

travelbulletin

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Giving agents the edge

NEWS BULLETIN

The latest news from the travel industry

AGENT INSIGHT

Marie Rowe, Travel Counsellors, on how agents can plan for the future

SPAIN WEBINAR REPORT

A round-up of *Travel Bulletin's* training webinar

CROATIA & THE BALKANS

Selling holidays to this region of Europe

WTM VIRTUAL

What to expect from the three-day event



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VIRTUAL
TRAINING

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2pm

Webinar Welcome From Your
Travel Bulletin Host

2:05pm

Group Networking

3pm

Prize Giveaway

**TO REGISTER FOR FREE GO TO
www.travelbulletin.co.uk/webinar**

THIS WEEK

04



NEWS BULLETIN

Updates from the travel industry to help you sell more holidays.

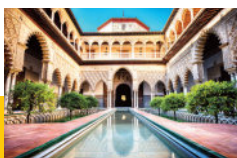
06



AGENT INSIGHT

Marie Rowe from Travel Counsellors talks about how agents can get ahead of the game.

11



SPAIN WEBINAR REPORT

News and updates from *Travel Bulletin's* latest training webinar.

13



CROATIA & THE BALKANS

Historical sights to city delights, how to sell this region to your clients in 2021.

16



WINE & GASTRONOMY

From Brazil to Sri Lanka, a round-up of food-focused holidays.

18



WTM PREVIEW

What to expect at this year's WTM Virtual.

GENERATION GAP

The Advantage Travel Partnership's recent travel consumer survey found that 44% of millennial travellers are willing to consult a travel agent for future trips, to safeguard against last minute changes.



A RESEARCH survey conducted by Advantage Travel Partnership reveals 44% of millennial travellers, who do not usually book holidays through a travel agent, are willing to consult one in future.

The survey, which was completed by 1,089 anonymous respondents from across the UK, found that more than a third, (38%), of the respondents said that they do not book trips through a travel agent at present, but 36% said that they are open to booking with one in the future.

While travel agents are most popular with 65-year-olds, with 77% of respondents, the second most pro-agent group

was 18 to 24 years, with as many as 76% respondents.

The increasing demand for a travel agent among the younger generation can open up a new target market for many agents across the UK.

Julia Lo Bue-Said, CEO at The Advantage Travel Partnership, said, "We know that consumer confidence has been severely impacted over the past six months, but it is reassuring to see that consumers do value the services that travel agents provide and would trust them to book their travel in the future, especially among the younger age groups who historically will dynamically package their own trips."

As far as the COVID-19

tests are concerned, younger travellers are more willing to pay for it, with 79% respondents belonging to the 18 to 24 year age group, who confirmed that they would pay for a COVID-19 test to travel, in comparison with 56% respondents who were over 65 years of age, who were not prepared to do so, the survey revealed.

The survey also revealed future travel plans, and three quarters of respondents said that they would travel either domestically or abroad within the next 3-6 months if restrictions permitted them to do so. The most popular type of travel experience was a UK break, closely followed by a European mini-break.

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All at sea with Scenic's 2021 cruising programme

SCENIC LUXURY Cruises and Tours has launched its 2021 Canada, Alaska, and United States of America programme, which features 11 journeys, smaller groups and more land-only tours.

Bookings made before December 31, 2020 can benefit from savings of up to £500 per person, and complimentary private door-to-door chauffeur-driven transfers.

The 18-day 'Icons of Western Canada' itinerary includes a two-night journey to Knight Inlet for bear viewing and enjoying magnificent views of waterfalls, glaciers, and mountains. Alternatively, clients can opt for a two-night stay at the boutique Long Beach Lodge Resort near Tofino on Vancouver Island. Whales and black



Scenic has released its 2021 cruise programme to Canada and the US.

bears are quite common sightings on a marine wildlife tour in this region. Prices for the escorted tour start from £6,795 per person, based on a April 17, 2021 departure.

The 15-day 'Canadian Castles & Alaskan Cruise' tour includes a journey through mountains and

glacial waters, from Calgary to Vancouver, with a two-night stay at the Fairmont Chateau Lake Louise and a ride on the luxurious Rocky Mountaineer. Prices for the 15-day cruise-tour start from £6,745 per person, based on a May 15, 2021 departure.

www.scenic.co.uk

Charitable Travel launches fund to aid communities

CHARITABLE TRAVEL has launched the Charitable Travel Fund to support tourism communities around the world, which are in need of financial resources.

The charity intends to raise funds through close engagement with the travel industry and donations from the travelling public. The founding trustees include Melissa Tilling, Sue Papworth, Debbie Haw, Sarah Loftus, and Steve Thompson, with Chris Lee as the chairman. The main objectives of the fund are, the prevention of poverty or financial hardship;

relief of sickness, injury, disease, or other sufferings; and, the advancement of vocational education and training to aid recovery or diversification.

The Charitable Travel Fund will be providing financial grant aid to communities through local and international non-profit groups, such as Tourism Cares and United Purpose, which can deliver vital support when the need arises. There is a one-off donation option available on the website.

www.charitabletravel.org

Century Cruises to launch new ship in September 2021

CENTURY CRUISES has announced the launch of a new ship, Century Victory, which will set sail in September 2021. The new ship has been designed incorporating a new technology, a low-emissions system, that does not harm the fragile eco-system of the Yangtze River.

Century Victory will have a capacity for 650 passengers with 260 suite-style cabins in eight different categories, and every cabin features a river view balcony. For families travelling together, Century Victory offers 12 spacious family suites, as well as 12 executive suites designed to blend Chinese and Western styles.

The new ship will also have four stylish suites, which offer passengers the best view of the Yangtze River from the privacy of their own sanctuary.



In addition, the ship has a spacious sundeck, two classic dining rooms, with appetising menus, as well as the Cheers Bar and Lounge which offers drinks from all around the world.

For more information about the ship and future cruise itineraries, visit www.centuryrivercruises.com



Tour the world with Inghams Summer 2021 brochure

INGHAMS HAS launched its 'Summer 2021' brochure, featuring holidays, tours and multi-centre trips to Austria, Canada, France, Germany, Iceland, Italy, Norway, Slovenia and Switzerland, with departures from May 1 until October 31, 2021.

The tours can be reserved for £75 per person, if booked by December 18, 2020. Agents can find a good mix of trips, including, mountain holidays, beach holidays, iconic rail tours, walking or cycling holidays, and culture excursions, with multiple destinations in one break, across Europe and Canada. www.ingham.co.uk

Around the world with Icelandair in 2021



ICELANDAIR HAS released its planned summer schedule for 2021, with 32 destinations, including one new addition to the Icelandair route network – Tenerife.

The schedule will operate from May to September 2021, with up to 30 Icelandair flights per week between Iceland and the UK, including flights to and from London, Glasgow, Manchester and Dublin.

Flights are on sale now to and from the 22 European destinations and 10 North American destinations in the

schedule, so agents eager to plan their client’s summer 2021 holidays can book now with peace of mind using Icelandair’s flexible booking policy.

In 2021, Icelandair will continue to focus on its key markets to and from Iceland as well as providing convenient connections between Europe and North America.

