

travel bulletin

YOUR VOTE COUNTS - VOTE VIKING

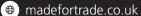
for these Travel Bulletin Star Awards:

- **Star River Cruise Company**
- **Star Luxury Cruise Company**
- Star Cruise Company For Training, Incentives & Fam Trips



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PREMIER HOLIDAYS recently escorted eight agents on a fam to Vietnam, which saw the group take a boat cruise to the Cai Rang floating market, visit a number of hotels and enjoy a cooking course at the Vietnam Cookery Centre. Pictured getting ready to rustle up some traditional Vietnamese dishes are, from the left: Lee Hunt, Debden Travel; Tiffany Abbey, Triangle Travel; Sian Roberts, Travel Counsellors; Elaine Carr, Premier Travel; Luke House, Travelplanners; the chef from the cookery centre; Dave Kneale, Premier Holidays; Nicola Atkinson, Fred Olsen Travel; Alison Goovaerts, Travel Solutions; and Jane Peacock, Lincolnshire Co-op.

Post Office Holiday Costs Barometer reveals best value European hotspots

THRIFTY HOLIDAYMAKERS looking for a holiday where their pounds will stretch the furthest might consider heading to Bulgaria, according to this year's Post Office Travel Money Holiday Costs Barometer, which compares costs in 19 European beach resorts.

Tumbling prices in Sunny Beach have made the Black Sea resort cheaper than a year ago and the best bet for a bargain break for the fourth year running.

At around £37, the barometer basket of ten tourist staples – comprising lunch and evening meals, drinks, suncream, insect repellent and a daily newspaper – costs 10% less in Sunny Beach than last year, despite the weaker pound. An evening meal for two with wine will set UK visitors back less than £20, while lunch for two is under £6 and suncream is cheaper than the lowest-priced UK bottle at £3.72.

The research also found tourist costs in Sunny Beach to be lower than at any time in the past five years.

Andrew Brown of Post Office Travel Money said: "Operators have already reported that holidays to Bulgaria are selling like hot cakes and our research makes it clear that Sunny Beach will offer cash-strapped holidaymakers unbeatable value this year.

"Meal costs are really the deciding factor in Bulgaria's favour. Over the course of a week's holiday, lunch and evening meals for two will cost around £175 in Sunny Beach, but this could mushroom to more than £600 in more expensive resorts

in France or Italy."

The Algarve is again the runner-up resort to Sunny Beach, although holiday costs are 56% higher than in Bulgaria at more than £58. The Portuguese hotspot remains the cheapest of 14 eurozone resorts surveyed and around £2 cheaper than the Costa del Sol (£61) in third place. Prices in both destinations are less than half those in Ibiza (£131), the most expensive resort surveyed.

The company found wide cost variations between resorts in the same country; in Spain, the Costa del Sol remains a bargain choice for Brits, but holidaymakers can expect to pay 25% more for the barometer items in neighbouring Costa Blanca (£76) and 47% more in Mallorca (£89). There are differences too between the four Greek islands surveyed. Crete, ninth in the table, is cheapest at just under £82 for the tourist staples, while Zante (£82) is a few pence more and Kefalonia (£84) comes close. However, tourists visiting Corfu (£90) can expect to pay 10% more.

Brown said: "Greece is looking very popular this year with tour operators reporting increases of up to 40% in bookings, but it will pay bargain hunters to factor resort costs into the overall price they pay for their package.

"Swapping resorts could save a lot of money and this applies to popular resorts all over Europe as well as to Greece."

Visit postoffice.co.uk/holidaycosts for more information.

THIS WEEK

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star awards 2017

we kick-off the countdown to this year's Star Awards & outline what you can expect from this year's event



Cruise and Maritime Voyages takes delivery of flagship Columbus

CRUISE AND Maritime Voyages (CMV) has taken delivery of its new flagship Columbus.

The ship sailed to the Singapore Cruise Centre under her P&O Cruises Australia livery as Pacific Pearl at the end of her farewell voyage from Australia, before transferring to the Sembcorp Marine Shipyard to complete the required handover formalities as the re-named and reflagged Columbus.

Chris Coates, commercial director for the cruise line, said: "We are delighted to have taken delivery of this fine traditional cruise ship and look forward to commencing cruise operations under the CMV flag. This follows some refurbishment and lounge adaptation works before her official Naming Ceremony in London Tilbury on June 8.

"Columbus will homeport in London Tilbury year-round with a 31,000 passenger capacity programme. Her introduction to the fleet has attracted unprecedented interest with very strong bookings being recorded both during her debut season and further ahead to 2018 "

Columbus commences her maiden cruise season with the cruise line from June 11 with a three-night cruise to Amsterdam and Antwerp.

See cruiseandmaritime.com for details.



A CANADIAN AFFAIR...The UK office of Tourism Nova Scotia recently provided agents at the London office of Canadian Affair with destination training. In small groups, agents each spent half an hour learning about the Maritime province's culture, adventure and gastronomy travel. Holidaymakers can fly directly to Halifax, Nova Scotia in a little over six hours with Air Canada from Heathrow and there are also seasonal departures with WestJet from Glasgow Airport. Pictured is Canadian Affair's Josette Poole (left) and Nicola Mckenzie.

Brits abroad: bad habits revealed

RECENT RESEARCH by sunshine.co.uk has revealed more about the bad habits of Brits abroad, with the majority of holidaymakers admitting that they have urinated in the hotel pool and 68% confessing that they break rules regarding sunbed reservation.

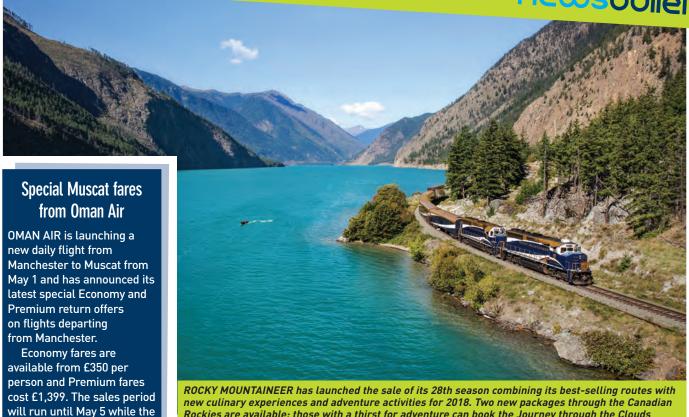
The survey of 1,966 people aimed to find out more about their behaviour when spending time abroad. Respondents, all of whom had been on a holiday abroad in the last 12 months, were asked to rate their overall behaviour during their holiday, with a score of one being 'very bad' and ten being 'excellent'.

Those living in the North West of the UK admitted to being the worst behaved, with an average self-score of 'two', whilst those in the South East scored themselves 'nine' out of ten in terms of their behaviour.

