

# travelbulletin

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Giving agents the edge

## NEWS BULLETIN

The latest news from the travel industry

## AGENT BULLETIN

More incentives, FAM trips and training opportunities

## BULLETIN BRIEFING

PATA chairman Chris Crampton on selling holidays to the region again

## CRUISES

Updates from the cruise industry

# INDIAN OCEAN

Get your clients excited for the palm-fringed islands



Cover pic: COMO Hotels and Resorts.



# AUSTRALASIA TRAINING HUB

Train with our partners, learn about their stunning destinations and win some incredible prizes!



## FEATURING



**CLICK HERE NOW TO TAKE PART!**

## THIS WEEK

03

## NEWS

Travel updates from around the world.



06

## AGENT INSIGHT

Sandy Murray shares her Greek dreams and talks about updates in the industry.



08

## BULLETIN BRIEFING

PATA's Chris Crampton shares his optimism on the Asia-Pacific region



09

## PUZZLE BULLETIN

Try your hand at some Su Doku for your chance to win a £50 M&S gift voucher.



10

## CRUISES

A round-up of river and ocean cruise updates.



13

## INDIAN OCEAN

Bucket list destinations to sell to your clients.



# CAUSE FOR STAYCATION

According to a Democracy Insights Report, titled 'The Home Front - The New Holiday Battleground', 74% of people above the age of 55 are worried about travelling abroad.



Multi-generation staycations have been in huge demand since the UK government relaxed its travel restrictions.

A DEMOCRACY Insights Report on Brits travelling abroad found that only 21% of over 55s could be looking to travel in 10 to 12 months, while, comparatively, 34% of millennials (born between the late 70s and mid 90s) said they would be looking to travel within the next few months.

One way agents may tackle their clients' worries, is by suggesting multi-generation staycations around UK-based locations, which have been in huge demand from the time the UK government relaxed some of its travel restrictions.

One in five UK residents is planning a staycation as an alternative to foreign travel, with 19% planning one-day

trips and 15% looking for weekend trips by road, as the majority, about 64% has concerns about travelling on a plane.

Hotels win when it comes to staycations and short breaks. According to the survey, 45% prefer hotels, 27% prefer holiday parks and 22% prefer campsites.

A further way to ease worries is to observe the specific concerns that clients might have while travelling. According to the report, travel insurance policies that covered any disruption costs caused by COVID-19 got 20% of votes among respondents, who said that these flexible policies helped ease their worries when booking holidays, as they

would be rest-assured that if any cancellations were to happen, they would gain something back. Flight discounts came in second at 16%.

At present, staycation bookings have extended into winter, with some unconventional getaways, such as forest lodge breaks, seaside holiday parks or touring motor home breaks proving popular because of the dynamic booking policies being offered.

Jennifer O'Grady, agency founder and owner, said: "COVID-19 has changed the way Brits of all ages holiday in the UK and destinations need to drive interest and provide reassurance to protect future income."

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## Caribbean roadshow goes virtual in September

THE CARIBBEAN Tourism Organisation (CTO) Chapter, UK and Europe, is hosting its annual Caribbean Month agents' roadshows on September 15 and 16, with a focus on supporting agents in their efforts to increase enquiries, forward bookings and customer engagement.

The virtual roadshows, from 6pm each evening, feature six speakers per day. Training sessions will update agents on destinations, hotels, entry requirements, health and safety protocols, news, offers and incentives.

Carol Hay, business development director CTO Chapter UK and Europe, commented: "September is traditionally Caribbean Month and the UK travel industry has always really engaged with this initiative. Our roadshow has generated



a great response from members who want to update agents, and from agents who say they find this event invaluable in terms of a regional update."

"Despite the pandemic, there are new properties opening, many hotels have been refurbished and there is a lot to tell the trade to pass on to their clients, many of whom are repeat

visitors just waiting to be able to go back to their favourite places. We have a huge number of offers coming in plus all the flexible booking policies, which means agents can encourage their customers to book with confidence."

*Sign up for the sessions at: [www.caribbean.co.uk/trade/travel-agents/](http://www.caribbean.co.uk/trade/travel-agents/)*

## The power of portals with easyJet's new travel trade platform

EASYJET HOLIDAYS will launch a new travel trade portal with 3,000 trade partners by early September.

Following the creation of the new portal, customers will be able to book with an independent travel agent, and not just through the easyJet holidays website.

