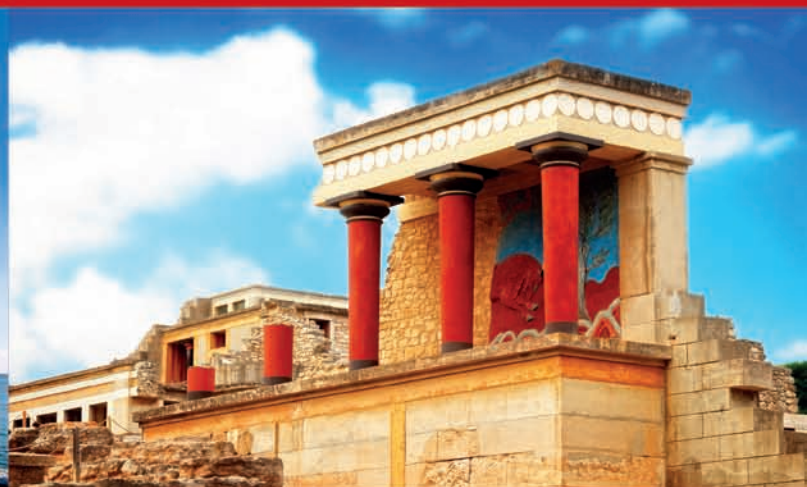
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