“Despite difficult conditions due to the COVID-19 pandemic, it is important to look to the future and be well prepared to act as soon as the

situation in the world improves. Our summer schedule for 2021 reflects that. We are committed to providing efficient air services to and from Iceland, as well as attractive options across the Atlantic. Iceland will continue to be a popular tourist destination and the ideal place to visit in times like these – it is safe, clean, healthy and spacious with a small population,” said Bogi Nils Bogason, president and CEO Icelandair.

www.icelandair.com

Tenerife is added to the UK’s safe travel list

THE CANARY Islands are now exempt from the FCDO's advice against all non-essential international travel.

Passengers arriving to the UK from the Canary Islands will no longer need to self-isolate, so long as they have not been in or transited through any other non-exempt countries in the 14 days preceding their arrival.

There is a large number of accommodations that are now open, including many of the islands’ four- and five-star hotels.

To reduce the risk of contracting the virus when visiting the region, the Spanish government has implemented a series of health control measures, applicable to all visitors. Part of these measures is ensuring that all British travellers provide a certificate of proof that they are COVID-19-free.

For more information, visit www.webtenerife.co.uk/blog/2020/09/tenerife-travelling-to-tenerife-update-information/

Princess Cruises extends a pause of operations in Australia and New Zealand

DUE TO the uncertainty about the lifting of international travel restrictions, Princess Cruises is extending its pause in operations for cruises departing from Australia and New Zealand through to May 31, 2021.

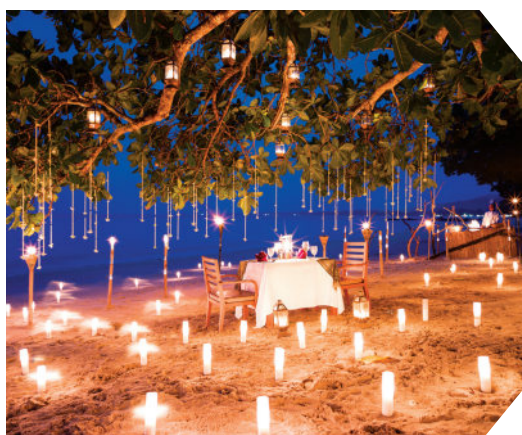
Your guests will receive a refundable Future Cruise Credit (FCC) equivalent to 100% of the cruise fare paid, plus an additional non-refundable bonus FCC equal to 25% of the cruise fare paid. Alternatively, guests can forfeit the bonus FCC offer and request a refund for all money paid on their booking by using an online form (www.princess.com/pcl/).

Guests have until November 30, 2020, to elect a refund, or they will automatically receive the default offer listed above.



Princess will protect travel agent commissions on bookings for cancelled cruises that were paid in full.

The most current information about cancellations can be found at www.princess.com/plan/impacted-and-cancelled-cruises/



The Sarojin launches ‘Sarojin Cares Honeymoon’

THE SAROJIN, a luxury boutique residence in Thailand, has launched a new package for couples wanting a honeymoon that goes beyond romance and gives back to the local community. The ‘Sarojin Cares Honeymoon’ package combines some of The Sarojin’s most popular romantic activities with excursions that benefit those most in need around the resort. From £1,988 for bookings between May 4 to October 24, 2021, couples can enjoy a seven-night break in a garden residence. Guests will be able to enjoy a ‘Just for Two’ private dining experience on a candlelit beach, a 90-minute spa royal oriental treatment each, and more.

www.sarojin.com



AGENT INSIGHT

MARIE ROWE TRAVEL COUNSELLORS

EDWARD DE Bono famously said, "If you cannot accurately predict the future then you must flexibly be prepared to deal with various possible futures."

Nobody predicted that travel agents across the globe would spend most of 2020 navigating what I can only describe as an exceptionable game of Jumanji. If you've made it this far – congratulations!

It's time to progress to the next level and in order to survive that, we can apply a few game rules based on what this year has taught us.

Rule no.1: Accept that you can't predict the future.

Rule no.2: Recognise that you have a unique and valuable set of expertise.

Rule no.3: Remember your *why*.

We can only finish our own game. I use that as a metaphor for planning the future success of our businesses.

So, how will you apply these rules to future-proof your business?

It might mean seeking a second source of income in the short-term while the travel industry recovers. If that applies to you, don't forget rule no.2. You have a unique set of highly sought-after skills in customer service, relationship building, and networking and marketing – so don't sell yourself short or let your skills go to waste.

For some, the fear of a re-match in years to come might warrant exploring ways to invest, save, or find a side-line opportunity for creating residual income (rule no.1). Preparing to minimise the financial impact in the event of a future travel ban will provide short-term relief and peace of mind, as well as reducing the mental impact of money worries if that time comes. This will help you focus and dedicate time, while you have it, to business development.

Remembering your *why* (rule no.3) will undoubtedly help you restore your passion for selling travel and fuel your success when the flood gates open – which they will.

Stick to the rules to win the game!



JET2HOLIDAYS HAS resumed flights and holidays to the Canary Islands. On October 30, the holiday specialist restarted flights to Tenerife as well as Gran Canaria, Lanzarote and Fuerteventura from all nine of its UK bases (Belfast International, Birmingham, East Midlands, Edinburgh, Glasgow, Leeds Bradford, Manchester, Newcastle and London Stansted). <https://trade.jet2holidays.com/safe-travel>

Set your sights on some winter sun fun in Morocco

AS RYANAIR resumes flights to Marrakech and Agadir from London Stansted and Manchester airports, Black Diamond recommends a splash of winter sun for your clients looking to travel to Morocco.

Home to the vast Sahara Desert and the Atlas Mountains, Morocco is perched on both the Atlantic and Mediterranean coasts to provide a range of landscapes. As well as trekking and hiking, Morocco offers a host of other adventure activities; from overnight camping in the desert, surfing and yoga retreats, cycling, rafting and kayaking, to kite surfing.



Travellers can soak up the souks of Marrakech and enjoy a city break, or those in search of an off the beaten path adventure can head further south of Agadir and into the desert town of Dakhla. In addition to Ryanair, Morocco is also currently served by Royal Air Maroc, which operates from London Heathrow to Casablanca three times weekly, and Air Arabia which departs from London Gatwick to Tangier twice weekly.

www.visitmorocco.com



MARTIN LAKE of Travel Counsellors was one of 500+ agents who took part in the recent Sun Siyam competition on www.travelbulletin.co.uk and has won a seven-night stay for two at the five-star Iru Fushi resort in a deluxe beach villa with pool, and a domestic transfer as a result of entering all the questions correctly.

AGENT TRAINING

FOLLOWING THE launch of its e-learning platform earlier this year, JNTO (Japan National Tourism Organisation) has released a new training course for travel agents. The intermediate course introduces a variety of outdoor activities, gardens, modern art and cultural experiences. Registrants who complete both basic and intermediate training by December 1, 2020, are automatically entered into a draw, with the chance to win a portable aroma diffuser from MUJI. The five lucky agents will receive the diffuser with a set of essential oils.

