

travelbulletin

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Giving agents the edge

NEWS BULLETIN

A round-up of news from the industry to help agents stay informed

AGENT INSIGHT

Neil Maslen from Travel Counsellors on helping clients during challenging times

BULLETIN BRIEFING

Beth Powell from Go Inspire Insight advises on selling holidays in a post-pandemic industry

SHORT BREAKS

European breaks and the rise of quarantine-beating staycations

WINTER SUN

Warm escapes with a difference



Cover pic: COMO Hotels and Resorts.

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TRAINING**

You are invited to attend
**TRAVEL BULLETIN'S
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MONDAY 21st SEPTEMBER at 2pm

Receive updates and learn top sales tips from 4 leading industry suppliers during their short but informative presentations, then connect with them during a live Q&A session and try and win some amazing prizes!

TIMINGS

2pm

Webinar Welcome From
Your Travel Bulletin Host

2:05pm – 2:45pm

Supplier
Presentations

2:45pm

Live Q & A Session
and Prizes

3:15pm

Webinar
Ends

FEATURING



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Gozo & Comino



Austria
arrive
and revive

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THIS WEEK

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NEWS

Updates from around the world to help you sell more holidays

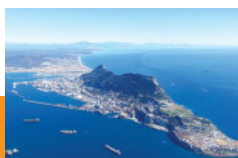
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BULLETIN BRIEFING

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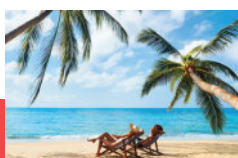
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SHORT BREAKS

Staycation and short break options for your clients to enjoy

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WINTER SUN

The Caribbean to Vietnam, more warm weather escapes to sell

INSIDE-OUT

As many as 83% holidaymakers are seeking to book staycations in the UK rather than going abroad this year. Vinita Tiwari reports on how this trend could revive domestic tourism and offer opportunities for bookings.



Outdoor spaces have become more popular with UK holidaymakers after the lockdown.

RESEARCH COMMISSIONED by The Cumberland building society found that 71% of UK adults intend to plan a UK holiday in 2021. According to the survey, 83% of British holidaymakers would prefer to visit a UK destination, rather than travel abroad this year. This finding makes the great British staycation a possible means of reviving the struggling domestic hospitality sector. Almost 70% of respondents cited fear of being stranded overseas as one of the main motivations for choosing a staycation, while 62% said uncertainty about COVID-19 was a crucial factor in deciding their holidays.

More than half (55%) the respondents admitted that the quarantine measures

would be a major concern before booking any trip, and 44% expressed their apprehension about self-isolation while on holiday.

As Spain has fallen out of favour with UK travellers, Scotland and Cornwall with 16% of respondents and Lake District and Wales at 15%, have become the favourite UK alternatives.

The survey highlighted that hotels and cottages are the most popular types of accommodation for Brits, with 39% and 31% respondents respectively.

Significant trends that came to light about how holidaymakers choose their destinations, with determining factors including scenic views (57%); outdoor space or gardens (53%);

closeness to the beach (50%) and seclusion or privacy (43%).

"The findings suggest that the British public are craving time outdoors, and if there is something Britain can be boastful about, it is the beauty of our countryside and coastline, which offers the hospitality industry the chance to capitalise on the current demand for great outdoors," says Bob Bishopp, head of commercial lending at The Cumberland.

Mr Bishopp added, "We are thrilled to see Brits overwhelmingly opting for a UK holiday, not only this year but into the next year as well, which I am confident, will prove to be a lifeline for the entire sector."

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Updates on international airlines and UK airports

THE INTERNATIONAL aviation sector has seen a number of rapid changes in recent weeks. Announcements from airlines include:

- Emirates has resumed flights between Birmingham Airport and Dubai International Airport four times a week. Emirates has also resumed flights from Dubai to Accra (Ghana) and Abidjan (Ivory Coast) three times a week, as well as a daily service to Amman (Jordan).
- Agents who book through Etihad can connect clients from international flights to 16 UK destinations on Great Western Railway with the Etihad-AccessRail partnership. In addition, Etihad clients can be booked on National Express coach services to 28 UK towns and cities



Airlines have increased the number of flights to connect safe zones.

- from Heathrow, and five from Manchester Airport.
- Korean Air has suspended most US, Europe, CIS and Middle East routes and is operating reduced flights to LA, Seattle, Dallas, Vancouver, Toronto, Boston, London, Paris, Amsterdam and Berlin.
- Finnair has stopped flights to Nice and Turku, flights to domestic destinations, such as Kuopio, Vaasa and Mariehamn, have been reduced, and there will be more flights to Lapland.
- Blue Islands is now flying to Southampton and Exeter from Manchester.
- Aer Lingus Regional is flying three times a day between Edinburgh and Belfast.
- Eastern Airways is flying from Teesside to Aberdeen and Belfast, twice a day, three times a week.

