

travelbulletin

April 17 2020 | ISSUE NO 2,147 | travelbulletin.co.uk

Giving agents the edge

BULLETIN BRIEFING

Antor shares a range of virtual training opportunities

USA HOLIDAYS

Learn about great destinations online for future bookings

FAMILY HOLIDAYS

Great trips that your clients can look forward to for 2020/21

OCEAN & RIVER CRUISES

Updated schedules for challenging times

VIRTUAL TRAVEL

The travel industry stays connected in the online world





Awesome Agents deserve systems to help them do **Awesome** things...

(More JETS Awesomeness coming soon!)

THIS WEEK



06

AGENT INSIGHT

Andy La Gette on the importance of clear communication with clients.



08

BULLETIN BRIEFING

Antor on online activities for agents during the lockdown.



10

USA

Get online with your clients to experience the US before booking.



12

FAMILY HOLIDAYS

Spacious villas for large families and intergenerational holidays.



15

RIVER CRUISES

Planning for when European rivers are open again.



17

OCEAN CRUISES

Looking ahead to 2021 voyages for early bookings.

UNCERTAIN TIMES

With travel suspended worldwide, this is an unprecedented crisis for the industry. However, there are incredible efforts being made to repatriate stranded passengers as safely as possible.



WHO has introduced guidelines to ensure risks are minimised on repatriation flights.

WITH TRAVEL agents across the country dealing with inquiries from stranded passengers across the world, the efforts to repatriate people have demanded immense cooperation from multiple players in the public and private sectors. It is important for travel agents to be able to reassure customers who are awaiting repatriation, especially in regard to the protection of their health during transportation.

The World Health Organization (WHO) issued guidelines for safe repatriation of passengers. The guidelines include: ensuring aircraft are properly staffed with sufficient medical personnel to

accommodate the number of passengers, and that they are outfitted with appropriate PPE and supplies to respond to illness en route; non-medical crew of the aircraft should be properly briefed and outfitted, as well as aware of the signs and symptoms to detect symptomatic passengers; exit screening, such as temperature measurement and a questionnaire before departure for the early detection of symptoms, and screening results shared with the receiving country.

On planes, WHO advises that the seating location of passengers inside the aircraft should be mapped in case a passenger begins to display symptoms, so they

can be isolated, and to take note of those in the immediate vicinity for follow-up upon arrival.

If suspected cases are detected on the aircraft, WHO advises that cabin crew should inform and seek advice from a ground-based medical service provider at the point of entry of arrival through the control tower. In cases of severe illness, the captain may consider a diversion to the nearest point of entry so the ill passenger can receive treatment.

WHO also advises further health screening of all passengers when they arrive at their final destination before adhering to quarantine requirements of the receiving country.

travelbulletin

Published by :
Alain Charles Publishing (Travel) Ltd
University House, 11-13 Lower Grosvenor
Place London, SW1W 0EX

Printed by: Buxton Press
Subscriptions are £125 p.a.
£195 overseas
ISSN: 0956-2419



020 7834 6661
www.travelbulletin.co.uk



Become a wedding expert to sell dream Mexico trips

VELAS RESORTS and the Palladium Hotel Group are offering agents the chance to qualify as wedding experts. This can be done online, making it an excellent opportunity for agents to undertake professional development during this period of restricted travel.

The hotel group offers agents this opportunity to become a Velas Wedding Expert via www.agents.velasresorts.com or emailing weddings@velasresorts.com.

Experts will be able to take advantage of incentives including cash bonuses and two-night stays at the Grand Palladium Vallarta Resort and Spa, as well as offering great packages to clients.

For 2020, Palladium is offering a wedding promotion for 25 people on bookings of 12 or more rooms staying a minimum of four nights at a range of properties. It is for bookings made before December 15, 2020 and for reservations through to December 2021 and includes a range of wedding services.

Bookings will need to be registered on



Palladium Connect and agents should contact Infoweddings.nayarit@palladiumweddings.com. Extra commission can be earned by booking a Karen Bussen, Party Lovers or Palladium with Love package.

Palladium Hotel Group offers additional commission of up to \$400 for specific wedding package bookings that form part of the Karen Bussen, Party Lovers or Palladium with Love collections.

Contact the UK trade team via request.uk@palladiumhotelgroup.com or visit www.palladiumweddings.com/en/

Inter-Connect to work with agents for Atrium

INTER-CONNECT GmbH has taken over the marketing representation for Atrium Hotels, including liaising with travel agents.

The Munich-based company will market the three luxury hotels of the Greek hospitality group, all of which are located on the island of Rhodes.

Although the Atrium properties can be found in leading tour operators' catalogues, Inter-Connect will support various marketing activities, including roadshows, webinars for sales partners and actively assist all travel

agencies and tour operators as the main point of contact.

The five-star-hotels (Atrium Palace, Atrium Prestige, Atrium Platinum) are all located on beaches on the island of Rhodes, and they are known for design, architecture, spa experiences and cuisine.

Target markets for the hotel group include families, wellness guests, honeymooners, business travellers and MICE clients.

www.inter-connect.world

Free webinars to help travel agents through tough times

SPECIALIST TRAVEL marketing agency SEO Travel is offering free webinars to guide travel agents with marketing strategies through the COVID-19 outbreak.

The goals of the webinar sessions are to offer actionable advice on how to market a travel business within the current environment, alongside tips on how to utilise strategies including content creation and website optimisation during this time, to come out stronger when business can return to normal. Topics which will be covered by the webinars include content creation, PR and technical search engine optimisation (SEO) to help ensure business websites continue to attract traffic during this period of restrictions.



Tom McLoughlin, director of SEO Travel, said the company is offering the webinars for free in a bid to help as many small businesses as possible at a time when cashflow is tight.

