

travelbulletin

March 13 2020 | ISSUE NO 2,145 | travelbulletin.co.uk

Giving agents the edge

AGENT BULLETIN

More incentives and training opportunities for motivated agents

PUZZLE BULLETIN

Complete So Doku for your chance to win a £50 voucher with M&S

CYPRUS

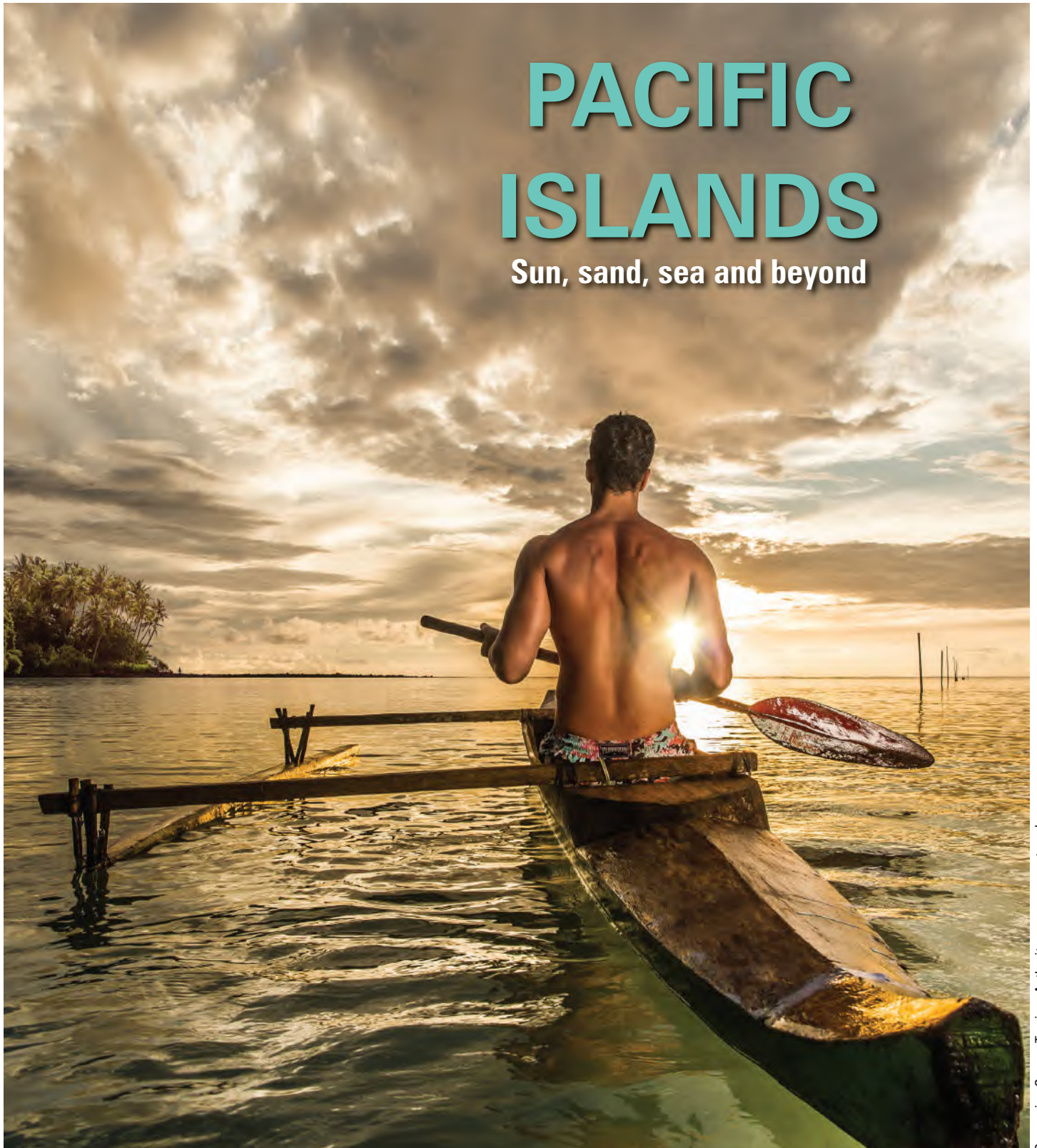
Why this stunning Med island is still a honeypot for holidaymakers

LGBT+ TRAVEL

More on this growing sector of the industry, with tips from Travel Designers' Nick

PACIFIC ISLANDS

Sun, sand, sea and beyond





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PACIFIC ISLANDS

Idyllic escapes for romance and family fun

ON THE SAFE SIDE

YouGov and Turlane have partnered to discover the opinions of the UK public on solo travelling, with 46% of women saying that safety is a major concern when travelling alone.



46% of women's biggest deterrent to them travelling alone is safety.

SPEAKING TO more than 2,000 men and women, Turlane's research found that 46% of women who answered said that concerns about their safety were the biggest blocker to them travelling alone. Closely following was anxiety about spending time on their own, with 31% of women citing this as the reason why they didn't embark on a solo trip.

Men didn't share the same safety concerns that women had about travelling alone, with only 20% of men saying that their personal safety was a barrier to them going on a solo holiday. Comparatively, men said cost was one of the reasons they didn't travel alone, with 21% of

respondents agreeing with the statement 'the overall cost is more expensive than travelling with another person'.

Age variation was another interesting revelation in this survey.

While 46% of women answered that safety was the biggest concern when travelling alone, this decreased with age. 62% of women aged 18 to 24 worried about safety but this decreased to 39% for women who are aged 55 and over. This was a similar pattern across all the questions, seemingly showing as women get older they become more independent and less anxious about solo travelling.

Surprisingly, 63% of women would want to embark on a solo trip to another continent other than Europe. North America and Australasia were relatively popular choices, with 30% and 28% of the votes respectively.

Men and women shared the same top destinations. 42% of men would love to travel to North America and 35% would be happy taking a solo jaunt to Australasia.

Men and women both clearly share a desire to travel to Antarctica, with 15% of men saying that they would take a trip there and 10% of women would love to discover the isolated territory alone.

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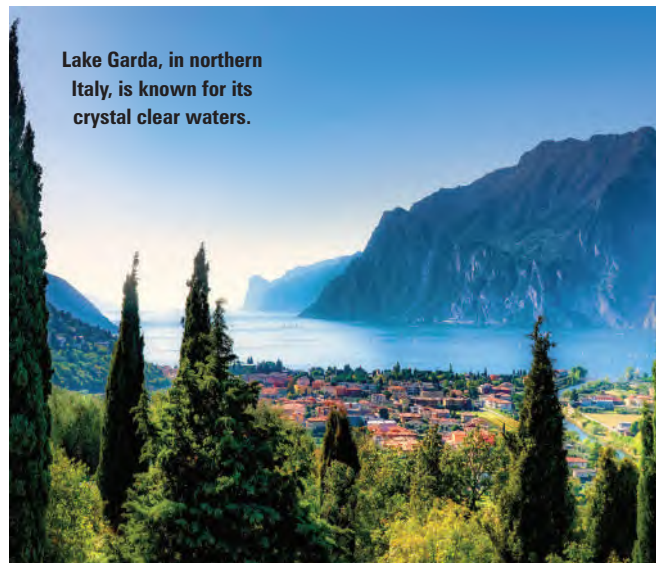


Newmarket launches Festive 2020 brochure

NEWMARKET HOLIDAYS has launched their festive brochure for the 2020 season, featuring a collection of Christmas market tours, Christmas and new year escorted tours, with a selection of festive river cruises.