TTNG consulting with staff on redundancies

THE TRAVEL Network Group (TTNG) has informed its staff of a redundancy consultation process, which will affect 30 roles across six establishments, including 18 from the head office.

The consultation process began in March, as part of an assessment of the potential impact of COVID-19 on the travel industry. However, the government's Job Retention Scheme allowed those who were involved in the consultation process to be placed on furlough, along with other staff.

TTNG is proposing to conclude the redundancy process for those roles, along with 15 others, which have been identified as at-risk by the end of September. The redundancies are a part of wider cost-saving measures being undertaken by TTNG.

Gary Lewis, CEO of The Travel Network Group said, "The recent announcements on blanket quarantine measures, FCO travel restrictions and cancellations of flights and tours has had a negative impact on our revenues, and our members' revenues."

Regent Seven Seas Cruises offers suite upgrades on September bookings

REGENT SEVEN Seas Cruises has launched the Elevate Your Experience promotional offer, which allows agents to book clients on voyages to Alaska, Northern Europe or the Mediterranean in 2021, with a free two-category suite upgrade, including a Penthouse Suite, if booked by September 30. Cruise travellers will get a free one-night stay at a pre-cruise hotel if the Concierge Suite is booked, while Penthouse Suite bookings will include a personal butler and additional perks and amenities. A reduced 10% deposit is applicable to bookings under the promotion, for flexible bookings for 2021 holidays.

"With our Elevate Your Experience promotion we have taken the unrivalled experience found across our fleet to new levels," said Jason Montague, president and chief executive officer of Regent Seven Seas Cruises. "Whether sailing Alaska, Northern Europe or the Mediterranean, our guests can savour incredible value and the heightened service-levels of a Free Suite Upgrade."

Regent Reassurance allows cancellations up to 15 days prior to the departure date, and a 100% Future Cruise Credit on all bookings made by September 30, 2020, for all voyages departing until October 31, 2021.



Free flights on select 2021 Holland America cruises

HOLLAND AMERICA Line has added free air travel from London and select regional UK airports, and air transfers to select 2021 Europe sailings for UK cruise passengers. The offer can be combined with the Save Now, Cruise Later: Have It All package, comprising complimentary food and beverage services, gratuities, 50% reduced deposits and free Wi-Fi for suites, at £3,200 per stateroom, if booked by September 30. The free air travel offer is valid on a variety of 2021 Northern Europe and Mediterranean itineraries from May through October, aboard the Nieuw Statendam, Westerdam and Zuiderdam, and the new ship Rotterdam.

A-ROSA River Cruises offers agents the chance to reward colleagues who go the extra mile

TO RECOGNISE the hard work of agents during this tough time, A-ROSA River Cruises is offering them the chance to nominate a colleague or travel friend who deserves a treat.

Running throughout September, to enter agents need to log onto A-ROSA UK's Facebook page and share a story of how their nominated agent or travel friend has gone above and beyond during these past challenging months.

It doesn't have to be A-ROSA or river cruise-related, just something that stands out as extra-special, such as something the agent has done for a client, or how they've really shone and kept everyone motivated during these challenging times.



Nominate your fellow colleague or friend who deserves it.

The river cruise line will then pick a winner each week and surprise them with a doorstep reward to show that their efforts are appreciated.

Nominations are open and a winner will be picked every Monday during

September from the previous week's entries.

The winners will be announced on A-ROSA's UK Facebook page:
www.facebook.com/arosaagents

93% of agents place high value on face-to-face visits

A TRAVEL agent poll conducted on social media showed that 92.7% of travel agents feel that now more than ever they needed face to face visits and support from field sales teams.

Around 260 travel agents on a travel agent-only Facebook page and LinkedIn responded to questions about increasing face-to-face visits, as well as their requirements from meetings with the field sales teams of suppliers.

Carol Ann, an agent from Hays Travel in Hornchurch, said, "It's so helpful when the reps come in, they show us all the tips on their website, give us incentive and destination information, they are invaluable."



Commenting on the poll result, Craig Davidson, who launched Flexi Reps, added, "We instinctively know agents need to be kept up to date on product, incentives, campaigns and new COVID protocols. We understand fully why costs have had to be cut but would urge brands to think about their trade strategy."

The poll was conducted by Flexi Reps, a travel trade temp agency which launched last month.

Teesside Airport installs new equipment ahead of £1million security overhaul

AGENTS CAN inform their clients about new security procedures at Teesside International Airport. These include state-of-the-art scanners have been installed at the north-eastern airport ahead of a major £1million renovation of its security area.