The most common bad behaviours included urinating in the pool (71%), breaking 'reserving sunbed' rules (68%), not tipping housekeeping staff (41%), being drunk and disorderly (39%), stealing items from hotel rooms (35%) and being unfaithful to their partner or cheating at 12%.

Anyone who scored themselves a five or below in terms of their bad behaviour was asked if their general holiday behaviour was worse than when they were at home, to which 88% admitted that it was, with the majority reason being they could 'do what they wanted when on holiday'.

newsbulletin



ROCKY MOUNTAINEER has launched the sale of its 28th season combining its best-selling routes with new culinary experiences and adventure activities for 2018. Two new packages through the Canadian Rockies are available; those with a thirst for adventure can book the Journey through the Clouds Outdoor Adventures option, with water and mountain activities including guided hiking in Jasper and voyageur canoeing on Lake Louise. Alternatively, foodies and wine connoisseurs can opt for culinary walking tours in Vancouver or pairing menus on the First Passage to the West Culinary Exploration package. The new packages can be combined with a post- or pre-trip cruise and a number of additional excursions. Visit rockymountaineer.com for details.

New hop-on hop-off sightseeing bus drives tourism forward in Manchester

MANCHESTER WELCOMED its first daily sightseeing tour bus service this month.

The hop-on hop-off bus fills a gap in the market as Manchester is currently one of few cities in the UK without a daily sightseeing bus tour, despite having a rapidly growing tourism economy, currently worth £7.9billion.

The 'Sightseeing Manchester: the hop-on hop-off city tour' will give visitors a new, flexible way of discovering Greater Manchester's top tourist attractions, with tickets valid for 24 hours from the time of purchase. The tour will run daily, except on Christmas Day, Boxing Day and New Year's Day, with multiple departures per day.

As part of a phased launch, the tour will commence with an initial route that starts in Albert Square and visits 15 tourism hotspots throughout Manchester, Salford and Trafford. Additional routes incorporating areas of East Manchester and the University corridor are currently being developed and will be introduced later in the year. English commentary for the tour has also been provided by *Lord of the Rings* and *Lost* actor, Dominic Monaghan, who grew up in Stockport.

Philip Higgs, managing director at Sightseeing Manchester, said: "As a born and bred Mancunian who has operated sightseeing tours in other cities across Europe, it always struck me as odd that Greater Manchester, with its many iconic tourist hotspots, has not previously had a daily, year-round bus tour.

"Having recently returned to the city after a number of years away – and seeing how far the tourism industry has come in that time – I am delighted to be able to start a new business to fill the gap in the market and I'm looking forward to packing our striped green buses with tourists."

Visit sightseeingmanchester.com for more details.

Summer in Hong Kong hots up with smart deals from tourism board

HONG KONG'S Summer Fun campaign returns this year with a colourful line-up of happenings and offers to further enrich visitors' experience.

As part of the campaign, the Hong Kong Tourism Board (HKTB) has launched an array of 'Smart Deals' from 21 partners, covering hotels, attractions, transport, shopping, dining and sightseeing.

The discounts, which will be redeemable until September 30, will be featured in coupon booklets, available at HKTB Visitor Centres, hotels, guesthouses and tour operator counters, and also as e-coupons which can be downloaded from the My Hong Kong Guide App and website.

In order to also highlight the 20th anniversary of the establishment of the Hong Kong Special Administrative Region, many of these offers feature the number 20; such as 20% off selected experiences at Hong Kong Disneyland, 20% off adult tickets on the DukLing Ltd junk boat and a child's Peak Tram Sky Pass return ticket for HK\$20.

Other highlights from the campaign include a Summer Party featuring music, e-sports and dining; an updated Hong Kong 3D Pulse light show; and a selection of special programmes across a range of attractions. For further details visit discoverhongkong.com

travel period begins on

omanair.com

May 1 and ends on July 13.

For further information visit



Maritim Hotels introduces new range of activity packages across Germany

WITH SUMMER fast approaching, Maritim Hotels has introduced a range of packages and activities across its properties in Germany designed for guests to enjoy the seasonal sun.

As an example, the Maritim Berghotel Braunlage, located on the edge of the Harz National Park, is offering a 'Motorbike Special' package for bikers, where guests can take in the panoramic landscapes and reservoir views along the region's mountainous routes.

Bike service comes complete with the package, as does free storage facilities in the hotel's secure car park, drying facilities for rain gear, visor cleaning and a dedicated tour guide on request. The hotel also works with local specialist shops for repairs, upgrades and fine tuning. Prices start from 71 euros per person for a night's stay in a double room. It includes breakfast, an evening meal and a voucher for a draught beer in the hotel bar.

Alternatively, situated at the heart of Fulda's historical baroque district, the Maritim Hotel am Scholssgarten Fulda is offering a dedicated package for music lovers, including priority ticket allocation for a concert by renowned German musician Sarah Connor on August 25.

Prices lead in at 161.60 euros per person for a night's stay in a double room including breakfast, a three-course dinner and concert seating.

For more information visit maritim.com or email info.brl@maritim.de

New 13-day option from Saga takes guests on escorted tour through Texas

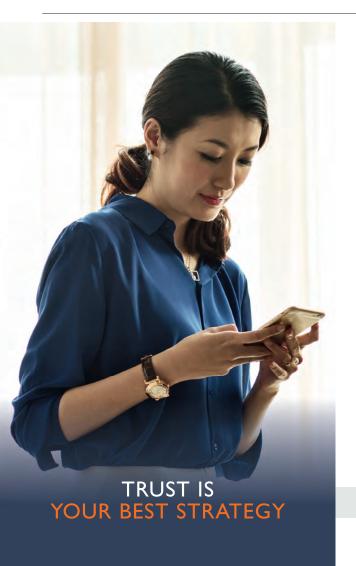
SAGA HAS launched a new 13-night escorted tour taking guests on a journey through Texas visiting Fort Worth, Dallas, Austin, San Antonio, Houston and Galveston.

The tour starts 'Where the West begins' in historic Fort Worth. Guests can embrace the Cowboy culture and true Texan heritage with a visit to the historic Stockyards to learn the history of the state's famous livestock industry, followed by a line dancing lesson at Billy Bob's Honky Tonk.

A visit to Dallas takes guests on a tour of the West End District which includes a visit to the famous Dealey Plaza and the Southfork Ranch, the location of the TV show Dallas.

Other highlights include a two-night stay in Austin; a visit to San Antonio, which includes a cruise along the river; and a visit to the Lyndon B Johnson Space Centre.

For details call 0800-414 383 or visit saga.co.uk/texas





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2017/18 winter schedule from Flybe

FLYBE'S NEW 2017/18 winter programme offers customers a choice of up to 2,680 flights a week on 121 key routes.

These include ski and winter sun routes and flights operating for the first time this winter such as the airline's new multifrequency services from Aberdeen and Edinburgh to Heathrow and weekly flights from Cardiff to Rome.

Seats are on sale now with one-way fares from £17.49 including taxes and charges.