Several Christmas breaks can now be extended to include the new year celebrations – a popular choice for those looking for a longer getaway – in addition to a full range of traditional winter wonderland destinations, breaks in Cyprus and Lake Garda add some warmth and sunshine to the collection.

In addition, Newmarket's bonus discount offer has been extended to March 31. The offer applies to all air and river-inclusive holidays, which customers can now



Lake Garda, in northern Italy, is known for its crystal clear waters.

book as far in advance as 2022, making savings of up to £100 per person.

Richard Forde, head of trade sales at Newmarket, said that the decision has been taken to "encourage customers to look ahead to 2021 and 2022." The offer covers customer

favourites, including 'India – Tigers and the Taj' and 'Kenya – Beach & Safari', together with the newly launched 'André Rieu Christmas in Maastricht', a four-day break by air or Eurostar.

www.newmarketholidays.co.uk

Fred. Olsen offers booking reassurance amid COVID-19

FRED. OLSEN has launched their 'Booking Reassurance Guarantee' for guests who are concerned about their travel plans as a result of the COVID-19 situation, allowing them to cancel their cruise in return for a future cruise voucher, penalty-free, within the same year of departure. The guarantee applies to all new cruise bookings made between March 4 and May 5, inclusive, and guests can move their cruise only once.

The 'Booking Reassurance Guarantee' will enable all guests who book a Fred. Olsen

ocean or Brabant river cruise for 2020 to cancel their cruise in return for a future cruise voucher for the entirety of the money paid to-date, when giving at least two weeks' notice of the cancellation. The future cruise voucher can then be used on another 2020 sailing.

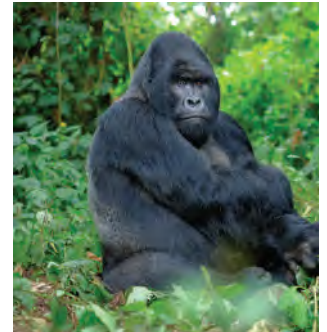
The 'Booking Reassurance Guarantee' also applies to Fred. Olsen's 2021/22 itineraries, when cancelled no later than 90 days prior to departure.

For further information, visit www.fredolsencruises.com

Go ape for Hayes & Jarvis' new holiday

TO CELEBRATE World Wildlife Day which was held on March 3, Hayes & Jarvis, has compiled a range of escorted, private and self-drive holidays.

On the 'Highlights of Uganda' trip, guests will have the rare opportunity to see the gorillas of Bwindi Impenetrable National Park.



The conservationists at Bwindi Impenetrable National Park have gone to great lengths to encourage growth in the population of gorillas and it is now a habitat for more than 600, which is more than half of the world's remaining mountain gorilla population. This means that travellers can take a mountain gorilla trek and experience the magic of seeing these creatures up close in the wild, observing first-hand their natural behaviour in their native habitat.

Hayes & Jarvis' 13-night 'Highlights of Uganda' holiday is from £7,699 per person, including accommodation, international flights from London, tracking permits, entrance fees, transfers and meals and excursions as specified. www.hayesandjarvis.co.uk



More bang for your buck with Emerald Waterways

EMERALD WATERWAYS has a savings offer running for the duration of March, and agents can also benefit, winning £50 for every 2020 European River Cruise booking made this month.

From the Rhine's castle rich banks, to the sun-drenched vineyards of the Douro, an Emerald Waterways river cruise includes expert-led guided tours, exclusive excursions and delicious dining. From March 1-31, Emerald Waterways is offering savings of up to £1,350 per person on all 2020 European itineraries as well as unlimited drinks on board.

For more information on Emerald Waterways' agent incentive for March bookings, turn to page 9.

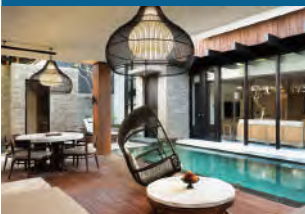
www.emeraldwaterways.co.uk

HOTEL bites

Hard Rock International continues its expansion into Europe with the opening of Hard Rock Hotel Dublin. The hotel is located on Exchange Street Upper near the Temple Bar district.



The Apurva Kempinski Bali has launched a collection of 43 beautifully appointed private villas, nestled in tropical gardens on the cliff tops of Nusa Dua.



Marriott International has expanded at Frankfurt Airport following a long-term commitment to upgrade and elevate the existing Sheraton Frankfurt Airport Hotel & Conference Center. Additionally, there is a brand-new Marriott hotel, bringing two of Marriott International's brands together in one location for the first time.



Radisson Hotel Group has opened the Radisson RED Dubai Silicon Oasis, the latest property in the group's rapidly expanding portfolio across the Middle East.



AURORA EXPEDITIONS LAUNCH UK WEBSITE

AURORA EXPEDITIONS has introduced their dedicated UK website, with the live booking portal now quoting rates in GBP for their European and Arctic programme.

Created in response to UK trade demand, the site allows agents to book direct and reserve places on future voyages with real-time availability, live offers, selection criteria searching and activity requests. www.auroraexpeditions.co.uk

Bulgaria at a bargain with Balkan Holidays

BALKAN HOLIDAYS has launched a range of discounts for this summer and next winter.

For summer 2020, agents can offer savings of up to £140 per person in Bulgaria. Balkan Holidays offer flights from 18 UK airports from May to September, and packages include flights, transfers and accommodation for three to 14 nights. All board basis are offered, from self-catering to five-star, all-inclusive. The per person discount applies to August departures from Edinburgh, but many other holidays attract a discount.

For winter 2020 and 2021, agents can promote Balkan Holidays' exclusive buy-one-get-one free lift pass for

those staying at four hotels in the premier ski resort of Bansko. Those choosing other hotels in Bansko receive their second lift pass at half price.

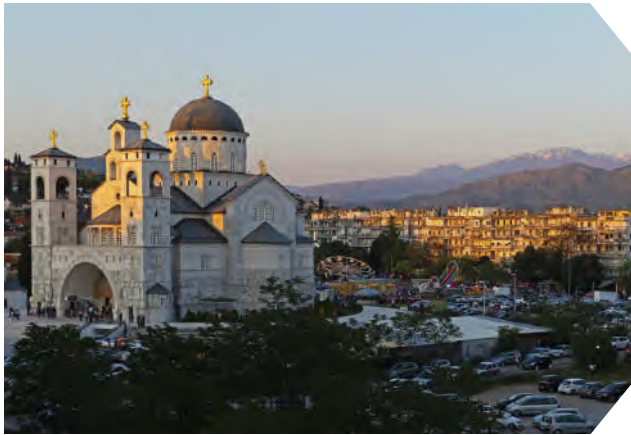
Agents should encourage bookings by March 31 to guarantee this offer. Seven

nights skiing is priced from £399 per person departing January 2, 2021, including return flights from Gatwick, 20kg free luggage, transfers and seven nights at the three-star Hotel Mura on a bed-and-breakfast basis.

www.balkanholidays.co.uk



Bansko ski resort has the longest ski runs in Bulgaria.



The tracks less travelled with Ffestiniog

RAIL HOLIDAY operator Ffestiniog Travel offers an escorted tour to Albania, Montenegro and Serbia, on their 'Albanian Odyssey' trip. The holiday showcases lesser-visited parts of Europe. The two-week trip includes a railway journey from Podgorica (pictured) to Belgrade, overnight stays in Tirana, Voskopojë, Permet, Gjirokastra, Durrës, Shkoder, Valbonë, Podgorica and Belgrade, a Koman ferry journey through the mountains, and excursions. The tour has a capacity of 15 people. Departing on May 6, the 15-day trip costs from £2,050 per person. www.ffestiniogtravel.com/small-traditional/albanian-odyssey

Crystal extends discount deadline to March 18

CRYSTAL HAS extended the deadline for its 'Book Now Savings' offer until March 18, giving cruise enthusiasts two additional weeks to save thousands of pounds on worldwide luxury sailings. 'The Book Now Savings' are designed to incentivise Crystal guests who plan and book early with the best possible fares across all Crystal brand experiences.