A state of the art body scanner and a C3 X-ray baggage scanner will be used in the terminal, speeding up security and helping to process more passengers quicker over the coming years. The body scanner will assist the metal detectors to reduce physical

checks. The upgrade is part of ongoing works to improve customer experience at Teesside International, with flights increasing in frequency.

It is expected that the security area will be fully redesigned, with further scanners installed, by April 2021.

Tees Valley Mayor Ben Houchen commented, "Our airport is going from strength-to-strength despite the unprecedented impact on the travel industry caused by the coronavirus pandemic."



Guyana Tourism Authority launches SAVE Travel Guide

THE GUYANA Tourism Authority has launched a digital SAVE Travel Guide, aimed at the the scientific, academic, volunteer, and educational travel sectors. Scientific, Academic, Volunteer, and Educational (SAVE) travel is one of Guyana's growing niche tourism segments, which is traditionally complementary to conservation tourism, one of the tourism pillars of Guyana. The SAVE Travel Guide connects agents for responsible travellers with partnering tour operators and lodges to develop trips that are focused on personal growth, scientific research, contributing to the positive developments in society.



AGENT INSIGHT

NEIL MASLEN

WELL, WHAT a past six months this has been. To have chosen travel as my career of choice may not have appeared to be the best move during a global pandemic. But as we tip-toe into the light – battered, bruised and bleary eyed – there are plenty of things to hold onto.

After the initial shock and awe of March and April, things have settled down. It has made me appreciate things that I will take with me into the coming years. It has made me focus my mind on the suppliers I use, with my own little black book created for those who played fast and loose with the rules. But mainly those that helped and did the right thing. It has made me value the relationships I have with my clients, and reaffirmed the ones I don't want to deal with. It has proved the value of personal touch – I drove down to Heathrow from Leeds to pick up my stranded clients in April.

I've been available 24/7 to my clients throughout and have fought through phone waiting times, website chat boxes and constantly changing rules to be able to help, care and be able to give my clients the best advice.

I don't feel as if this has been replicated by all in the trade, some have chosen to hide behind websites and leave their customers high and dry. You only have to look at recent Trustpilot scores for some big industry names to see the effect that COVID-19, and their responses, have had on their customers.

My hope is, certainly in the short-term and into the future, that clients remember this. I hope that they remember the value that a professional can bring to their holiday, trip or adventure. My hope is that they remember the lengths that were undertaken from those of us who truly care about their customers and what they have gone through in these toughest of times. It might take a while, and there will be plenty of bumps in the road along the way, but we will get there, and those who have done the right thing will hopefully get their reward.



LOT POLISH Airlines has resumed its popular route between Vilnius (VNO) and London City Airport (LCY). The international airline returned to London's most central airport with twice-daily flights to and from the Lithuanian capital on August 31. The route resumes after suspension during travel restrictions due to the COVID-19 pandemic.

Walking in a winter wonderland with Transun's festive packages

TRANSUN IS bringing back its 'Winter Wonderland' daybreak packages for December 13 and December 23, giving families the chance to fly directly from Teesside International Airport to Lapland for a pre-Christmas trip.

The trip includes return flights, inflight meals, a reindeer sleigh ride, a private family meeting with Santa and a gift, husky and snowmobile rides, a festive lunch and a loan of thermal suits and boots. Adults will have the opportunity to drive through the snowscapes and every family will get to meet Santa in their log cabin. A Transun representative will guide the visitors through all the fun during the day.



Prices start at £539 for adults and £499 for children from Teesside.

Dino Tooouli from Transun said, "The demand [for Lapland breaks] remains strong which is a testament to not only the hassle-free flying experience customers enjoy from Teesside Airport, but to our value-for-money breaks which includes a private family meeting with Santa himself in his cosy log cabin situated deep within the Arctic Circle."

www.teessideinternational.com



IF ONLY... and Atlantis The Palm's newest campaign means that agents have a chance to win vouchers, a spa experience, a pool inflatable and a shark diving experience if they book their clients on a holiday to Atlantis The Palm in Dubai. Contact Nicole.Baines@ifonly.net for more information.