Some of the partners include Hays Travel, Hays Independence Group, Travel Counsellors, The Travel Network Group, Advantage Travel Group, Mid Counties Cooperative Travel and Protected Trust Services.



Launched in November last year, easyJet has been committed to working with the travel trade since the beginning. Although the initial launch date was impacted by the pandemic, the difficult environment of the travel industry has made this move more welcome for those struggling financially.

The trade portal will be available to signed up trade partners, alongside FAQs and materials on its full range of holidays.

## Lufthansa restructure eliminates rebooking fees

IN RESPONSE to enormous customer demand for greater flexibility during uncertain times for travellers, Lufthansa has eliminated rebooking fees. With immediate effect, Lufthansa Group airlines, which includes Lufthansa, SWISS, Austrian Airlines and Brussels Airlines, will remove rebooking fees.

This revised policy will be in place until the end of December 2020. It means that all fares can be rebooked free of charge, including the lowest light fare without checked baggage.

In response to the pandemic, the Lufthansa

Group Airlines previously implemented a one-off, free of charge rebooking policy.

In a statement, the group said that it recognises their customers' needs for flexible travel arrangements and this new regulation applies to all new bookings on short, medium and long-haul routes worldwide.

Customers may incur additional costs if, for example, the original booking class is no longer available when rebooking to a different date or destination. Any fare difference will require additional payment.



## Experience Portugal with Sunvil

PORTUGUESE HOLIDAY specialist Sunvil offers authentic experiences, handpicked accommodation and flexible itineraries that uncover the real country. With restaurants and hotels back in business, albeit at smaller capacity to allow for social distancing, guests can be reassured by the tourism board's 'Clean & Safe' seal. An example of a deal offered by Sunvil in Portugal includes a stay at Quinta do Convento da Franqueira, originally a Franciscan monastery. A week's stay is priced from £750 per person (two sharing) on a bed-and-breakfast basis and includes return flights from London and car hire. [www.sunvil.co.uk/portugal](http://www.sunvil.co.uk/portugal)

## Palma brims with optimism despite FCO advice

DESPITE THE current FCO travel advice to Spain and the imposed quarantine restrictions on return to the UK, Pedro Homar, manager of the Palma Tourist Board, is confident there will be a strong upward surge of demand to Palma once travel advice is changed. He attributes this to the rising trend for autumn and winter visits from the UK to the Balearic capital over the last few years.

Mr Homar said, "From October 2019 to February 2020, the city of Palma (and the nearby resort of Playa de Palma) welcomed a 14.2% increase in British visitors versus the same period the previous winter, showing an upward trend for out-of-season breaks to the Balearic Island capital."

In October 2019, UK arrivals were up 13.6% year



**Pedro Homar, manager of the Palma Tourist Board, is confident Brits will return in force to the city of Palma.**

on year, whilst November 2019 saw UK arrivals jump by 44% compared to November 2018. December was up 5% year-on-year.

The number of room nights booked by UK visitors between October 2019 and February 2020 increased by 7.4% compared to the

previous winter. The increase in room nights is significantly smaller than the growth in UK visitors for the same period, indicating shorter stays or an increase in those staying with family or friends during the winter season.

[www.visitpalma.com](http://www.visitpalma.com)

## Booking bonanza for Club Med post-lockdown

FOLLOWING THE news that British travellers are no longer required to quarantine on return from Portugal, Club Med has reported that bookings are up 173% for its Club Med Da Balaia property, located in the popular resort town of Albufeira.

Web searches are another good travel industry barometer, and data from the business revealed that the resort page views for Club Med Da Balaia were up by 351% vs the previous week. Furthermore, the Albufeira resort had the most page views online versus

all other resorts in the portfolio, indicating that consumer confidence is returning.

Other stats have shown that people are still keen to get away for a summer holiday to other popular short haul European destinations, including the exclusive collection resort in Italy Cefalu, where bookings are up 61% and Palmiye in Turkey, where bookings are up by 24%.

Greece is still proving popular with Brits, with the 4T resort in Gregolimano being up by 10% compared to the same period last year.

## A token of Geneva Tourism gratitude for city break visitors

AGENTS LOOKING to sell city breaks to Geneva can let their clients know about an added incentive for making a booking.

Geneva Tourism has introduced the 'Geneva Gift Card' as a gift to visitors to spend across a wide range of hotels, restaurants, cafes, bars and activities, upon a stay for two nights or more.

