

travelbulletin

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Giving agents the edge

AGENT INSIGHT

Neil from Travel Counsellors
on going the extra mile

AGENT BULLETIN

Online training opportunities and
inspiration for agents

BULLETIN BRIEFING

Making the most of social
media marketing

VIRTUAL TOURS

A round-up of travel that can
be done from home



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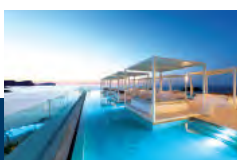
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LONG-HAUL LOVERS

While a post-pandemic boom in the staycation market is expected, plenty of UK travellers are keen to book long-haul holidays, according to a new survey. Unique Pattnaik reports.



Las Vegas is the most popular long-haul travel search for Brits, a survey has revealed.

WHILE IT is uncertain as to when travel restrictions will be lifted, this is not stopping Brits from dreaming of getting away to far-off destinations.

A study conducted by TravelSupermarket shows that plenty of people were still keenly searching for package holiday prices during April. October and November 2020 are the most popular future departure months to compare package holiday prices from the UK, according to searches that took place on the site.

As a result of a shift in holiday search patterns due to the pandemic, British holidaymakers are browsing prices for far-away beach resorts and cities. Sensory experiences in the likes of Las Vegas, New York and Orlando are growing in online search popularity.

Dreamy escapes to beach resorts in Mexico, such as Cancun, as well as the Dominican Republic, Dubai, Jamaica and the Maldives are also appealing.

Twelve of the top 20 price searches until 2020-end are long-haul, compared to three last April, while 13 are islands, compared to seven this time last year. Despite the switch to long-haul escapes, the destination seeing most package holiday price searches for 2020 departures is Benidorm, especially for November.

Emma Coulthurst, travel commentator at TravelSupermarket, said: "We don't know if people are just browsing, rather than thinking about booking, but it seems that even though UK travellers don't yet know

when they will be able to get away next. Some of people's time is being used to compare prices for exotic beach escapes or trips to some of the world's most entertainment-filled cities, and October and November have become the most popular departure months to search. There is one clear anomaly though: the most-searched-for destination for holiday prices, 2020 is Benidorm."

Most popular destinations for holiday price searches by departure months, 2020:

- September:** Tenerife, Las Vegas, Benidorm, Phuket, Orlando
- October:** Las Vegas, the Maldives, Majorca, Tenerife, Corfu
- November:** Benidorm, Fuerteventura, New York, the Dominican Republic, Jamaica
- December:** New York, Tenerife, Maldives, Cancun, Jamaica

Indus has positive message for agents during crisis

YASIN ZARGAR, managing director of southern Asia specialist Indus Experiences, is focusing on silver linings during the pandemic. After working with its travel agents to repatriate customers and rearrange bookings, Indus Experiences has received positive feedback, indicating that clients can see the value of booking through agents with expert tour operators.

Yasin Zargar said: "I am proud of my team for pulling out all the stops with our travel agent partners: rearranging itineraries, offering reassurance to customers, ensuring the safe return of guests as the crisis unfolded, and helping agents to safeguard bookings.@

One Indus Experiences customer said: "One good thing that will come out of this chaos, is that people will



Secrets of Laos is among the itineraries Indus Experiences is offering.

return to booking holidays and travel experiences with fantastic travel agents and companies like yourselves, rather than DIY."

Despite challenges, Indus affirmed that the majority of clients with upcoming bookings have opted to reschedule rather than cancel, as well as taking new bookings for next year, including one couple who postponed a trip to 2021,

and is now planning to travel as a family of four. Wherever possible, the company is aiming to support agents and customers by freezing prices for holidays put back to similar dates in 2021.

A trade Knowledge Hub is being added to Indus Experiences' website. To register interest, email holidays@indusexperiences.co.uk.

Balkan Holidays stepping up for agents and clients

IN THE wake of the COVID-19 pandemic, Balkan Holidays has announced updated cancellation and refund policies for customers with bookings to Bulgaria up to June 15, 2020, after all holidays and flights with the company up to this date were cancelled.

Agents can let customers know that if they want to rebook their holiday for another date in summer 2020, winter 2020/21 or summer 2021, there will be no administration fee.

The good news for agents is that if customers decide to rebook their holiday, the

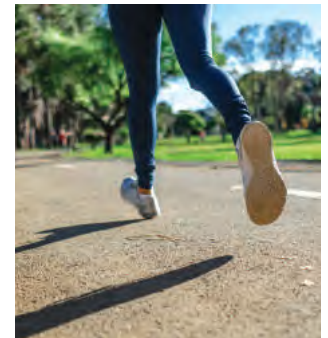
travel agent can keep the commission on the original booking. Additionally, should customers prefer a refund, this option is available. To make booking easier in light of the impact of the pandemic on international travel, the company has set the balance due date for summer 2020 trips to four weeks prior to departure.