AGENT INCENTIVES

- **AMAWATERWAYS' INCENTIVE**, 'Sell Five, Sail Free' is still running, so agents have a chance to earn a river cruise holiday for themselves if they book five new individual bookings. Agents will win a complimentary double occupancy stateroom stay for a seven-night stay cruise through Europe or Asia in 2021 or 2022; and those who manage 10 or more new individual bookings, will have the opportunity to sail aboard the new rivership, AmaDahlia, on its debut Nile River cruise in September 2021. The booking incentive is running until December 31. For terms and conditions, visit www.amawaterways.co.uk
- **FRED. OLSEN Cruise Lines** is offering travel agents the chance to win one of six cruises for two on board the company's new ships, Bolette and Borealis. All travel agents need to do to qualify is register every new booking made onto Fred. Olsen's 2021, 2022 or 2023 cruise programmes, on any of the fleet – Balmoral, Braemar, Bolette or Borealis – between now and November 30. Each new booking will act as a new entry into the draw, with no limit on the amount of entries that can be made. All bookings should be registered online via Fred. Olsen Cruise Lines' Travel Agent Centre by December 4.



AGENT TRAINING

BLACK DIAMOND'S destination webinars have returned, with September seeing several new training dates for destinations such as Japan and the Islands of Tahiti, in addition to a new session with California's new luxury hotel, Post Ranch Inn. Competitions and prize draws will also be part of the sessions. Agents can register to participate at www.training.blackdiamond.co.uk

THE GIBRALTAR Tourist Board has launched its biggest trade initiative in over a decade and, as part of this, they aim to bring 200 agents to Gibraltar over the next two years. Agents can qualify to join a trip by completing the Gibraltar online training programme, with departure points from each of Gibraltar's UK airport hubs. In addition, four agents will be selected each month to win a £25 Love2shop gift voucher. Visit www.travelbulletin.co.uk/travelgym to register.



travelbulletin COMPETITIONS

Win an unforgettable day trip to Lapland with Newmarket Holidays.

A 7 nights stay for two people at the Sun Siyam Iru Fushi is up for grabs.

Pick up one of 3 bottles of champagne, courtesy of Hummingbird Travel.

For all competitions visit <http://www.travelbulletin.co.uk/competitions>

Industry insight by...

GO INSPIRE.
Insight



Beth Powell, managing director, Go Inspire Insight, explores emerging travel behaviours and explains how they can inform post-pandemic marketing strategy for travel agencies.

THE WAY we travel has been dramatically impacted by the pandemic, and some of these changes may become permanent. This is putting enormous and immediate pressure on travel agencies, as they try to get a handle on new customer motivations and behaviours. Companies that thought they had a well developed sense of their customers are putting everything on hold that they previously thought to be true, in favour of new robust strategies that ensure their business' survival through post-pandemic conditions.

Crucially, travel agents – whether working in high street shops or from home – will need to employ customer data to design a smart approach. At a time when even the most loyal customers are walking away and behaving differently, pre-pandemic approaches may not be effective on the road towards a 'new normal'.

At Go Inspire Group, we started looking at a pool of five million customers early on during the lockdown. The analysis has enabled us to suggest an emerging segmentation of new customer behaviours that should help travel agents to

assess the new climate and start managing those new travel preferences.

We identified seven broad clusters, characterising new behavioural profiles. The first branch of customers are 'Habitual Holidaymakers', the group of existing customers who are less preoccupied by safety concerns or budget restrictions and whose booking decisions have not dramatically changed, aside from some unevenness of destination choice. Representing a fifth of business, this cluster must be retained by rewarding them for their continued

have a significant drag on revenues if not incentivised through existing offers as well as alternative packages, which should be shaped based on regular monitoring of Single Customer View (SCV). Trickier yet are the 'Summer Sabbaticals', who have simply stopped spending altogether. As they account for nearly 50% of revenue, agents should contact this segment with a survey to learn more about their state of mind and tailor offers to their needs. The key is finding out if this important corpus of customers feels temporarily cautious or

'New Five Star Friends'. Given their relatively high spend as a customer segment, loyalty programmes, ongoing communications, incentivisation and customer satisfaction surveys will be worthwhile and helpful in fostering the new customer group and actively recruiting lookalikes.

Looking towards new customers, 'Expected Excursionists' will demonstrate expected pre-pandemic tendencies and can be nurtured using previous strategies, while integrating learnings from the new profiles to explore extra potential.

Last but not least, we have identified 'Reunionists' as reactivated customers who had lapsed but then returned to a trusted holiday experience in lockdown. We recommend making a fuss of their return, playing with the nostalgia factor, and rewarding them accordingly for incremental spend.

Go Inspire Insight's full report is available to download here.
<https://www.goinspire.co.uk/whitepapers-guides/post-pandemic-travel-profilingthanks>

Travel agents will need to employ customer data to design a smart approach.

custom. Keeping to the same effective strategies is advised, though – as with all clusters – their behaviour should be monitored.

'Newly Nervous' customers are continuing to spend but are migrating towards shorter haul and domestic destinations. These changing booking behaviours could

permanently put off.