BECOME AN Abu Dhabi Specialist for a chance to win a five-star holiday for two to Abu Dhabi, departing in 2021. There are also £50 Love2shop vouchers to be won by 100 Abu Dhabi Specialist graduates along the way. The Abu Dhabi Specialist online learning program is designed to provide agents with the knowledge and resources required to sell more unique holidays to Abu Dhabi. www.abudhabispecialist.com



AGENT INCENTIVES

- **IF ONLY...** has teamed up with the luxury resort Heritance Aarah in the Maldives to launch a new marketing campaign, 'Heritance Aarah: Your Honeymoon Haven'. To enter, agents have to make as many bookings as possible for Heritance Aarah from now until November 30, 2020. At the end of this period, the two agents who have booked the greatest total number of room nights will receive the prize – push hampers that contain a bottle of fizz, a £50 Just Eat gift card, a £50 NOW TV voucher, a selection of heart-shaped confectionary and a scented candle. For more on this, contact the Indian Ocean reservation team at 0141 955 4000.
- **SANDALS AND Beaches Resorts** is showing industry support for travel agents with a dedicated trade campaign. The 'We're Here For You Every Step Of The Way' campaign, launched on October 15 and will run until November 30. The dedicated travel agent programme has a wide range of competitive perks, incentives and rewards for agents. These benefits range from free day passes and 'Sell & Go' nights which can be earned with each booking made, and used towards their own holidays – to competitive pricing and commission on all bookings, including on bookable extras, such as island excursions and airport lounge passes for clients. Agents also have the chance to earn more commission when upselling room categories and/or flights with every holiday. www.sellingsandals.co.uk

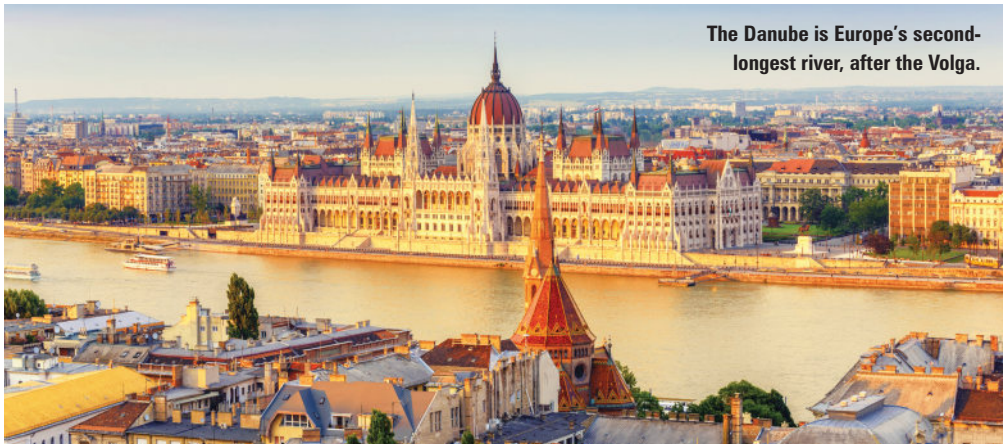


travelbulletin COMPETITIONS

Win a pair of return Standard Premier tickets to the Netherlands and back with Eurostar.

For all competitions, visit <http://www.travelbulletin.co.uk/component/rsform/form/1593-Travel-Trivia-Quiz>

Riviera Travel launches river cruises for 2022



The Danube is Europe's second-longest river, after the Volga.

IN RESPONSE to recent feedback, Riviera Travel has launched a selection of its most popular river cruises for 2022, earlier than ever before.

A selection of dates across 11 of the company's river cruises are now on sale, and available for agents to book.

Stuart Milan, channel director, said, 'It's great that we have our award-winning river cruise product now on sale for 2022, which we've

launched early in response to demand from guests and our trade partners. All of our top selling itineraries are now on sale for customers to book. The trade have been very supportive over the last few months, and we look forward to their continued support for 2022 departures.'

An example of a cruise agents can book their clients on is 'The Blue Danube', an eight-day cruise that will take

in Vienna, Budapest and Salzburg, along Europe's most cultured river. Cruisers will explore medieval cities, admire baroque architecture and immerse themselves in the surroundings that inspired the music of Strauss and Mozart.

Prices start from £929 per person and all cruises will commence in March 2022.

www.rivieratravel.co.uk

Celestial Cruises offers travel insurance on new bookings

CELESTIAL CRUISES is providing complimentary travel insurance for all new, individual bookings made until November 30 for cruise travellers to the Greek Islands and the eastern Mediterranean, between March-June 2021.

The insurance policy has been provided by Allianz Global Assistance and includes medical coverage/cost of hospitalisation, including expenses associated with COVID-19, transportation costs to the nearest hospital and travel costs to the next port of call, if required,

as well as travel expenses for returning home due to illness and reimbursement for any unused portion of a cruise. Guests can opt to upgrade their policy to include trip cancellation coverage, for an additional fee.

Celestial's first sailing of the 2021 season will be on March 6 on board its new flagship, Celestial Experience, with the seven-night "Three Continents" itinerary calling in at Greece, Turkey, Israel, Egypt and Cyprus.

www.celestial.com

Plan a beach holiday to Benidorm in 2021

THE SPANISH town of Benidorm is looking forward to welcoming visitors back in 2021, with the airport, beaches, restaurants and hotels taking advanced measures to safeguard health and sanitation in all public areas.

The destination offers modern beaches and nature parks, such as Levante beach promenade, Poniente beach promenade, Elche Park, Aigüera Park and Serra Helada Nature Park – all of which are spacious enough for recreation as well as maintaining a social distance.

Visitors can experience the richness and variety of the cuisine in Benidorm, which is born out of a mix of culinary traditions inherited from the Arabs, merchant mariners, the local fishermen and dishes found in the inland areas.



The resultant spread offers a range of flavours, aromas, textures, and colours to suit all palates.

For your more active clients, Benidorm offers a variety of landscapes, including coasts and mountains, for outdoor activities such as bike tours, walks and hikes.

www.visitbenidorm.co.uk



Four Seasons opens a second hotel in San Francisco

FOUR SEASONS Hotel San Francisco at Embarcadero is now open.

Located near the Embarcadero area at Sansome and California Streets in the Financial District, guests are just steps – or a cable car ride – from major international businesses, Michelin-starred restaurants, luxury shopping in Union Square, walkable neighbourhoods such as North Beach and Chinatown, and the Embarcadero waterfront, including the twice-weekly farmers market in the Ferry Building.

The hotel's 155 rooms and suites are all located on the top 11 floors of the 48-storey 345 California Center building, meaning guests will be able to enjoy panoramic views of the city.

www.fourseasons.com

SUDOKU

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

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

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

competition@travelbulletin.co.uk

Closing date for entries is Thursday, November 19th. Solution and new puzzle will appear in our next issue.

The winner for October 23rd is Jennifer Maw, Instantholidays.com

October 23rd Solution: A=6 B=8 C=4 D=2

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



WHERE AM I?

This city extends across 14 islands and the area has been settled since the Stone Age. Founded as a city in 1252, it is the capital of its country and every year, it hosts the annual Nobel Prize ceremony. The metro station has been called "the longest art gallery in the world."