The savings apply to hundreds of itineraries over nearly three full years, as Crystal voyages through 2022 are now available for booking, which is ideal for customers who

want to book holidays well in advance.

With the extended offer, guests can save up to £5,800 per suite on Ocean voyages around the world; up to £1,756 per suite on River voyages in Europe; up to £3,053 per suite on Crystal Yacht Cruises in the Seychelles, Adriatic and Arabian Peninsula; and up to £6,870 per suite on Crystal Expedition Cruises to Australia and New Zealand, Antarctica, Japan, Alaska, South America, the Northeast Passage and beyond. www.crystalcruises.co.uk

How Swede it is in Lapland with direct flights from London

AGENTS CAN book clients on trips to Swedish Lapland for next winter with direct flights on SAS from London to the coastal city of Luleå in Northern Sweden.

Flights take just over three hours, and will operate on Mondays and Fridays between December 18, 2020 and March 15, 2021.

Luleå allows access to the frozen Bothnian Bay, the Lule and Råne river valleys plus the Arctic north, as well as the famous ICEHOTEL. Activities on offer include hot tub experiences, cooking classes, dog-sledding, snowmobiling and making ice sculptures. Among the quirkier attractions is a modern church in the nearby city of Haparanda (pictured), which some say is the ugliest church in Sweden.



Sunvil will be hosting two educational trips for agents, one on March 23 and another to coincide with the new flight, to offer its agent partners the chance to experience this charming location for themselves.

More details about these trips will be announced shortly. www.sunvil.co.uk

Big turnout for small ship event with Fred. Olsen

SELLING THE advantages of ship cruises is a big priority for Fred. Olsen. At a trade event held in London, the cruise company was keen to emphasise the benefits of small ship cruising. These include accessibility to smaller ports where large cruise liners are not allowed to dock, more personalised service, and more time spent at port stops to enjoy the sights at a relaxed pace.

With vessels frequently docking in ports away from the busier cities, small ship cruising can help with preventing overtourism, as well as offering guests an opportunity to enjoy destinations without crowds.

Company chairman Fred Olsen Jr told the event that two ships have been refurbished instead of undertaking a ship-building



A Fred. Olsen small ship in Greenland.

programme, which has proved to be a prudent move in the wake of challenges this year, such as the coronavirus.

For 2021/22, the fleet of smaller ships will be visiting 224 destinations in 73 countries on 93 different itineraries, ranging in duration from three nights to 153 nights. Peter Deer, the company's managing director, said the new itineraries were "underpinned by our desire

and commitment to help our guests to explore, to discover and not just to see."

The 2021/22 ocean cruise programme will feature 12 maiden calls: Bluff and Picton in New Zealand; Crotone, Gallipoli, Milazzo and Monopoli in Italy; M'Diq in Morocco; Port d'Alcudia in Mallorca; Sandakan in Borneo; Savina in Formentera, in Spain's Balearic Islands; Setubal in Portugal; and Trelleborg in Sweden.

New routes and Scottish sale for Jet2

JET2 HAS announced a raft of new routes from Leeds Bradford Airport, as well as a summer sale for flights from Glasgow. The new routes and the sale are for holidays booked for 2021, so agents can book trips well in advance.

The 2021 programme from Leeds Bradford includes more than two million seats and 51 destinations, including Santorini, Skiathos, Lisbon, the Canaries, Balearics, mainland Spain, Greece, Turkey and Cyprus, with packages available.

Highlights of the summer 2021 schedule from Leeds Bradford include a weekly service on Thursdays to Santorini between May and October; weekly services on Wednesdays to Skiathos between May and September; and twice-



Skiathos is one of the new destinations from Leeds Bradford.

weekly services to Lisbon, allowing easy access to coastal resorts such as Cascais, Estoril and Sintra. There will be almost 30 weekly services to Greek destinations and city break highlights include Paris, Nice, Rome, Venice, Amsterdam, Budapest and Krakow.

The Scottish sale for summer 2021 represents more than one million seats

and 33 destinations, including sunny hotspots such as the Canaries, Balearics, mainland Spain, Greece, Turkey and Portugal, with plenty of flexible packages available. Agents can offer their clients a choice of two- to five-star hotels and extras such as airport transfers.

www.jet2.com or www.jet2holidays.com

Princess Cruises makes 'Princess Plus' permanent

PRINCESS CRUISES has announced that its 'Princess Plus' onboard savings package will now be available on all bookings going forward. The package was introduced as a limited time offer but has been extended due to the high number of guests who have opted to include it as part of their booking. The package will maintain its price of £35 per person, per day and covers premium drinks, Wi-Fi and gratuities, a saving of £35 per day.

Among its other offers, the company is offering a seven-night Spain-and-France

cruise on Crown Princess, departing October 30. Sailing roundtrip from Southampton calling at Guernsey (St. Peter Port), La Rochelle, Bilbao and La Coruna.

Prices start from £774 per person, inclusive of the Princess Plus package.

Additionally, the company is offering discounts up to £400 per person for flights on selected America-based sailings departing in 2020 and 2021. The deal applies to bookings made until April 30, 2020.

www.princess.com

FLIGHT bites

In the wake of the coronavirus outbreak, a number of airlines have adjusted certain policies to ease the burden on travellers who have to cancel or postpone flights for health and safety reasons.

- British Airways has waived its change fee on all flights and Lime, one of the airline's major flight suppliers, has followed suit. This is for flights booked between March 3-16 and applies to British Airways Inclusive Tour, Seat Only, Published and Cruise fare types.

- American Airlines has waived the change fee for flights booked between March 1-16 for travel scheduled between March 1, 2020 and January 26, 2021.

- United Airlines is waiving the change fee and fare difference for travellers who book new flights to airports in Northern Italy, China, Hong Kong and South Korea through to June 30.

- Lufthansa customers whose flights are affected by these changes can request a refund free of charge. When flights are cancelled, Lufthansa will rebook customers at no additional charge, in most cases automatically.



Getting travellers off the beaten track in Australia

DESTINATION NSW, the tourism board for the Australian state of New South Wales, is urging agents to encourage clients to see more than just Sydney, the state's famous capital city, on their holiday. The board is promoting the Broken Hill and Darling Shire region, a 13-hour drive or 2.5-hour flight from Sydney. The region came to international prominence with films such as *Mad Max* and *Priscilla, Queen of the Desert*, and offers incredible natural landscapes, opportunities to learn about indigenous art, history and culture, and drag shows. For stargazers, the region is known for its clear night skies.

For more details, go to www.visitnsw.com/brokenhill

Balkan bliss with luxury villas in Montenegro

JAMES VILLAS has added Montenegro to its collection of destinations with villas located across four regions – Herceg Novi Region, Budva Region, Lustica Peninsula Region and Kotor Bay Region. These locations offer a diverse range of landscapes, including mountains, beaches and national parks.

The company is making its entrance into the Montenegro market with 11 villas, which sleep from four people up to 12. Each villa has a private pool, kitchen facilities and plenty of room for family relaxation.