The gift card is worth 100CHF (approx. £84) in money and can be used in any of the 100 participating partners, including five-star establishments, Michelin starred restaurants, museums, galleries and city tours.



The Geneva Gift Card is available for visitors who have booked at least two nights' stay in any of the participating hotels and is valid up to December 31. The offer is part of Geneva Tourism's efforts to boost sales and support the hospitality sector, alongside allowing visitors to explore the best that the city has to offer.

For more information or to order cards for your clients, visit <https://www.geneve.com/en/see-do/geneva-gift-card/>



## Savings to Thai for with Inspiring Travel Company

GET YOUR clients excited for a future trip to Thailand with Inspiring Travel Company, which is offering savings of up to £2,820 per family for stays at the Six Senses Samui in Koh Samui Island. Inspiring Travel Company is currently offering a seven-night stay at Six Senses, Koh Samui from £5,945 per family. This is based on two adults and one child, aged five, sharing a Hideaway Villa on a half board basis, including return economy class flights and private transfers. This is valid for travel completed between November 1 and December 22, 2020 and 6 January and 22 December, 2021. [www.inspiringtravelcompany.co.uk/](http://www.inspiringtravelcompany.co.uk/)





## AGENT INSIGHT

**SANDRA MURRAY**  
NORMANTON, YORKSHIRE

WELL, JUST when you thought things couldn't get even trickier for the travel industry, STA has announced their closure. When I think about the fact that they have been going for over 40 years, with 50 branches around the country, it really does sadden me. I hope the workers there manage to find new jobs.

In other news, I read that Advantage are going into the 'homeworking' market, with a new division for people to work from home – it will certainly be interesting to see how this new initiative works, and how much interest they garner.

I think a lot of people in general might be wanting to change the way they work in the future after this pandemic. Having now done so much work from home during these last few months, a lot of people must feel that this is the way forward.

Did anyone else watch the first ever Jet2holidays Virtual Holiday Show? Jointly hosted by Idle Travel with Tony Mann and Jodie, I found it to be really interesting, and from what I have seen and heard, quite a lot of other people enjoyed it too.

With all the quarantines being introduced by the government, I really do feel sorry for all the holidaymakers having to pay horrendously expensive fares to rush back home before the deadline.

I am really hoping that Greece stays open, as I've got flights booked for August 31 that I am so excited for. I'll be going with my favourite airline, Jet2, to Crete from Birmingham, as the fares were excellent. As usual, I will be taking about 5kg worth of cat food and medicine to take out to the animal volunteers out there.

Don't forget that the Yorkshire Travel Ball has moved to November 19, which is a Thursday. By then, we will all be ready to party, so, come on tour operators show your support and book a table or even some seats. It is all for animal charities that are desperate for some help, so it is all for a good cause! Please do contact me at

[s.murray922@binternet.com](mailto:s.murray922@binternet.com) if you have any questions, or if you need more information about the ball.



EUROSTAR WILL start a return service from Amsterdam to London on October 26. The sale of each flexible fare ticket, which costs £40 from Amsterdam to London, and from Rotterdam to London, starts on September 1. The new bookings policy allows for the exchange of ticket fares, booked between July 1 and December 31, up to 14 days before departure, in case there is a change of date for travel. Tickets can be booked until February 2021.

## ABTA writes to Chancellor with Save Future Travel plan

ABTA CARRIED out a member survey, which estimated the total numbers of jobs affected/lost all across the travel and trade industry up until now, to be 90,000, despite the government's Coronavirus Job Retention Scheme, earlier in the year.

This has led to growing panic among SME businesses, including those of travel agents, who depend on the commission received at the departure of each booking. With 78% businesses planning to start redundancy conversations in the coming few months, it calls for the government to extend support to the travel industry in various capacities, to help support the sector, otherwise 83% of firms will be severely impacted in their business. As a solution, ABTA has written to the Chancellor for setting up a plan to rebuild consumer



confidence and save jobs. In addition, it offers suggestions for a Save Future Travel plan, which includes guidelines such as a regionalised approach to the FCO's quarantine rules, reopening travel to critical trade partners after regular testing to mitigate the risk of contamination from high-risk countries; better incentives for consumers for booking holidays in earnest; waiving of air passenger duty until summer 2021; providing recovery grants and business support measures to travel agents until 2021-22, and additional support, including salary support to businesses severely impacted by the pandemic, until March 2021.