CROSSWORD

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

1		2		3	4	5			
				6					
		7							
									8
9		10				11			
					12				
13				14					
			15						
	16							17	
18									19

Across

- 1 Flag carrier of Japan (3)
- 3 Actress Maureen who was recently made a Dame (6)
- 7 Cartoon cat who loves lasagna (8)
- 9 Italian holiday isle (6)
- 11 County known as the Garden of England (4)
- 13 Traditionally worn in the Highlands (4)
- 14 Company offering leisure hotels just for adults (6)
- 16 Major cruise company (8)
- 18 George Town is the capital of these islands (6)
- 19 Currency of Albania (3)

Down

- 1 Diet and fitness guru, known as The Body Coach (3,5)
- 2 Part of a journey (3)
- 4 Hotel brand, part of Accor (4)
- 5 English spa town and range of hills (9)
- 6 Capital of Cape Verde (5)
- 8 Royal Mail are featuring this sci-fi TV series on their latest stamps (4,4)
- 10 Canadian city, famous for its Stampede (7)
- 12 Resort town on Corsica with a historic citadel (5)
- 15 South American civilisation (4)
- 17 Liverpool, John Lennon airport code (3)

Solution: Across: 1 Jal, 3 Lipman, 7 Garfield, 9 Ischia, 11 Kent, 13 Kilt, 14 Warner, 16 Carnival, 18 Cayman, 19 Lek. Down: 1 Joe Wicks, 2 Leg, 4 Ibis, 5 Malvern, 6 Praia, 8 Star Trek, 10 Calgary, 12 Calvi, 15 Inca, 17 Lpl.

Mystery Word: Milan Where am I? - Stockholm, Sweden

Mauritius launches #MauritiusNow campaign and new long-stay visas

THE MTPA (Mauritius Tourism Promotion Authority) has launched the #MauritiusNow campaign, after a phased reopening of its borders as well as long-stay visas for travellers.

The campaign has been designed to boost the image of Mauritius and restore confidence among travellers, in the aftermath of the recent oil spill incident, which affected 4% of the island.

A dedicated #MauritiusNow micro-site has been launched and its contents will be disseminated via regular social media posts, e-newsletters and blogs. The site includes live videos captured by webcams installed at prime locations



Mauritius is encouraging long-stay visas for travellers.

across the island, to show the lagoons and beaches of Mauritius as they look right now. It is complemented with drone footage, shot over various parts of the island. A series of reports on the projects running for the rehabilitation of the south-eastern part of the island is also included.

Mauritius has also introduced a new premium visa for long-stay visitors, from countries listed in the Eighth Schedule of Passport Regulations. The new visa will be valid for one year and can be renewed later.

For more information, visit www.mauritiusnow.com

Kosmar to grow its homeworking division

KOSMAR HAS set out its strategy to significantly grow its homeworking division, Tailor Made Experts, at an accelerated pace.

The strategy, set for roll out in early 2021, will focus on growing a small, yet highly profitable part of the business while offering services to both new and existing Tailor Made Experts. Kosmar has internally appointed Hayley Jones and Louise Goodlad as recruitment and training managers to support the ambitious expansion plan to reach 250 Tailor Made Experts by the end of 2023.

Managing director, Jhy Worsnop-Hesford, said; "I'm absolutely thrilled to see Hayley and Louise will be responsible for recruiting and training our new Tailor Made Experts. Both are successful homeworkers with us and harbour a wealth of experience."

Kosmar currently offers a single homeworking solution for experienced travel professionals. The new strategy will see three new packages being introduced tailored to different homeworking needs.

www.kosmar.co.uk

Ditch the cold for the Dominican with TUI

TUI IS offering a seven-night stay at Grand Palladium Punta Cana Resort for the whole family to enjoy.

The Grand Palladium Punta Cana Resort & Spa offers a range of family-friendly activities. From clubs for different ages, fit with mini water parks and gaming rooms, to babysitting services, kids will stay entertained. Adults can opt to indulge in some pampering at the Zentropia Spa & Wellness centre, or enjoy a cocktail at the Hemingway Bar, before all the family reunite and enjoy an entertaining show at the Merengue Theatre.

TUI's seven-night all-inclusive stay at Grand Palladium Punta Cana Resort & Spa starts from £825 per person, based on two adults and two children sharing a junior suite. The price includes return flights from Gatwick, coach transfers and luggage allowance. www.tui.co.uk



Paradisiacal beaches, Colorful and flavorful cuisine and a World Heritage Site, An abundance of cultural richness, Virgin nature waiting to be discovered, And the pleasure of relaxing like never before... You'll see.

Paradise awaits you in Mexico

TRs
CORAL
HOTEL

COSTA MUJERES, CANCUN

GRAND PALLADIUM
COSTA MUJERES RESORT & SPA

PALLADIUM
HOTEL GROUP

For more information check out PALLADIUMHOTELGROUP.COM And discover the benefits of our affiliates program PALLADIUMCONNECT.COM

SPAIN WEBINAR

Travel Bulletin's Virtual Training Webinar for agents covered a range of products and experiences on offer from the Andalucia Tourism Board, Visit Benidorm and Hard Rock Hotel Tenerife.

Andalucia



AINHOA COBO, from the Andalucia Tourism Board, highlighted aspects that will make selling the region an easier task for agents. Andalucia continuously reiterates its commitment to cultural and historical tourism, with World Heritage sites like AlHambra, the Cathedral and Alcázar Palace.

Divided into eight provinces, the region is deeply committed to sustainability and eco-tourism – 30% of the territory is officially protected. The region also has a total of 24 natural parks and two national parks.

Catering to families too, there are a range of theme parks, aquatic parks and shopping opportunities for tourists to enjoy.

Ainhoa recommends that agents suggest a seven-day holiday for clients to truly get a feel for the region.

At the end of the presentation, agents tried their hand at winning a three-night stay at any four-star hotel in Andalucia.

Benidorm



SERGIO FRAU, from Visit Benidorm, called attention to the fact that there are many versions of Benidorm for every age and type of tourist to enjoy.

Located in the south-east of Spain, Benidorm enjoys more than 300 days of sun a year, making it a year-round destination for your clients. There are a total of five beaches – Levante Beach caters for younger tourists, as it is more lively and features a bustling promenade. Poniente Beach, on the other hand, is tucked away and is more quiet, making it a suitable option for families. The region is currently working hard to implement its COVID-19 Protocol, this includes measures such as mandatory masks and beaches implementing a system of 'plots' to ensure social distancing.

The tourist board offered agents a chance to win a four-night stay in a four-star hotel in Benidorm at the end of the presentation.

Hard Rock Hotel Tenerife

KEVIN RICHARDSON, business development manager for Hard Rock Hotel Tenerife, walked agents through some key features of the hotel.

Located in Playa Paraiso, 25 minutes from Tenerife Airport, the hotel takes the form of two towers with three pools across both.

The hotel has three flexible board options – bed-and-breakfast, half-board or all-inclusive. There is also a range of accommodation options, including silver, gold and platinum rooms, each with differing views. Gold has partial sea views and platinum has direct views of the ocean. Rock Royalty is the option for guests who want a certain level of



luxury – clients get free entrance to the Rock Spa, VIP reception and check-in, butler service and their own exclusive area at the Eden pool and lagoon.

Hard Rock caters to the whole family. Adults can enjoy adults-only experiences across the hotel, such as the Eden pool bar and the relaxing Rock Spa, and there are many activities to keep children entertained, with clubs such as Roxity Kids club and the Teen Spirit club.

Foodie clients have a range of regional cuisines to choose from, including Asian fusion, Italian and a steak house.

Agents had a chance to win a place on a future Palladium Hotel Group FAM trip.

Industry insight by...



ANTOR chairman, Tracey Poggio, spoke to a few of the ANTOR members participating in WTM Virtual 2020 to see what their plans are.

Gibraltar

Gibraltar will be promoting its generic campaign, #TimeToBeEnlightened, offering insight into the unique British Overseas Territory set in the heart of the Mediterranean.