As well as the luxury villas, the company will offer flights into Dubrovnik, Tivat and Podgorica, depending on the needs of the customer, as well as extras, such as airport transfers and car hire.



A villa offering spectacular views and glorious gardens.

"We chose Montenegro as it's the perfect villa holiday destination, safe and clean, with an escape from the main tourist crowds. The regions we have selected offer so many unique and authentic experiences including rich UNESCO Heritage, secluded beaches and access to a variety of activities," said Robert Tipler,

head of product purchasing at James Villas. "The hand-picked villas were curated using our 35 years' expertise and have something special for everyone, including ample outdoor space to sit by the private pool and spend quality time with family or friends."

For more information, go to www.jamesvillas.co.uk

Haven offering cracking Easter staycations for 2020

HAVEN IS offering Easter holiday deals with prices starting from £199 per family. This is based on a family of up to four sharing a Standard two-bedroom Caravan at Riviere Sands, Cornwall, departing on April 17.

The Haven properties are offering a range of activities aimed at keeping boredom at bay. To celebrate Easter, egg decorating, Easter bonnet making, parades and East egg hunts will be taking place.

The Nature Rockz programme encourages study and exploration of flora and fauna,

while Bush Craft programmes show families how to track unusual animals and forage.

Sporty kids can benefit from the selection of physical activities available across the properties, including archery, fencing and a Football Academy for aspiring Premier League stars.

For those that need a little confidence boost, Water Confidence sessions and the Learn2Swim programme can help children with the basics.

www.bourneleisuresales.co.uk

Flybe collapse brings customer protection into focus

IN THE wake of last week's announcement that Flybe went into administration after long-term financial difficulties, agents are being reminded of the importance of consumer protection and travel insurance for their clients.

ABTA released a statement in regard to protections for package holidaymakers, as opposed to those who make their own arrangements.

"Customers that have booked a package holiday that includes a Flybe flight will be protected and should contact their travel company to discuss their options. A majority of bookings with the airline will have been booked as flights on their own for business travel and leisure trips, and in these cases customers should



contact their credit card company or travel insurance provider," the statement said.

The Civil Aviation Authority has issued a reminder for Flybe's codeshare airlines and franchise partners (Eastern Airways and Blue Islands) to be contacted in case the collapse affects these flights as well.



Egypt boosts marine tourism standards

THE REEF-WORLD Foundation and Chamber of Diving & Watersports has announced Green Fins, a UN Environment Programme initiative which has been made available to all dive and snorkel operators across Egypt. The initiative provides guidance to ensure operators identify and mitigate practices which put marine environments at risk, including a 15-point code of conduct and ways to measure the impact of marine tourism on coral reefs. Nine Egyptian operators have already joined the scheme and the project aims to certify 30 operators and train 150 dive guides in the coming year.

For more information, go to www.greenfins.net



SIMON MCDERMOTT from A-ROSA River Cruises visited the Cruise Plus by Travel 2 team in Glasgow and provided training and product updates from A-ROSA and they even held a quiz to test the team's knowledge. From left to right: Lorna Thomson, Chloe Muir, Simon McDermott, Laura Gray, and Christine Jones.

AGENT INCENTIVES

- **AGENTS CAN** win an Easter hamper filled with chocolate treats with Links Travel & Tours' March incentive. For every small group tour and tailor-made journey confirmed between now and March 31 inclusive, agents will be entered into the draw which will take place at the end of the month. One entry is considered for one booking. If an agent confirms two bookings, he or she will have two entries into the draw. This incentive applies for all bookings valued more than £1,699. www.linkstravelandtours.co.uk/travel-agents/agents-portal/march-2020-agent-incentive-prize-draw.
- **AGENTS CAN** earn five times more this month as part of Emerald Waterways' incentive, River Rewards & More. For every 2020 European river cruise booking made in March, agents will receive 500 points, worth £50, instead of 100 points. Points can then be spent on luxury gifts and the latest in tech in the brand's online shop www.riverrewards.cruises. www.emeraldwaterways.co.uk.
- **AGENTS WILL** win an Amazon Echo Dot for every Gold Medal package booking made from Gatwick to Saint Lucia with Virgin Atlantic flights. The top seller will win an Amazon Fire 7 Tablet. The tour operator partnered with Saint Lucia Tourism Authority and Virgin Atlantic for this incentive, valid until March 31. The Virgin Atlantic route from Gatwick to Saint Lucia is coming to an end on June 8, but agents still have time to book their customers a holiday. Gold Medal's luxury brand – Pure Luxury – is offering agents an extra £50 of Farebank Rewards every time they book a Premium Cabin with Virgin Atlantic on the Gatwick route to Saint Lucia. To qualify, agents need to register their bookings by sending their booking references to win@goldmedal.co.uk to redeem their prize before March 31.



AGENT TRAINING

PACIFIC ASIA Travel Association UK & Ireland (PATA) is conducting three UK roadshows this year, including: South Pacific Roadshow London on June 23, Indochina Roadshow Manchester on October 13, and Indochina Roadshow London on October 14. Sharon Anderson, trade and events executive, PATA UK & Ireland, said: "Our roadshow events give agents the chance to learn about products from the region in a fun and relaxing environment. This kind of face-to-face interaction with agents is so productive." The roadshows are run as a speed-dating format to ensure agents meet all the exhibitors to learn about the destinations and products from around the Pacific Asia region such as Tourism Fiji, Papua New Guinea Tourism, The Anam, Aqua Expeditions, Hidden Doorways to name a few. The PATA roadshows run from June through to October and include light refreshments for all attending agents. pata.org.uk/pata-events/



travelbulletin COMPETITIONS!

NEW: A seven-night stay up for grabs at the Creta Maris Beach Resort

Five-night stay for two at the new Grand Palladium Sicilia Resort & Spa

Win a trip to the Indian Ocean island of Rodrigues

A seven-night all-inclusive stay at the Bahia Principe Grand Aquamarine, Dominican Republic

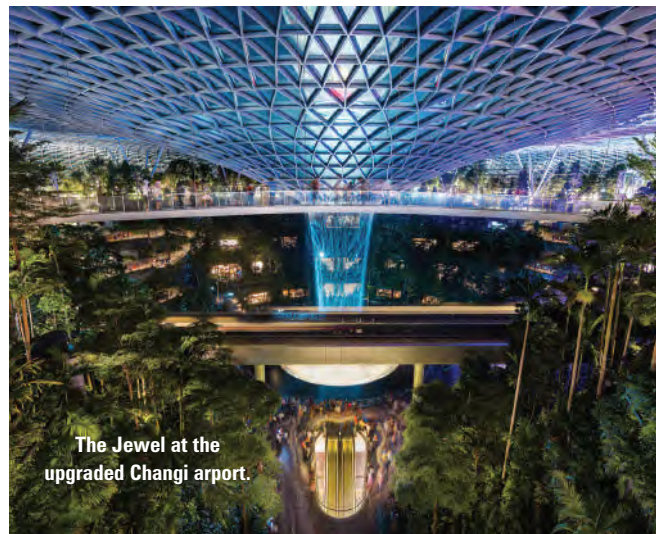
FOR ALL COMPETITIONS VISIT
travelbulletin.co.uk/competitions

Singapore plays the long game with tourism strategy

CHANG CHEE Pey, assistant chief executive, International Group, Singapore Tourism Board, spoke exclusively to *Travel Bulletin* about Singapore's long-term tourism plans and the impact of the coronavirus.

Mr Chang said the Singapore government has introduced strict measures to limit the spread of the virus, such as banning people from coming into the city state from China, South Korea and northern Italy, including in transit, stepping up cleaning at the airport and other buildings, and enforcing home quarantine for people who have come into contact with virus carriers.

