

ANNIVERSARY SPECIAL



Travelbulletin

TRAIN & GAIN DAYS 2025

We are delighted to bring you the next instalment of our highly popular Train & Gain events programme on



Tuesday 9th September - DoubleTree by Hilton Bath City

Inspired with the needs of the busy home based agent in mind, this event will run between 10am and 3pm.

Involving in-depth presentations from six leading industry suppliers, this day-time training opportunity will offer additional time for Q&A sessions and informal networking.

SUPPLIER PARTNERS



TIMINGS

10.00am
Registration, coffee
& biscuits

10.30am - 12.45pm
Presentations from
4 leading suppliers

12.45pm
Lunch

1.30pm - 2.30pm
Presentations from
2 leading suppliers

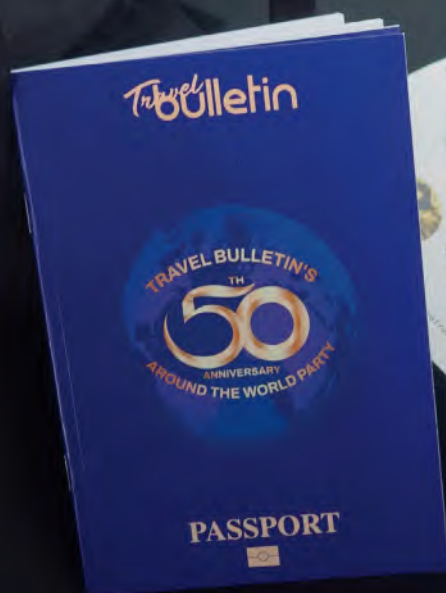
2.30pm - 3pm
Free prize draw.

#TBSHOWCASES

To confirm your place at this amazing event, email your name, company, and contact details by **Friday 5th September** to events@travelbulletin.co.uk or telephone:

0207 973 0136

This event is by invitation only and will be booked on a first come first served basis.



50 YEARS IN PRINT!

A reflection on 50 years in print and a preview of this special anniversary issue from Jeanette Ratcliffe, publisher.

ON BEHALF of the *Travel Bulletin* team, I would like to say how delighted we are to celebrate 50 years of publishing with this very special anniversary issue.

The key to our brand's success is putting the frontline travel agent at the very heart of everything we do. Back in 1975, our dedicated travel agency community magazine was launched aimed at delivering 'must-read' product information to agents all around the UK. Understanding the busy life of a travel advisor was also fundamental to our success, the 'Bulletin' format was adopted. This ensured our readers could glean the maximum amount of information from a publication in the limited time they had available to read it.

As the industry has evolved over the last half-century, subsequent product launches (including our website, training events & social media platforms) have all been designed to continue meeting the needs of the hard-working travel

consultant. We have grown together over time.

As you will see in this issue, some content has been provided by our amazing supplier partners. None of this would have been possible without their support, so I would personally like to thank them wholeheartedly for helping us and our travel advisor readers succeed.

My final thanks go to not only our loyal agent readers but also to every member of the *Travel Bulletin* team past and present. What fun we've all had on this incredible journey!

Travel Bulletin's priority going forward is to continue serving the industry to the best of our ability whilst developing new and innovative products along the way. Watch this space and here's to the next 50 years!

~ Jeanette Ratcliffe

Publisher of *Travel Bulletin* since 1991




*Travel*bulletin

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 7973 0136

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Travelbulletin
Giving agents the edge

50 YEARS in print...

A look back at the last 50 years in both the travel industry and the life of *Travel Bulletin*!



years until Brits spent more time travelling abroad than staying on UK shores. The real headline-grabber, of course, was the debut of *Travel Bulletin* in print. The feedback was great, with our second issue's front page headline boldly declaring: 'First issue welcomed.'

The eight-page format, with its very 1970s logo, and advertisements from the likes of Thomas Cook, Sunorama Holidays, and Golden Lion Travel, seems a far cry from where we find ourselves now, as we celebrate our 50th anniversary in print. So how did we get here?

Flash forward to the 1990s: whilst Bryan Adams still topped the charts with

“

The eight-page format, with its very 1970s logo... seems a far cry from where we find ourselves now, as we celebrate our 50th anniversary in print. So how did we get here?”