They will be showcasing the destination's outdoor attractions and activities, from climbing the majestic Mediterranean Steps, paddle boarding, e-biking up the rock, zip-wiring, wildlife nature watching and crossing the thrill seekers trail, to more relaxed town centre walking tours.

Their green agenda will be highlighting the work of the Alameda Wildlife Conservation Park, whose work has become important for the care of native species that are considered for future re-introduction to the Gibraltar Nature Reserve, such as the Barbary partridge, red fox and the raven.

Dominican Republic

The Dominican Republic will be supporting stakeholders and engaging with the trade to encourage bookings for 2021. The country, whose new minister of tourism, David Collado, has initiated an innovative policy of

providing free COVID-19 medical insurance for all visitors, will be highlighting new properties plus its range of hotels and experiences for families, luxury travellers, adventurous visitors, golfers and the wedding and honeymoon market. New properties include the 625-room Serenade Punta Cana Beach, Spa & Casino Resort opening this month and the Live Aqua Beach Resort opening in February 2021.



The Dominican Republic is providing free COVID-19 medical insurance to visitors.

Japan

Japan is currently closed to international leisure visitors and but keeps providing travel inspiration through and travel from home contents.

The primary focus for the World Travel Market will be wellness and adventure – they have recently launched adventure-focused content, introducing a broad range of experiences available in Japan. Also, to promote reassurance for travel to Japan, they will introduce hygiene measures undertaken and ideas for social distancing.

They will be featuring some new partners as stand sharers. Regional tourism

bodies on their stand will include Biwako Visitors Bureau, Iya Valley and Kagawa Setouchi, Visit IseShima Bureau, Tourism Shizuoka Japan and the Tokyo Convention & Visitors

Bureau. Service providers joining them will be West Japan Railway Company and Hankyu Travel DMC Japan.

Israel

Meanwhile, Israel is promoting elements of tourism they predict will be popular on the reopening of travel. They sense an emphasis on outdoor activities, as it is easier to social distance. Israel is a year-round type of destination, blessed with mild winters.

Israel has many "once in a lifetime" elements. Jerusalem is a box to be ticked on many people's bucket list, as exploring historically-significant places, such as the Old City, is fascinating. The rest of the country has just as many "must-sees", such as the Dead Sea, or the underground city where Richard the Lionheart set up his base for the crusades.

Many families have not been able to spend time with each other during these times and a holiday is a great way to reconnect. Israel is a great location for large family groups, due to the diverse activities it offers, keeping all members of a multi-generational family happy.

CROATIA & THE BALKANS



A CALL OF NATURE

The Kvarner region has 30 protected natural reserves and plenty of unexplored terrains that make it the perfect holiday destination for nature enthusiasts.

REGARDLESS OF the season, the diverse nature of Kvarner offers travellers natural landscapes, opportunities for animal observation, and hiking through protected natural areas.

Risnjak National Park

This mountain range is a natural link between the Alps and Dinarids, just 15km from the sea. It is named after the highest mountain (Veliki Risnjak) and after its most famous inhabitant, the lynx. Risnjak is a natural habitat for three large European animals, so visitors can expect to find wolves and bears here, as well as lynx. The national park offers many activities – hikes to Veliki Risnjak (1,528m) or Snježnik (1,506m), visits to the river Kupa, wildlife watching, training workshops, educational



The Kvarner region has rich natural habitats.

trails, sport fishing, or for the more active, mountain biking.

Rab Forest Park

Rab is just a few minutes from the central town square of the Old Town of Rab. In addition to the abundance of Mediterranean vegetation, exotic trees and other plants, there are different species of birds and butterflies and a particularly beautiful oak and pine forest.

Dolphins and vultures

Animal lovers come to Kvarner to observe two endangered species for which the Kvarner region is one of the last refuges – griffon vultures and bottlenose dolphins (*Tursiopsis truncatus*). The island of Cres is now one of the last habitats of griffon vultures. These birds, with a wingspan of up to 2.80m, are among the largest bird species in the world. Around 100 pairs nest on several Kvarner islands and islets.

Bike through Albania & Macedonia with Exodus Travels

EXODUS OFFERS an opportunity for holidaymakers to discover the very best of Balkan landscapes with a bike-tour.

Travellers can catch a glimpse of soaring peaks and lush green valleys on the biking tour, starting from the border of Macedonia to the ancient town of Gjirokastra in Albania.

The descent to the Albanian Riviera comes next, and will include passing through the UNESCO site of Butrint and Llogara National Park, before stopping to relax by the sea at a hotel in Vlorë.

Some of the highlights of the trips include discovering previously isolated landscapes, cycling from mountain plateaux to the Albanian Riviera, and visiting the World Heritage site of Butrinta.

On the trip, travellers can expect an e-bike available for rent, and a local cycling leader.

The trip comes with a two nights stay at guesthouses and five nights stay at hotels, for a group of four to 16. Departure dates are in 2021, with prices starting from £1,299 for eight days.

www.exodus.co.uk

CRADLE OF THE BALKANS

Cox & Kings offers travellers a taste of Albania and North Macedonia on a nine-day tour that will traverse both historical and culturally rich countries.



COX & KINGS is offering a nine-day, eight-night tour which will see your clients travelling to the Balkan countries of Albania and North Macedonia.

Known as the 'Cradle of the Balkans', Albania and North Macedonia are home to a wealth of natural and historic sites, from Lake Ohrid and the well-preserved Ottoman town of Gjirokastër to the important but lesser-known Roman ruins at Butrint and Apollonia. Travelling through spectacular mountain and coastal scenery, travellers will explore these two countries that are emerging after years of relative isolation due to their communist pasts.

Highlights of the tour include staying one-night on Lake Ohrid in North Macedonia, as well as viewing the world's largest icon museums in Orhid and Korca, touring the well-preserved Roman sites of Butrint & Apollonia and exploring the architectural legacies of the Ottoman empire and communist era in Albania.

The holiday caters specifically for a small group size, with 17 to 26 people in total, and includes stays in three- and four-star accommodation.

Visit www.coxandkings.co.uk or call 020 391 4642 to learn more.

Stay at the 'Island of Vitality' with Exsus Travel

EXSUS TRAVEL is now offering stays at the Hotel Bellevue Losinj in Istria & Gulf of Kvarner, Croatia.

The hotel is nestled amongst fragrant pine trees and gardens by the secluded Cikat Bay on the Adriatic Sea. This boutique five-star wellness retreat is known as the 'Island of Vitality' and was declared a natural health resort in the 19th century, due to its Mediterranean microclimate, its excellent air quality and its pristine natural environment.

As well as accommodation with panoramic sea views from private balconies (some of which have Jacuzzis), the hotel has wellness facilities, including a 250-square-metre spa with a range of health-giving and pampering treatments, utilising age-old techniques, alongside indoor and outdoor pools, heated stone beds, and a spa terrace with Jacuzzis.



Foodie clients can feast on gourmet cuisine inspired by favourites from around the world, created with fresh, organic produce and herbs from the hotel's own gardens.

www.exsus.com

Balkan Holidays launches 2021 flights to Bulgaria

BALKAN HOLIDAYS' flights to Bourgas in Bulgaria are set to take off again, as the company is ready to operate twice-weekly flights, running Thursdays and Sundays from May 23, 2021, starting from Teesside Airport.