To find out more, go to <https://seotravel.co.uk/free-marketing-webinars/>



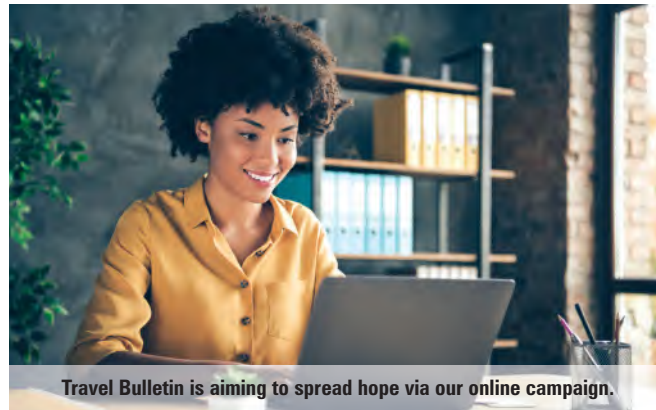
Zoom into the room with Tourism Australia

A POPULAR online offering from tourism boards during the coronavirus lockdown has been downloadable backgrounds for Zoom meetings. With more people using Zoom to have video conferences while working from home, this has been seen as an opportunity for tourism boards to promote their destination and make Zoom meetings more fun. One such example is Tourism Australia, which is offering agents downloadable backgrounds of scenic Aussie locations via www.Australia.com/Zoom, with destinations such as Uluru, Melbourne's Flinders Street station, the Great Barrier Reef and the Byron Bay lighthouse (pictured).

Travel Bulletin launches #GoodTravelVibes campaign

IN A bid to spread positive messages and offer encouragement and support to travel agents during this difficult period, *Travel Bulletin* has launched an online and social media campaign under the #GoodTravelVibes hashtag.

Our amazingly vibrant industry is lacking in good news stories, making it very difficult at times to feel optimistic. However, we can, and will, come through the other side though by pulling together and sharing good news. We are asking travel agents to post your positive stories and optimistic thoughts on social media and join our #GoodTravelVibes campaign. Whether it's a genuine act of kindness you



Travel Bulletin is aiming to spread hope via our online campaign.

have witnessed, an unexpected booking you have made, positive plans you have for the future, relaxation therapies you recommend, top nutritional or exercise tips or a personal milestone you are proud of, we want you to share this with the industry through our social media channels.

Spreading positivity and optimism is what will help us get through, so please get involved online.

To find out more about the campaign, and see the great social media posts which have already been shared, go to www.travelbulletin.co.uk/goodtravelvibes

Emirates revises rebooking and refund policies

EMIRATES HAS updated its COVID-19 travel waiver policies into one approach for rebooking and refunds on tickets issued across its global markets.

Adnan Kazim, the airline's chief commercial officer said: "The travel and airline industry have complicated rulebooks for how fares, re-bookings or refunds are applied, which also differ depending on market regulation. We understand that explaining and unravelling all of that is confusing and frustrating for customers. The COVID-19 pandemic is unprecedented for everyone, and we'd like to thank our customers and trade partners for their patience, understanding and support as we worked through this period to ensure our policies are not only customer-friendly but also in line with regulatory requirements."

Emirates is offering three options to its customers affected by flight cancellations and travel restrictions. Customers can keep their ticket if it is booked before May 31 for travel up to August 31. These will be automatically extended for 760 days so rebookings can be made. Travel vouchers can be requested. These are valid for one year from the date the voucher was issued, and can be extended for a second year. The voucher can be used for any Emirates product or service and no change fees will apply. The third option is a refund. Passengers who have chosen to keep their ticket or opted for a travel voucher can still apply for a refund, if they are unable to travel. There will be no refund penalties imposed if this option is taken.

Advantage and ABTA conferences postponed to 2021

THE ADVANTAGE Travel Group and ABTA have postponed their 2020 conferences until 2021.

The Advantage Travel Group was to hold its conference at Madeira's new Savoy Hotel from May 15-18. This has now been held over until May 21-24, 2021.

Julia Lo Bue-Said, CEO at Advantage Travel Partnership, said: "It is disappointing that we have had to postpone this year's conference as we know how highly it is valued by our members and partners, however the safety of our delegates is our main priority and postponing is now the right decision."

ABTA was going to hold its annual Convention in Marrakech in October. This is postponed until 2021 and for 2020, a UK-based industry seminar will be held in autumn, combining elements of the Convention and the Travel Matters conference.

ABTA chief executive, Mark Tanzer said: "I am delighted that the Moroccan National Tourism Office has confirmed its support for hosting the event in October 2021, and I have no doubt that the Convention then will be a great success for our hosts, our delegates and our headline partners."



World Food Travel Day to be celebrated in cyberspace

THE WORLD Food Travel Association (WFTA) invites the world's travel and hospitality industries, to join in and celebrate World Food Travel Day together on April 18. World Food Travel Day celebrates the reason to travel to experience our world's culinary cultures. The day is designed to bring awareness to consumers and the travel trade, and supports the association's mission – to preserve and promote culinary cultures through tourism. This year, WFTA is asking people to share their favourite local food and beverage experiences. For more information, visit www.worldfoodtravel.org/world-food-travel-day-april-18/



AGENT INSIGHT

ANDY LA GETTE

GOLD TRAVEL COUNSELLOR

Andy offers his advice for agents struggling during this tough time.

WE'VE HAD ash clouds, terror attacks, fires and tsunamis, but nothing prepared us for COVID-19, the mother of all crises. Even though some bosses thought it was overhyped, we had to accept the truth: March 2020 was the month that tore up the rule books.