They are currently available for travel between October 29 and February 28.
For details see flybe.com

Cathay Pacific to offer daily MAN service to Hong Kong

CATHAY PACIFIC will be bolstering its frequency in the North West by offering daily flights between Manchester and Hong Kong from December 1, with the extra services operating on Sundays and Wednesdays.

Having announced at the end of last year that it would be increasing its current four-times-weekly schedule to five-times-weekly as of June 2 this year, the airline is further increasing the frequency to a daily service to meet growing customer demand in the region. From June, the route will also feature the new A350-900



with new Economy, Premium Economy and Business Class cabins.

The carrier is also running its spring sale, featuring a wide range of destinations for selected dates up until March 2018 from Heathrow, Gatwick and Manchester airports.

Highlights include return fares to Hong Kong starting from £459 in Economy and £919 in Premium Economy, return Business Class fares to China starting at £2,299 and return fares to Australia starting at £579 in Economy. The sale ends on May 4. *Visit cathaypacific.co.uk for more information.*



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newsbulletin



HOPE everyone had a great Easter, didn't eat too much chocolate and managed to chill out for a while.

Before I forget, thank you to Claire Farley from 2by2
Holidays who told me the correct meaning of the term 'white Rhino', which I mentioned from my Uganda trip: "The white rhino is a grazer and has a wide flat mouth (wijd in Dutch = wide) so this is what the Afrikaans farmers called it, to differentiate it from the 'black' rhino, which is a browser and has a narrow pointed mouth. The English speaking settlers in South Africa subsequently misinterpreted 'wijd' for 'white' hence the name it still has today." Bet a lot of you didn't know that! Thanks Claire.

Well who would have thought it...another election! I wish the doom and gloom would stop - we should look at it from the point of view that everyone will want to get the hell out of it and go away, meaning more bookings for everyone!

I attended the Yorkshire Midlands ABTA Meeting at the Mecure Hotel in Sheffield recently. It was lovely to see Den Ashby (membership manager) and Simon Bunce (ABTA's legal expert). There is a lot going on and they have produced some leaflets to help. See 'Making a success of Brexit for travel and tourism' – 'Preparing for the General Date Protection Regulation (GDPR) 12 steps to take now!' on the ABTA website. Also see ico.org.uk where there is 'The Package Travel Directive – Guidance for Travel Companies' and 'Preparing for 2018 – 12 steps to take now towards the new Package Travel Regulations'. ABTA has prepared all this info so don't be in the dark, that's what you pay your subs for.

Noel Josephides, chairman of ABTA was also there reminding everyone about ABTA's Lifeline charity, which does such a good job. If all agencies contributed a £1 for each of their employees it would greatly help the charity.

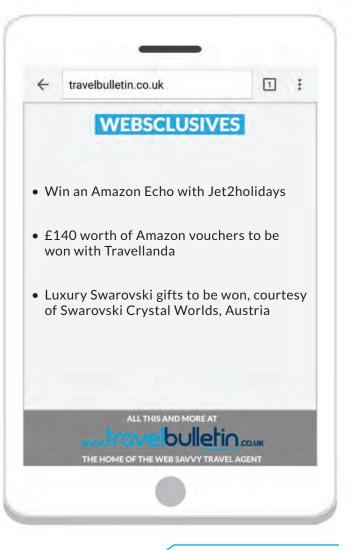
'Never assume that loud is strong and quiet is weak' and 'Thoughts become things...choose the good ones!'

by SANDRA MURRAY
in Normanton, Yorkshire

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

MOVERS

- MALAYSIA AIRLINES has appointed Richard De Villa as marketing manager and Lilian Rotta as sales support agent.
- PRINCIPAL, A new 'urban lifestyle' hotel brand, has appointed Paul Walters and Paula McColgan as the general manager and director of sales and marketing respectively to its flagship London property, due to open this summer.
- PHILIP SAUNDERS has joined Travelport as vice president, air commerce, EMEA.
- THE DORCHESTER Collection has appointed Robert Whitfield as UK regional director and general manager of The Dorchester.
- ROSINA AGUERO has joined Air Europa as sales executive.
- CONTIKI IS ramping up its support for the trade with the appointment of three new sales managers - Liz Swallow, Becky Francis and Amanda Pezzaniti who will be looking after the Midlands, the South East and the South West regions respectively.
- HILTON HAS announced Sumindi Peiris as vice president of global marketing, luxury & lifestyle brands.



BOOKING INCENTIVES

- CRYSTAL YACHT Expedition Cruises, which is preparing for its inaugural West Indies season this autumn, has announced the return of its travel agent incentive, Sell 3/Sail Free. Agents selling three suites on select November and December and all 2018 Crystal Esprit voyages by December 23 will earn a complimentary sailing for themselves and a guest on any 2018 Crystal Esprit voyage. Visit crystalcruises.co.uk
- TRAVEL 2 is giving agents the chance to win one of three £100 Red Letter Day Vouchers with its 'Go East for Easter with Cathay Pacific' campaign. To be entered into the prize, agents must make a qualifying booking with the airline including a minimum of three nights in Hong Kong or the South West Pacific before May 4. Visit travel2.com for details.
- FRED. OLSEN Cruise Lines is running its 'Plane Sailing' trade competition, designed to offer first-hand experience of one of its new fly/cruises. It coincides with the launch of the line's first dedicated 2017-19 fly/cruise brochure and, on each day until May 3, two agents will win a prize. To enter, agents should make a booking on any cruise featured in the new brochure to be added into a daily draw. Other prizes on offer include £100 Ticketmaster vouchers, £150 Red Letter Day experience vouchers, Apple watches and £50 worth of shopping vouchers. The operator has also reviewed its commission structure and now pays commission for all new bookings on the fly/cruise price, raising the commission paid by an average of f75 per person or more (APD remains non-commissionable). Visit fredolsencruises.com/travelagentcentre

FANCY A FAM?

INTREPID TRAVEL is giving nine agents the chance to win a space on its upcoming fam trip to Morocco. The fourday trip, which departs on September 22, will explore Marrakech and the nearby Atlas Mountains with highlights including visiting the Berber people and enjoying a traditional hammam. For the chance to win a place, agents should register their details in the 'Fam Trips' section on intrepidlovesagents.com by the end of July. For more information visit intrepidlovesagents.com/famil



JUMP START...Josie Arnold from Hays Travel in Bridport won Your Car Hire's March agent incentive. Josie made two bookings in March which included Super Damage Excess Waiver to win a luxury Hotel Chocolat hamper.



Coras offers agents a new way to make commission on event tickets

A NEW development has launched which gives almost all travel companies the ability to sell event and theatre tickets online. They will be able to do this by linking their websites to Irish ticket distribution specialists Coras for the first time. The move follows a 1.9 million euro investment in Coras that has enabled the technology to be put in place. The company's pool of ticket inventory will be connected to some of the biggest online brands via a simple API integration, enabling the brands to sell tickets in addition to their core offering. It is hoping that by doing so it will move the industry from a static distribution model (where customers are forced to go to a limited number of websites) to a responsive model that matches consumers' changing lifestyles.