The new flight services will give holidaymakers the opportunity to choose between seven, 10, 11 or 14-day breaks. Prices start from £354 per person and include popular beach resorts such as Sunny Beach, Nessebar and Golden Sands.

The route was launched in 2019 but was paused this year due to the pandemic. However, due to its success last year, Balkan will continue to offer this expanded service in 2021. www.balkanholidays.co.uk



UNEXPLORED TERRAIN

Titan Travel's latest trip to Croatia comprises visits to lesser-known towns and cities, allowing your clients to get a taste of the undiscovered side of this Balkan region.



TITAN TRAVEL's new itinerary 'Lakes and Islands of Undiscovered Croatia' allows travellers to visit unexplored towns and cities in and around Croatia.

On this tour, Titan will take guests on the Makarska Riviera, and take a boat along the Cetina River. After a day in Mostar, guests will travel to Split to board MV Seagull, where they will then enjoy seven nights cruising between pebbled coves, waterfalls, pine-clad hills and quaint towns, before witnessing the ancient Roman Diocletian's Palace in Split. A day trip to Mostar is also included, which is an area known for its cobbled streets and nostalgic charm, as well as a reconstructed medieval

stone bridge, Stari Most, which stands over the Neretva River in the form of an arc.

A highlight of the trip will be visiting the historic island settlement of Trogir, listed as a UNESCO World Heritage Site. The town dates back to the Hellenistic period, and there are many beautiful Romanesque churches dotted around the settlement for your history-buff clients to explore and enjoy.

With departure dates in 2021, prices for the 11-day trip start from £2,149 per person. Prices are based on return flights with British Airways or easyJet from Heathrow or Gatwick.

www.titantravel.co.uk

Cruise through the Balkans with Avalon Waterways

AVALON WATERWAYS is offering clients the opportunity to visit and experience destinations of Eastern Europe on a nine-day river cruise, from Budapest to Bucharest.

This Danube River cruise passes through Hungary, Croatia, Serbia, Bulgaria and Romania, offering passengers many views of the changing natural landscape through the tour.

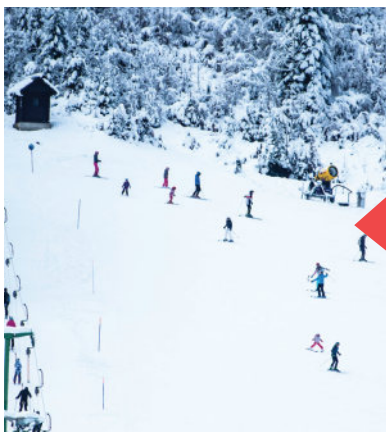
There will be several stopovers, where travellers can visit the underground burial chambers in Pécs or hop on to a guided tour of Belgrade, one of the oldest cities in Europe where the Sava River meets the Danube.

Bulgaria's ancient Belogradchik Fortress is also worth watching out for, while the Arbanassi's Church of the Nativity in Veliko Târnovo, and Arc de Triomphe, built in honor of WWI soldiers, are sites bearing rich cultural history.



Those who book a panorama suite on select sailings, before November 9, will get a waiver on the stateroom upgrade fee. Prices start at £2,465 per person, excluding flights and transfers.

www.avalonwaterways.co.uk



Experience Slovenia on-piste with Inghams

INGHAMS IS offering ski holidays to Kranjska Gora, an alpine resort in north-western Slovenia, near the mountains and glacial lakes of Triglav National Park.

Situated just a few miles from the Italian and the Austrian borders, the resort is ideal for first time skiers, who will be well cared for. Kranjska Gora also offers plenty of cross country skiing and for non-skiers, there is a programme to enjoy locally. The company offers a stay at the Best Western Hotel, situated in a quiet spot close to the centre, with the slopes just 300m away.

The total price of this holiday is £1,548, based on two people, half-board accommodation for seven nights. The departure airport is London Gatwick, with departure dates from 2021. www.ingham.co.uk

WINE & GASTRONOMY



A TASTE OF RIO

Hayes & Jarvis is offering your clients the chance to delve into the food scene in Rio de Janeiro, exploring the best of the region's gastronomic traditions.

GET A true taste of Brazilian culture on Hayes and Jarvis' 'Rio Culinary Tour', which will take travellers to all of the city's top sights and culinary experiences in Sugarloaf Mountain, Santa Teresa and Samba city.

The culinary tour will kick-start with a hearty lunch at a local restaurant, where foodie clients can give tapioca a try, as well as anything loaded with Açaí berries – a superfood full of health benefits. Once topped up on local delicacies, travellers will commence their tour downtown, exploring the architecture known for its neo-classical and early colonial influences.

A highlight of the tour is on day three, where clients can try their hand at local foodie favourites in a cooking class with Chef Simone Almeida, who puts the focus on both classic Brazilian recipes, as



well as the country's distinct culture. Travellers will learn how to make ciprinhas (Brazil's national cocktail), the coconut 'batidas' and 'brigadeiro' (a round dessert made of condensed milk, a sprinkle of cocoa powder and a generous dollop of butter). Guests will also try their hand

at making "moqueca", a creamy fish stew.

The last day will be spent walking through downtown Rio de Janeiro before boarding the return flight home.

The five-day tour is priced from £2,299 per person.

www.hayesandjarvis.co.uk

Four Seasons Resort & Residences Napa Valley to open soon

WINE CONNOISSEURS rejoice, Four Seasons Resort and Residences Napa Valley is scheduled to open in late 2020 and represents Napa Valley's first and only resort set within a working winery, offering 85 spacious guest rooms and suites, as well as 20 residences.

Tucked into the base of Mount Saint Helena in Calistoga and surrounded by hundreds of acres of vineyards, clients are invited to join in the winemaking process, from harvesting to sorting and blending the wines.

The resort will include the Gran Roca Spa, two outdoor swimming pools nestled amid the vineyard, an on-site winery by award-winning winemaker Thomas Rivers Brown, a 'Kids for All Seasons' programme, multiple meeting and events spaces, and unique dining experiences including TRUSS Restaurant and Bar, led by Chef Erik Anderson.

The hospitality experience is centred on food, wine and spirits, as well as wellness-inspired amenities.

www.fourseasons.com/napavalley

WINE ON THE RHINE

From medieval Zurich to Amsterdam's Golden Age melds, AmaWaterways' 'Enchanting Rhine' wine cruise will have your clients passing through some of Europe's most popular wine regions.



AMAWATERWAYS IS offering a seven-night 'Captivating Rhine' wine cruise, taking travellers from Basel to Amsterdam.

The tour is designed to bring Europe's rich wine heritage to life, and a dedicated wine expert will be on board to lead tastings and suggest pairings with the cuisine. The cruise offers guests a blend of wine-related experiences and excursions in grand capitals and charming towns, discovering how wine is made and partaking in tastings – all at no additional cost.

A highlight of the trip is cruising through the captivating UNESCO-designated Rhine Gorge in Germany before reaching the winemaking town of Rudesheim. Guests can join a wine tasting to discover the flavours of the town's

iconic vineyards, or drink up the views by soaring high above the vineyards with a gondola ride to the Niederwalddenkmal.

On this particular wine cruise, Rhonda Wood, owner and winemaker at Wood Family Vineyards, Livermore, CA, is on board and will lead insightful discussions and share her passion and vision for making premium, handcrafted wines.