For more information about the cancelling, rebooking, refund policies and coronavirus updates, go to www.balkanholidays.co.uk

Sunvil takes on charity challenge in memory of Issy

SUNVIL'S ISMET Emin, known in the travel industry as Issy, died of COVID-19 last month. In honour of the late financial controller, the Sunvil team has decided to raise money for Help For Heroes, a charity that meant a lot to him. To do this, the team has set themselves the Ultimate Island Hop challenge.

During the month of May, the Sunvil team will be covering a distance of 3,236km – the distance between each of the Greek islands featured on Sunvil's programme – while keeping within the social distancing guidelines which are currently in place.



Chris Wright, Sunvil's managing director, kicked off the challenge on May 1 with a 5km run, while other colleagues hit the road on their bikes to keep the total number of kilometres ticking over.

For full details of the challenge, go to www.sunvil.co.uk/ultimate-island-hop and to donate to Help For Heroes in Issy's name, go to www.uk.virginmoneygiving.com/SoMeoneSpecial/IsmetEmin



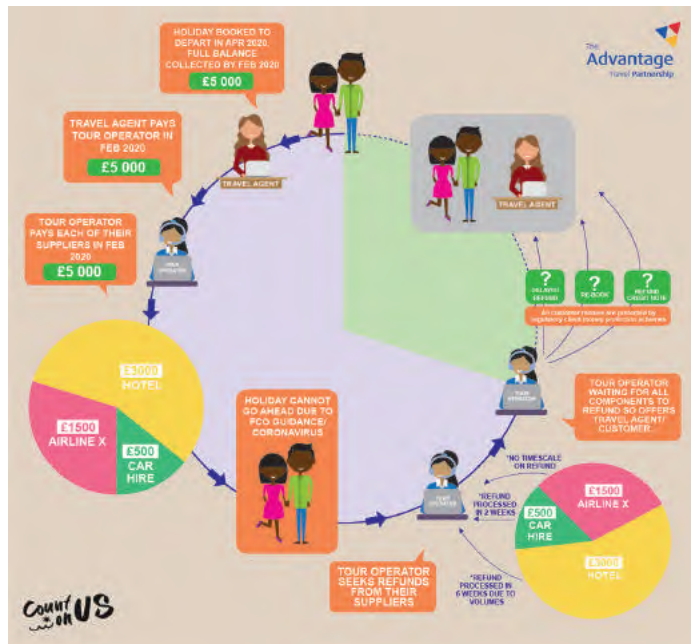
Home safe after Scenic adventures at sea

FOLLOWING AIRPORT and port closures as a result of the pandemic, Scenic Eclipse, due to dock in Ushuaia on March 18 after the Antarctica in Depth voyage, was required to change course and sail to Montevideo to disembark all 174 passengers. After spending an extra ten days onboard, all passengers, including 17 UK passengers, arrived home at the end of April via charter flights. A member of staff commented: "The captain ... always kept us informed and maintained high morale with all the passengers. While all this was going on, we continued to enjoy the excellent food, drink and service that Scenic is famous for."

Advantage creates refund journey infographic

WITH TRAVEL agents across the UK having to deal with customers seeking refunds for cancelled holidays, the Advantage Travel Partnership has created an infographic to demonstrate the refund and rebooking process. The aim is to help agents work with customers to make informed decisions.

“We hear every day how our members are doing their very best for their customers in the most challenging of times, and all they want to do right now is help their clients with either a rebooking or refund. There are many different ways for a customer to book their travel arrangements and for those booking a package holiday which the agent has booked through an operator, [this] requires the tour operator to process the refund back through to the agent,” said Julia Lo



The infographic shows the refund journey for clients affected by COVID-19.

Bue-Said, CEO of Advantage. The infographic is available to Advantage members to download via the members intranet coronavirus hub.

G Adventures suspends tours until June 30

G ADVENTURES has suspended all tours departing up to and including June 30, 2020.

All travellers booked and fully paid on a tour departing up to June 30, 2020 will receive a 110% travel credit on all booked tour services, including pre- and post-night accommodation and transfers, to be used on any tour departing up to two years from the end of the month of their tour’s suspension. Travellers who haven’t yet made their final payment will have their Lifetime Deposit kept on file to put towards a future tour.

The company is not suspending tours

beyond June 30 to keep the door open in case the current situation evolves in a way that enables travel again. However, travellers booked on tours departing up to September 30, 2020 will have the option to transfer their booking to a future date for the same price. Alternatively, travellers can pay in full and receive a 110% travel credit for a future tour.

For more information, agents can email experience@gadventures.com or call 0344 272 0000

WTTC report outlines the “new normal” for global travel

THE WORLD Travel & Tourism Council (WTTC) has outlined what the “new normal” will look like as countries begin to ease travel restrictions. The “Travelling in the New Normal” report is part of WTTC’s plan which includes critical steps to offer a responsible road to recovery for the global travel and tourism sector as consumers start planning trips again. WTTC has marshalled the efforts of the private sector, sharing best practices from around the world for the plan.

WTTC says the sector will face a gradual return to travel over the coming months as a “new normal” emerges before mass vaccination becomes available.

Travel is likely to return first to domestic markets with staycations; then to a country’s nearest neighbours before expanding across regions, and then finally across continents.