It all begins on July 18th, 1975, when *Travel Bulletin* made its first appearance in print

ON JULY 18th, 1975, the UK looked very different. The Bay City Rollers were at number one with 'Give A Little Love'. The Who's 'Tommy' topped the box office after taking £19,418 that week (the equivalent of £208,163 today). Harold Wilson was in the second year of his term in 10 Downing Street.

Data from The Family Holiday Charity paints a very different picture of the travel scene in particular. Around 40 million (over 71% of the population) chose to spend at least some of their annual leave (around two weeks or so per worker) on a British beach. It wouldn't be another year until Concorde's commercial debut, and four



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'Everything I Do (I Do It For You)', even though *Terminator 2: Judgment Day* had long usurped *Robin Hood: Prince of Thieves* at the box office after setting an opening weekend record. John Major called Number 10 home. The September 13th, 1991 issue marked this next step forward for the brand (its first full-colour issue after a recent acquisition by Alain Charles (Travel)) and saw Balkan Holidays and Butlin's amongst our advertisers. The magazine was now accompanied by multiple file copy brochures, late availability flyers and exclusive offer inserts.

In 1992, Travel Bulletin began distributing destination- and sector-centric one-pagers by fax to thousands of agents on a Sunday evening, as well as client faxes every night of the week: a high-tech development!

Before we knew it, in 1996, Travel Bulletin published its 1,000th issue, celebrating 21 years in print. That issue included adverts from Cadogan, Wigmore Holidays, and several providers promoting tickets to Disneyland Paris, which had rebranded from EuroDisney two years earlier. Some travel figureheads provided bold predictions about what the brand would look like at

our next landmark anniversary... but more on those in the next few pages.

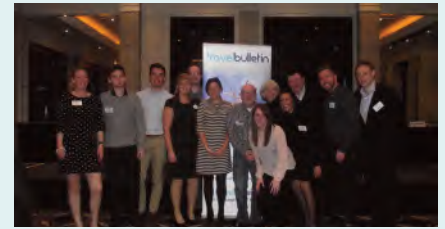
In that 1,000th issue, agents could win one of two copies of *The Complete Guide to London's West End Theatres* signed by Kim Wilde and Brian Conley.

To celebrate this year's anniversary, we dished out free cruises, hotel stays and more to those who joined us in celebrating at London's Hurlingham Club (a full rundown awaits on page 14 and onwards).

In 1999, we began recognising the true stars of the travel industry with the first of our annual Star Awards, an event that continues with even more sparkle and shine than it had in '99!

2003 saw another high-tech development as we launched our first-ever website! Agents could navigate to discover more about our events, look ahead to the year's upcoming features and subscribe to our fax and newly-launched email service.

A landmark year for the brand came in 2012, when our signature Showcases launched. Initially, we partnered specifically with destinations to bring some of their best suppliers across the UK. By 2014, we hosted nine themed showcases under the 'Travel Bulletin'



banner specifically. This year, over a decade on, we are hosting over 50, still showcasing the best suppliers and destinations who are looking to expand their business with the trade.

Plenty has been said about 2020, but, generally, the industry is in agreement that the last year or so has finally seen travel land back on its feet. By 2021, Travel Bulletin events were back with a vengeance, and we were back in print in 2022. In 2023, we revamped our website and magazine (looks good, right?) and



held our biggest calendar of Showcases yet—momentum that still hasn't slowed. We all made it out the other side, so congratulations! And so we arrive at 2025. The Bay City Rollers are still touring, albeit with just one member who recorded on 'Give A Little Love' back in 1975 remaining. The Who have supposedly hung up their guitars (for the third time). We're in the second year of a Labour Prime Minister's term. And Travel Bulletin? Still in print—and thriving, with more readers and more events than ever, thanks to you. Some things never change, eh? Our 50th Anniversary issue is a real trip down memory lane—hear our updated predictions for travel, thoughts from some friends of Travel Bulletin past and present, and recap our 50th Anniversary Around the World Party, as the issue unfolds.

Colin Rigger
ABTA President (1994-1997)

ABTA president at the time, Colin Trigger, predicted that, by Travel Bulletin's 50th anniversary, consumers "will research via CD-ROM and the Web... we will have different selling methods, such as home shopping, PC-based ordering and purchasing, and there will be electronic brochures." Whilst the rise of the OTA isn't necessarily tied to the prominence of the CD-ROM, Colin got a lot of things right.