**FUTURE FAM...** The Belize Tourism Board is offering agents who complete the Belize Online Travel Training Programme, before September 30, a chance to win a place on an upcoming FAM to the stunning country. Visit [www.onlinetraveltraining.com/free-courses/providers/belize-uk/competition](http://www.onlinetraveltraining.com/free-courses/providers/belize-uk/competition) to register

## AGENT INCENTIVES

- OCEANIA CRUISES is offering UK travel agents the opportunity to earn double OLife Choice Reward points on bookings made before the end of September, for sailings until December 2021. The OLife Choice Rewards scheme gives travel agents points based on confirmed bookings. The reward points are added to the agent's accounts as soon as the deposit is received. To learn more or to sign up, agents can visit [www.oceaniarewards.com](http://www.oceaniarewards.com)



- TO CELEBRATE the opening of the Dreams Natura Resort & Spa, luxury tour operator If Only... is offering £25 of 'Enhanced My Loyalty' card earnings throughout the month of September for any bookings of five nights or more at the resort, with flights. This booking incentive comes in conjunction with the tour operator's current giveaway with AMResorts, whereby agents can win one of two £500 vouchers for a retail store or local beauty outlet of their choice. Visit [www.ifonly.co/agent-incentive](http://www.ifonly.co/agent-incentive) to find out more.

## AGENT TRAINING

PACIFIC ASIA Travel Association (PATA) UK & Ireland has announced that its annual flagship event, Taste of PATA, will be held virtually this year, rebranded as Experience PATA. The event will take place over three weeks, from September 1 to 18, with a variety of different interactive masterclasses, videos and live sessions for agents to join. A range of prizes are up for grabs over the three weeks, such as stays at many resorts and hotels, gift vouchers, meal kits, goody bags and wine.

For more information and to sign up, agents should visit [www.pata.org.uk/experience](http://www.pata.org.uk/experience)

AGENTS WHO complete The Abu Dhabi Specialist online learning programme could win a five-star holiday for two to Abu Dhabi, departing in 2021. There are also £50 Love2shop vouchers to be won by 100 Abu Dhabi specialist graduates along the way. Visit [www.travelbulletin.co.uk/travelgym](http://www.travelbulletin.co.uk/travelgym)



## travelbulletin WEBINARS

Tune in to our  
**Train & Gain webinar**  
of the week!

View the on demand version of our Virtual Training webcast, featuring Czech Tourism, Visit Guernsey, Aurigny, Eurostar and Hummingbird Travel!

[www.travelbulletin.co.uk/webinar-video](http://www.travelbulletin.co.uk/webinar-video)



# Industry insight by...



**Chris Crampton, PATA UK & Ireland chairman, shares his thoughts as the region begins to slowly ease lockdown measures and moves towards welcoming tourists back.**

IT FEELS good to be on the road to recovery after what has been one of the most challenging times in history for the travel industry, and I'd like to express my gratitude and respect to travel agents who have worked tirelessly.

PATA has proudly continued to support the trade throughout lockdown with a variety of new training opportunities, and Experience PATA Live (Taste of PATA) in September is further commitment from us to support a positive return to business.

As the region's countries begin to ease lockdown and travel restrictions, it is vital for the survival of our industry and tourism to the region, that we continue to work together to ensure a steady recovery; our priority is to reassure the trade to help boost confidence in travelling once again.

#### Flexibility is key

Consumers' desire to travel is still strong, and there is significant pent up demand but, understandably, travellers are looking for more flexibility now, and I believe we will see a structural change in changes to booking terms and conditions. Traditional booking patterns won't apply



this year or next and there will be a much shorter book to travel time as consumers remain cautious. Our members and businesses in the region that adapt quickly to changing consumer behaviour and demands will have a competitive advantage that could prove crucial in hastening their recovery.

#### Social distance escapes

In terms of types of holidays

and countries we expect to see perform well across the Asia Pacific region in the immediate future, we understand that travellers are looking for luxury, escapism, relaxation and wellness holidays so destinations with great beaches and islands, remote resorts and excellent spa and health facilities are likely to welcome back the greatest number of visitors first. As consumers start to

enquire and book again, our tour operator and Destination Management Company (DMC) members have also reported an interesting increase in demand for touring and multi-centre/country holidays, but this is largely for 2021 departures when more, if not all, of the region will be accessible again.