Businesses shouldn't be distracted by 'Temporary Tourists' – the one-hit-wonders with low retention potential. Sticking to low investment communications and offers will save travel agents time and money. Worth more effort and spend, on the other hand, are the

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, 24th September.
Solution and new puzzle will appear next week.

The winner for August 28 is
Brian Telfer, Travel Counsellors.

August 28 Solution: A=7 B=3 C=5 D=1

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



WHERE AM I?

RISING 369 METRES above the harbour below, this mountain is located on a peninsula that juts out into the Atlantic Ocean. It was declared a World Heritage Site by UNESCO in 2012 and given its distinctive name by the Portuguese in the 16th century.

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						

Across

- 1. Hotel brand, part of Accor (7)
- 4. Japan's flag carrier, initially (3)
- 6. The longest river in Asia (7)
- 7. Month of the year, in short (3)
- 8. Capital of Jordan (5)
- 11. Island birthplace of Hippocrates (3)
- 12. Nicola ____ all set to make Strictly history next month (5)
- 13. Part of a journey (3)
- 14. The ____ Express connects the mountain resorts of Zermatt and St. Moritz (7)
- 16. Cashpoint machine (3)
- 17. Country on the Baltic (7)

Down

- 1. Capital of Cyprus (7)
- 2. Family-friendly P&O cruise ship (9)
- 3. County town on the river Lune (9)
- 4. Add 2 for an airline and tour operator (3)
- 5. Former Arsenal player, turned football commentator, ____ Dixon (3)
- 6. County setting for the TV drama, All Creatures Great and Small (9)
- 9. If you want to win this sum, you could Phone a Friend (7)
- 10. Famous Falls (7)
- 14. Popular Indian tourist destination (3)
- 15. International airport code for 8 Across (3)

Mystery Word: LONDON Where am I? - Sugarloaf Mountain, Brazil.

Across: 1. NOVOTEL, 2. VENTURA, 3. LANCASTER, 4. JET, 5. LEE, 6. YORKSHIRE, 7. OCT, 8. AMMAN, 9. MILLION, 10. NIAGARA, 11. KOS, 12. ADAMS, 13. LEG, 14. GLACIER, 15. ATM, 16. ESTONIA, 17. ESTONIA. Down: NICOSIA, 2. VENTURA, 3. LANCASTER, 4. JET, 5. LEE, 6. YORKSHIRE, 7. OCT, 8. AMMAN, 9. MILLION, 10. NIAGARA, 11. KOS, 12. ADAMS, 13. LEG, 14. GLACIER, 15. ATM, 16. ESTONIA, 17. ESTONIA.

SHORT BREAKS



ON THE ROAD AGAIN

On August 21, Newmarket Holidays ran its first tour since the lockdown began back in March, with plenty of client favourite destinations now on offer again.

OFFERING AN extensive UK and Ireland programme, Newmarket returned to touring with a customer favourite, Scottish Highland Railways, which saw eleven excited guests join the tour guide and Andy Jones, product director at Newmarket.

All trips which are scheduled to depart during September and October will continue to be accompanied by a tour guide and a member of the product and operations team, as the company continues to monitor protocols and direct contact with customers during their tour experience. destinations we have identified.

Mr Jones said, "Above all our customers need to feel confident travelling again, and we've been working tirelessly behind the scenes to safely get tours up and



Newmarket returned to touring with the Scottish Highland Railways break.

running again, ensuring that each and every component of our tours are operating in a COVID-friendly way. We have given all suppliers an extensive COVID health and safety audit in accordance with the latest regulations. Customers are sent tour-specific documents before they travel, which include information on their destination and the precautions in place

during the tour."

After the success of the first tour back, Newmarket Holidays has close to 100 departures planned for September and October. As an added bonus, agents can earn a £10 Love2shop voucher for every booking taken during this period.

Visit

www.newmarketholidays.co.uk for more information.

All year fun in the Grecian sun

OLYMPIC HOLIDAYS has released its new brochure titled 'All Year Sun', featuring traditional hotels for family stays and short vacations in Greece and Cyprus. Olympic Holidays is meeting customer demand in its new magazine-style 'All Year Sun' brochure by introducing great-value family-owned properties for authentic, welcoming holidays.

Managing director Michael Vinales says customers are keen to "spend quality time together".

He said, "Our customers have always loved to stay in laidback, family-run accommodation as well as exploring different islands.

"In addition, offering great value in 2020-21 is important as customers are now, more than ever, wanting to get the most from their money and they also want flexibility to come and go as they please.

"We have also added Aegina, a Greek island that's a favourite with the Athenians. It's only nine miles long by six miles wide, but there are 20 beaches."