The council believes travellers in the 18-35 age group, who appear to be less vulnerable to COVID-19, may be among the first to begin travelling once again.



Fred. Olsen launches new COVID-19 guarantee

FRED. OLSEN Cruise Lines has launched a ‘Plain Sailing Guarantee’. The guarantee sets out revised policies, including ‘quibble-free refunds’. Guests will only pay in full once they know for sure that they will be sailing, with balance payments now due 28 days before departure. Guests who want to transfer to another cruise will receive a future cruise. In addition, any guest with a 2020 cruise booked can choose to transfer to any other cruise already on sale, even if their sailing has not been cancelled. To take up these options, Fred. Olsen Cruise Lines will need to be informed at least two weeks before the scheduled departure date.



AGENT INSIGHT

NEIL MASLEN TRAVEL COUNSELLORS

THE PAST two months have been a challenging time for all of us. When borders started to close, my priority was to get my clients back home. This involved getting clients on the penultimate flight out of Cancun and the last flights out of Durban and Adelaide. I'm already set up for home working, so I could navigate this testing time. And I had to drive to Heathrow to pick up my last stranded clients, but everyone got home safely.

The other consideration was for clients due to travel at the end of March and April. Although I wasn't always able to give an answer, I was accessible and always at the end of the phone. This is something that the rest of the travel industry has certainly struggled with.

As policies have been changing, some companies have been playing fast and loose with the rules. This has caused even more confusion and frustration for many and is something we all need to be mindful of for future confidence in the industry.

I've been working tirelessly to keep in constant contact with my clients and it's been interesting to see the questions of the moment changing. From little concern to 'do you think we can still go?' to 'its not looking great' to 'can you get me home?' and now it's 'when do you think things will change?'

I think when lockdown is relaxed, there will be a push from many countries that rely on tourism to get things moving as soon as it's safe. Trade and travel will form a huge part of the global recovery so I'm confident it will be at the forefront of decisions.

There is some positive news though. This week I booked two 'new' holidays. The first non-COVID-related bookings in two months. Both were frontline nurses working in ICU COVID-19 wings. Having something to look forward to played a big part in their decision. We have been sensible in selecting changeable airfares and hotel rates.

Over the years, we've overcome ash clouds, terrorist attacks, tsunamis and recessions, although nothing quite like this, but we'll get through it. I'm sure we'll want to travel again – I already have a virtual waiting list of clients keen to get away as soon as they can!



ZERO HERO... The Lake Constance region, which borders Austria, Germany and Switzerland, has launched the Zero Real Estate concept. The seven tourism organisations in the region plan to offer temporary outdoor hotel rooms without walls or roofs. Each suite has a double bed, with bathroom facilities in nearby hotels. There are already more than 9,000 people on the waiting list. www.lake-constance.com

Delayed deposits for divine diving delights

SPECIALIST TOUR operator Dive Worldwide has introduced a delayed deposit scheme to encourage divers to book ahead during the lockdown period. The scheme, covering 40 different diving destinations, will allow guests to book a selected range of holidays now, without any outlay, only paying the deposit once travel restrictions to the destination are restricted by the Foreign and Commonwealth Office.

Phil North, product manager at Dive Worldwide, commented: "As we're faced with more weeks of uncertainty, our eagerness to get out and explore not just our local area, but far-flung destinations is growing. While that is our current situation, the day will soon come when we're able to venture outdoors, and enjoy a well-deserved diving adventure too. We want to make it easier than ever to book ahead and look ahead to this future."



Agents can book underwater adventures with confidence.

Among the deals are a seven-night trip to Vilamendhoo Island, Maldives, priced from £2,450 per person; and a seven-night trip to True Blue Bay Resort, Grenada, priced from £1,695 per person. Both trips include flights, tanks and transfers.

www.diveworldwide.com



CRAZY FOR CACTUS... Arizona is home to some of the most spectacular landscapes in the US. See below for more information on how to learn more and sell more holidays to this scenic state.

AGENT TRAINING

- **DESTINATION DC**, the official destination marketing organisation for Washington, DC, has launched its global travel agent training programme titled Washington, DC Special Agent Academy. It is an online programme designed to train and engage with agents who are interested in becoming Washington, DC experts. As a DC special agent, travel professionals will be better prepared to sell the US capital and its unique offerings to their customers. For more information about Washington, DC Special Agent Academy, agents can visit www.washington.org/special-agent-academy
- **MALTA TOURISM Authority** has unveiled a travel agent training webinar programme comprised of eight themes – Maltese Islands, Adventure, Scuba Diving, Wellness, Luxury, Gastronomy, History and Weddings. Training commences on May 14 with the webinar training sessions running until December. To attend a webinar, agents should register via www.malta-training.com/webinars
- **THE ARIZONA Office of Tourism** has launched its e-learning platform for UK travel agents. The online training programme is designed to be inspiring, with photography and videos taken throughout the state. The programme showcases the array of experiences in Arizona available to visitors, while increasing the agent's product knowledge. At the end, agents will receive an e-certificate signifying they have completed the course. The programme, "Arizona from A to Z", is free. To register and access the programme, go to www.arizonafromatoz.co.uk
- **TAIWAN TOURISM Bureau** has relaunched its free e-learning programme providing in-depth training with eight sessions to learn about the destination. The eight modules showcase Taiwan's vibrant cities, the Asian and Aboriginal cultures, and natural landscapes ranging from mountain peaks to tropical beaches and gorges. The online course is available here: www.onlinetraveltraining.com/free-courses/providers/taiwan