Coras has already secured its first ticket inventory partners including Nimax Theatres and Ambassador Theatre Group, ahead of launching this year.

For details see coras.io

New 2017/18 Seasons brochure from Insight showcases Europe & Eastern Med

INSIGHT VACATIONS has launched its 2017/18 autumn, winter and spring 'Seasons' brochure, inviting guests to uncover the changing seasons throughout Europe and the Eastern Mediterranean.

The brochure also offers a collection of European Christmas Market holidays, including a new festive tour in Russia.

Paul Melinis, head of sales for the operator, said: "From the vibrant colours of autumn, to the magic of winter and spectacular spring blooms, our 2017/18 Seasons collection delivers exciting opportunities for clients to experience European destinations a little differently. Travelling outside of the peak summer months offers the freedom to explore a destination in depth, with fewer crowds and at better value, and savings are also available over the busy Christmas and New Year season."

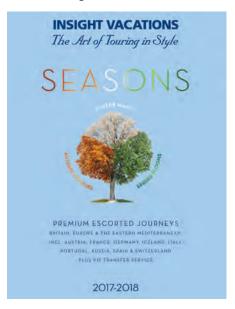
New for 2017/18, the operator will

showcase the Christmas markets of St. Petersburg and Moscow on an eight-day Easy Pace Russia with Christmas Markets' itinerary, with departures this December and January next year. Prices for the new winter trip start from £1,526 per person based on a twin share and include seven nights' breakfast accommodation, regional dining experiences, sightseeing, high-speed Sapsan train transport, private VIP doorto-door transfers and a dedicated tour director.

Building on the success of its inclusion in last season's programme, the seven-day 'Scenic Iceland and the Northern Lights' itinerary is again featured, with departure dates available from October to April 2018.

Other holidays in the collection take in Italy, the traditional European Christmas markets, as well Spain, Portugal, Morocco, Greece and Egypt.

Early payment discounts of 7.5% per person are available for bookings paid in full before August 24.





LUXURY ESCAPES...Serenity Holidays has announced four agent winners of its Sicily and Sardinia luxury break competition for bookings made with Sardinian Places and Sicilian Places. The first prize for Sardinia went to Sally Simmons from Peake's Travel Elite, who won a week away, with four nights on the beach at the four-star Hotel Cormoran and three nights at the four-star Hotel Su Gologone. Sally (right) is pictured with the operator's trade relations manager, Gill Synnuck. Other prize winners who picked up luxury breaks were Nikki Gillbanks from Castaways Travel, Karen Simmonds from Travel Matters and Karen Johnson from Adeona Travel.

Kids club from Rocco Forte Hotels launches in Sicily for all ages

ROCCO FORTE Hotels' Verdura Resort in Sicily has introduced its new Kids Club: Verdùland.

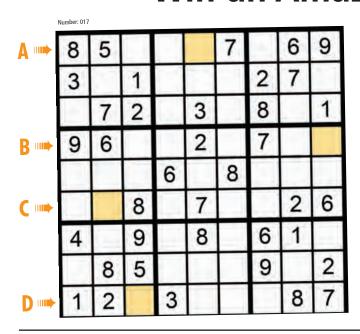
The new addition is more than 450m² and has its own host, Verdù the hedgehog, who will look after youngsters. It is a space dedicated to both 'RBabies', newborns to three-year olds, and 'RKids', aged between four to 12.

RBabies houses its own sleep room, a dedicated outdoor playground and an indoor play area, while RKids offers an indoor space with different zones, including a TV room, a video games room, a science lab, an arts and crafts area, a kitchen and a 1.20m deep outdoor heated pool.

Verdù the hedgehog has introduced four themes for RKids: education, arts and crafts, sport and food, which aim to entertain whilst encouraging new skills and interests.

Meanwhile, the resort can create bespoke programmes for teens, designed to meet their individual interests. RTeens will have the freedom to explore the resort's extensive grounds and benefit from its wellness and spa offering. With a focus on wellbeing, RTeens will be challenged by assault courses, work out in boot camp sessions, and learn to relax and meditate through yoga.

Win an Amazon Echo with



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.

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

Closing date for entries is **Friday**, **May 5th**.

The winner for April 14th is Rachel Nicholson, Althams Travel in Farnworth

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

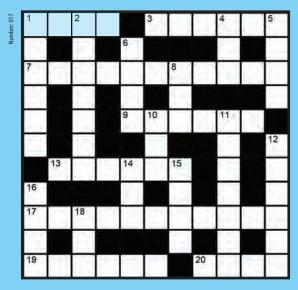




'A Jet2holiday to Tenerife would not be complete without a visit to one of the world's biggest and best waterparks'

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

Crossword



Across

- 1. What is the charge for infants with Jet2holidays? (4)
- 3. Largest island in the Bay of Naples (6)
- 7. Riyadh is the capital (5,6)
- 9. Landlocked East African country (6)
- 13. BBC chat show host, Norton (6)
- 17. His first solo single, Sign of the Times, recently topped the charts (5,6)
- 19. Capital of Canada (6)
- 20. Scandinavian city (4)

1. Brendan, the retiring voice of the London Marathon (6)

- 2. Quito is the capital (7)
- 4. Airline centre of operations (3)
- 5. Island group close to Galway Bav (4)
- 6. Dutch violinist and conductor, André (4)
- 8. African country, initially (3)
- 10. Indian state and popular holiday destination (3)
- 11. Capital of the Isle of Man (7)
- 12. One of the Scilly Isles (6)
- 14. This Old Man is Orkney's most famous landmark (3)
- 15. TV presenter and consumer champion, ___ Allwright (4)
- 16. Columbus is the state capital (4)
- 18. Rotorua airport code (3)

newsbulletin

New rebrand for Cosmos sees launch of new agent portal & price promise

COSMOS TOURS & Cruises has re-launched as Cosmos, taking a new direction as it undergoes a full rebrand and develops a new website with an agent bookable portal.

The company's CEO, Giles Hawke, said: "This marks a new start for us as we use our name change as a platform for growth, development and a new approach to providing our agent partners and customers with the ultimate holiday experience.

"Our new Cosmos rebrand has been designed to reflect the holiday experience we now offer, a worldwide choice of active experiences rooted in 'adventures made easy' as demand grows for more authentic travel experiences. Our focus is based on customers' desire to learn and experience something unique and different, and to be able to enjoy their own holiday adventure."

The new name, logo and branding design brings to life the incredible range of different travel adventures available throughout the world to make travel planning even smoother and easier for customers and agents to choose the holiday experience which suits them best.

"The rebrand applies to the whole customer journey from brochures, trade digital marketing, and social media to the website, customer collateral and documentation to highlight our promise to deliver 'adventures made easy."