With no sign of the uncertainty abating, how can we focus weary minds and wrest back control? My cliché of choice is the one about controlling the controllables. With many of us working all hours to fix things, get people home and limit losses, don't forget the basics. Have a plan and stick to it. We can't do everything, so prioritise. Write a list each day. Decide what needs action now and follow through. This will be a marathon. Take breaks, exercise and rest. We all have moments of doubt and some are going through job security challenges. Others will struggle with isolation, home-schooling and illness.

I have prioritised effective communication. As I grapple with ever-changing amendment and cancellation policies, along with repatriation for customers still abroad, it is hard to know what to say to people. How can they get home? When will they get a refund? How do they use credit vouchers? We don't have all the answers yet. But we need to talk. Being available to customers is a key to strengthening loyalty. I am going to lose revenue from cancellations, but my goal is to communicate clearly to retain business. They need to know I'm at their side.

We are playing the long game. Life is tough for travel agents. But now is not the time for self-pity. If you need perspective, turn on the news and witness the heroes of the NHS and other key workers. We need to keep things in context, but we have work to do. What we do in the next few weeks will make a huge difference. Keep in touch with your customers. Call them before they call you. This shows we care. If we get shouted at, don't take it personally. Act with dignity and integrity. How we behave during adversity defines our long-term brand. We mustn't seek to profit from cancellations – do right by them now and they will be with you for life.



AIDING ENGLAND... Tourism minister, Nigel Huddleston has announced an emergency fund, worth £1.3 million, to support tourism organisations across England during the coronavirus outbreak. The fund aims to provide urgent financial support to tourism organisations that are at "severe risk of closure" during the pandemic, according to a statement from the Department for Digital, Culture, Media and Sport

Weak pound means mixed news for holiday hotspots

FOLLOWING THE pound falling sharply against the US dollar and the euro as a result of Prime Minister Boris Johnson's admission to intensive care; John Vandesquille, travel and tourism analyst at GlobalData, a data and analytics company, has offered his view on the long-term impact of this news on the tourism sector: "With Brexit negotiations becoming a pressing issue again and a looming post COVID-19 recession, the uncertainty related to the future of the head of government position adds to the already bleak economic future of the UK, and many are now expecting the pound to reach a lasting parity with the euro in the next few months.

"The evolution of the exchange rate could actually end up having at least one positive impact for the UK. Indeed, generally considered as an expensive destination, the country could increase its existing popularity in Europe, which constitutes the core of its tourist arrivals – 25.4 million visitors in 2019.

"Furthermore, the weak currency, coupled with the predicted slow resumption of air travel and the 'cabin fever' effect caused by the isolation period, is likely to boost domestic travel within the British Isles which, in turn, would help the British hospitality industry kick-start its recovery.

"On the other hand, a weak pound is certainly bad news for some popular European destinations, such as Spain. Indeed, as one of the most affected countries by COVID-19, Spain will see tourism figures, one of its main industries, drop significantly in 2020, starting with British tourists, who will probably opt for more affordable destinations such as the Maghreb or Turkey."



SWEET SONOMA... The famous vineyards of Sonoma, California, are a great attraction. See below for more on the Wine Road podcast, which might inspire agents to sell trips to the wine-derful county for later in the year.

TRAVEL PODCASTS

FOR AGENTS who have some downtime at the moment, podcasts can be a great way to learn more about destinations. Here is a selection of podcasts to help agents stay entertained while still being productive.

Portland, Unpacked: TV host, producer and actor, Faustina Agolley will transport you to the streets of Portland as she unpacks all the things that make the city unique, including its micro farms, distilleries, music scene and everything in between. There are six in the series to enjoy and the first explores the winding road Portland faced to becoming the alternative city it is today. www.travelportland.com/portland-unpacked

The Carry On features Japan: The Carry On is an award-winning travel podcast that unpacks battered suitcases to bring listeners travel tidbits and inside tips on the hottest destinations. With the first episode featuring Japan enjoy listening about what quirky surprises the Land of the Rising Sun has to offer. www.japan.travel/en/uk/

Wine Road: The Wine, When and Where of Northern Sonoma County: Future travellers to Sonoma can learn everything there is to know about wine in the region through tips, news, events and more with topics such as Wine Road: The Wine, When and Where of Northern Sonoma County. www.sonomacounty.com

Uncharted: Seattle: Discover the passionate creatives of the Emerald City. Uncharted: Seattle is a five-part podcast series which delves into the lives of five creative individuals in Seattle who are changing the landscape of their field. The podcast celebrates passionate creators like Edouardo Jordan and Melissa Arnot who aren't setting out to create trends but are changing the landscape nevertheless, making Seattle a city to watch along the way. visitseattle.co.uk

AGENT TRAINING

THE ALGARVE Tourism Bureau has reactivated its online training courses for its trade partners keen to sell this popular Portuguese region. Agents can access the courses for free by registering and reviewing the information online. After learning about each topic there are a set of questions to test the agent's knowledge. Courses are available at www.onlinetraveltraining.com/free-courses/providers/algarve/home

JNTO'S NEW Japan Training Platform uses varied modules to guide agents through all aspects of Japan, highlighting key information from each location. Each course allows you to explore a variety of Japanese food, traditions, scenery, Japanese lifestyle and viewing Japan's incredible futuristic cities. Agents who complete the training in April will be in with a chance to win a prize. Go to www.japantravel-ott.com

BROADEN YOUR Barbados knowledge, by becoming a specialist and certified Barbados Elite Club member. Receive a welcome gift for the first module completed and top performing agents will also be eligible for additional benefits including fam trips! Barbados Elite Club members are eligible for: the ability to earn points towards high street voucher rewards; training modules; and fam trip opportunities. Go to www.travelbulletin.co.uk/travelgym

TAKE THE opportunity to learn about Israel, thanks to the Israel Tourism Board's online Travel Training resource. Take modules in six categories, including 'Two Cities, One Break', 'Tickle Your Taste Buds', 'The Friendly Desert', 'The Holy Land', 'Israel's Unique Selling Points' and 'Accommodation' and become an expert on everything that Israel has to offer. To take part in the course, visit: www.onlinetraveltraining.com/free-courses/providers/israel/home

travelbulletin COMPETITIONS

New Travel Trivia Quiz

Test your travel knowledge every week for the next 8 weeks with Travel Bulletin's new quiz!