AGENT INSPIRATION

ALABAMA TOURISM Department has released two video messages for "When the Time is Right" showcasing the attractions and contrasting landscapes that the US State has to offer, with ideas for agents to sell to families, empty-nesters and adventure-seekers. The links to the two short videos can be found at <https://youtu.be/wcMkwSPv23E> and <https://youtu.be/fwQ23YX7SEM>

WITH THE Finn Partners Travel Practice's new collection of Zoom backgrounds, agents can bring a dose of escapism, inspiration and much-needed fun to video calls, with a collection of 23 animated Zoom backgrounds from 14 destinations. To download the backgrounds, log on here: www.brightergroup.com/perspectives/blog/unlock-your-lockdown-with-our-dynamic-destination-virtual-zoom-backgrounds.html

THE MANDARIN Oriental Hotel Group is helping agents stay fit and active while working from home with complimentary 60-day access to videos covering meditation to Pilates, and general fitness to yoga. The advice and online classes are presented by top international instructors, with the focus on a healthy body and mind. Register for free here: www.grokker.com/pages/mandarin-oriental-guests-and-colleagues/5e38bc9559fb66144ec392da

EXPERIENCE KISSIMMEE, the tourism board for the lively city located in Osceola County, Florida, has created a video to show how Kissimmee is patiently waiting to welcome visitors when it's time to travel again. It is part of its #StayHomeNow social media campaign. To see the video and learn more about the Kissimmee area's attractions and how to get there, log on here: <http://www.experiencekissimmee.com/>

travelbulletin COMPETITIONS

Travel Trivia Quiz

Test your travel knowledge every week 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/1589-Travel-Trivia-Quiz

Winning at social media

Niki Lancaster, head of social at digital agency, Search Laboratory, explains why the travel industry must adapt its social media messaging during lockdown.



THE COVID-19 pandemic presents a set of unique challenges to businesses, with the travel industry in particular being impacted especially severely. With no end in sight as to when travel bans will be lifted, consumers remain wary of booking future holidays and, as a result, there has been an industry-wide drop in conversions and sales for most travel agents.

With a drop in demand and sales, travel agents need to become effective marketers. To do this, they need to assess where else they can add value for their customers at a difficult time.

It is important to adapt your messaging and assume a 'customer first' approach to build trust during these uncertain times, especially via social media.

By nurturing customers and adding value through entertaining, informative and trustworthy social media content today, travel agents can boost their marketing efforts by fostering strong relationships with customers who will be ready to book as soon as restrictions are lifted – or are confident enough to make bookings now, especially with plenty of great deals with flexible refund and cancellation policies available for trips later this year and into 2021 and 2022.

Consistent communication is now vital.

Many consumers have more time on their hands now than ever, and online usage has increased since measures to prevent the spread of COVID-19 have been put into place. This gives brands a bigger, more captive audience to engage with and entertain – and with so much time on their hands,



“Consumers are ready to receive high quality social media content”

plenty of consumers are more than ready to receive high quality, value-added content, especially via social

media channels.

It is a troubling time for consumers – many will be worried about their financial security, and those who have holidays booked during the lockdown have the added stress of missing their holidays and needing to obtain refunds, often from several different vendors. Be empathetic to this. Ensure you're transparent about

process, and current lead teams so customers know how long they can expect to wait for a response, and when they'll be made aware of changes to their bookings.

Doing everything in your power to make this process easier for them will ensure they return to you once restrictions are lifted.

Finally, don't forget to implement paid and remarketing activity via your social media channels.

Although the sales cycle has hugely slowed down, potential future customers are still online and researching destinations. Make sure you gather as much data on this audience as possible; track users who engage with your website and build an audience plan looking at how you will segment them, and what messaging you want them to see to convert their online interest in travelling again into bookings.

By putting in this groundwork now, when you may find yourself with a little extra time to spare, it will make reaching these users with the right messaging far easier in the future when they're able to buy.

changes to policies which may have been made by the suppliers with whom you've made bookings, the refund

Search Laboratory is a full-service digital marketing agency
www.searchlaboratory.com

SUDOKU

Win a £50 M&S voucher in the **travelbulletin** Su Doku prize puzzle

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, May 14. The solution and new puzzle will appear in our next issue.

The winner for April 17th is **John Hall, Carrick Travel in Stratford-Upon-Avon.**

Solution: A=4 B=6 C=2 D=9

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



WHERE AM I?

One of the biggest game reserves in Africa, it covers 7,523 square miles and is home to a range of wild animals, including rhinos, wildebeest, elephants, giraffes, hippos, lions and leopards. It became a national park in 1926.