The new website features an easily navigable design with better functionality, a shorter booking path



and easier to use agent account payment process, and to streamline the documentation process, the company now provides e-documents. The new trade portal, cosmos.co.uk/agents, will be rolled out to all agents over a two-month period with dedicated log-in details provided. To request a password and log-in, call 0800-223 0949 or email agencysales@cosmos.co.uk

Also newly launched is the 'Cosmos Price Promise', which goes further than the existing 'Price Match Guarantee' with a more flexible approach to holiday cancellation and changes. If customers need to cancel their holiday, before balance due date, they have the choice to re-book within

12 months, without losing their deposit.

Also new is the option for customers to change holiday plans, again before balance due date, without incurring an administration fee.

Meanwhile, to celebrate the rebrand and web portal, agents can enter a holiday to win a beach holiday to the Maldives' Sun Island Resort & Spa, by emailing the new Cosmos strapline as the subject line to agencysales@cosmos.co.uk by May 31.

Agents can also earn a £20 Love2shop voucher with every booking made by May 31 by emailing agencysales@cosmos.co.uk with their name, booking reference and agency details.

Thomson & First Choice unveil summer 2018 line up & predict mid-haul boom

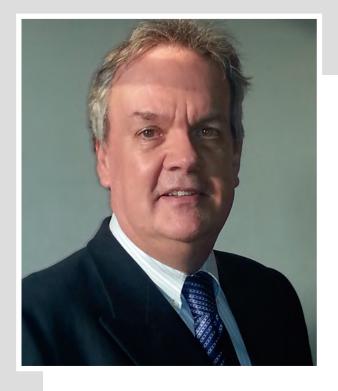
THOMSON AND First Choice have announced their summer 2018 holiday line-up with an expansion of their mid-haul holiday collections following a rise in holidaymakers looking for destinations a little closer to home.

From May next year customers will be able to head to new Balkan hotspot, Varna, Bulgaria with its picturesque seaside location. The line-up for summer 2018 will also include new self-drive itineraries in Florida, including road trips to the Deep South, a wider range of multi-centre holidays with itineraries to the likes of Costa Rica, Croatia and the Caribbean, a new contemporary, adults-only hotel in the TUI Sensimar collection in Halkidiki, a new TUI Sensatori Resort in Rhodes and two First Choice SuneoClub hotels in Bulgaria.

Customers will also be able to take advantage of the introduction of new flight routes across a number of UK airports including Gatwick, Manchester and Bristol. The move to introduce additional Thomson Airways' routes forms part of the holiday company's strategy to ensure customers across the UK can fly to some of the world's most desirable destinations from their local airport.

The companies' director of product, Mark Hall, said: "We know that our customers are looking for new and exciting holidays for summer 2018 so our focus is on expanding our mid-haul programme to include more choice of destination. New hotspot Varna offers customers something a little different for their break, with the perfect balance between culture and relaxation.

"I'm also delighted that we are continuing the expansion of our luxury TUI Sensatori collection with our new addition in Rhodes and building on our extensive range of holiday types in Florida, giving families, couples and friends more unique holiday options to choose from."



Industry Insight by...



Visas, votes & videos: Neil Basnett, chief executive of the Elite Travel Group, comments on the industry's hot topics...

FOR THOSE of us involved in leisure travel, our clients don't have to go to specific destinations unlike those travelling on business. They can choose exactly where they wish to holiday and it is much more advantageous for them to travel to countries for which entry visas do not have to be acquired prior to travel.

It has to be a concern to British holidaymakers that the USA's Secretary of Homeland Security, presumably with the approval of President Trump, has not ruled out changing the requirements for entry into the US which will presumably mean the end of visa-free travel for our clients. In these terrorism-dominated times, it is understandable that countries will do their utmost to prevent terrorists entering, but it means that peace-loving travellers are hit hard by having to go through a visa application process. It always makes me laugh that, when applying for an ESTA for entry into the US, there is a question on the form: "Do you seek to engage in or have you ever engaged in terrorist activities, espionage, sabotage, or genocide?" How many applicants answer 'yes' to this question?

Whilst on the subject of visas, this is an issue on which we will have to rely on ABTA fighting the travel industry's cause strongly with the government before they embark on negotiations with the EU to obtain the best deal for this country as we leave the EU. This country and every remaining EU country must surely understand that it is in nobody's interests to insist that non-citizens require a visa for entry into any other country. Popular holiday destinations such as Spain rely heavily on tourism with millions of people employed in it: it would be economic suicide if all visitors were required in the future to obtain an entry visa. Would Spain rebel against the EU if such a crazy decision to impose visa restrictions was forced upon it? This country is not so reliant on tourism as Spain, but it would undoubtedly hit our inbound tourism if we too insisted that visitors require a visa to come here. Surely

common sense will in the end prevail, but don't forget that these decisions are taken by politicians who are generally out of touch with reality.

I am not generally a pessimist so I was dismayed to hear such negative comments about a snap General Election having been called for June 8. 'This will hit the travel industry hard owing to its timing' being one such comment. People are not going to delay or put off their holiday as a result of the election: for those who wish to vote, they merely go through the process of applying for a postal vote. For some it may just be the escape that they need to get away from the campaigning! For those who blamed the BREXIT result for the initial fall in value of the Pound, they were wrong: it was the uncertainty of how it was going to be handled and the dithering of politicians that caused the fall. If this election results in a strong government that will be able to negotiate from a position of strength, this has to be good news. Hopefully it will put an end to the tactics of those wishing to stall the end BREXIT deal or to see it fail.

The appalling video footage of Dr David Dao being forcibly removed from a United Airlines flight has caused great shock with the airline being condemned from many quarters. The way that the passenger reacted was probably also questionable, but was the fault with United Airlines however or with the law enforcement officials?

They were obviously acting on the instructions of the airline but there is no denying that it has been a public relations disaster for United. One has to ask the question: is the airline providing a service to the fare-paying public or is it more interested in looking after its own employees who are required to travel?

There is something plainly wrong that it needed to take such action just to get four employees to their destination.

personalitybulletin



On weekends I like to... Catch up with family and

friends and enjoy a nice glass of wine. Sometimes even a boogie!

How do you relax?
Unwinding in a nice
bubble bath with some
seriously good tunes.

What's your favourite gadget?
My iPhone. I'm a total brand
ambassador for Apple and have
to upgrade as soon as a new
model comes out, even though
there's never anything wrong with
my old phone.

What is the last picture you took on your phone?

My cute little cat Fonzie.

What is the strangest thing you have ever eaten?

I have to confess I'm not very adventurous when it comes to food, but I have tried crabs legs (and no, I didn't like them!)

What has been your most extravagant purchase?

When it comes to extravagant purchases I normally spend weeks talking myself in and out of them. I eventually bought a Louis Vuitton bag after a few months of deliberation. It was worth saving for though as I love it.

What's been your latest DIY project?

I'm afraid DIY for me involves calling in a tradesman.

Do you have any nicknames?

No, maybe one of the agents can come up with one? Please be kind!