While he said that the "best guess-estimate" is a drop in visitor numbers of 25-30% after a very successful 2019, the board is focusing on long-term



The Jewel at the upgraded Changi airport.

strategies as well as highlighting attractions which have been upgraded and new activities, such as night time events on the beach in Sentosa, and the upgraded Changi airport with the Jewel indoor waterfall.

Long-term projects, looking ahead to the next

five or six years, include a 7,000-seat arena for sport, entertainment and conferences; further expansion of Sentosa with Nintendo and Minions-themed attractions; nature-based attractions such as a new bird park to replace Jurong bird park; and NERF family experience.

It's tee time across the US with multiple golf destinations

AGENTS SELLING holidays to golf-loving clients might consider a range of options across the Great Lakes region of the US. This year, the region will again host the Ryder Cup, giving golfing enthusiasts opportunities to watch some of the world's greatest players as well as experience some impressive greens.

In Minnesota, The Legend at Giant's Ridge is set on more than 250 acres and it is a course located at the base of a ski resort's mountain in an area of abundant wildlife and history.

Ohio is home to many scenic courses, such as Virtues Golf Club and The Quarry Golf Club, both public courses.



Northern Michigan, meanwhile, is known as America's gold capital and the region has 29 championship courses.

Indiana boasts Maple Creek Golf Club the first 18-hole course by legendary course designer Pete Dye in 1961. Eagle Ridge course is the jewel in the crown for Illinois, set in rolling hills.

For more information, go to www.greatlakesusa.co.uk

Air Transat offers fee-free flexible flights in March

AIR TRANSAT is offering passengers and travel agents more flexibility with a new policy in regard to changing travel dates.

The airline will offer the possibility of changing travel dates at no charge and it applies to all flights booked from March 4-31 for travel between now and October 31.

This policy means it will be possible to change bookings up to 24 hours before departure.

Travel must be completed within 12 months

of the original travel date and, if the price for the new booking is higher, customers must pay the difference. The policy will apply to all bookings made with travel agents.

The airline flies to Toronto, Montreal, Vancouver and Calgary from Gatwick, Manchester and Glasgow.

For trade support, agents should email salesupportuk@transat.com or call 0207 616 9187. For more information about the policy, go to www.transat.com/peaceofmind



UK visitors to Costa Rica increase by 5.7%

FIGURES FROM the Costa Rica Tourism Board (ICT) show that 78,562 visitors from the UK travelled to Costa Rica in 2019 – representing an increase of 5.7% on the previous year. The United Kingdom retains its position as Costa Rica's second largest source market in Europe. This steady growth is a reflection of the upward trend in UK visitors to Costa Rica that has been seen in the last few years, enhanced by the launch of the BA direct flights from London to San José, Costa Rica's capital city, in April 2016.

www.visitcostarica.com/uk

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, March 19th. Solution and new puzzle will appear next week.

**The winner for February 28th is
Kate Halden, Transcend Travel in Warks.**

February 28th Solution: A=2 B=4 C=6 D=1

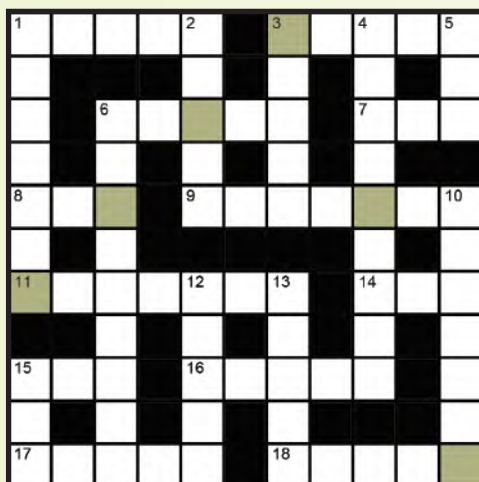
			3	6			5	
5							2	4
1			5	4	2			
B	6	9	2					5
			8		5			
C	3						9	7
			1	8	6			9
	9	1	8					6
D		7			5	3		

WHERE AM I?

The world's largest coral reef, it is world-famous for its colourful coral and abundant marine life. However, environmentalists are concerned that climate change is damaging the reef. It is best viewed either underwater or from the air.

CROSSWORD

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



Across

- Tailor-made holiday specialist and travel partner of John Lewis (5)
- Flows through Rome (5)
- Carrier with a hub at Zurich international airport (5)
- Take a punt on this English river (3)
- A hill, in Glastonbury, perhaps? (3)
- Capital of the Solomon Islands (7)
- Etosha National Park is a popular wildlife destination in this country (7)
- Edinburgh international airport code (3)
- Brazilian city in short (3)
- Historic Brittany port (5)
- One of the Bronte sisters (5)
- Ferry Line with HQ in Gothenburg (5)

Down

- Actress Ms Scott Thomas, one of the Military Wives at a cinema near you (7)
- Blackpool beach is lapped by this Sea (5)
- First name of the boxer who calls himself, The Gypsy King (5)
- Capital of Romania (9)
- Animal symbol for the sign of Aries (3)
- Active volcano in the Aeolian islands (9)
- Monument Valley is a popular tourist attraction in this US state (7)
- All round entertainer currently touring the UK ____ Davro (5)
- Rock, found in Uluru-Kata Tjuta National Park (5)
- East Sussex town, with a smuggling past and a famous Mermaid Inn (3)

Mystery Word: TIRANA Where am I? - Great Barrier Reef, Australia

Solution:
Across: 1. KUONI, 2. TIBER, 3. CAM, 4. TOR, 5. HONIARA, 6. RAM, 7. BUCHAREST, 8. STROMBOLI, 9. ARIZONA, 10. BOBBY, 11. RYE.
Down: 1. KRISTIN, 2. IRISH, 3. TYSON, 4. BUCHAREST, 5. RAM, 6. STROMBOLI, 7. ARIZONA, 8. BOBBY, 9. RYE.

—LIVE THE—

James
VILLA HOLIDAYS

Cyprus villa lifestyle



Petrides Villa, Cyprus



Villa Sweet Memories, Cyprus



Villa Tranquillity, Cyprus

With sun, sea, spectacular landscapes and an abundance of Blue Flag beaches, Cyprus has something for everyone. Golden, sandy beaches and rugged coastlines meet forest-clad mountains and hills, while traditional villages with winding streets and neatly terraced vineyards and olive groves sit in delightful contrast. Immersed in history and once home to the goddess Aphrodite, Cyprus has a sense of timelessness magnified by the charm, kindness and natural hospitality of its native people.



www.jamesvillas.co.uk/agents



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CYPRUS

SWEAT IT OUT IN CYPRUS

FITNESS FREAKS and sporting enthusiasts can fly to Cyprus to witness or take part in some of the country's most famous events in March and April, thanks to its soothing summer temperatures.

The island nation in the Mediterranean is hosting its largest sports event in March – The OPAP Limassol Marathon GSO 2020. In its 14th edition, the marathon event is happening on March 21-22. It features six races: On Saturday, the Primetel 5km corporate race and the Dashin's Foundation Youth Race; and on Sunday – the marathon race, Muskita half marathon race, Petrolina 10 km energy race and Medochemie 5km city race will be run. The OPAP Limassol Marathon is the official marathon championship of Cyprus.

The entrance price is from €30 to €60. www.limassolmarathon.com.