Ian Champness
FSS Group managing director (1992-2002)

An equally bold prediction came from FSS Group managing director Ian Champness. "We will definitely see all sorts of travel being sold via a PC connected to the Internet... this will allow virtual reality visits to a country or resort... no one will dream of booking a holiday just from a few brochure photographs."

ANDY HEADINGTON
Adido

"Happy 50th birthday to the brilliant team at *Travel Bulletin*! Half a century of keeping the industry informed and inspired is no small feat.

“Colin Trigger’s vision of CD-ROMs and electronic brochures now feels delightfully retro, but he was bang on the money and his foresight on home shopping and web-based bookings was spot on. Ian Champness’s prediction of Internet-powered holiday sales and virtual reality previews also hit the mark (although we’re not quite at the stage of donning headsets before choosing a beach!).

“Looking ahead to your 75th, I suspect climate change will reshape European holidays. Extreme weather in European hotspots could lead to a boom in UK-based breaks (or holidays to Europe peaking in spring or autumn). Travellers will be guided by ultra-personalised AI assistants - digital concierges that know your mood, calendar and even your resting heart rate - booking trips before you realise you need one. Biometric tech will continue to evolve, perhaps meaning passports will no longer be a thing. Oh, and Taylor Swift will be packing out stadiums across the world on her Farewell Tour!”



Name Credits: Top: Travel Bulletin. Bottom: Adido

GARETH COOPER

Managing Director of Stena Line (1991-2006)

Gareth Cooper, managing director of Stena Line in 1996, was also one with a lot of faith in tech. "If one looks at consumer spending patterns, it is new technology that establishes the added attraction, albeit sometimes after some initial inertia.

"The fast ferries can open up new horizons for the travelling public... I see no reason why growth on the short-sea routes should not continue to outperform the markets as a whole in the medium to long term.

"We also need to invest substantially in staff training and development. As in any service industry, the moment of truth is the experience each of our passengers has with our employees."

by gareth.cooper//managing.director//stena.line

PUTTING THE 'SEA' IN SEAMLESS

When anniversaries come around, the overriding reaction is to look back and reflect, marvelling at the passage of time, lamenting the loss of the good old days, the good looks, the good lunches...

While this *Travel Bulletin* 21st anniversary article is meant to look ahead, it's difficult to do so without taking stock of the past. It struck me that publication of the first issue of *Travel Bulletin* couldn't have been far off the time when a serious start on the Channel Tunnel was being urged.

It never happened that time around, of course, and between then and now ferry operators at Dover have seen an incredible increase in traffic. The number of passengers carried each year has more than doubled, and the increase in cars carried has been even greater. Had the Tunnel been built in the 1970s I've no doubt the increase in ferry traffic in the intervening years would still have been very substantial, after a fall-off for a few years after the Tunnel was completed.

Moving swiftly to the present, the Tunnel was completed a couple of years ago, and yes, Dover ferry traffic has fallen. Yet around 18 million passengers still used ferries out of the port last year, which means the route remains head and shoulders above any other.

Looking forward, I see no reason why growth on the short-sea routes should not continue to outperform the markets as a whole in the medium to long term, continuing to support several operators. After all, much smaller levels of business than we will enjoy at Dover over the next few years were sufficient to support Sealink, as we were then called, PSO, and the smaller operators Sally and Hover-speed in the mid-1980s, when real costs were higher.

In recent years the industry has undertaken a major transformation in new tonnage. New, larger ferries are providing a range and quality of on-board facilities previously undreamed



Gareth Cooper

of. It is imperative that the ferries continue to improve their retail and on-board services in the future to achieve the same, and higher, standards, as those achieved by our hotel and retail counterparts ashore.

We also need to invest substantially in staff training and development. As in any service industry, the moment of truth is the experience each of our passengers has with our employees. However good we believe our reputation to be, in the eyes of our passengers it will be only as good as their own particular experience.

The fast ferries can open up new horizons for the travelling public. With journey times so drastically reduced, it becomes possible to make a previously unattractive trip appealing.

The volume of extra business generated by fast ferries – for example, day-tripping to Ireland from North Wales – has been nothing short of staggering. The first generation fast ferries marked the turning point in the ferry industry, and represents to us what the development of Comet aircraft did for the airline industry.