What's the best compliment you've received?

The best compliment I get is a thank you from an agent when I've really helped them solve a problem. Working with agents so they can help customers really enjoy and get the most out of their dream holiday is something I'm passionate about.

What gives you the greatest satisfaction?

Happy agents and happy customers!

What's your favourite quote? Work hard, play even harder!

Who is your celebrity crush? It has to be Jamie Redknapp.

Who would you most like to be seated with on an aeroplane? Beyonce. I'd spend the whole flight trying to get selfies with her.

What other companies/organisations have you previously worked for?

I worked at TUI for 18 years before joining Celebrity Cruises.

If you could change one thing in the industry what would it be? A free holiday every year for everyone!

What's a typical day like?

There is no such thing as a typical day for me. Every day is so

different but they mainly involve visiting lots of agents to tell them about our amazing cruise ships and destinations.

What is your top travel tip?

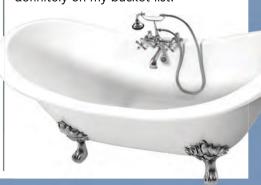
For agents, make sure you read the selling guides we give you. They have all of the details on the latest offers and incentives!

Where's your next holiday to?

I'm off to Tenerife for a few days and I also have a few other weekend trips planned, but I still need to book my main summer holiday.

Where currently ranks highest on your travel wish list?

I've always wanted to visit Australia and New Zealand, they both look incredible. Celebrity Cruises offers a sailing that covers Australia, New Zealand and Hawaii which is definitely on my bucket list!







Who gets your vote?

VOTING IS now officially open and takes place over a five-week period. So if you're a High Street multiple, independent, online or home-based travel agent, you have until June 2 to cast your vote for your favourite suppliers. All agents are invited to champion those companies they consider to be the very best in the industry by voting for them in a range of industry categories. No nominations or registrations are required so it means this is a completely fair and open vote. There are 32 award categories for the 2017 Star Awards – turn to page 25 to see them all.

Factors to consider

THERE MIGHT be a few categories where you're unsure who to vote for – but remember, every vote counts, so do try to complete the voting form as best you can.

To give you a helping hand, factors to take into consideration when making your vote might include... • Does the supplier respond quickly to enquiries? Do you hear good feedback from your clients? How easy is it to book with them? • Does the supplier go out of their way to meeting requests? How good is the supplier at providing information or training? • Does the supplier value you? For example, do they provide a dedicated agents' website or telephone number or do they price-match quarantee if also selling direct to consumers? What happens when things go wrong? How quickly and efficiently is the supplier at dealing with emergencies or

Langham Hotel

THIS YEAR we're back at the prestigious, five-star Langham Hotel in London.

Located in the heart of the West End, The Langham has enchanted royalty, dignitaries, celebrities and discerning guests for 150 years, and will no doubt again prove the ideal venue to match the glitz and glamour of the Travel Bulletin Star Awards.

unexpected problems?

The lavish Grand Ballroom and adjoining Courtyard Garden will play host to some of the biggest names and suppliers in the travel industry as they eagerly wait in anticipation to see if they will be awarded with the ultimate industry accolade, as voted for by you!

The Star Awards kick off with pre-dinner cocktails in the garden, followed by a sumptuous three-course dinner in the Grand Ballroom, which is also the location of the Star Awards presentations, followed by some great entertainment and the chance for guests to party until the early hours!



Star Awards Sponsors

WE'VE GOT some great initial sponsors lined up this year including Jetset, Attraction World and Birmingham Airport On pages 20, 21 and 22 we profile some of our sponsors and find out their views on things like industry predictions, new developments and what they most look forward to at this year's stellar ceremony!

Social Media

If you're a social media fan then don't forget to tag us in when you mention the Star Awards! #TBStarAwards

What you say...

Agents have voted in their droves over the years - and each vote counted is put into a draw to win a fantastic selection of prizes from

The prizes for this year include:

1st Prize - A place on a Jetset VIP fam trip in September. 2nd Prize - A London theatre night package for two. 3rd Prize - A Hotel Chocolat hamper.

See you there!

THIS YEAR'S Star Awards take place on Monday September 4. Tickets are on sale now and will be offered at a reduced rate until Friday June 2.

For details see travelbulletin.co.uk/starawards/tickets



Please vote for us as your star escorted tour operator



If you like us, please vote for us!

To vote, please visit www.travelbulletin.co.uk

























From the left: James Mead, Visit California; Jeanette Ratcliffe, Travel Bulletin; and Brendan Croft and Charlotte Forrester, Visit California.









AS WE'RE busy preparing for our 2017 Star Awards event, we've got a helping hand from a number of sponsors, with some more in the pipeline. In this special Star Awards preview we profile Birmingham Airport, Attraction World and Jetset - all proud sponsors of the 2017 Star Awards!.

We find out their plans for this year, how they're working with the trade and their industry predictions for the next few years...

Attraction World

Company update:

Attraction World has introduced 11 new destination training guides (in its most popular destinations) which the company says are proving to be incredibly popular with agents. The aim of the guides is to explain in simple terms the logistics of the destination e.g distance from airport to the main resort/s, what are and where are the main attractions in relation to where customers stay etc..These are simple facts, but if an agent hasn't been to the destination the simple facts are often unknown. The company has also recently launched its new online training course featuring seven modules in its most important destinations including Florida, Dubai and New York.

Why would you say the travel trade is so important and what are your objectives when working with the trade?

As we are a 100% B2B business, the travel trade is extremely important to our survival! It is also reassuring to see an upturn in customers returning to their travel agent when booking holidays, safe in the knowledge that their booking is fully protected should anything untoward happen. Our aim is to help travel agents sell our attractions, tickets and experiences, highlighting the benefits to their customers in doing so.



Travel Bulletin is celebrating its 21st Star Awards anniversary this year. What would you say have been the main changes in the travel industry in the last 21 years?

The worldwide web has definitely had the greatest impact/been the biggest challenge within our industry in the last 21 years, with the added onslaught of online players competing with retail stores. Thankfully we now appear to have reached a far more stable position after some major consolidation with the Big 4 becoming the Big 2, which looks almost like becoming the Big 3 ... Also everyone predicted the death of the package holiday – but it's still here – alive and kicking!

What are your industry predictions for the next few years?

I guess we will see an increase in homeworking as well as hi-tech, touch screen technology stores. Brochures I think will continue to decline as our reliance on the internet continues to grow.

What would you like to happen industry-wise in the next ten years?

For every travel agent to understand the importance to both the customer and the retailer on selling attractions! Not only does it increase their bottom line but the customer benefits by getting a better deal than purchasing in resort – a win/win situation! The death of the term 'fly & flop!'

As a key sponsor, why do you feel it's important to support the Travel Bulletin Star Awards?

As one of the main travel industry events that is voted for by agents themselves we feel it is vitally important to support these awards. We are honoured to be involved in the Travel Bulletin Star Awards as sponsors of both the Star Worldwide and Star European Theme Park/Attraction Awards.