Runners can look forward to participating in the Cyprus International four-day

Challenge 2020. It is a staged running event with four different races taking place during four days, combining a 6k time trial, an 11k mountain

the area of Paphos, and for the most part of it, participants have the opportunity to compete in the AKAMAS Nature Reserve



Agioi Anargyroi Church in Paphos, Cyprus.

trail run, a multi-terrain half marathon, and a 10k City Run, covering a distance slightly longer than a marathon.

Running from November 26-29, the event takes place in

Park, in some of Cyprus' most scenic routes, unfolding the beauty of the AKAMAS Nature Reserve Park in a panoramic sea-sky-earth motif. The entrance ticket is

from €115 - €175 for all four races.

www.cypruschallenge.com

Football lovers cannot miss the Ayia Napa International Youth Soccer Festival 2020, taking place from April 11-16. Established in 2001, it is now the biggest youth football tournament in the Eastern Mediterranean and Middle East, expecting more than 5000 children and around 400 teams from Cyprus, Poland, Egypt, Jordan, Greece, Romania, England and Lebanon. They will take part in 11 different age group categories ranging from U15 to U6. There will also be a girls U15 tournament competition. www.ayanapasoccerfestival.com

And what's more, culture-loving travellers in Cyprus can enjoy Shakespeare's famous romantic comedy 'A Midsummer Night's Dream' at Rialto Theatre, livestreamed from National Theatre in London on March 24. www.rialto.com.cy. www.visitcyprus.com

Louis Phaethon Beach Hotel reopens following refurbishment

THE LOUIS Phaethon Beach Hotel in Paphos has re-opened following a €3,250,000 investment.

The largest member of the "Active family" collection of the Louis Hotels group now has 422 fully renovated rooms that come with new furnishings, fabrics and colours, with high-quality mattresses and pillows.

The hotel's main restaurant now offers a live cooking station offering customers an intimate dining experience.

The lobby has seen a total renovation, offering modern touches whilst the bar and the surrounding area have been upgraded to provide the opportunity for all guests to enjoy the best drinks in a fabulous atmosphere during their stay.

New waterslides are ready to welcome the whole family for fun moments, while the hotel's entertainment team has a new schedule of activities for each and every one throughout the day.

Paraskevas Paraskeva, general



manager of the hotel, said: "We have completed a productive and creative process that transformed and upgraded the hotel's image. We feel proud that we managed to complete this big renovation project in such a short time.

This gives our customers the opportunity to enjoy a high standard of hospitality in our hotel. With its renovation, Louis Phaethon Beach Hotel remains at the top of the list for quality family holidays."

When mass-market packages no longer tick the box, only a specialist Tour Operator can put together individual island-hopping & multi-centre itineraries to suit the requirements of independent travellers.

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Downtime in Cyprus with TUI

IF YOUR client is someone who fancies a slow paced tour, TUI's seven-night exploration is suitable as it focuses on local life, allowing one to immerse in the sights and sounds of this Mediterranean island.

Some of the tour highlights are: getting to know the dairy farmers and seeing how cheese is made in Athienou as well as learning how to make traditional olive bread in Monagri.

With a maximum group size of 25, this tour starts from £728 per person and departs on November 11. It includes Gatwick-Paphos flights (alternative departure airports are available), all transfers and transportation, accommodation on half board basis, and a local TUI English-speaking guide.

During the tour, guests will have the chance to try typical Cypriot food and drink, including halloumi cheese, homemade sweets, rose oil, souvlaki meat skewers in pitta bread, olives, coffee and wine. Paphos, meanwhile, lines up a combination of modern shopping malls with high-street brands and lively markets selling handmade souvenirs.

www.tui.co.uk/holidays/escorted-tours/destinations/cyprus?vlid=opti_hoTypes



AN EASTER DELIGHT

Elena Ahmadian from Cyplon Holidays talks about why Cyprus is a great place for an Easter escape, with its many cultural attractions and a great gastronomy scene.



The Church of St. Nicholas in Protaras.

WITH EASTER just around the corner, there is no better way to celebrate than with a springtime escape to the island of Cyprus. While many would argue that Easter does not offer the same pomp and celebration as other festivities, such as Christmas with its gifting, carols and Turkey trimmings, you can certainly guarantee more than just chocolate eggs when you suggest to your clients a special short-haul escape to Cyprus.

Easter is one of the most important Greek Orthodox religious events, and while the Greek Orthodox Church celebrates at a different time (Sunday, April 19) to the Church of England (Sunday, April 12), hotels offer a range of great activities for their British guests to join in in the lead up to Easter, and, of course, the spring weather is ideal for exploring and immersing in local culture and traditions.

Some of the most notable events include Cypriot families preparing festive sweet and savoury treats, including small loaves filled with raisins, called 'flaounes' and most importantly dyeing Easter eggs in red. These eggs

are cracked during the festive meal on Easter Sunday, where family members compete by tapping their egg with someone else's, and whoever's egg is left uncracked, wins. On Good Friday, visitors can see the 'Epitaphios' (Holy Sepulchre) carried in the streets in a procession and on Easter Saturday attend the midnight mass to celebrate the resurrection of Christ. Easter Sunday is a harmonious occasion with families gathering to cook a feast of lamb, pork and chicken cooked on open charcoal called 'Souvla'.

Paphos, former EU Capital of Culture, is a fantastic coastal city to celebrate Easter, with the five-star Annabelle Hotel the perfect resort to enjoy the festivities. The hotel is filled with Easter spirit, as it times its events to follow the Catholic, Protestant and Orthodox calendar.

Guests can engage in Cypriot cultural traditions, such as to the Procession of Epitaphios and the Midnight Mass, as well as excursions to the Place, where Cypriot potters, weavers and basket makers demonstrate their creative skills and local food and wine is on sale. On

Good Friday, lunch is usually served in the taverna of the hotel, 'Mediterraneo', with Cypriot dips and grilled meats as well as alternative dishes for those abstaining from meat, including a Seafood Meze Dinner. On Saturday, guests can enjoy a Monastery and Winery Tour and on Easter Sunday, celebrations take place with music and dancing, followed by a Cypriot barbecue serving local specialties including 'lamb kleftiko' and Easter Egg Hunts at the Grotto for families to enjoy.

During their spring Cyprus escape, visitors can discover Paphos' cultural sites, including The Tomb of the Kings, the Kourion Amphitheatre and of course the birthplace of Aphrodite, 'Petra tou Romiou', Aphrodite's Rock.

Departing on April 8, Cyplon Holidays is offering a seven-night stay at Annabelle Hotel with free half board from £1,265 per person, based on two adults sharing a terrace garden view room, including easyJet flights from Gatwick, private transfers, 15kg baggage per person, for two people sharing.

www.cyplon.co.uk

LGBT+ TRAVEL SHOWCASE

TRAVEL BULLETIN hosted the LGBT+ themed agent training event, which took place at the Hilton Brighton Metropole. Through networking and presentations, agents were able to gain knowledge of this growing sector of the travel industry.

Goody bags, champagne and even complimentary stays in Slovenia and Mykonos were just some of the prizes up for grabs in the product quiz!





LGBT+ TRAVEL

BEAMING WITH PRIDE

As Pride season fast approaches, Nick, managing director, Travel Designers, offers his insight into some of the countries that offer the biggest and best Pride events.



THE PRIDE season is nearly upon us. I would imagine every agency in the country has LGBT+

clients, but are you making the most of it? It's time to celebrate and be proud about what you are able to offer your clients.

Pride events are held around the world, from New York to Sydney, Manchester to Gran Canaria.