Also, I believe that the technology itself, apart from the operational benefits, is a marketable commodity. We

are all guilty of buying technology that we do not need, or even know how to use, and if one looks at consumer spending patterns, it is new technology that establishes the added attraction, albeit sometimes after some initial inertia.

We increasingly buy products that exploit high technology and have a high tech feel, or have a preference to travel on fast modes of transport whether by land, rail, air or sea. The existing high speed vessels operating from the UK today – and there are many of them – are just the beginning.

I believe this is the year when the industry has made a step change, although it will probably be several years before the repercussions strike home. In less than 15 weeks, the first of Stena's high-speed superferries, the Stena Explorer, carried more than 500,000 passengers between Holyhead and Dun Laoghaire, with passengers enjoying state-of-the-art purpose-built terminal facilities at both ports.

These craft are by far the biggest fast ferries in the world today, representing a giant leap in scale. But it is only a matter of time before the industry looks back on this remarkable craft as just the starting point in the move to the use of truly multi-purpose fast

Continued on Page 24



High-speed ice-breaking trips to the Arctic Circle in 2017? Perhaps not, but high-tech advances in ferry design will continue...

ANDY HARMER
CLIA

"Many congratulations to Travel Bulletin on 50 golden years.

"Gareth Cooper's comments from 1996 have stood the test of time in many respects. Technology has transformed the travel experience, from the way we research and book trips to how we navigate and enjoy them once we're onboard. His emphasis on staff training and development remains equally relevant - the people delivering the experience are at the heart of what makes travel memorable, and that's as true today as it was almost 30 years ago.

"While the technologies have changed - from online booking engines to apps and AI-powered customer service - the principle remains the same: innovation should enhance, not replace, the personal service that agents provide. The trade continues to play a critical role in the cruise booking process, with their personalised advice and ability to match the right product to the right customer impossible to replicate via technology alone.

"Looking ahead 25 years, the cruise industry will continue to invest in new technologies and ship design, to both enhance the passenger experience and meet our environmental commitments. The industry is united in its



ambition to achieve net zero emissions by 2050, with significant advances in alternative fuels, energy efficiency and port infrastructure already under way. The future of cruise will be shaped by innovation, sustainability and the enduring value of human expertise - all working together to deliver safe, enjoyable and responsible travel experiences at sea."



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Julia Lo Bue-Said

Advantage Travel Partnership

"Our congratulations go to the team at *Travel Bulletin* on their 50th anniversary.

"The UK travel press plays a key role in the success of our industry, serving as a vital communication bridge that keeps our members and stakeholders informed about important industry news and developments.

"*Travel Bulletin* is an essential tool for sharing news, insights and industry updates that help drive our sector forward, especially in what is a rapidly evolving digital landscape, where the role of specialised trade journalism has become even more critical, ensuring our industry receives the quality, accurate coverage it deserves.

"We look forward to many more years of their valuable contribution to the travel industry."



Graeme Buck

ABTA

"Travel has changed so much, both since ABTA began 75 years ago and *Travel Bulletin* first published 50 years ago. But what hasn't changed is the vitally important part which trade media like *Travel Bulletin* play in keeping our industry informed and updated.

"To do so for half a century is remarkable – so, very many congratulations to *Travel Bulletin*, your staff and your readers.

"Your celebrations are well deserved!"





Carol Smith

Your Holiday Booking

After 50 years in travel, one of our most loyal agent readers reflects on how the industry has changed.

"Travel has always been my passion. Memories of my father telling me all about his worldwide travels when he was with the Royal Navy sparked a very early interest in travel for me. I started my career in this wonderful Industry in 1974 as a trainee travel agent mainly in a Business House Environment. In my 51 years overall, I have progressed to managing my own home working travel business from 2001, now under the name of Your Holiday Booking, part of the Vertical Tavel Group and selling all aspects of Travel arrangements both Business and Retail.

"In 1974, I remember that making a Travel booking involved lots of perusing maps, consulting ABC Manuals and then dial up phone calls to airlines, hotel companies and tour operators to make a booking over the phone. Every part of my work then was recorded manually on paper charts, with also writing out Paper Tickets and typing up Itineraries as Travel Documentation for the client to travel with.

"In 1978, Travicom the first computerised Central Reservation System was introduced and the Industry became 'technical'. I attended many training events even in those days to enhance my knowledge of any new computerised systems that was introduced such as Apollo/Istel/Sabre/Galileo.