As a B2B business we are always keen to be involved in key industry events such as the Star Awards as it recognises our key partners in the USA and Europe. Our main aim as a business is to help agents sell these attractions and recognise the benefits to their customers by offering tickets and experiences pre-departure. Sponsoring these awards is our way of saying thank you to our partners for their continued commitment to Attraction World and indeed to the UK travel trade for selling them. Attraction World is 100% committed to the UK travel trade and in helping agents make the most of the sales opportunities afforded by offering tickets and attractions pre-departure.

What are you currently highlighting to agents?

We are very proud of our sales tools currently available including a new online training programme and our destination training guides which have proved very popular with our agents. These simple guides explain in a few pages the key resorts, distances, main attractions, everything an agent would need to know in order to sell the key attractions.

We are currently going through an exciting rebrand process – which will also bring a fantastic new website too towards the end of the year!

For more information please visit our website our email salessupport@attractionworld.com

Jetset

Company update:

Jetset strives to make life easy for our customers, travel agents and home workers with innovative technology backed up by experienced friendly staff and keen pricing.



Our latest version of Booking Basket and Package Pal, designed with and for our travel agents, create bespoke itineraries without hassle but with all the ingredients to convert the sale. For example, it permits you to 'upgrade' the outbound, return or both legs of a British Airways' or Virgin flight, from Economy to Premium Economy, all at the touch of a button and without the need to restart the enquiry. It also enables agents to book a wide range of low-cost carriers, adding seats and baggage on the booking screen which saves time and hassle, and all with significant instant documentation.

Support for our travel agents is paramount, so speaking to anyone on the Jetset team is easy and they excel in creating a fully bonded dream package your clients will appreciate.

Why would you say the travel trade is so important and what are your objectives when working with the trade?

The Jetset brand was established back in 1968 as a wholesaler serving the travel trade, our only source of business. So it is paramount that we do everything we can to ensure they succeed in their business.

We're celebrating our 21st anniversary this year. What would you say have been the main changes in the travel industry in the last 21 years?

The main change in travel has been the internet and the technology to provide arrangements around the world in an instant, which 20 years ago could have taken days or even weeks to confirm.

What are your industry predictions for the next few years?

The travel agent is back! Customers have and will book simple trips on their own, but they are learning that they don't always get the place, price or products right every time - or the protection - when they do it themselves.

There's so much on social media which is subjective with a 50/50 split in opinions. So people are looking for local competent advice. What better than an experienced, knowledgeable travel agent?

As a key sponsor, why do you feel it's important to support the Travel Bulletin Star Awards?

Travel Bulletin has always been a paper for the travel agent, for the support of the travel agent, with sharp meaningful information for those on the sharp end. The feedback from agents voting for these awards is testament to the services and products provided.

What are you currently highlighting to agents?

At the start of the year, internally we devised 'Project Long', which had one objective: to break the perception that Package Pal is just the pre-eminent agent booking tool for short breaks.

Since January we have been showcasing our fantastic range and pricing on long-haul destinations and long durations. I'm happy to report that by highlighting our strength in this area we have seen a fairly dramatic switch in our booking make-up. Yes, Europe remains the number one market for Package Pal, but the Caribbean, North America, and UAE have performed really well for us. Additionally we are focused on incentives for agents and client value. A few months back saw the famous Jetset Lotto go to twice-weekly jackpots which agents loved - and in a few months it will be back!

On the value added side of things, we have run Lounge Pass promotions in March and April where an agent can provide their clients with a fabulous start to their travel plans with a complimentary lounge pass at a UK airport, just by booking certain airlines and certain criteria. As the saying goes 'Every Little Helps!'

What do you look forward to most at Travel Bulletin's Star Awards?

It's a wonderful occasion, a super night out for staff and a delightful opportunity to catch up with and entertain some of our agents.



Why do you think it's important that agents have their vote?

The agents who actually sell the products, who use and experience the services provided have an opportunity to provide positive feedback with their vote and hopefully thank the efforts of their suppliers and principles.

Any other information you'd like to share?

Just as Travel Bulletin are right to be excited and proud as they celebrate their 21st Star Awards anniversary, Jetset is also getting excited as next year we will be 50 years young!

Back in 1968 we were forward-thinking pioneers of certain concepts and to this day the energy and verve for innovation is still at the heart of everything we do.



Birmingham Airport

Company update:

In the last 12 months the airport has seen a number of developments including a significant increase in the number of airlines and new routes operating to and from

Following demand from agents and regional travel trade representatives. Jet2 started operating last month with flights on four new Boeing 737-800 next generation aircraft to 23 destinations.



Other developments have included the return of bmi regional with flights to Graz, plus new routes from Czech Airlines, Vueling, Flybe, Monarch, Blue Air, Eurowings, Wizz Air and Albastar.

New developments are visible in the terminal with £300million being invested over the last ten years on improvements to facilities and infrastructure. Recently an additional £100million has been invested to improve the hold-baggage screening system and to double the number of self-service check-in bag drop kiosks. Other major improvements include developing a new Drop Off car park which will be free for 30 minutes whilst upgrading existing car parks and upgrading the ATC Surface Movement Radar.

Why would you say the travel trade is so important?

The travel trade is a vital bridge between us and our passengers. Their knowledge and awareness of what we offer as an airport is vital for the success of our routes and the retention of the airlines based here. It isn't just about seat sales; the travel trade and agents are our eyes and ears, they are the people meeting our customers, understanding their travel requirements and reporting this back to us in order for us to make these demands a reality. This better understanding of our passengers through agents is helping us draw in business and leisure travellers from a larger catchment area and has greatly cont----ributed to our consecutive monthly passenger growth figures.

Our objectives when working with them is to impart key information about the airlines, their routes and products. Wherever possible we invite agents to launch events to meet representatives from the airlines to increase this understanding of the products and for agents to make key industry contacts. In addition, we try to arrange trips with travel agents to new routes to give them a true taste of the country and destination and special expertise when they are making recommendations to customers.

Why do you feel it's important to support the Travel Bulletin Star Awards?

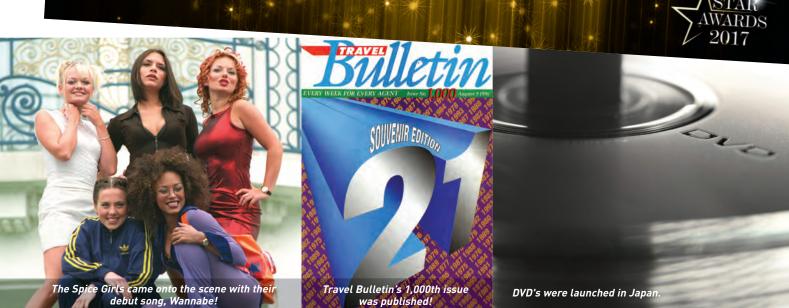
We sponsor this prestigious awards event as we feel it is important to recognise the fantastic work that travel agents and our travel trade team do to make the routes we secure a success. This is our fourth year of sponsoring these awards and we've developed a great relationship with the event organisers too and so we hope to continue being a key sponsor for the foreseeable future.