#### Winter sun and 2021

It's difficult to predict but we remain optimistic that the parts of the region open to British travellers, such as Maldives, Cambodia, Sri Lanka and UAE, have an opportunity to benefit from winter sun business. Bookings for 2021 to these destinations is reportedly good already, and we estimate that November will be an unusually busy month for late deals over Christmas and into the new year.

Many parts of the region have handled the pandemic incredibly well and have excellent hygiene standards and safeguarding in place. Our members' swift efforts to launch new initiatives to support a safe return to tourism is admirable and should give peace of mind to agents, and their customers, for travel to the region.

**We remain optimistic that the parts of the region open to British travellers, such as Maldives, Cambodia, Sri Lanka and UAE, have an opportunity to benefit from winter sun business.**



## 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, September 10th. Solution and new puzzle will appear next week.

**The winner for August 14th is  
Suzie Brackpool from Hays Travel, Downham Market**

**August 14th Solution: A=2 B=3 C=1 D=9**

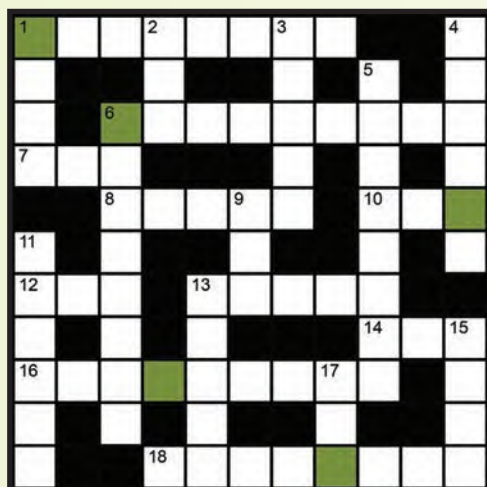
		8		2	6			
3	2						4	
6		7		1				9
B	9	1			7	8	6	
			6		1			
C			3	9	4			1
	4				2		9	
		9					8	4
D					9	5		6

## WHERE AM I?

Consecrated in 1494, building began on this cathedral in 1468 and over the years, additions were made such as the Gothic building in the 15th Century, which is still visible today. A law was passed in the city in 2004 to ensure no buildings can be taller than this church.

## CROSSWORD

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



### Across

- Hotel brand (8)
- Popular European city break destination (9)
- Currency of Japan (3)
- The iconic Rialto Bridge spans this Canal (5)
- Hawaiian garland (3)
- Newcastle international airport code (3)
- Canine breed favoured by royalty (5)
- This river rises in Snowdonia and flows into England (3)
- US state (9)
- Famous Scottish mountain (3,5)

### Down

- Trump family member, telling all in her recent book (4)
- Symbol for the star sign Aries (3)
- Scottish/English river and a type of cloth (5)
- Lusaka is the capital (6)
- Australian city named for the wife of King William IV (8)
- First name of American actress, director and humanitarian (8)
- Nairobi international airport code (3)
- Major US airline (6)
- The largest of the Greek islands (5)
- Piccadilly statue, named for the Greek god of love (4)
- Popular tourist attraction, London \_\_\_\_ (3)

Mystery Word: MAINE Where am I? - Frauenkirche, Munich

Across: 1. MARRIOTT, 6. AMSTERDAM, 7. YEN, 8. GRAND, 10. LEI, 12. NCL, 13. CORGI, 14. DEE, 16. TENNESSEE, 18. BEN NEVIS  
Down: 1. MARY, 2. RAM, 3. TWEED, 4. ZAMBIA, 5. ANGELINA, 9. NBO, 11. UNITED, 13. CRETE, 15. EROS, 17. EYE.



# CRUISING



## SNEAK PEEK

**Fred. Olsen Cruise Lines is offering guests a preview into its 2022 itineraries with the early release of a 28-night 'Black Sea Discovery with the Mediterranean' cruise.**

SETTING SAIL from Dover in September 2022, Fred. Olsen's 28-night cruise will offer guests opportunities to explore many vibrant towns and cities of the Mediterranean, before a scenic sailing along the narrow Bosphoruss Strait and into the Black Sea.

Here, a host of destinations await, from Georgia to Ukraine, and from Romania to Russia.

Bookings made before September 1 will enjoy up to £250 in free on board spending credit.