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"It is hard to believe in those days pre 1990s, we used a red telephone box and coins to communicate with our friends and Social Media was all by verbal communication. The Worldwide Web was being develop in the early 1990's and was introduced to the public in 1993. Facebook was announced in 2004.

"During this time and after working for many years with large London Travel Companies such as Thomas Cook and Hogg Robinson Business Travel, I developed a love of training in travel. Alongside developing my own Homeworking Business in 2001 and returning to part time College to gain my Level 4 Certificate of Education Teaching and Training, I opened my own Travel Agency in a local Essex College in the name of Future Travel. Here I taught students on NVQ Travel Programmes from 2000 to 2011 and during these lessons, saw how much the Travel Industry had developed with the use of Technology and use of Mobile Phones and Social Media as forms of communication, marketing and advertising.

"I do still see myself as somewhat 'old school' and still purchase a yearly 'manual' diary workbook which I write in daily. Every day is still different working in the travel industry and I realise the importance of my own self development and constant learning. I will always aim to keep up with the ever changing Travel Industry developments such as new companies and their products and mainly new technology. I am online daily learning new things. However, I still love to read an actual paper copy of any travel magazines that are posted to me, Travel Bulletin being an important one of them, of course! I also attend as many travel events as possible (usually in London) to keep up with new information from suppliers on their products. These events are always fun whilst learning and also interacting with my colleagues and peers.

"Hard times in our Industry, where travel restrictions were put into place beyond our control such as the first Gulf War in 1990 and more recently Covid in 2019, have seen us Travel Agents and Industry workers put to test in realising how much our Industry is important for worldwide development and sustainability. However, we can and did survive this. I feel so privileged to still be working in this Industry. Whilst I still have faithful clients who still want to trust booking their dream holiday and Travel arrangements with me , then I will still continue to work beyond any retirement years."

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Travel Bulletin



Travel Bulletin
makes its debut in
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We begin
distributing weekly
bulletins by fax!



Travel Bulletin joins the
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family with our first
full-colour run!



The first-ever Star
Awards takes
place!

Through the Years



www.travelbulletin.co.uk
launches!



A modern refresh
for our magazine &
website

2003

2012

2023/24

2025

Our signature
Showcases begin!
Market-leading then,
market-leading now!

Travel Bulletin
turns 50!



AROUND THE WORLD PARTY



ALL AROUND THE WORLD!

Travel Bulletin went global at our 50th anniversary party!

WHAT A way to turn 50?! We partnered with a record 26 supplier partners (including headline partner Yas Island) and well over 100 agents to celebrate at London's Hurlingham Club on July 30th, 2025.

Our supplier partners took to stands in regionally themed areas, where agents met their favourite brands and new partners and stamped themed 'Passports' as they travelled around the world.

Those who completed their Passports by visiting all 26 suppliers then earned a spot in the prize draw, which wrapped up the evening. Prizes ranged from John Lewis vouchers all the way to prize stays—headline sponsor Yas Island gave away a four-night stay with tickets to its iconic theme park attractions and two nights at The WB Abu Dhabi hotel!

The reception to our first-ever Around the World Party and landmark 50th anniversary celebration was incredible. Over the next few pages, you'll hear from some of the lucky agents and supplier partners in attendance, and explore some fab snaps of party-goers enjoying the day in one of London's most prestigious venues.

Thank you to all 26 of our supplier partners and each agent in the room—and all our readers who have helped us stay in print for half a century. All that's left now is to start planning our 100th!

Team Travel Bulletin





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Scott Le Roi

UK Country Manager - Yas Island

"It was a proud honor to be the Headline sponsor of *Travel Bulletin's* 50th Birthday event in London. The success of the event was a testament to the relationships and community that *Travel Bulletin* have built over the last half-century. The event was so well run, in a fun, high-energy environment with lots of world-class suppliers and allowed essential information to be exchanged.

"Many Happy Returns, *Travel Bulletin*, and here's to the next half-century!"



Debby Saunders

Aardwolf Travel

"Well, I just wanted to say: you have pulled it out of the bag. The event was well planned and organised perfectly.

"The venue and supplier marketplace were excellent. Who thought six hours could go so quickly?!

"Yes, the weather was kind to us, and the BBQ was a great idea to enjoy the lovely gardens.