Submit your weekly entries and all correct submissions will be entered into a free prize draw to win a £100 shopping voucher.

The winner will be selected from all quiz entries and notified on June 5th 2020.

For all competitions visit www.travelbulletin.co.uk/component/rsform/form/1586-Travel-Trivia-Quiz

Industry insight by...



Tracey Poggio, chairman of Antor,
shares a selection of online courses that tourism offices from around
the world have devised to help agents learn under lockdown.

ANTOR, THE Association of National Tourist Office Representatives, has rounded up ways to learn about some of the top travel destinations from the comfort of home. If you need information about any of our members go to the www.antor.com website where you can access all member information and the antor academy.

Austria: Learn about the most popular Austrian cities and find exciting virtual experiences on the Austrian National Tourist Office's online training course. Discover what top Austrian cities have in store for visitors from foodie heaven hot spot Graz, through sporty Innsbruck and the musical centre of Salzburg.

Andorra: Andorra Tourism's revised course includes updates on cultural and sporting events as well as a revamp to the existing modules on recommended adventure travel activities including hiking and cycling to family holidays. Each module is designed for agents to understand why Andorra, the country of the Pyrenees, is the perfect destination for adventure-driven clients.

Bahamas: The Bahamas Tourist Office's new online academy equips agents with the tools that will help build the perfect holiday. The e-learning course provides focused information on the islands, hotels, activities and the different customer types looking for their personalised Bahamas holiday.

Finland: Get to know Finland by completing four e-learning modules, including how to get there, where to stay, sights to visit, and what unique activities to try out in four beautiful regions of Finland.

Israel: The Israeli Tourist Office is hosting a series of webinars in the next few months. Training slides are available for those who wish to learn more about this destination. Visit [Go Israel](http://GoIsrael.com) for more information.

Malta: The Malta Training Programme from the Malta Tourism Authority boasts six

courses, which provide you with the inside knowledge and the top tips to share with your customers; whether they may be city breakers, scuba divers families, or under-30s.

Miami: The Greater Miami Convention and Visitor's Bureau is organising monthly 'Miami Neighbourhood' webinars to highlight the buzzing areas of vibrant Miami. Participants will be able to virtually explore the neighbourhoods of Coral Gables & Coconut Grove and Downtown/Brickell, South Beach, Bal Harbor and

traditional souks, luxury hotels, desert adventures, local art and culture. Study at your own pace with five short modules.

Samoa: Agents can become Samoa experts through completing the Beautiful Samoa course provided by the Samoa Tourism Authority. It takes about 30 minutes to complete and the module will train travel trade partners on all aspects of Samoa; from local transportation and accommodation, to most recommended activities, and local culture and customs. Upon completion of the course, agents will be rewarded with a downloadable certificate.

Sweden: Visit Sweden offers an online catalogue for travel trade professionals with access to information on everything from Sweden's top destinations, hotels, recommended cultural activities and more. Visit Sweden UK is also hosting informal virtual fika sessions every Friday at 10.30am until further notice. A fika is a Swedish social event where you get the opportunity to share a moment with friends.

.....
**“We have rounded up ways
to learn about destinations
from the comfort of home”**

Sunny Isles, Little Havana, Design District and Wynwood and Key Biscayne & Everglades.

Qatar: Qatar brings together old-world hospitality with cosmopolitan sophistication. The TAWASH Online Training Program is designed to help you discover everything Qatar has to offer, including

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, 23rd April. Solution and new puzzle will appear in our next issue.

The winner for March 20th is **Julie Day, Liberty Travel in Oswestry.**

March 20th Solution: A=1 B=9 C=3 D=8

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



WHERE AM I?

This desert town attracts celebrity residents. For example, the late Sonny Bono was the mayor. It is known for its high-end hotels and resorts and distinctive mid-century modern architecture. From November to March, the population triples because of winter sun-seekers.

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			
		13						14	
15									

Across

- Cruise ship, sounds like a tartan (5,5)
- London Luton airport code (3)
- Innsbruck is the capital of this region (5)
- Wife and co-presenter of This Morning with Eamonn (4)
- Favoured food of the giant panda (6)
- The Schonbrunn Palace is a popular tourist attraction in this city (6)
- When this piece can't escape, it's known as checkmate (4)
- Iconic Gateshead landmark, ___ of the North (5)
- Charitable organisation providing budget accommodation, initially (3)
- Historic German city on the river Neckar (10)

Down

- ITV costume drama set in an upmarket London location(9)
- Popular Bali resort (4)
- Cruise company with an X logo (9)
- Famous cathedral rising from the ashes (5-4)
- Capital of North Korea (9)
- Underwear, decorated for a charity night walk (3)
- Flag carrier of Israel (2,2)

Mystery Word: CUBA Where am I? - Palm Springs, USA

Across: 1. BLACK WATCH, 4. LTN, 6. TYROL, 8. RUTH, 9. BAMBOO, 10. VIENNA, 11. KING, 13. ANGEL, 14. YHA, 15. HEIDELBERG.
Down: 1. BELGRAVIA, 2. KUTA, 3. CELEBRITY, 5. NOTRE-DAME, 7. PYONGYANG, 9. BRA, 12. EL AL.

USA

ORLANDO ONLINE

Visit Orlando has compiled a list of virtual thrills so that agents can experience the star attractions from home and share the adrenalin rush with their clients.