Olympic Holidays offers an £89 deposit option without charge.

www.olympicholidays.com

PEACE OF MIND

Great Rail Journeys has launched a series of new initiatives, designed to give your customers extra reassurance when travelling on all UK and Europe trips.



GREAT RAIL Journeys has introduced a new update to its travel insurance policy to ensure customers receive COVID-19 cover as standard, with no increase in the price of the policy.

The Great Rail Journeys travel insurance now covers customers who can't travel due to contracting COVID-19, along with providing medical cover and repatriation if they fall ill on holiday.

In addition, Great Rail Journeys is helping guests to look forward to their next holiday by launching a new flexible booking offer. Helping customers to take control of their holiday plans during this time of uncertainty, the offer enables customers who book between now and the end of October to move their holiday to a new departure date in 2021, free of charge if their plans need to change. To transfer dates, travellers simply need to notify the Great Rail Journeys customer service team by December 18.

An example of a short break that agents

may want to recommend to their clients is 'Edinburgh, the Highlands & Islands', which is nine days and costs from £1,395 per person.

Guests will have the opportunity to visit the many lochs and glens that lie in wait as crossing Edinburgh and the Highlands on Great Rail Journeys' tour, exploring historic castles and marvelling at the coastline of the Isle of Mull. Passengers will experience a scenic cruise across the water of Loch Linnhe and travel through the West Highlands, skirting the western banks of Loch Lomond and through Cairngorms, on a holiday which showcases the best that Scotland has to offer. This trip includes eight nights' hotel accommodation, luggage transfers from Edinburgh, eight breakfasts and eight dinners with a special evening on the final night featuring a Scottish piper and traditional Scottish menu.

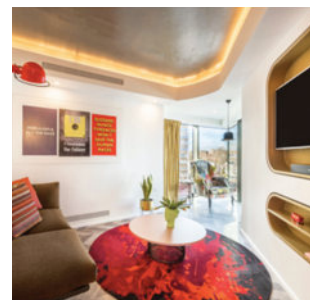
For more information or to book, call 01904 527180 or visit www.greatrail.com

Big city escapes

NH&W LONDON, part of the NH hotel group, is now offering a 'Frills without Bills' package for staycation bookings in London, and a 25% off 'Summer Promotion' at selected NH Collection hotels across Europe.

Staycations are at an all-time high amid uncertainty around international travel and Compare the Market has found London to be the most searched for destination for a break in the UK.

The hotel's design features colourful textures and contemporary art in every room, while graffiti and unconventional images of past monarchs provide a punk feel to the interior design.



The package offers a 25% discount on accommodation, upgrade on available rooms, free breakfast, late check-out and free cancellation up to 48 hours before the check-in time, until October 10.

For clients who are keen to enjoy a short break in Europe, the 'Summer Promotion' is offered at the hotel groups' properties in Italy (Rome and the Amalfi Coast), and Germany (Munich).

www.nh-hotels.com/travelagents



Make haste to a Hastings Hotel staycation

HASTINGS HOTELS is offering a four-night staycation to Northern Ireland, from £270 per person.

Clients will be able to soak up the coastal town of Newcastle where they will spend two nights at the Slieve Donard Resort & Spa. Located next to Royal County Down, the hotel features stunning views of the Mourne Mountains.

The offer also includes a two-night break at Europa Hotel, which is conveniently located in the city centre of Belfast.

For more information, agents can visit www.hastingshotels.com

WINTER SUN



BALMY BARBADOS

With cold winter months approaching, agents can take advantage of Sandals Resorts' Barbados deals to secure great winter escapes for their clients.

A RECENTLY reopened Sandals Barbados and Sandals Royal Barbados are now offering 2020 winter sun deals for your clients who are looking to soak up some Caribbean sun in the upcoming colder months.

Additionally, Sandals is offering deals on 2021 departures, as well as some early 2022 packages.

A seven-night stay for two people at Sandals Barbados in a Caribbean Deluxe Room costs from £1,679 per person. This price includes all-inclusive accommodation, return economy flights with British Airways from Heathrow and resort transfers. This price is for departures on selected 2020 dates and this offer is valid for bookings made by September 30.

Holiday prices can be secured and guaranteed now with a £175 per person



Sandals Barbados and Sandals Royal Barbados reopened on September 9.

deposit, and the full balance is due 71 days before departure. Bookings must be made before September 30 to qualify for these offers.

As an added incentive for agents, Sandals' UK resorts tour operator, Unique Caribbean Holidays Ltd, is giving agents the chance to win one of four £50 Love2shop vouchers when bookings are made by September 27. Agents who make bookings that qualify for the incentive will automatically be entered into a prize draw.

Agents who make 2020 flight-inclusive bookings of seven nights or more will receive one entry into the prize draw, per booking.