Prices start from £2,458 per person, for a March 30, 2021 departure, on a seven-night cruise. Fares include port charges and are cruise-only per person, based on double occupancy of an entry level category stateroom.

www.amawaterways.co.uk

Sample Sri Lanka with Intrepid Travel

INTREPID TRAVEL is offering a 12-day 'Sri Lanka Real Food Adventure' holiday, with departure dates in 2021.

Your foodie clients will have many opportunities to sample the wide range of Sri Lankan cuisine, including the country's well-known seafood and curry dishes. They will also be able to spend time with welcoming locals keen to share more about Sri Lankan cuisine.

A highlight of the trip is a visit to the Negombo fish market. The market is situated at the northern end of a lagoon, renowned for lobsters, crabs and prawns. Travellers will weave through stalls piled with shark, squid, barracuda and unheard of sea creatures as the sellers call out their wares, allowing guests to gain a great insight into local commerce.



The trip allocates time to explore the rich culture of Sri Lanka, including its elaborate temples, ancient fortresses and wildlife-filled countryside.

www.intrepidtravel.com



The City of Gastronomy

IN 2020, Parma was named Italy's capital of culture by the Ministry of Cultural Heritage and is also known as the 'City of Gastronomy', strategically placed in the heart of the Italian Food Valley.

The city has been declared the Italian Creative UNESCO City for Gastronomy, as it is known for its outstanding contribution to Italian food and is one of the destinations with the highest number of traditional Italian products. Some of the local treasures include Parmigiano-Reggiano, Prosciutto di Parma, Culatello from Zibello, Felino salame and the Porcini mushrooms from Borgotaro.

For more information, visit www.italia.it/en/home.html

WTM

PREVIEW



THE WORLD GOES VIRTUAL

This year's World Travel Market (WTM) will be different to previous years as it makes its online debut. Georgia Lewis lets you know what to expect at WTM Virtual from November 9-11.

SEASONED ATTENDEES of World Travel Market (WTM) will be familiar with the traditional format for the event. Held each year at the Excel exhibition centre in London, the capacious floorspace was divided by geographical region and it presented an enormous opportunity to meet with exhibitors representing tourism boards, tour operators, airlines and other travel industry suppliers from across the globe. As well as walking for, quite

literally, miles around the exhibition centre meeting people at their stands, previous WTMs have played host to seminars covering a wide range of relevant topics for learning about markets and products.

But then the COVID-19 pandemic struck and the world changed, taking the travel industry with it. Physical events have been largely put on hold for the foreseeable future and the travel trade, always an industry that runs on face-to-

face contact, has had to adapt to events that take place in the virtual world. WTM is no exception and this year, for the first time, WTM Virtual is happening.

Running from November 9-11, agents can register online to take part in online meetings, briefings and conference sessions. Every day, WTM Virtual will be accessible from 7am-10pm to allow delegates from across the world's time zones to participate.

The online sessions

include three summits with UNWTO, WTTC and a panel of tourism ministers sharing their views on how the travel industry can fully reopen safely.

As always, *Travel Bulletin* will be with agents every step of the way with online coverage via the website during the event and post-event coverage in the magazine.

Agents can register here:
<https://london.wtm.com/visit/Visitor-registration/>

Iceland puts new openings in focus for 2021

PROMOTE ICELAND is using WTM as an opportunity to highlight some new openings in the country.

The Westfjords Way

This month marks the launch of Vestfjarðaleiðin (Westfjords Way), a dramatic circular driving route promising one of the most scenic and cultural driving routes in the world. The route was summoned by the people of the Westfjords who deal with the elements and nature in their own way. The opening of the Dýrafjörður Tunnel ensures the new Westfjords Way will be open year-round.

Sky Lagoon

A premium oceanfront geothermal lagoon is due to open in spring next year. Sky Lagoon will be located in Kársnes Harbour, Kópavogur, just minutes from Reykjavik's vibrant city centre and iconic urban landmarks.

Diamond Circle Route

Earlier this month, the Diamond Circle, a new touring route in North Iceland, officially opened. The Diamond Circle route connects some of Iceland's most spectacular sites, such as Goðafoss waterfall, Mývatn lake, Dettifoss waterfall, Ásbyrgi canyon, and the town of Húsavík.

SUNNY ST LUCIA

ST LUCIA is open and welcoming tourists once more – this is the message that the Saint Lucia Tourism Authority wants to get out at WTM Virtual, along with promoting some aspects of

tourism on the island. In addition, as an added bonus for agents, the tourism board has some prizes up for grabs.

Village tourism

Saint Lucia will continue the island-wide Village Tourism Programme (VTP), which aims to create community tourism destinations in eight villages: Gros-Islet, Anse La Raye, Canaries, Soufriere, Choiseul, Vieux Fort, Micoud and Dennery. The island will be showcasing the village's unique culture, heritage and history at WTM. Each has its own theme, such as wellness and art & craft.



Visit the stand and win

Agents who visit the stand with contact information will be entered into a prize draw to win a Hotel Chocolat Advent Calendar. There will be 10 winners.

Windjammer Landing Villa Beach Resort is also offering a four-night bed-and-breakfast stay for two people in a one-bedroom ocean view villa. In order to enter, agents must visit the stand and leave their contact information. The prize can be redeemed until December 18, 2021 and blackout dates are between December 20th, 2020 to January 4, 2021.

www.stlucia.org

JNTO to highlight stunning Shizuoka at WTM

EXHIBITING WITH JNTO (Japan National Tourism Organisation), Explore Shizuoka will be highlighting tours to the unique region at WTM Virtual this year, including the following:

The footsteps of the Samurai

Travellers are now able to explore the last remnants of the ancient Tokaido road, a route that has linked Japan's modern capital of Tokyo with the ancient capital of Kyoto for centuries.

Shizuoka sake

This excursion in Gotemba, in the foothills of Mount Fuji, takes visitors on a guided tour through the city's Sengen Shinto Shrine before experiencing a traditional sake tasting with Japanese BBQ snacks at a local restaurant.

www.exploreshizuoka.com

 **Kraków**

Kraków

wintertime



www.krakow.travel

POLAND'S PERSPECTIVE

At WTM Virtual, the Polish Tourism Organisation will promote adventure tourism and city breaks with a twist, encouraging travellers to explore lesser-known regions of the country.



THE POLISH Tourism Organisation is using WTM Virtual as an opportunity to highlight the country's off-the-beaten-path holiday options, including adventure-focused breaks and city exploration.

Less crowds, more fun

Polish cities are more than just a city centre; many different cultures have helped shape these cities over hundreds of years and new tours will be organised in 2021 to help spread visitors across the country. With approximately 90% of UK respondents to a Polish Tourism Organisation survey stating the country's cities were their most important tourism attraction, the tourism organisation wants to promote city breaks in a new way. Tourists are being encouraged to make the most of the quieter post-COVID period to create a more intimate travel experience,

whether they are checking out the UNESCO-protected Old Towns of Krakow and Warsaw, the peaceful waterways of Wroclaw and Gdansk or the side streets of Lodz and Poznan.