This year, three pride events have particularly stood out for me, one being Tel Aviv Pride (pictured), which has become one of the biggest Pride events

worldwide. Visitors from all over Israel, and the world, come out in full force to celebrate. The city lights up in colour and energy, proving its reputation as the 'Gay Capital of the Middle East', and perhaps even one of the gay capitals of the world. Clients can arrange packages via Cyplon, from £1,099 per person.

Why not celebrate Pride at sea, on board the brand new Celebrity Apex. Cruises start from £1,949 per person in a infinite balcony cabin including a drinks package, gratuities and \$200 onboard spend. The cruise departs on June 20, featuring Spain, France and Italy, with the highlight of the cruise being the 'Colour the Night White'

party in Ibiza. It will be a truly immersive and unforgettable late-night pool experience.

If, like me, your clients have never stopped being a big kid, Disneyland Paris is the place to be this Pride season. It will be bigger and better than ever before, as the Pride Party will be held inside Disneyland Park. Featuring live performances, a diversity parade march, Disney character meet 'n' greets, access to selected attractions and much more. Held on the June 6, it is time to grab the family and enjoy a truly magical Pride experience.

Be proud – it is time to celebrate diversity in travel with your colleagues and clients alike.

FAST facts

When is Pride?

Pride Month is in June with many events and festivities, but the parades are the main attraction.

When was the first parade?

The first march took place on June 28, 1970 in New York City to mark the anniversary of the Stone Wall riots on June 28, 1969 in Greenwich Village, Manhattan.

How about in the UK?

The first rally took place in London on July 1, 1972.

Where are the biggest marches?

NYC, Sao Paulo, Madrid, Amsterdam and Tel Aviv.

What does the rainbow flag represent?

The traditional striped flag has six colours with red meaning life, orange for healing, yellow for sunshine, green for nature, blue for harmony, and purple for spirit.

FIRST-EVER PRIDE OF THE AMERICAS



GREATER FORT Lauderdale is hosting its first ever Pride of the Americas in April.

Over six days, from April 21-26, festival-goers can enjoy parades, art festivals, beach parties, A-list entertainment, sunset concerts with top DJs, drag brunches and fashion shows modelled by male, female, transgender and drag models.

Organisers are expecting more than 35,000 travellers globally, as the event also includes conferences focusing on business, travel, health and conservation programmes, with the aim to educate and bring awareness to

the LGBT+ community worldwide.

Tour operator America As You Like It is offering five nights at the Hilton Fort Lauderdale Beach Resort in Greater Fort Lauderdale from £895 per person (£179 per night), including international flights from Heathrow to Fort Lauderdale-Hollywood International with British Airways. This price is based on two people sharing, on a room only basis.

Book by March 30. Based on travel between April 21-26.

[www.americaasyoulikeit.com/020 8742 8299](http://www.americaasyoulikeit.com/020%208742%208299).

Travel with pride with Visit Malta

VISIT MALTA has added a LGBT+ course on its Malta Training Programme, which is free for agents to take. The course highlights the reasons why Malta has ranked first on the ILGA-Europe Rainbow Index for four consecutive years. A course highlight includes the interactive timeline which showcases half a century of change. This year's Malta Pride Week dates have been announced as September 4 – 13 with the main activity including the march taking place on Saturday 12.

www.malta-training.com/www.maltapride.com.

Funways comes out with LGBT+ website

FUNWAYS HOLIDAYS has launched an agent micro site called LGBT+ Explored, which features the US, Mexico and the Caribbean. It's been designed to help the trade identify Funway destinations, resorts and hotels where LGBT+ customers would feel welcomed and comfortable. Malcolm Davies, of Funway's, said "The intention is to focus on the Funway destinations agents can recommend to clients, with hotels we know will give our clients a warm welcome."

www.funway4agents.co.uk.

Out and proud parades

Tel Aviv, Israel, June 12

TEL AVIV'S Pride Parade brings the city together with more than 250,000 people last year. The day runs from 10am - 5pm with marching and floats taking over the streets. The Parade starts at Ben Tsiyon/Melchet and makes its way through Tel Aviv to Charles Clore Park where the famous beach party will commence and last all night long. www.gaytelavivguide.com.



St. Pete Pride, Florida, June 26-28

FLORIDA'S LARGEST Pride Festival takes over the city of St. Pete, filling the streets with parties, live music, lavish costumes, floats and parades. UK visitors to St. Pete & Clearwater can fly twice-weekly with Norwegian direct from Gatwick. LGBT- friendly hotels can be found throughout.

www.visitstpeteclearwater.com.

Philadelphia, June 12th – 14th

KNOWN AS 'The City of Brotherly Love and Sisterly Affection' the East Coast city of Philadelphia hosts four LGBTQ+ events this year.

qFLIX Philadelphia film festival takes place in March and Black Pride celebrations in April. The city's 32nd annual Pride Parade and Festival is the largest celebration of LGBTQ+ pride in the region, beginning with a Pride Kick-Off Block Party on Friday June 12 and the parade on Sunday 14. The OutFest is held on National Coming Out Day on October 11 with a street party.

www.phillygaypride.org.



PACIFIC ISLANDS

PARADISE FIT FOR A PRINCESS

From snorkeling in azure waters to enjoying swathes of white sand beaches, Princess Cruises' Polynesian trips is the answer to the island escape your clients have been dreaming of.

FOR THE first time since 2015, Princess cruises is offering a series of French Polynesia round-trip cruises aboard the Pacific Princess. Guests will explore a trove of unspoiled treasures, with opportunities to enjoy the idyllic blue lagoons and white-sand beaches that the islands are so renowned for. The cruise is available on five and 10-day Tahiti and French Polynesia departures, sailing round-trip from Tahiti (Papeete).

Each voyage includes an overnight stay in the capital of Tahiti, Papeete, the stunning Bora Bora, as well as a late-night stay in

Raiatea. Additional ports include Huahine, Rangiroa, and Moorea.

While on the excursions, guests will enjoy snorkelling, swimming and relaxing in Tahiti on this intimate cruise which hosts just 670 guests. The cruise will showcase the diversity of the Tahitian islands, the rich authentic local culture and the variety of experiences the islands have to offer.

"Tahiti and French Polynesia lure travelers from all over the world seeking pure unspoiled paradise, snorkeling, swimming adventures and relaxation," said Jan Swartz,

Princess Cruises president.

"With our return to Tahiti in 2020, Princess Cruises offers the best way to explore this remote island life aboard our intimate Pacific Princess."

Cruise vacations begin October 5, 15, 25 and November 4 and 14, 2020. Prices start at \$1,999. www.princess.com



A step in the green direction

WITH THE growth of tourism in the Cook Islands, the protection of the Islands' natural environment has become crucial to the long-term sustainability of its tourism industry.

With these concerns in mind, The Cook Islands created the 'Step in the Green Direction' initiative, which will introduce products and experiences to the global tourism market place.

A series of policies and pillars were developed to ensure that the Islands protect and preserve its land, including, reducing plastic, surveys of turtle populations, ramped up recycling efforts and eco-friendly transport alternatives for both locals and tourists.

For travellers, more eco-conscious tours have been introduced, including the Aarii Moana walking tour, which explores Rarotonga's hard coral reefs; swimming with local turtles; and, 'Tumutoa Tours', where guests will be given hands-on learning of how ancestors of the land once lived. www.cookislands.travel/gogreen

SAY "I DO" IN THE COOK ISLANDS

With limestone churches nestled among sun-drenched beaches, the Cook Islands have long been a wedding and honeymoon destination – and for good reason.

THE COOK Islands is the prime romantic setting for your clients to exchange wedding vows or as their choice of honeymoon destination.