Jackie Martin, marketing and sales director at Fred. Olsen Cruise Lines, said:

"This is set to be a fantastic cruise. In just one holiday, guests will have the opportunity to sample wines in the rolling vineyards of Georgia, taste fresh tea on one of Sochi's many



The Balmoral features 710 rooms and suites and a selection of comfortable lounges, bars and inviting public areas

plantations, get lost in one of the world's largest Catacombs in Ukraine, experience the vibrant cities of Valetta and Istanbul and take in the stunning views on a boat tour along the Danube.

"What's more, once guests have finished exploring these many and varied destinations, they can return to our smaller ship Balmoral and enjoy a drink in one of our comfortable lounges, indulge in some retail therapy or a sumptuous

afternoon tea, or relax with a treatment in the Atlantis Spa on us, with up to £250 per person to enjoy on board. Of course, they may choose to use this towards our tours ashore, for an even more immersive experience."

Balmoral's 28-night 'Black Sea Discovery with the Mediterranean' cruises, departing from Dover is priced starting from £4,299 per person.

[www.fredolsencruises.com](http://www.fredolsencruises.com)

### Spirit of Scotland

FOLLOWING THE re-launch of its Scottish cruises last month, European Waterways has introduced a special offer of 20% off cabin bookings on three selected departures aboard the 12-passenger Spirit of Scotland, cruising through the Scottish Highlands.

The three, six-night cruise departure dates with the offer applying are: September 20 and 27; and October 4, 2020.

"With UK staycation bookings booming in the past weeks, it's the perfect time to enjoy a luxury cruise closer to home," said Derek Banks, managing director of hotel barge operator, European Waterways.

Some excursion highlights include a tour and private tasting at Scotland's famed Tomatin whisky distillery, and a visit to Cawdor Castle.

Based on two people sharing a cabin, prices are now £3,112 per person for the September cruises; and £2,680 per person for the October departure date.

10% commission applies to all travel agents.

[www.europeanwaterways.com](http://www.europeanwaterways.com)



# THE CARIBBEAN IS CALLING

**Celebrity Cruises' newest offering will see your clients traversing sun-soaked locations such as Grand Cayman, The Bahamas and Mexico.**



CELEBRITY CRUISES' 'Book Now Bonus' offers guests dreaming of a sunny escape more value and flexibility for their holiday.

Having launched on August 20 and running all the way through to September 15, guests can take advantage of a complimentary classic drinks package with the standard 'Price Only' option.

Guests looking to escape to the Caribbean sunshine can enjoy the six-night 'Bahamas, Grand Cayman & Mexico Cruise' sailing onboard the newly revolutionised Celebrity Equinox.

Departing July 18, 2021, from Fort Lauderdale, Florida, this sailing calls at Nassau (Bahamas), George Town (Grand Cayman) and Cozumel (Mexico), before returning to Fort Lauderdale.

Prices start from £779 per person for an Oceanview stateroom booked on 'Price Only', including a complimentary classic drinks package, based on two people sharing.

Furthermore, additional guests beyond the first two in the stateroom are entitled to further savings on their cruise fares.

Those booking Inside and Oceanview staterooms will receive £200 per person saving, while Balcony, Concierge and AquaClass will receive £300 per person. Suite Class guests will receive a £800 per person saving on the price of their cruise.

Your clients can feel safe in the knowledge that any Celebrity Cruises' booking made during the 'Book Now Bonus' offer will be protected by the brand's 'Cruise with Confidence' policy, which allows cancellations to be made up to 48 hours prior to sailing. Any cancelling guests will receive a full credit of the cruise fare for a future cruise.

*For more information or to book, visit [www.celebritycruises.co.uk](http://www.celebritycruises.co.uk) or call 08004414054.*

## Fit for a princess

PRINCESS CRUISES has announced a maiden season for Diamond Princess, sailing to South America and Antarctica in autumn 2021 and spring 2022, replacing Sapphire Princess on the same deployment from December through March.

The itineraries in the maiden season include: Andes & South America; Antarctica, Andes & Cape Horn Grand Adventure; Antarctica & Cape Horn; Cape Horn & Strait of Magellan; and, Andes & Cape Horn Grand Adventure.



In addition, Diamond Princess will sail on two new Pacific Crossings to and from Asia in autumn 2021 and spring 2022 and sail the North Pacific Ocean with either Southeast Asia and Hawaii or Hawaii and Japan. These sailings are between Los Angeles and either Singapore or Yokohama.

*Visit [www.princess.com](http://www.princess.com) for more information.*



**Cyclists who participated in the 'Cycle to the Ball' charity bike ride last December.**

## For the greater good

THIS SEPTEMBER, twelve cyclists from across the cruise sector will take to the saddle to raise money for charity.