Any bookings for Sandals Barbados or Sandals Royal Barbados that depart in 2020 will receive two entries per booking. Winners will be announced each Monday on the Selling Sandals Facebook page.

Departures from Manchester and Scotland are available, as well as London.

www.sandals.co.uk

Atlantis The Palm offers free in-resort COVID-19 tests

WITH PASSENGERS returning to the UK from Dubai required to take a COVID-19 PCR test no more than 96 hours before departure, and present the printed test results at check-in, Atlantis The Palm is helping to reduce any inconvenience.

Agents looking to book their clients on a winter escape to Dubai may want to suggest a stay at Atlantis The Palm, as any guest staying more than five nights or more will now be able to receive a free COVID-19 PCR test within the resort from an authorised medical facility, meaning that there is no need to lose any valuable holiday time by visiting a hospital or a clinic.

The team at Atlantis will make all necessary arrangements for your clients, and all test results will be returned within 24 hours.

This offer applies to all 2020 and 2021 arrivals while the test is still mandated for departures to the UK.

For further information or to plan your customer's Atlantis The Palm holiday, speak to the travel experts at 08000147777

HALF-PRICE HOLIDAY

Wendy Wu is welcoming your clients back to Southeast Asia with bang-for-your-buck deals, and an added incentive thrown in for agents too.



IF YOUR clients are travelling solo, they can enjoy 50% off their airfare, saving up to £400 and paying no single supplement with Wendy Wu's 'Happy to Share' option. Additionally, the company is offering your clients the 'Partner Flies Free' offer, which is available on 2021 and 2022 tours to Southeast Asia, where your clients could save up to £800 per couple.

The UK winter is an ideal time to visit this region with pleasant average temperatures offering respite from the cold. An example of a trip is the 'Classic Mekong' tour, which will see your clients embark on an adventure starting among the magnificent temples of Angkor, before boarding a three-night deluxe river cruise on the Victoria Mekong. Guests can discover authentic life along the river and explore the cities of Saigon and Hanoi.

Another trip your clients may be interested in is 'Angkor to the Bay', which is a voyage of discovery from the breathtaking majesty of

the temples of Angkor, through to the natural grandeur of Halong Bay, experiencing local culture along the way. Guests will have the chance to soak up the sights of Southeast Asia with Wendy Wu's free one-way Premium Economy Upgrade on tours to Vietnam and Cambodia, saving up to £300 per person.

Flying with Vietnam Airlines, your clients can experience Premium Economy class return flights from £199 per person.

To reassure clients that their health and safety is in fact considered while on these trips, each of Wendy Wu's tours now features stringent COVID-19 health and safety protocols, so guests can rest assured and travel with complete confidence.

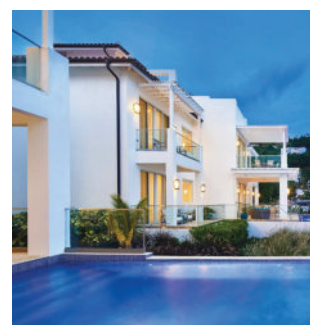
To make agents' September that bit more sweet, Wendy Wu is giving £50 Love2shop vouchers to every destination booked by September 30.

www.wendywutours.co.uk

Sun, sand, sea and selling St Lucia

NESTLED IN 60 acres of lush hillside on St Lucia's north-western coast, Windjammer Landing is a Mediterranean style resort on a large crescent-shaped stretch of beach.

The resort offers guests access to 64,000 square feet of powdery white sand and unrivalled views of the surrounding tropical landscape, and boasts six swimming pools (two of them for kids), a selection of signature restaurants and bars, spa, fitness centre, watersports programmes and a well-equipped kids club.



In addition, the all-inclusive family resort offers an assortment of activities to keep children entertained, with activities including pizza parties, coconut bowling, dance lessons, and more.

For guests scheduled to arrive at the resort from now through to October 7, 2020, Windjammer Landing will issue a credit to rebook their stay within 18 months of their original travel date, if the booking needs to change.

www.windjammer-landing.com



Cause for a Cayman celebration

TO CELEBRATE 25 years of flying to Grand Cayman, British Airways is offering a return flight-only price of £499 per person on the direct service from Heathrow to Grand Cayman, which operates four times per week. This offer is valid on all bookings for 2021 made from August 28 to September 30. One of the best diving spots in the world, the Cayman Islands feature spectacular coral reefs, colourful marine life and shipwrecks to explore. Agents can visit the official Cayman Islands tourism site for more information, including deals from the Ritz-Carlton Grand Cayman, the Grand Cayman Marriott Beach Resort and the Westin Grand Cayman Seven Mile Beach Resort & Spa.

www.visitcaymanislands.com/basale

The Maldives is reopening for business

FOLLOWING THE reopening of Maldivian borders to international visitors on July 15, Maldives Marketing and PR Corporation has announced that 146 of its 156 resorts in operation will reopen to guests by the end of October, 2020.