CROSSWORD

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

1		2					3		
							4		5
6			7						
							8		
		9			10				
			11				12		
13									
		14						15	
16									
			17						

Across

- Cruise company, sounds like you could meet someone famous aboard their ships (9)
- One of the presenters of Britain's Got Talent (3)
- Character who tamed the shrew in Shakespeare's play (9)
- Country, initially (3)
- Type of holiday accommodation (7)
- The Space Needle is an iconic landmark in this city (7)
- European airline (3)
- Capital of Pakistan (9)
- Flag carrier of Lebanon, initially (3)
- Capital of Tennessee (9)

Down

- With help from Michael Ball, he recently had a No 1 hit with You'll Never Walk Alone (7,3)
- Carrier operating from Warsaw Chopin airport (3)
- Capital of Cameroon (7)
- The UK's largest independent hotel brand (10)
- African country, initially (3)
- Baku is located on this Sea (7)
- Canberra is the capital, initially (3)
- Could be a meadow or a measure of yarn (3)
- Banjul international airport code (3)

Mystery Word : CARACAS Where am I? - Kruger National Park, South Africa

Across: 1. CELEBRITY, 4. ANT, 6. PETRUCCIO, 8. USA, 9. CARAVAN, 11. SEATTLE, 13. TAP, 14. ISLAMABAD, 16. MEA, 17. NASHVILLE.
Down: 1. CAPTAIN TOM, 2. LOT, 3. YAOUNDE, 5. TRAVELDGE, 7. RSA, 9. CASPIAN, 10. ACT, 12. LEA, 15. B.J.L.

VIRTUAL TOURISM



WATCH PARTY

The Palladium Hotel Group has ventured into the world of broadcasting with an online TV channel aimed at sharing the hotel experience during lockdown. Vinita Tiwari tuned in.

THE PALLADIUM Hotel Group, with 48 hotels across Spain, Mexico, Dominican Republic, Jamaica, Italy and Brazil, has launched Palladium TV, with the tagline, 'If you can watch it, you can live it'. The channel will broadcast TV shows about services and activities offered at their properties.

Whether it is dancing or daytime activities by the pool, there is something for all virtual guests. Teenagers can check out activities tailored to keep them entertained, such as archery, water polo, volleyball and basketball, as well as learning how to DJ.

The Globe Trotters section features staff exploring tourist spots, and dining recommendations, while the documentary series introduces local people and their cultural history.

Agents can learn about



Food and beverages are important to Palladium guests.

occasions and events which can be booked, such as marriages, meetings and birthday parties.

Food plays an important role at the hotels with culinary programmes featuring on the channel, making the point that the popular dishes taste the same across all Palladium hotels, with chefs strictly observing approved recipes.

The free streaming of the programmes will be available throughout May,

June and July free of charge. The programmes offer information about brand values, services and benefits.

The online channel is a great way for agents to introduce their clients to the values by which the Palladium group operates, such as conservation of resources, sustainability, and limiting the use of plastic.

To watch, log on to www.palladiumhotelgroup.com/en/palladiumtv

Take a peek at Portugal with virtual galleries

THE PORTUGAL Tourism Board has enabled access to collections from museums and galleries in Portugal via the web while the physical locations are closed to visitors.

These include the National Palace of Sintra and the Founders Collection, a private collection at Calouste Gulbenkian Museum. Other cultural houses online include the National Museum Grão Vasco, which features 19th century paintings, porcelain and furniture.

Contemporary art can be found at The Serralves Foundation.

The National Coach Museum, meanwhile, documents the evolution of early transport with a unique collection of coaches, berlins, carriages, chaises, litters and sedan chairs used by Portuguese royalty and other European courts between the 17th and 19th centuries. The National Museum of Ancient Art has a collection of religious sculptures which date from the Middle Ages to the Baroque period.

To see these galleries, museums and more, visit: www.visitportugal.com/en/node/421673

ABU DHABI DREAMS

Vinita Tiwari took a virtual tour of the cultural and culinary experiences that agents can learn about to sell holidays to the coastal capital of the UAE.



ABU DHABI'S tourism board is offering virtual tours with the #StayCurious campaign, allowing agents to get inspired and share the highlights of Abu Dhabi with clients.

The initiative allows you to dig deep into the historical and cultural roots of Abu Dhabi and its surrounding territories, with a 360-degree platform that gives you bite-sized adventures, entertainment and cultural history, all on a common platform. For example, the recent discovery of a 1,000-year-old mosque indicates the presence of an ancient town called Tawwam, where the inland city of Al Ain is located today.

Whether it is the eclectic architecture and extensive permanent collection of the Abu Dhabi outpost of the Louvre museum, or the grandeur of the Sheikh Zayed Grand Mosque (pictured), with the largest-known carpet in the world, there is a range of cultural experiences on offer in the UAE capital, even

in these socially distant times.

If you want to appeal to adventurous clients who might be keen on watersports or a desert safari, there are short testimonials from previous travellers, with a 360-degree rotating camera to add authenticity to the experience.