As a wedding destination, the Cook Islands are most famed for their picture-perfect beaches, however many alternative wedding settings are available. The main island of Rarotonga offers an interior dominated by spectacular volcanic peaks, cloaked in dense vegetation. Equally idyllic photo locations include tropical gardens where your client can be surrounded by the beautiful local plants, flowers and greenery.

There are a range of romantic accommodation choices throughout the Cook Islands, from ultra-luxurious and secluded, to natural and simple, or something in between. Many of the resorts are adult-only, ensuring a relaxing and quiet getaway to enjoy as husband and wife.

During the day, clients can take part in a range of activities on the islands, such as snorkel in the azure blue waters of the lagoon experiencing the diverse marine life, explore the lush island interiors by bike, hiking, quad bikes or 4WD, take a boat trip to uninhabited islands, indulge in a luxurious spa treatment or take a guided tour to learn about local culture and traditions.

A sample package to offer your clients is through Cox and Kings, who offer five nights at Te Manava Luxury Villas and four nights at Pacific Resort Aitutaki in the Premium



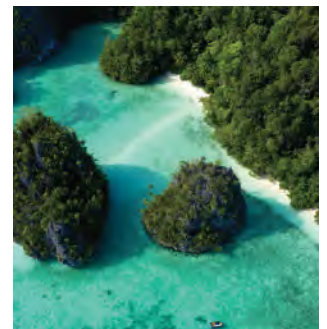
Beachfront Bungalow from £4,195 per person (two sharing) including economy return flights from London to Rarotonga and private return transfers on Aitutaki and Rarotonga. *For more information on the package, visit www.coxandkings.co.uk and for more information on the Cook Islands, go to www.cookislands.travel*

A Coral worthy expedition

CORAL EXPEDITIONS has announced a series of new voyages in 2021, named the 'Small Islands of the World'.

The collection features the isles of the Southern Pacific – including Tahiti, the Marquesas and Pitcairn, Micronesia.

According to group general manager, Mark Fifield, the launch of the new itineraries represents the next stage of growth for the Australian company.



Travellers will visit the South Pacific Islands onboard the Coral Geographer, which follows in the footsteps of the ancient Polynesians. Along the way, guests will share in warm encounters with local islanders and hear stories about their seafaring and village life. There will be ample opportunity to admire Polynesian art and artefacts and wander the lush vegetation of frangipani and palm groves populated by exotic birdlife and explore the protected lagoons and spectacular shores of remote atolls.

www.coralexpeditions.com



Jewel in the crown of Marquesas Islands

LOCATED IN the Marquesas Islands, overlooking the bay and village of Taiohae, Niku Hiva Pearl Lodge is the ideal base for clients who wish to explore the island and its countless treasures. The trek from the airport is a scenic drive where visitors gain convenient access to every main attraction on the island, including a stunning black sand beach that is walking distance away. The lodge was constructed from local materials, creating an architecture that blends perfectly with the natural environment. Guests can enjoy exploring the island, relaxing in the bungalow or lounging by the swimming pool, followed by a candlelight dinner at the hotel's restaurant.

www.tahititourisme.uk/en-gb/



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The spirit of sport in Samoa

ACTIVE TRAVELLERS may be interested in a trip to Samoa, with sports and activity deeply embedded in the island's vibrant culture.

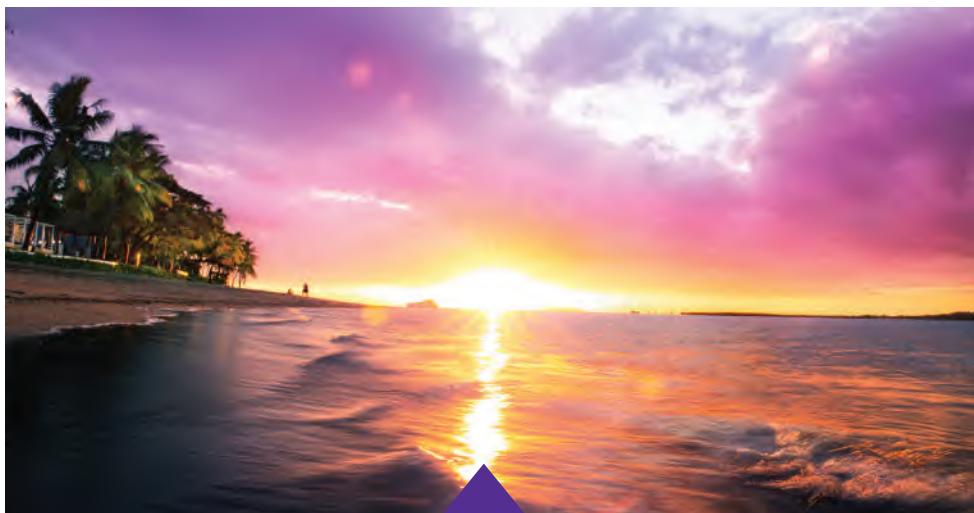
The islands have dedicated a lot of investment in the development of sport over the past few years. Samoa's facilities are considered some of the best in the South Pacific and include over 20 venues which are managed by the Samoa Sports Facilities Authority.

The annual Samoa Swim Series will be held for the 7th year in a row from August 6-9, with swimmers from all over the world taking part in the three-day competition.

Participants have the choice of swimming a distance of 2km or 4km. The Pacific Open Water Challenge will also be held in the summer between August 3-4 at Le Uaina Resort. The competition consists of two days swimming either 10 or 15 km.

As the nation's number one sport, rugby is played all over the islands on a daily basis. The Pacific island has been playing in the Rugby World Cup since 1991 and is consistently ranked in the top 20 best rugby teams in the world.

www.samoa.travel



TRAVELPACK IS launching its South Pacific programme, with destination-specific product in Fiji, Tahiti, and the Cook Islands. New products include a nine-night stay and cruise from £2,999 per person, which is based on five nights accommodation in Fiji at the five-star Sofitel Beach and Spa, followed by a five-day Blue Lagoon Cruise. On the cruise, guests will explore Fiji's Yasawa Islands with opportunity to go snorkeling, indulge in Fiji-inspired cuisine and even try their hand at basket-weaving. www.travelpack.com



Hopping mad for the Pacific Islands

TRAVELLERS CAN combine powder white sand beaches with some of the bluest lagoons they'll ever see on Hayes & Jarvis' 'Island Hopping Essentials' trips, with excursions to the Islands of Aitutaki and Rarotonga.

At just 32km around, guests can explore Rarotonga by hiring bikes or taking a ride on the local bus discovering gems around every corner. Aitutaki offers crystal clear waters to swim and snorkel in, not forgetting the opportunity to lounge on picturesque beaches.

The eight-day trip is priced from £2,599 per person. www.hayesandjarvis.co.uk

Which place had the best street food you've ever eaten?



Jeanette Ratcliffe

Publisher
jeanette.ratcliffe@travelbulletin.co.uk
The Southbank Centre.



Matt Gill

Senior Account Manager
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The street food in Little Jamaica, London.



Ashweenee Beerjeraz

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Too much food to remember.



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Travel Bulletin is delighted to invite you to our Australasia & Pacific Islands Showcase! A fun filled evening dedicated to providing you with more information about the diverse range of destinations and tailor-made packages on offer to meet your customers' needs. Look forward to engaging presentations, professional networking, amazing entertainment and being in with the chance of winning some incredible prizes!

Registration: 18:00 hours

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Hot Dinner, Entertainment & Prizes: 20:30 hours

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Throughout the night, you will discover what each hotel and area has to offer to help you find the best holidays for your clients.

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