A total of 71 resorts reopened during August, including the likes of LUX* North Male Atoll, Soneva Fushi and Emerald Maldives Resort & Spa.

During September, a total of 29 Maldivian resorts will be welcoming back tourists,



The Maldives enjoys hot and dry temperatures throughout winter.

and an additional 46 resorts will reopen in October. This means that a total of 94% of resorts will reopen ahead of

the important 'winter sun' travel months.

www.visitmaldives.com

Beeline for Bali

INSPIRING TRAVEL Company is offering a 30% off deal for a seven-night stay at the COMO Shambala Estate in Bali.

Your clients will enjoy a total saving of £1,210 after the discount, bringing the total cost of the stay to £2,749 per person.

This cost is based on two adults sharing a Garden Room, with daily breakfast, return flights and private transfers.

This deal is valid for travel completed by December 21, 2021.

www.comohotels.com

Where is your dream winter sun destination?



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EASY ACCESS

Japan's Skymark Airlines now provides domestic flights to Okinawa, making it easier than ever for your clients to experience multi-destination, year-round sunny escapes in Japan.



THE ANNOUNCEMENT of new Skymark Airlines flights to Shimojishima has come as a welcome boost to those wishing to soak up the sun, sea and culture in Okinawa.

The new domestic air routes to and from Shimojishima Airport will provide easy access from major Japanese airports to the Miyako Islands in Okinawa, a sub-tropical paradise.

The four new daily round-trip flights from the Japanese carrier will become effective from October 25, and will connect to Kobe, Okinawa and Tokyo Haneda airports, making a trip to the idyllic Okinawa islands an obvious choice from elsewhere in Japan – a great choice for clients who are looking to experience some warm weather at the end of the year and into early 2021.

With year-round warm climates comparable to Hawaii, Cancun and Miami, Okinawa's 160 subtropical islands make it an ideal winter sun destination to soak up the rays alongside exploring the prefecture's unique culture and history, which is unlike anywhere else in Japan.

With more than 100 islands boasting white sand beaches to choose from, there are plenty of options for sun worshipping clients. From secluded coves on off-the-beaten-track remote islands such as Iriomote, to vibrant sun spots lined with local eateries and bars, there is everything to suit all warm weather holiday types. Travellers are encouraged to visit the YaeYama Islands, which provides easy island-hopping opportunities for day excursions and overnight stays.

The islands provide plenty of history and culture for your clients to enjoy, seen today in the prefecture's cuisine, crafts, live performances and martial arts. Visitors can learn more about the ancient culture and try yachimun (pottery), bashofu (fabric making), bingata (fabric dyeing) and cooking classes which use traditional Okinawa ingredients, which have long been credited with aiding the longevity of local residents.

Visit www.visitokinawa.jp for more information on the region.

Socially distanced luxury at Cap Maison St Lucia

BOUTIQUE HOTEL Cap Maison in St Lucia, which is a COVID-19 certified hotel, opens its doors again on October 10, providing guests with villa-based accommodation that combines social distancing with luxury.

Cap Maison is a family run boutique villa resort, located on the northernmost tip of Saint Lucia. Spread over three acres of tropical landscaped grounds, with only 50 appointed rooms and villas, Cap Maison provides a safer, more socially distanced option than a large hotel.



The hotel's elevated seafront location with views of the Caribbean Sea and across to the neighbouring island of Martinique, offers the perfect romantic isolation spot for couples looking to get away from the daily grind.

As a COVID-19 certified hotel, Cap Maison has met government regulations for sanitation protocols, social distancing, and other virus-related policies.

There are weekly British Airways flights from Gatwick.

www.capmaison.com/agent



Palladium reopens in Mexico and Dominican Republic

PALLADIUM HOTEL Group will reopen the Grand Palladium White Sand Resort & Spa, Grand Palladium Colonial Resort & Spa, Grand Palladium Kantenah Resort & Spa, and the adults-only TRS Yucatan Hotel in Mexico's Riviera Maya from October 2.

The properties in the Dominican Republic will reopen from November 19. Palladium will open all hotels with upgraded health and safety protocols. Free medical assistance insurance, including medical and hospital costs, is offered to guests staying at these properties. Additionally, the hotel group intends to implement flexible booking terms and easy, transparent cancellation policies to boost customer confidence.

www.palladiumhotelgroup.com

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*Please see our website for full terms and conditions. Prices correct as of 27th August.