Although restaurant meals can't literally travel across oceans, there is a virtual tour from chefs of the top restaurants in Abu Dhabi. Food-loving clients will be interested to check out culinary creations from Chef Simone Federici at Mare Mare restaurant, (Jumeirah at Saadiyat Island Resort), Chef Eber Joel Villalobos from VaKaVa restaurant (Jumeirah at Etihad Towers), and Chef Kunal Kapoor at his signature Namak restaurant (Dusit Thani Hotel Abu Dhabi).

Agents and their clients can even book ticketed or free events on the Visit Abu Dhabi website at www.visitabudhabi.ae/stay-curious/staycurious.aspx.

With (socially distant) love from Cape Town

CAPE TOWN Tourism has launched the "We Are Worth Waiting For!" campaign amid the COVID-19 pandemic. The main message is that until the time comes to explore the South African city, Cape Town will nurture a long-distance relationship with visitors via the virtual world.

The beauty of Cape Town that many a visitor has fallen in love with is a major selling point for the city. To help agents remind clients of this, "Postcards from Cape Town" will be posted across Love Cape Town's digital platforms, showing off the city's natural assets. The postcards can be viewed at www.capetown.travel – along with the "We Are Worth Waiting For" video.



"The local tourism industry has taken a big knock as a result of COVID-19 and one thing is clear, tourism is and will remain a key industry in our city and it's central to our economic recovery," said Alderman James Vos from Cape Town's Mayoral Committee for Economic Opportunities and Tourism.



CMV gets set to sail with virtual temptations

CRUISE AND Maritime Voyages (CMV) is reaching out to customers, with a sneak online peek of the destination tours, as well as onboard activities. For agents with customers eager to go cruising as soon as they are able, bookings are being taken and there are discounts on offer, including buy-one-get-one-free offers. The company is planning the maiden voyage of a new mid-size ship, Amy Johnson next summer. The ship will set sail from Singapore, and travel across seven Asian and European countries, and 24 cities in 44 days. As well as showcasing the ship online, the CMV at Home Series features written and video blogs, which include fitness activities, cocktail-making ideas and even tips on fancy towel-folding techniques. To check it out, go to www.cruiseandmaritime.tv

PERU IN DETAIL

Visit Peru has a YouTube channel and social media campaign which gives agents an in-depth Peruvian experience to enjoy for themselves and share with clients. Vinita Tiwari took a look.



PROMPERÚ, THE Peruvian tourist board's latest campaign, features the #DreamThenTravel initiative, launched with a video in five languages – Spanish, English, French, German and Italian – to introduce Peru and its cultural richness to prospective visitors. Videos are available on the YouTube channel of Visit Peru and will be shared across its social networking sites.

The South American country, most famous for Machu Picchu, built by the Inca people in the 15th century, offers a wide variety of flora and fauna. This includes the desert and the naturally made desert oasis in Huacachina; not far from the arid land is the seaside of Paracas, with its rich biodiversity. Don't forget to catch a glimpse of the sea lions, penguins and dolphins at the Paracas National Reserves via the Visit Peru online channels.

Other attractions which agents can share with their clients include: Kuélap, a walled settlement built by the Chachapoyas in the sixth century; the Gocta waterfalls, which were only discovered by people outside of Peru in 2006; and the mysterious Nasca

lines. From the air, it looks like simplistic scribbles but from close quarters, it is a geoglyph, which was created by digging shallow trenches to reveal pebbles from the desert floor. A team of Japanese researchers found 41 more such geoglyphs, dating back to between 300 BCE-500 BCE, but their original purpose has never been confirmed.

Gastronomical adventures include authentic Peruvian cuisines, such as the Solterito De Quinoa (quinoa snack made with fava beans, corn, tomato, herbs and spices) or Lomo Saltado, a meal based on marinated sirloin stir-fried with tomatoes, onions and a Peruvian chilli pepper. For a short demo, look up the Visit Peru YouTube channel.

Lastly, connoisseurs of art will find something for themselves, as the famous fashion photographer Mario Testino's works on traditional Peruvian dresses will be accessible for viewers through an online exhibition, Alta Moda. These photographs document the ethnic histories and identities of the wearers, who come from Cusco and its surrounding regions. Check it out at www.mariotestino.com

US festivals without the crowds for 2020

WITH MANY festivals being cancelled across America this year amid COVID-19 safety concerns and travel restrictions, many organisers are looking to hold virtual festivals to give travellers a taste of what's on offer and inspire bookings for 2021.

The Five Points Jazz Festival, due to take place on May 16 in Colorado, will have socially distant crowds this year but will be available online at www.colorado.com.

For film buffs, the Palm Springs International Film Festival's Shortfest Spotlight website has new additions every Monday, Wednesday, and Friday. These can be seen at www.visitgreaterpalmsprings.com or www.psfilmfest.org so you can curate your own mini film festival from home.



Pittsburgh's annual fringe festival has gone virtual this year, with genres such as cabaret, comedy, workshops, opera, theatre and visual performances available at www.visitpittsburgh.com or www.pittsburghfringe.org.