Starting their journey in Petersfield, the cyclists will ride either a 50 mile or 100-mile loop, heading to the south coast and back.

Funds raised will be donated to the Family Holiday Association (FHA), a non-profit organisation which provides British seaside breaks and day trips to struggling families.

Previous fundraising efforts by CLIA and cruise line members has meant that hundreds of families have been able to take a short break from home. The bike ride will take place on September 16.

*To donate, visit [www.justgiving.com/fundraising/fhacycle](http://www.justgiving.com/fundraising/fhacycle).*

# WORTH THE WAIT

**MSC Cruises has made their grand return, as the MSC Grandiosa welcomes guests back on board to sail the seas once again...**



MSC GRANDIOSA became the first ship from the MSC Cruises fleet to welcome guests back onboard, and the first ship to implement the company's health and safety protocol.

The first guests began embarking MSC Cruises' flagship in the port of Genoa, Italy, arriving at the cruise terminal and following the new screening procedures, which include a temperature check, medical review of a health questionnaire and an antigen COVID-19 swab test for every guest prior to boarding.

After completing these steps and having received the results of the test while in the terminal, guests that were fit to travel then embarked the ship according to the new health and safety procedures, which include sanitation of both hand and hold luggage.

All guests received a complimentary 'MSC for Me' wristband which provides them with contactless options while on board, such as

opening the cabin or making payments and will also help facilitate proximity and contact tracing, if needed.

Following the embarkation of the new guests, more guests will also embark in the ports of Naples and Palermo and then the ship will call at Valetta in Malta, before returning to Genoa.

Along with the ship's itinerary, guests will be able to go ashore to enjoy the different ports of call, but only as part of the designated cruise shore excursions, as this adds a level of protection so that guests' experience ashore follows the same high standards of health and safety as on board, adhering to strict health and safety measures.

*For more information about MSC Grandiosa as well as the new health and safety measures in place, visit [www.msccruises.co.uk](http://www.msccruises.co.uk)*

## Around the world with Viking Cruises

VIKING HAS announced its 2021-2022 Viking World Cruise, which will span 136 days, 27 countries and 56 ports, with overnight stays in 11 cities.

Setting sail on December 24, 2021 from Fort Lauderdale, the itinerary will include three new ports of call for Viking, including Phillip Island and Eden, Australia, as well as Yangon in Myanmar.

Sailing on Viking's 930-guest Viking Star, the voyage will explore ports of call in Central America; transit through the Panama Canal; journey up the West Coast of North America before calling upon Hawaii; traverse New Zealand and Australia; and sail through Asia, the Middle East and the Mediterranean before concluding



in London.

Guests may also choose a shorter, 119-day portion of the Viking World Horizons 2022 sailing, which departs from Los Angeles on January 10, 2022 and visits 22 countries and 49 ports before ending in London.

[www.vikingcruises.co.uk](http://www.vikingcruises.co.uk)



## Cunard announces itinerary changes for 2021 sailings

CUNARD HAS announced that they will be extending its pause in operations from November 2020 until March 25, 2021 for its ship Queen Elizabeth, until April 18, 2021 for Queen Mary 2 and until May 16, 2021 for Queen Victoria.

In addition, all sailings in and around Australia, Japan and Alaska through 2021 are to be replaced with a programme of shorter duration European holidays.

Ranging from three to 14 nights, departing from Southampton, these shorter trips will start at the end of March 2021 with a series of scenic voyages around the coast of Cornwall, the west coast of Ireland and the Scottish Isles. There will also be short breaks to Amsterdam which will include an overnight stay in the city, as well as voyages to northern and southern European destinations including Norway and the Iberian coast, with several itineraries featuring overnight stays.

*For all the latest information and to book, visit [www.cunard.com](http://www.cunard.com)*



# INDIAN OCEAN

## A ONE&ONLY EXPERIENCE

**After a challenging year so far, tour operator If Only... have teamed up with One&Only Resorts to offer travellers an ultra-luxury getaway, with a special surprise in store for agents too...**

WITH SO many travellers looking to get away for a well deserved break, The One&Only Experience campaign by One&Only and If Only... will showcase unique Indian Ocean resorts for your clients to experience.