The year of the great outdoors

The Polish Tourism Organisation will focus on promoting the country's diverse adventure tourism offerings during 2021. From kayaking and canoeing settings in the Masurian Lake District (appropriately known as the land of a thousand lakes) and cycling along the Baltic Coast via the 'Green Velo Trail' to hiking and skiing in the Tatra Mountains, Poland's wealth of diverse landscapes and unique wildlife (including Europe's largest land mammal, the European bison) make the country a good choice for outdoor adventure-focused holidays.

www.poland.travel

Plan today, Czech in 2021

AMID THE ongoing travel restrictions, CzechTourism has announced that at WTM it will be unveiling its new motto, 'Plan Today, Czech In 2021'.

This will be done by creating a guide on the top 21 things to do in the Czech Republic in 2021.

Although the country currently features on the UK government's quarantine list, CzechTourism hopes to provide some travel inspiration for the new year that will stimulate bookings. Experiences range from exploring Prague on a shoestring with the 'Prague Unlocked' discount scheme to heading off the beaten track to discover the Czech



Republic's EDEN locations (European Destination of Excellence) that include the hiking trails of Bohemian Switzerland National Park and the vastly underrated local wines from the vineyards of Moravia.

www.czechtourism.com



In it for the long-haul in Antigua

AT WTM Virtual, Antigua and Barbuda will be promoting the fact that the island has continued to remain open for business, and is keen to keep on welcoming tourists from the UK.

Antigua is the ideal getaway for those looking to holiday safely and continue practicing social distancing. Home to 365 beaches, Antigua is naturally designed for socially-distanced holidays. In addition to this, Antigua and Barbuda will be promoting its 'Nomad Digital Residence (NDR) Programme', a long-stay visa. Some agent-friendly properties offering long-term stays include The Royalton and Cocos Resorts.

www.visitantiguabarbuda.com

AGENTS IN FOCUS

Malta has been putting agents at the forefront of its plans to ensure the city-and-sun destination bounces back from the impact of the pandemic.



MALTA WILL use WTM Virtual to highlight its latest initiatives for travel agent engagement. The initiatives include new training programmes, awards for successful sellers, hosting a virtual wellness retreat and launching a new social media channel.

So far, more than 1,000 participants have already taken part in the webinars, which cover Maltese islands, adventure, scuba diving, wellness, luxury, gastronomy, history and weddings. A virtual wellness retreat was attended by 55 agents and features yoga, meditation, an art workshop and training in wellness tourism, demonstrating that even while fam trips are on hold, destinations are able to provide agents with great experiences to inspire sales.

Natalie Swinburne, trade marketing manager for Malta Tourism Authority commented, "British travellers account for

nearly a quarter of arrivals to Malta and our travel agent partners play a vital role in ensuring that the UK remains our largest market. During this unprecedented time, we wanted to give agents the chance to refresh and gain new knowledge so that when Brits' confidence in travel overseas returns they are best placed to sell Malta and the type of holidays that we see suiting physical distancing preferences in a new COVID-19 travel era."

Malta is allowing visitors to enter and avoid a two-week quarantine, provided they can produce a negative PCR Covid-19 test on arrival. The test needs to be taken no more than 72 hours before arriving in Malta. The UK is on the revised list of countries whose citizens can visit with proof of a negative test.

www.maltauk.com

Rediscover Jamaica at WTM

JAMAICA TOURIST Board is highlighting a range of key focuses for this year and beyond.

Key focuses for 2021

The luxury market will be a key focus for the next year as Jamaica is set to be a premier holiday choice for luxury travellers in 2021, with both British Airways and Virgin Atlantic seeing the potential in the destination and launching new routes to Montego Bay from Gatwick and Heathrow, respectively.

New openings and expansions

The tourist board will focus on promoting Jamaica's new accommodations and extended refurbishments at some of the destination's resorts. This includes the expansion of the Geejam hotel, a new beach club and expanded private beach at Tryall Club Villa Resort and new packages such as Round Hill's Villa Retreat package.



The luxury all-inclusive resort Sandals South Coast in Jamaica is currently undergoing a multi-million-dollar renovation and is set to open in December 2020.

www.visitjamaica.com



South Africa puts sports and sustainability in focus

SOUTH AFRICA Tourism is putting rugby and sustainable travel in focus for the WTM preview.

The country will be welcoming the British and Irish Lions Tour – set for July and August, 2021, with three test matches and a number of provincial games across the country. Tickets are on sale now.

The destination is seeing even more sustainable and community led experiences open up for travellers who are seeking more meaningful trips in 2021, such as renewably powered hotels, to volunteer projects and lodges with community-based schemes.

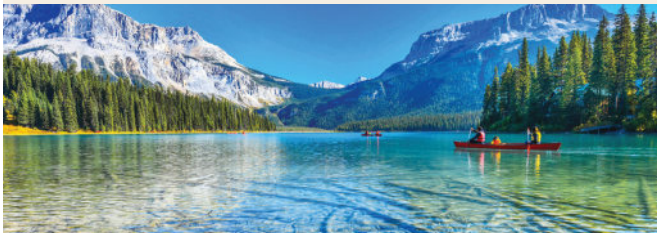
As an added bonus for agents, if Indaba 2021 goes ahead as planned next May, the tourist board will be hosting key trade partners and media out in the destination for pre-fams and the show.

Canada bounces back at WTM

“RECOVER, REBUILD and Innovate” is the theme for Destination Canada’s presence at WTM Virtual. So far, 21 partners have signed up under the Canada umbrella to share the latest industry updates with WTM delegates.

“With international tourism arrivals having stalled in 2020, we are keen to showcase Canada with glowing hearts to our tour operator and travel agent colleagues who have borne such difficult trading conditions,” said Rupert Peters, regional managing director, Europe and India, Destination Canada.

Virtual stands include Quebec, Northern Ontario, British Columbia, Vancouver, Whistler, Albera, Yukon, Saskatchewan, Ontario, Calgary, Nova Scotia, and Saskatoon. Iconic destinations such as Niagara Falls and Banff Lake Louise will be on hand too. Airlines will be represented by Air Canada, the national carriers, as well as WestJet. Other suppliers include Sun Peaks Tourism, Canavan, Atlantic Tours and Vision Atlantic.



COSTA RICA’s immediate focus for WTM is to highlight the message that the country is ready to welcome back UK travellers. Having re-opened borders to UK travellers on August 1, visitors will need to complete a digital epidemiological form and have travel insurance that covers accommodation in case of quarantine, and medical expenses for acute illness. A negative result of the PCR COVID-19 test carried out in the 72 hours prior to the trip is not necessary for passengers arriving by air.

Which country would you visit for the food?



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



Bill Coad
Account Manager
bill.coad@travelbulletin.co.uk
The UK – it has the best variety.



Mariam Ahmad
Assistant Editor - News
news@travelbulletin.co.uk
Thailand.



Sarah Terry
Account Manager
sarah.terry@travelbulletin.co.uk
Vietnam.



Simon Eddolls
Sales Director
simon.eddolls@travelbulletin.co.uk
Italy.



Hannah Carter
Events Coordinator
hannah.carter@travelbulletin.co.uk
Japan.



Tim Podger
Account Manager - Far East
tim.podger@travelbulletin.co.uk
Thailand!



Ashweenee Beerjeraz
Events Assistant
ashweenee.beerjeraz@travelbulletin.co.uk
Mexico.



Matt Gill
Senior Account Manager
matt.gill@travelbulletin.co.uk
France.

EVENTS: events@travelbulletin.co.uk

PRODUCTION: production@travelbulletin.co.uk

CIRCULATION: circulation@travelbulletin.co.uk

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