Costa Rica for agents, clients and kids

THE COSTA Rica Tourism Board has launched a free activity book for kids to learn about Costa Rica through art, puzzles and games. As well as being a fun activity for the many children of agents who are being home-schooled during lockdown, it is a great way to showcase the best of the country to grown-ups. This includes incredible wildlife, which ranges from hanging sloths and frogs to sea turtles, toucans and jaguars. Costa Rica is keen to attract tourists who are interested in nature when travel restrictions are lifted – the country shelters approximately 6.5% of the world's biodiversity and holds the United Nation's Champions of the Earth award for its commitment to fighting climate change. The book can be downloaded here: www.puravidauniversity.eu/uk/freedownload/

ESCORTED TOURS

TITAN LOOKS AHEAD

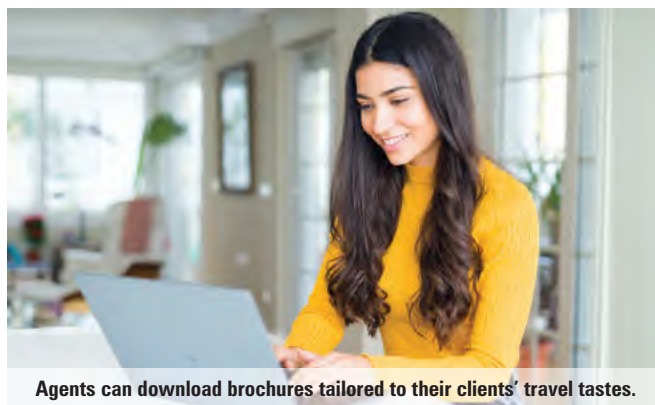
Titan Travel is keen to help agents make bookings for the new year with the release of its Worldwide 2021 online brochure, which features 15 new tours.

TITAN TRAVEL has released its Worldwide brochure for 2021 holidays, which agents can view, download and share. Highlights include 15 new tours for 2021, with nearly 200 worldwide tours featured overall.

Agents can create their own electronic brochure based on the types of holidays that most appeal to their clients. Once agents select the tours, they will receive their personalised brochure in a PDF format via email, which can be printed out or emailed to clients.

The company has introduced a "flexi-deposit" of £49 on all new bookings made by September 30, 2020. This gives customers the option to amend their booking up to 75 days before departure with no extra fee if any circumstances change.

Among the new tours in the online brochure are an



Agents can download brochures tailored to their clients' travel tastes.

11-day 'Journey Through Eastern Canada', and the eight-day 'Contrasts of Ischia and Sorrento' tour that allows travellers to experience two distinctive tastes of Italy. Other new tours include an itinerary that focuses on Northern Europe as well as a river cruise on board Titan's MS Serenade 1, which cruises along the Danube and the Rhine.

"Titan recognises that travellers want and need more control and flexibility

when booking anything for the future during these uncertain times. We hope this new policy provides agents and their clients with the extra confidence they require and are assured that they, and their holiday, are in safe hands when booked with Titan," said Titan's MD, Andy Squirrell.

Agents can view and download the brochure at www.titanagents.co.uk/trade/current-brochures

Kuoni adds 'Wildlife of India' tour for 2021-2022 bookings

A NEW collection of small-group escorted tours to destinations around the world has been launched by Kuoni for travel in 2021 and 2022.

The collection includes revamped itineraries in Peru and Vietnam, plus six brand new tours in Italy, Portugal, India, South Africa, Myanmar and Vietnam.

The new collection, the first to launch from Kuoni since the coronavirus lockdown, goes on sale with a range of commitments to reassure customers that they are safe to plan now and travel later.

As well as savings on 2021 departures equivalent to £250 per person for bookings made before June 1, the collection comes with the policy that all prices and departure dates are guaranteed.

A new 12-night tour has been added called 'Wildlife of India'. This tour takes travellers to two of India's lesser-visited parks which inspired Rudyard Kipling's *Jungle Book*, including Kanha National Park, a vast forested reserve with a high concentration of tigers.

www.kuoni.co.uk



ESCORTED TOUR COMPANIES PLAYING THEIR PART DURING LOCKDOWN

While tours are on hold, escorted tour companies are making a difference at a local and global level.

ESCORTED TOUR companies are making the most of the enforced downtime created by COVID-19 travel restrictions by playing their part in a range of activities which are helping communities far and wide.

Members of the Wendy Wu Tours team, along with friends and family, embarked on range of challenges to raise money for NHS, MIND and Alzheimer's charities. They raised more than £2,500 undertaking activities including cycling, running, walking, karaoke marathons, marathon relays, wheelbarrow runs around the garden, skipping, planks, sit-ups, press-ups, and keep-it-uppies.

Abercrombie & Kent is taking a global approach during the pandemic shut-down via Abercrombie & Kent Philanthropy (AKP), the company's charitable arm.

Working with their coordinators in Peru, Brazil, south-east Asia, India, Sri Lanka, Tanzania, Kenya, Uganda and Zambia, the company is providing emergency assistance to resource-limited regions where their guests travel. This work includes the Emergency Relief Fund, which addresses local needs through

initiatives such as: procuring essential health items such as soap and medical supplies to distribute through the communities in need; and supplementing the income of women who run small community-based businesses as their revenue-generating operations are temporarily shut down.