"I'm very grateful to have had the opportunity to celebrate such a milestone event."



Sonia Lee

GoCruise & Travel

"What a fabulous event!!!

"The venue and quality of suppliers were amazing. I took so much away from the event

"I hope you do make this an annual event. I am not sure how you can move the event elsewhere!! The Hurlingham Club, being so iconic, made the day so much more relaxed. Food was also great.

"Congratulations again to *Travel Bulletin* on 50th Anniversary. It was a privilege to be able to celebrate this amazing achievement with you."



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Alison Nicholls

Travel Counsellors

"Even though I have spent 39 years in the travel industry, there is always something new to learn and I am a regular attendee of Travel Bulletin events.

"The 50th Anniversary Party was particularly special at the fabulous Hurlingham Club.

"It was great to celebrate a milestone event with the Travel Bulletin team and to have time with so many fantastic suppliers.

"These relationships are key to growing my business."



Louise Tansey

Ambassador Cruise Line

"Ambassador Cruise Line loved being part of Travel Bulletin's 50th Anniversary Around the World Party.

"Located in the Caribbean Zone, we were promoting our 10 upcoming Fly Caribbean sailings on Renaissance this 2025/2026 winter season to over 100 agents – most of whom were Homeworkers who had travelled into London for the event.

"It is a testament to the Travel Bulletin team for pulling together such an amazing and successful event."



Alice Otton

Hyatt Inclusive Collection

"Hyatt's Inclusive Collection attend several Travel Bulletin events every year so we can reach agents in all corners of the UK in relaxed and interactive settings.

"The 'Around the World' 50th Party was a really special celebration of 50 years of the team bringing together great suppliers and fabulous agents who were focused and engaged, plus the BBQ dinner was a great chance to socialise.

"We just wish it had been longer, as we were having so much fun!"



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1st December 2025



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15th December 2025



NEW YEAR IN THE CARIBBEAN
29th December 2025



CARIBBEAN SUN GETAWAY
12th January 2026



CARIBBEAN GRAND TOUR
26th January 2026



VALENTINE'S CARIBBEAN ESCAPE
9th February 2026



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23rd February 2026

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Mark Richardson

Constantinou Bros. Hotels

"Constantinou Bros. Hotels has proudly supported Travel Bulletin for many years, attending close to 50 of their roadshows. We were delighted to join in celebrating Travel Bulletin's 50th birthday at the beautiful Hurlingham Club in London – a truly stunning venue.

"It was an incredible day filled with delicious cuisine, fantastic entertainment, exciting prizes, and the wonderful opportunity to welcome over 100 agents to our Marketplace Day stand."



Anita Skiebiel

Tourism Nova Scotia/Axis Travel Marketing

"The anniversary celebration was such a unique and memorable event bringing together a vibrant mix of travel industry professionals.

"The atmosphere encouraged lively conversations and meaningful connections, giving us the perfect platform to share the many reasons to visit Nova Scotia, from the world-famous Cabot Trail's breathtaking coastal scenery to the rich maritime heritage of Halifax

"We have been partnering with Travel Bulletin for 17 years and look forward to working with them for many years to come."



Sejal Majithia-Jaswal

Travel Counsellors

"What a fantastic afternoon at the iconic Hurlingham Club celebrating 50 years of *Travel Bulletin*! It was fantastic to see such strong support from sponsors and to meet suppliers from all over the world who came together to celebrate this milestone. Their presence really highlighted the strength and global reach of our industry and the value of events like these in keeping us connected.

"Here's to another 50 years of supporting and inspiring the trade. Congratulations, *Travel Bulletin*!"