VISIT ORLANDO has compiled a list of more than 20 virtual thrills from the theme park capital of the world, including 360-degree online experiences, Facebook Live broadcasts, live streamings of special films, and YouTube videos. From the comfort of their home, "virtual visitors" can now soar down a 200-ft. roller coaster drop, watch fireworks over the famous Cinderella Castle, zipline over alligators and even learn from experts how to draw Mickey Mouse, all aggregated on Visit Orlando's blog, www.VisitOrlando.com/blog.

Try riding the tallest roller coaster, ziplining over alligators, or standing on Main Street in front of Cinderella Castle. The Orlando Virtual Tour takes viewers into 85 experiences throughout Orlando, from



The Harry Potter attraction at Universal Orlando.

theme parks and hotels to fine dining and shopping hot spots for those who are seeking some retail therapy.

Theme park highlights include: Walt Disney World with a sneak peek at new rides such as Mickey & Minnie's Runaway Railway and Star Wars: Rise of the Resistance; Universal Orlando Resort's online trips to different worlds such as The Wizarding World of Harry Potter; and the family fun of LEGOLAND Florida

Resort, including the twists and turns of The Dragon, an indoor/outdoor steel rollercoaster.

Other thrills in the virtual world include: a virtual indoor skydiving experience at iFLY Orlando inside vertical wind tunnels which allow visitors to float on air; and the chance to get in the driver's seat for a virtual race through Andretti Indoor Karting & Games' indoor track.

The Sedona, Arizona chill-out zone

FOR A complete change of pace from the wild thrills and spills of a theme park holiday, Sedona, in the state of Arizona, is one of America's most renowned wellness destinations, and one of the only two places in the USA that is home to what is popularly known as a "spiritual vortex", an area of concentrated energy rising from the earth.

At L'Auberge de Sedona, a picturesque resort of 62 cottages and 21 guest rooms located in a forest of Sycamore trees, guests can enjoy a cross-cultural experience with the Japanese ritual of shinrin-yoku, which translates to 'forest bathing'.

The practice is focused on soaking up the essence of the forest (as opposed to literally bathing in the forest), with the guests undertaking an immersion in natural therapies aimed at decreasing stress levels and enhancing creativity.

A 60-minute guided forest bathing is priced at \$170, and it can be experienced at this price for one or two people.

For more information, go to www.lauberge.com

Experience all-American armchair adventures

EXPLORE THE USA from the comfort of your home with GoUSA TV, Brand USA's streaming video network that features a constant source of entertaining travel stories from across the USA, told from the diverse perspectives of real people.

This is a great way to experience the length and breadth of the USA, with the programmes allowing armchair travellers to journey from Seattle to Nashville and everywhere in between. With nearly 30 different series to choose from there's an adventure for everyone, providing agents with entertaining ways to learn about the real America, as well as being able to direct the clients to these programmes for inspiration.



Nashville can be experienced from home before making a booking.

As well as the programmes which bring the people and places of America to agents and clients, America's Musical Journey is available to stream now, for music-based travel inspirations.

Narrated by Morgan Freeman, America's Musical Journey is Brand USA's

second feature film which takes you on a cross-country adventure exploring the musical heritage of the United States and the cultural cities where American music was born.

Available on Roku, Apple TV, AmazonFire and via Apple iOS and GooglePlay.

Photo fame for snap-happy agents

AGENTS WHO are keen photographers can be in the running to win a Polaroid camera in the USA Discovery Program agent forum thread.

If you have a favourite photo from a trip to the US, share it on the thread with a caption by April 30. One agent will be drawn at random to win the retro-tastic camera.

It is hoped that by sharing your photos from your trips to the USA, you will be able to inspire other agents on the forum. One picture submission is allowed per agent.

To join the forum, go to [www.https://usadiscoveryprogram.co.uk/knowledge-forum/questions/bring-usa-you-photo-competition](https://usadiscoveryprogram.co.uk/knowledge-forum/questions/bring-usa-you-photo-competition)

ALAMO
WILL
BE HERE
FOR YOU.

We know it's time to stay home right now, and our customers' safety and wellbeing is our top priority.

We'll be here when travel resumes, so you can Drive Happy® with Alamo.



FOR FUTURE BOOKINGS
visit alamo.co.uk/trade or scan the QR code



FAMILY HOLIDAYS



SUNNY SAFARI

Families are welcome on off-road safaris hosted by a luxurious Greek property which features kid-friendly apartments and offers travel agents commission.

ELIVI SKIATHOS plans to launch an off-road safari this summer. Guests can explore the pine-covered island of Skiathos in a 4x4 and visit hidden gems that would be otherwise inaccessible. Encompassing 60km of the island, the safari showcases the spectacular scenery and nature Skiathos is famous for, including lush greenery, secluded beaches and many rare bird species such as the black swan found in the surrounding waters.

The tour starts with a visit to the Evangelistria Monastery, the historical birthplace of the Greek flag. Here, guests can visit a functioning distillery that produces wine and Tsipouro, an un-aged brandy from Greece, and visit a museum exhibiting historical items that reveal insights into the island's past and the Greek revolution. The second stop



The apartments are suitable for family groups.

is Kastro, a 14th century fort that was the former city of Skiathos, built as protection against Turkish pirates.

Guests will then journey through the wilderness on their way to Kechria beach, known for its fine sand and crystal-clear waters. After a dip, the journey continues to the Monastery of Kounistra, Elias Bay and Mandraki beach, which is only accessible by dirt roads. The tour ends with a drive through the

Mandraki pine forest on return to the hotel.

Elivi Skiathos overlooks the Aegean Sea and it opened in June 2018, run by a father-daughter team.