Why do you think it's important that agents have their vote?

It is really important for agents to feel valued by all parts of the travel and tourism industry. We want agents to know that we understand their daily challenges in regard to meeting sales targets whilst delivering the best possible service for their and our customers. We absolutely value their feedback and this steers the decisions we make in regard to securing new airlines and routes. Our master plan will be revealed this year which shows the plans the airport has for expansion up until 2040. Any more recent announcements will be revealed by our travel gurus (Shellie, Stefanie and Cat) to agents at the earliest possible opportunity. We are the only airport in the country to have a branded team of airport trade specialists called the Gurus. This shows our commitment to maintaining and expanding our network of relations with agents and airlines and ensuring we meet demand from both our business and leisure travellers going forward.







Buzz Lightyear was the best-selling Christmas gift in the UK



A step back

While Travel Bulletin was busy inventing a way to acknowledge great travel industry suppliers, resulting in the creation of the Star Awards 21 years ago, here's what else we were inventing, discovering, launching and celebrating in 1996...



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At the end of the evening, agents will have the opportunity to enter a prize draw to win a place on a fantastic FAM trip to Bern during June 2017.



Wednesday 24th May 2017

Where:

The Sky Bar*
The Grange Holborn Hotel, 50-60
Southampton Row, London WC1B 4AR.

Timings:

18:30 – 19:00hrs Registration, drinks and canapés. 19:00 – 20:30hrs Presentations, networking, hot food, drinks and prizes.

Limited availability please register by emailing your name and those of your colleagues to: oliver.barton@travelbulletin.co.uk.

* There is no disabled access to this roof top bar.

















VOTING FORM 2017

Name the supplier you consider to be the BEST in the following Star Awards categories:

	Star Specialist Cruise Company	Star Scheduled Flight Consolidator
Star Short Haul Operator		
	Star River Cruise Company	Star UK Airport
Star Family Holidays Operator		
Star Weddings & Honeymoons	Star Cruise Company For Training, Incentives & Fam Trips	Star Airline For Training & Incentives
Operator		DREAM DESTINATIONS
Star Escorted Tours Operator	LANDLORDS	Star Family Holidays Country/
·	Star Worldwide Theme Park Or	Destination
Star Luxury Operator	Attraction	
		Star Luxury Holidays Country/
Star Adventure and Activity Operator	Star European Theme Park	Destination
	Or Attraction	
Star Holiday Parks Operator		Star Escorted Tours Country/Destination
	Star Car Rental Company	
Star Add-Ons Operator	Standard Advanced attance Only Describer	Star Winter Sun Country/Destination
Stern Cornelling Color Towns	Star Accommodation-Only Provider	Star Cultural & Heritage Holidays
Star Supplier Sales Team	Star Luxury Hotel Brand or Resort	Country/Destination
	Star Travel Technology Company	Star Adventure & Activity Holidays
SEA CAPTAINS		Country/Destination
Star Family Cruise Company	• • •	
	HIGH FLIERS	Star All-Round Destination
Star Luxury Cruise Company	Star Business Airline	(Country, State or Province)

Post to Travel Bulletin, University House, 11-13 Lower Grosvenor Place, London SW1W 0EX or email to jeanette@travelbulletin.co.uk. You can also vote online at www.travelbulletin.co.uk/starawards/voting.		
Name:	Job Title:	
Company:	Email:	
Address:	Tel:	
	ABTA No:	





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puzzlesolutions

Crossword:

Across: 1. FREE, 3. ISCHIA, 7. SAUDI ARABIA, 9. UGANDA, 13. GRAHAM, 17. HARRY STYLES, 19. OTTAWA, 20. OSLO. Down: 1. FOSTER, 2. ECUADOR, 4. HUB, 5. ARAN, 6. RIEU, 8. RSA, 10. GOA, 11. DOUGLAS, 12. TRESCO, 14. HOY, 15. MATT, 16. OHIO, 18. ROT.

Where Am I?: Siam Park, Tenerife

We asked our staff the following question this week:

What do you think Brits should be able to vote on?



Jeanette Ratcliffe
Publisher
jeanette.ratcliffe@travelbulletin.co.uk



Lauretta Wright

lauretta.wright@travelbulletin.co.uk
Whether or not we should lower the voting age.



Adam Potter

Editorial Assistant adam.potter@travelbulletin.co.uk
When making cup of tea: hot water before milk OR milk before hot water?



Paul Scudamore

Contributing Editor
Whether Scotland should stay or go



Simon Eddolls

Sales Director simon.eddolls@travelbulletin.co.uk That the first drink in the bar should be an 'Old Rosie'



Tim Podger

Account Manager - Far East tim.podger@travelbulletin.co.uk A non vote penalty of £100 per person.



Bill Coad

Account Manager bill.coad@travelbulletin.co.uk

The price of petrol.



Matt Gill

Senior Account Manager matt.gill@travelbulletin.co.uk Make it compulsory to wear cycle helmets when riding a bike.



Matthew Weinreb

Sales Executive matthew.weinreb@travelbulletin.co.uk Whether microwaving fish should be outlawed.



Kathryn Frost

Sales Executive kathryn.frost@travelbulletin.co.uk



Catherine Dillon

Sales Executive catherine.dillon@travelbulletin.co.uk

Vote for a three day week



Oliver Barton

Events & Sales Administrator oliver.barton@travelbulletin.co.uk

Who should be the next King (I'd happily live in a country ruled by Hazza)!



Nicky Valsamakis

Design Team Leader nicky.valsamakis@travelbulletin.co.uk What should be the daily tea limit?



Miriam Brtkova

Designer miriam.brtkova@travelbulletin.co.uk Whether to keep historical buildings instead of office blocks and shopping centres.



Lucia Mathurin

Design Apprentice lucia.mathurin@travelbulletin.co.uk The amount of Bank Holidays per year



Nelly Mendes

Production
production@travelbulletin.co.uk
St George's & St Patrick's day should be holidays



invites you to attend a

Luxury Holidays Showcase

agent networking evening

Agents come and join the Travel Bulletin team and leading luxury suppliers at one of our informative and fun agent events. Through a combination of networking and presentations we will enable you to discover the paradise that is luxury holidays. From unique hotels to once in a lifetime experiences, you will learn how to deliver your clients their dreams.



MacDonald Randolph Hotel

Registration: 18:00 hours
Networking & Presentations: 18:30 hours

Buffet, Entertainment & Prizes: 20:00 hours

Carriages: 21:30 hours

To confirm your place at one of these amazing events, email the names and job titles of up to 5 staff members by Monday 1st May 2017 to: oliver.barton@travelbulletin.co.uk or telephone:

020 7834 6661

For more information.

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