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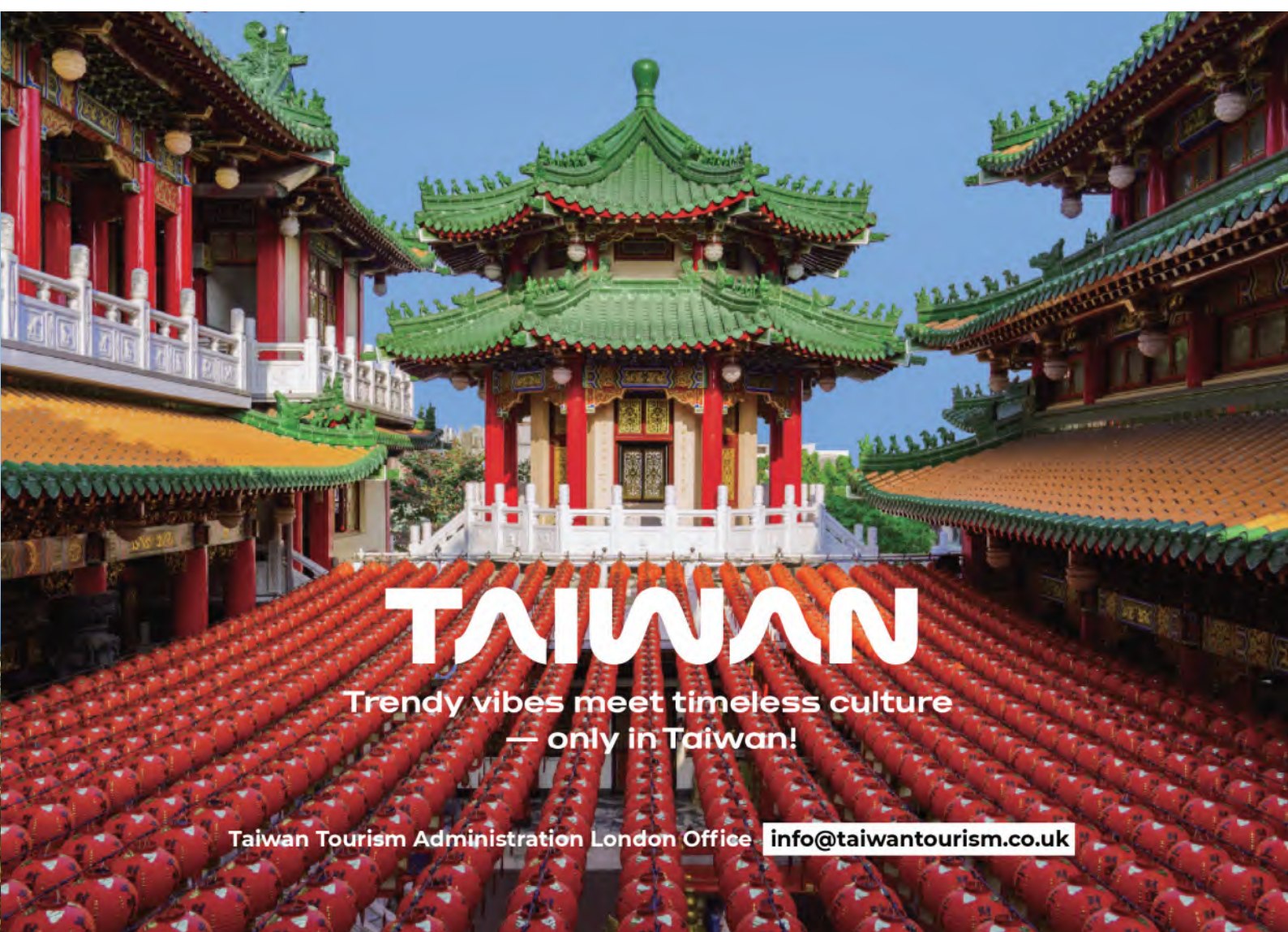
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Roxy Glendon

Riviera Travel

"Riviera Travel was proud to celebrate *Travel Bulletin's* incredible 50th birthday, a brilliantly organised event that truly honoured five decades of dedication to the travel industry.

"It was fantastic to see so many passionate and hardworking travel agents in one place, sharing in the celebrations. Riviera Travel has partnered with *Travel Bulletin* since we first began working with travel agents, and over the years we've built a strong, trusted relationship. We deeply value their ongoing support and tireless work in championing the agent community. Here's to 50 years of excellence and many more to come.

"Congratulations *Travel Bulletin!*"



Simon Eddolls

Travel Bulletin

"It has been an absolute pleasure to head up the sales team at *Travel Bulletin* for over 30 years—and what a way to celebrate 50 years in print?!"

"I'd like to extend a special thanks to all of our supplier partners, 26 of which joined us at The Hurlingham Club last month and the hundreds who are joining us at our Showcases throughout the year.

"We truly believe that *Travel Bulletin* offers the best opportunities to engage businesses with UK travel agents across all of our products, and our Around the World Party was a fantastic example of that. Time to start planning our 100th!"



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