The off-road safari costs 69 euros per person with six guests per tour. Private tours for two people cost 400 euros. Rates for the 2020 season are from 197 euros per night based on two people sharing.

www.elivihotels.com

California dreaming for active families

AWAY FROM the obvious family holiday attractions of Los Angeles, such as Disneyland, California offers great destinations for families seeking a break where they can get close to nature.

California's High Sierra is a spectacular destination which works well for a combo trip to the scenic gems of South Lake Tahoe and Yosemite National Park. It is an excellent journey to take as a family outdoor road trip.

Lake Tahoe is the largest alpine lake in North America, known for its incredible blue water, and surrounded by the Sierra Nevada Mountains, a mountain biker's dream. Visitors can stay at the beaches with waterfront hotels, sunset barbecues and boat trips.

A two-hour drive south to Tuolumne County will take you back in time as you travel back in history on a steam train or stage coach and wander through Gold Rush-era towns, sip wine and organic hard cider, gaze up at a trillion stars or find yourself in awe in Yosemite National Park.

www.tahoessouth.com
www.visittuolumne.com

Oliver's Travels expands into South Africa for family fun



The South African villas are roomy enough for large family groups.

VILLA HOLIDAY specialist, Oliver's Travels has launched a new collection in South Africa with properties to suit families, friends and couples. Travellers can choose from a range of properties including a clifftop eco-lodge in the heart of the Nambiti Reserve, sea-facing villas on Clifton Beach in Cape Town and properties with dramatic views of Table Mountain.

Guests will be taken care of through the company's concierge staff who can arrange a variety of services including in-villa private chefs, food delivery, fridge stocking, childcare, spa treatments, maid service, excursions and activities.

Esiweni Lodge is situated in the Nambiti Reserve, between Johannesburg and Durban. This luxurious African eco-lodge can be rented exclusively to private groups sleeping 10-15 guests across five suites.

Cape Lesedi offers a breathtaking view overlooking the beach of Camps Bay and Table Mountain. With four large bedrooms, the villa accommodates up to eight people. It features a heated outdoor pool with sun loungers and an alfresco dining area with barbecue.

Cape Heaven at Clifton Beach, Cape Town, offers panoramic sea views

throughout and an African, beach-chic style. The four bedrooms all have sea views and the villa sleeps up to seven people.

Also at Clifton Beach, Cape Pragtige sleeps up to five across three bedrooms, the villa offers beach views and contemporary interiors.

Oliver's Travels offers 10% commission to travel agents. The average booking value is £4,500.

To register, email agents@oliverstravels.com

To view the full South African collection: www.oliverstravels.com/south-africa/

Family focus at Forte Village, Sardinia

FORTE VILLAGE Resort on the island of Sardinia offers adults and children plenty to do in 47 hectares of beautiful gardens along a white sandy beach. The resort has a choice of five 5-star hotels, three 4-star hotels and 11 luxury villas, with everything you need on site.

The resort offers sport facilities, including academies, such as football, rugby, netball, cycling, boxing, and dancing.

Kids can learn about magic and chess with world-renowned legends in these fields.

Younger children can spend the day at the Children's Wonderland – a miniature town with a shallow oasis, while adults can relax in the Acquaforte Spa.

Food enthusiasts can enjoy some of the 21 restaurants, and there is a special restaurant just for children. For the adults, the wine bar offers aperitifs as well as local and international wines.



Forte Village offers stays for a family of four from 663 euros per night on a half-board basis. Children under two stay free.

www.fortevillageresort.com



Dynamic Earth offering online family activities

FOR THE many travel agents who are juggling homeschooling with maintaining their businesses, it can be difficult to find ways to keep the kids busy. Dynamic Earth, the Edinburgh-based science and nature attraction may be closed to visitors at the moment, but it is offering fun web content that will be posted online every day until the venue reopens, thanks to its team of scientific experts. With a different focus for each day of the week, there is something to entertain all the family, from experiments that can be carried out at home, to detail on the science behind climate change, as well as opportunities to ask questions of the team. To get your family involved – and get inspired for selling Scottish trips – go to www.dynaminearth.co.uk/dynaminearthonline