In March, medical supplies were sent to the Bwindi Community Hospital in Uganda, and in April, the company delivered a container of medical supplies to Cambodia to help the country fight COVID-19. This month, the company plans to send a shipment of medical supplies from Chicago to Tanzania. These initiatives are achieved in conjunction with their partners, Project C.U.R.E as part of AKP's Global Medical Assistance programme.

When the shipment arrived in Cambodia, Project C.U.R.E released the following statement: "We received word from General Sokren Seng in Cambodia informing us that the A&K container has been released from port and will be delivered to Phnom Penh over the weekend. The Ministry of Health of Cambodia will take possession of the goods and make sure that they get distributed to hospitals in

need to combat COVID-19."

Exodus Travels, via their Exodus Travels Foundation, has released a statement from the foundation's chairman, Peter Burrell on their response to the pandemic. In the statement, Mr Burrell said they have been working closely with their partners overseas with "many in remote areas and poverty-stricken countries that are not able to provide the same 'safety nets' for their citizens that we have come to expect", adding that in places such as Nepal, India, Peru and Tanzania, their leaders, staff and operators have lost their livelihoods overnight with few alternatives.

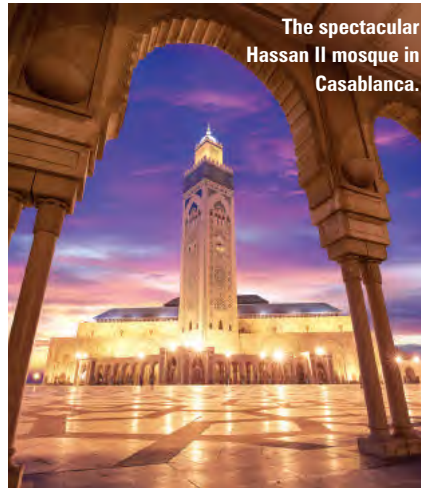
"So, we are now working with our partners across our destinations to adapt and expand our foundation programmes to best support communities most negatively impacted by the COVID-19 crisis and the resulting halt in tourism," Mr Burrell said. "With countrywide lockdowns currently in place in many destinations, we are not yet able to do as much as we would like. However, we will continue to work on these plans and keep you all updated as soon as we can logistically make them a reality."

RIVIERA OPENS UP

There is a world of escorted tours on offer from Riviera, with bookings for 2021, as well as later in 2020.

RIVIERA TRAVEL has opened the order books on a range of escorted tours for 2021, including European destinations as well as those further afield.

For customers who are seeking a complete change of scenery when travel restrictions are lifted, Morocco could be an option with Riviera offering a Marrakech and Atlas Mountains tour, priced from £599 per person for six days, and an Imperial Cities of Morocco tour, priced from £899 for eight days. This tour takes in the sights of Marrakech before moving on to Fez, Casablanca and Rabat, the capital city.



The spectacular Hassan II mosque in Casablanca.

A 16-day Ecuador and the Galapagos tour is priced from £3,489 per person, and includes the UNESCO World Heritage sites of Quito and colonial Cuenca.

Canada, the US, India and African destinations also feature heavily in the 2021 itineraries, while in Europe, highlights for 2021 include Pompeii, Capri and the Bay of Naples, priced from £729 for eight days, as well as Tenerife and La Gomera, perhaps the most untouched of the Canary islands, priced from £899 per person for eight days.

www.rivieratravel.co.uk

What restaurant are you going to visit when lockdown is over – and what will you order?



Jeanette Ratcliffe

Publisher
jeanette.ratcliffe@travelbulletin.co.uk
Jumbo fish and chips at my local pub, the George and Dragon.



Matt Gill

Senior Account Manager
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Steak frites at Côte Brasserie.



Georgia Lewis

Managing Editor - News
news@travelbulletin.co.uk
Verona - my local Italian for the salmon pasta, a nice bottle of wine and a lemon sorbet.



Bill Coad

Account Manager
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I'd like to go to an American diner or order a Chinese.



Mariam Ahmad

Assistant Editor - News
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Eat Tokyo - my favourite place for sushi!



Sarah Terry

Account Manager
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Crab Shack in Worthing for a seafood platter, dressed crab and a glass of rosé while looking at the ocean.



Simon Eddolls

Sales Director
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Does Wetherspoon count as a restaurant? It ticks a few boxes!



Hannah Carter

Events Coordinator
hannah.carter@travelbulletin.co.uk
Four Hundred Rabbits in Crystal Palace for gluten-free pizza and chocolate brownies.



Tim Podger

Account Manager - Far East
tim.podger@travelbulletin.co.uk
Gaucho's with friends and family for a steak night.



Ashweenee Beerjeraz

Events Assistant
ashweenee.beerjeraz@travelbulletin.co.uk
Rum Kitchen for jerk chicken, rice and peas, mac'n'cheese, plantain and coleslaw.

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CIRCULATION

circulation@travelbulletin.co.uk



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

(More JETS Awesomeness coming soon!)