The campaign will display the many offerings of the One&Only Reethi Rah in Maldives, and the One&Only Le Saint Géran in Mauritius. Running from September through to November, the first fifteen customers who are booked on a twin centre escape with If Only... incorporating any of the Indian Ocean properties will automatically qualify for a complimentary lounge pass and a bottle of champagne, so they can start their trip in style.

The campaign will enable



**One&Only  
Le Saint Géran,  
Mauritius.**

travel agents to promote the resorts' luxury offerings to their customers via a series of bespoke videos, recorded by a representative in the resort. These videos will feature the unique highlights of each property, and will be hosted on If Only's dedicated One&Only Hub for agents to download throughout the duration of the campaign.

What's more, the agent

who books the greatest total number of room nights across the featured properties throughout the campaign will receive a three night, half board stay at One&Only Le Saint Géran in Mauritius, so they can enjoy the One&Only experience for themselves.

*For any further information, contact  
Nicole.Baines@ifonly.net*

### **A place in the Mauritian sun**

TUCKED AWAY on an isolated peninsula, the Constance Prince Maurice Hotel, Mauritius, benefits from a tranquil lagoonside location, surrounded by secluded sandy beaches.

Your clients can spend their days and nights nestled in the private suites and villas of the resort, or experience total relaxation at the hotel's U Spa, where a range of treatments and massages are on offer.

Days can also be spent engaging in adrenaline-inducing activities. Golfers will particularly enjoy teeing off on championship courses, while floodlit tennis courts may suit other tastes.

Inspiring Travel Company offers seven nights at the Constance Prince Maurice from £5,109 per person, valid for travel between December 23, 2020 and January 6, 2021.

As an added bonus for agents, the company offers commission for holidays booked through them.

*For additional information or to book, visit  
[www.inspiringtravelcompany.co.uk](http://www.inspiringtravelcompany.co.uk)*

## Loco for COMO Cocoa

COMO COCOA Island, the luxury resort in Maldives, will be reopening on September 1, after renovation work.

Situated on the South Male Atoll, the undisturbed quarters of the archipelago, the boutique hotel reopened in January following an extension of its 34 overwater villas and suites, which are modelled on traditional Dhoni boats.

While at the resort, your clients can enjoy snorkelling or taking a dive with parrot fish, sharks and manta rays, or learn the power of meditation.

The resort offers several personalised services, such as orchestrating customised cruises to neighbouring islands and beaches,



planning private dinners on remote islands, and arranging adventurous activities for families travelling together.

Scott Dunn offers a seven-night stay, with prices starting from £2,700 per person, based on two people sharing a Dhoni suite.

## Emirates boosts Indian Ocean access

EMIRATES IS now offering an increased service to popular Indian Ocean destinations, The Maldives and Seychelles.

Coinciding with the country's re-opening to international tourists, Emirates now offers flights to Seychelles, five times a week, with its Boeing 777.

In addition to this, Emirates has increased its services to Maldives from the previous five times a week, to six times a week to meet customer demand.

## What was your first trip without your parents??



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# Hummingbird Travel are proud to present the brand new Radisson Blu Maldives

Located in the renowned 'South Ari' atoll famous for its abundant marine life and a protected area due to the year-round sightings of whale sharks. Easily reached by seaplane and domestic transfers within 30-40 min travel time from the Velana international airport. The resort features 128 villas all with private pools and spacious room capacity starting with 220 square meters onwards. Enjoy separate adults-only island with facilities restricted for adults only such as over water spa treatment rooms, yoga pavilion, poolside adults-only bar and restaurant. Overwater event hall with a 360-degree panoramic view of the Indian ocean. Extensive food and beverage options to choose from seven restaurants and bars across the island right from Tapas style food to Japanese and other Asian cuisines. There is a range of one to two/three bedrooms, all including their own private pools. Radisson Blu caters for everyone from honeymooners, families, to larger groups of friends.

Open August 2020



# VISIT NOW DISCOVER MORE

#MORETOEXPLORE



BLUE LAGOON, COMINO

Welcome back! Our picturesque beaches, tranquil waters, historic honey-coloured architecture and the people of the Maltese Islands have missed you and your clients.

Malta's excellent performance in managing COVID-19 has been acknowledged by the European Commission, Commonwealth, World Health Organisation and United Nations World Tourism Organisation.

Take our 'Reopening Course', which will provide you with the information to sell the Mediterranean archipelago with confidence.

**[malta-training.com](https://malta-training.com)**



**Malta**  
Gozo & Comino