Calendar
2020

JANUARY

AFRICA SHOWCASE

Monday 20th - Southampton

SPAIN & THE CANARY ISLANDS SHOWCASE

Tuesday 28th - Dorking

FEBRUARY

LUXURY SHOWCASE

Monday 3rd - Hastings

Tuesday 4th - Dorchester

WEDDINGS & HONEYMOONS SHOWCASE

Monday 17th - Liverpool

Tuesday 18th - Glasgow

LGBT TRAVEL SHOWCASE

Monday 24th - Brighton

MARCH

ESCORTED TOURS SHOWCASE

Monday 9th - Dorking

AIRLINE SHOWCASE

Tuesday 10th - Kingston upon Thames

JUNE

FAR EAST SHOWCASE

Monday 29th - Cambridge

CITY BREAKS SHOWCASE

Tuesday 30th - Sheffield

JULY

CITY BREAKS SHOWCASE

Wednesday 1st - Newcastle

CARIBBEAN SHOWCASE

Monday 6th - Bristol

CRUISE SHOWCASE

Monday 13th - Dorking

AUSTRALASIA & PACIFIC ISLANDS SHOWCASE

Tuesday 14th - Reading

FAMILY HOLIDAYS SHOWCASE

Wednesday 15th - Milton Keynes

AUGUST

TRAIN & GAIN

Monday 3rd August - Southampton

Tuesday 4th August - Oxford

LUXURY SHOWCASE

Tuesday 11th - Manchester

Wednesday 12th - Harrogate

SEPTEMBER

MEDITERRANEAN SHOWCASE

Tuesday 1st - Liverpool

Wednesday 2nd - Glasgow

CRUISE SHOWCASE

Monday 7th - Southampton

NORTH AMERICA SHOWCASE

Tuesday 8th - Exeter

ESCORTED TOURS SHOWCASE

Tuesday 15th - Cambridge

CRUISE SHOWCASE

Wednesday 16th - Oxford

ADVENTURE & ACTIVITY HOLIDAYS SHOWCASE

Tuesday 22nd - York

Wednesday 23rd - Chester

LUXURY SHOWCASE

Monday 28th - Lincoln

Tuesday 29th - Ipswich

OCTOBER

AIRLINE SHOWCASE

Monday 12th - Glasgow

FAMILY HOLIDAYS SHOWCASE

Monday 19th - Leeds

FAMILY HOLIDAYS SHOWCASE

Tuesday 20th - Liverpool

TRAIN & GAIN

Wednesday 21st October - Bristol

NOVEMBER

LUXURY SHOWCASE

Monday 9th - Birmingham

Tuesday 10th - Swansea

INDIAN OCEAN SHOWCASE

Monday 16th - Exeter

Tuesday 17th - Swindon

travelbulletin
Giving open to the edge

To register your attendance at one of these events email events@travelbulletin.co.uk

RIVER CRUISES



VIRTUALLY VIVA

In anticipation of sailing Europe's rivers once travel restrictions are lifted, VIVA Cruises is showcasing its newest ship to agents via a virtual tour.

VIVA CRUISES is 'bringing' its newest ship, VIVA TIARA, to the comfort of our own homes. The European river cruise specialist has just launched a comprehensive virtual 360° tour to showcase the look and feel of its new modern design and to inspire guests for the next river cruise adventure.

The virtual tour of VIVA TIARA can be experienced online via this link:

<http://scylla360.ch/viva-tiara-client/viva-tiara-client.html>

VIVA TIARA was refurbished in winter and the ship now features 76 light-flooded outside cabins, most of them with French balconies, which can accommodate 153 passengers. All cabins were completely redesigned and public spaces such as the restaurant, bar and wellness area were given a makeover. Andrea Kruse, COO of



A room on board the VIVA TIARA.

VIVA Cruises, commented: "We are very sorry that consumers are not able to physically enjoy a river cruise on VIVA TIARA at present. However, we thought prospective guests might like the opportunity to immerse themselves in our newest ship through this exciting virtual 360° tour. We do hope that we are able to inspire people and to start welcoming guests very soon." As well as the virtual 360°

tour, VIVA Cruises is releasing photo albums of its 10-strong fleet on a weekly basis. The images are being uploaded on VIVA Cruises' Facebook and Instagram pages every Friday.

The river tour operator started its European river cruises in the 2018/2019 winter season.

For more information about VIVA Cruises, visit: www.viva-cruises.com/en

AmaWaterways looks ahead to 2021

WHILE RIVER cruises are currently suspended across Europe, AmaWaterways is offering a deal for travellers who are keen to book early for a holiday next year.

AmaWaterways is offering a saving of up to £700 per stateroom valid on all 2021 Europe and Asia cruises on selected departures. This offer must be booked by June 30, 2020.

Among the voyages on offer, the company is taking bookings for 2021 on board AmaKristina as she explores the historic Rhône River sailing north into the wine region of Burgundy before heading south into Provence.

The Essence of Burgundy & Provence itinerary includes samplings of Tournus' famous Mâconnais wines, a tasting tour of Lyon's local delights and a specialised excursion to a French cooking school.

Taking travellers into the heart of some of France's most famous food destinations, this itinerary will tantalise the palettes of discerning gourmet travellers.

For more information, go to www.amawaterways.com

Biggest ever river cruise collection



Save
£200 pp
with our early
booking
offer*

To celebrate our biggest ever river cruise launch, we're offering **£200 per person** off any cabin when you book a 2021 European river cruise of 8 days or more.

Offer ends 30 April 2020

New for 2021

Brand new itinerary

Amsterdam, Cologne
and the best of Holland
& Flanders

8 days from **£1,499**



Biggest ever...

- Selection of 20 itineraries, including our first ever festive cruises over Christmas and New Year
- Collection of cruises exclusively for Solo travellers
- Choice of departure dates

RIVIERA PLUS



New for 2021, we are delighted

to introduce

Riviera Plus. Customers in all deluxe and superior suites and all upper-deck cabins will benefit from a wealth of unique, new benefits.

5-day river cruises
from only **£849**

8-day river cruises
from only **£1,249**

15-day river cruises
from only **£2,499**

Solo river cruises
from only **£1,699**

Festive river cruises
from only **£699**

Contact us for further details or for agency sales support

Call our agency sales team: 01283 744307

Email: agencysales@rivieratravel.co.uk

Call our reservations team to book: 01283 744370

Book online: www.rivieratravel.co.uk/agents



Prices correct at time of print. Holidays are operated by and subject to booking conditions of Riviera Travel, ABTA V4744 ATOL 3430 protected. Subject to availability. Additional entrance costs may apply. Images used in conjunction with Riviera Travel. For further information please write to Riviera Travel, New Manor, 328 Wetmore Road, Burton upon Trent, Staffs, DE14 1SP. *See website for full terms and conditions.

OCEAN CRUISES



A SOUTH AMERICAN SAGA

Saga is offering an exciting 83-night itinerary for intrepid cruisers keen to book a South American experience for 2021.

SAGA SHIP, Spirit of Discovery's Grand South America Voyage will be setting sail on January 6, 2021, and the 83-night itinerary features four immersive overnight calls

Sailing from Southampton, the cruise offers guests the chance to explore the contrasting destinations of Manaus and Rio de Janeiro in Brazil; Stanley in the Falkland Islands and Callao, in Peru during two-day moorings.

In Manaus, there's an opportunity to stay in an Amazon eco lodge to spot wildlife. The tour includes a rainforest walk, a fishing trip and a visit to a local home with expert guides.

The voyage features Rio de Janeiro, with the statue of Christ the Redeemer, the largest Art Deco sculpture in the world, which sits atop



A penguin, as seen on the Falkland Islands.

Mount Corcovado. Guests also have time to soak up the sun on Copacabana Beach.

From Callao, Peru, there's an optional tour to the Galapagos Islands which inspired Charles Darwin's Theory of Evolution.

An overnight call to Stanley, the capital of the Falkland Islands, gives guests a rare chance to discover more remote parts of this unique archipelago as

well as admiring Stanley's Victorian buildings.

A range of expert speakers and musicians, plus a leading chef with an insight into regional cuisines add to life on board the all-inclusive 999-guest ship, which has a balcony for every cabin, a theatre, spa, gym and world-class speciality restaurants.

For details visit saga.co.uk/ocean-cruises

Festival of four Fred.s to be held next year

FRED. OLSEN Cruise Lines has confirmed that its third historic fleet get together will be 'Four Fred.s in Lisbon' in October 2021. It comes after the 'Four Fred.s in Funchal' event, which was due to take place in April in Madeira, was cancelled due to the current coronavirus pandemic.

Three of Fred. Olsen's four ocean ships – Boudicca, Black Watch and Braemar – were already slated to call into Lisbon, on October 22, and a fourth itinerary on Balmoral has been created to complete the line-up.

Guests who book onto any of the 'Four Fred.s in Lisbon' sailings by May 5, 2020 inclusive will enjoy up to £200 per person to spend on board and tips covered, as well as a choice of cabin, restaurant and dining time.

Clare Ward, director of product and customer service at Fred. Olsen Cruise Lines, said: "The safety of our guests and crew is always our number one priority, and last month we took the decision to take our ships out of action until the end of May – which included our scheduled 'Four Fred.s in Funchal' festivities."

Celestyal and Crystal update schedules in wake of COVID-19 pandemic

CELESTYAL CRUISES and Crystal Expedition Cruises have amended their voyage schedules for 2020.

Celestyal Cruises, which operates in the Greek Islands and the Mediterranean, will extend the suspension of its sailings until June 29, 2020. At this stage, the operator's cruises will resume on this date with the four-night Iconic Aegean itinerary, a round trip from Athens.

For guests affected, Celestyal is offering a Future Cruise Credit valued at 120% of original booking value. The credit vouchers will be sent directly to agents.

Crystal has postponed the launch of its luxury expedition ship, Crystal Endeavor, following the temporary



closure of the MV WERFTEN shipyards. The operator will delay the introduction of the ship – previously planned for this coming August – and cancel all scheduled itineraries through to October

31, 2020. The ship's maiden voyage will now be the Tasmania & Fjords of New Zealand 14-night cruise, which has been rescheduled to embark on November 14, 2020.

What is the first place you want to visit after the lockdown is over?



Jeanette Ratcliffe
Publisher
jeanette.ratcliffe@travelbulletin.co.uk
My mum's house.



Matt Gill
Senior Account Manager
matt.gill@travelbulletin.co.uk
The gym!



Georgia Lewis
Managing Editor - News
news@travelbulletin.co.uk
New York - I was meant to go there for my birthday but that obviously didn't happen.



Bill Coad
Account Manager
bill.coad@travelbulletin.co.uk
It has to be the PUB!



Mariam Ahmad
Assistant Editor - News
news@travelbulletin.co.uk
My friends' houses.



Sarah Terry
Account Manager
sarah.terry@travelbulletin.co.uk
My wonderful mum, my family, then visit a beach in the beautiful, rustic, South Downs in East Sussex. Keep positive everyone and #stayathome, this will pass. Lets nail this virus.



Simon Eddolls
Sales Director
simon.eddolls@travelbulletin.co.uk
The PUB!



Hannah Carter
Events Coordinator
hannah.carter@travelbulletin.co.uk
Anywhere that isn't my flat!



Tim Podger
Account Manager - Far East
tim.podger@travelbulletin.co.uk
Local restaurant with my family to have a steak with a bottle of red wine.



Ashweene Beerjeraz
Events Assistant
ashweene.beerjeraz@travelbulletin.co.uk
Tooting Market - appreciate the local surroundings!

EVENTS

events@travelbulletin.co.uk

PRODUCTION

production@travelbulletin.co.uk

CIRCULATION

circulation@travelbulletin.co.uk

2021

cruises are on sale now!

Saga's full season of 2021 all-inclusive boutique cruises aboard Spirit of Discovery and Spirit of Adventure is on sale now. With itineraries showcasing the Mediterranean, Norway, the Baltic and the Canary Islands, your customers can explore classic and lesser-known destinations in boutique-cruise style.

All-inclusive boutique cruises from £963pp including

Return chauffeur service up to 250 miles | Speciality dining
All-inclusive drinks | Wi-Fi | Gratuities | Optional travel insurance
Book with confidence thanks to our Cruise Price Promise

Book online at sagaagents.co.uk or call 0800 074 8021



boutique cruising

SAGA



ABTA
WB164 J WB179

Cruises on sale to Britannia Club members only March 23; on general sale from March 24, 2020. Saga's holidays and cruises are exclusively for the over 50s, but a travel companion can be 40+. NTA-SC4064

STEP UP YOUR TRAINING

The TravelGym is the location for travel agents to access the latest e-learning programmes and course incentives!

Open 24/7 at travelbulletin.co.uk/travelgym



Suppliers - you too can benefit from all-time high response levels! To discuss how you can park your e-learning on the TravelGym, or to create your very own course through Travel Bulletin, contact your account manager today on **0207 834 6661**.

Featuring Courses

