

Graz in Austria – the perfect option for a City break, highlights both the cultural opportunities and as importantly its culinary fame. Graz Tourismus has put together some interesting group tours to enable your clients to see the City and its surrounds at a glance....see page 13

Interlaken Tourism celebrates its centenary this year and has a host of special events and unique offers for its guests. Its partner the famous Jungfrau highlights new attractions and for the second successive year Interfolk Jungfrau – a great way to welcome Autumn.see pages 14 & 15

Multi Billion Hole

The European Tour Operators Association (ETOA) estimates that the impact of the recent flight ban caused by the volcanic eruptions in Iceland on Europe's inbound tourism economy is running into billions of Euros. The economic value of inbound travel & tourism to the EU runs to over €300 billion a year in foreign currency earnings, over 6% of total EU exports.

Tom Jenkins, Executive Director, ETOA, said: "the plight of Europeans stranded abroad after the Easter at the forefront of everyone's mind. But spare a thought for visitors to Europe from other continents: their plight is far worse and the inbound industry that looks after them is striving to cope." For most Europeans, there are alternatives to flying home as many can travel across the continent by road or rail. But visitors to Europe from the US, Australasia or the Far East cannot do this. Some face language difficulties and many are running out of money to pay for additional food and accommodation at the end of their visit.

"We will face a huge bill for handling this crisis", says Tom

Jenkins. Many operators have brought in additional staff to manage the situation and everyone is facing high rates for accommodation that was not booked well in advance. "On top of that, tour operators will have to suffer cancellations and losses from trips that have been unable to depart and huge logistical challenges in rescheduling departures once airspace reopens." ETOA Chairman, Patrick Richards concluded: "Europe's response to this situation has a significant effect on the way we are perceived as a destination. If stranded intercontinental visitors are kept informed and looked after in a proactive and sympathetic manner; they will leave with a positive impression, despite the bad experience. On the other hand, suppliers who seek to take advantage by profiteering will damage Europe's reputation. Tourists have long memories, especially when they are not treated fairly. We are one of Europe's most important export industries; we have a duty to protect this position. There is no shortage of other destinations around the world waiting to offer an alternative."

Drop of 4million visitors to France

Visitors to France fell by 6% in 2009 according to Herve Novelli, the French junior minister in charge of tourism. The most visited country in the world its numbers were down from 79million in 2008 to 74million in 2009.

Even though France officially came out of recession in the 2nd quarter of 2009, the high Euro against the dollar resulted in US visitors falling by 8% and the ongoing recession in the UK resulted in 17% fewer Britons travelling to France. There were also falls in other visiting nationals: Chinese -4%, Russians

-23%, Japanese -3%.

Despite the poor comparable figures the Minister said that in the last two quarters of 2009 there had been a rise in visitors from the US, "Who are slowly coming back with the fall of the Euro against the dollar."

Leisure and tourism is responsible for 6.4% of French GDP and is sustained by the fact that 80% of French nationals holiday in France and only 20% holiday abroad.

By Dominique Faure
Paris



Eyjafjallajökull volcano



The Pan European Advent and Christmas Markets website

Highlights details of 100's of Advent and Christmas markets
and Festive events from Aarhus to Zurich and beyond

www.christmas-markets.org

You can also identify many benefits on offer during the festive
season to make your itinerary even more appealing

Photo: Christmas Market - Tallinn Town Square by Toomas Volmer

On The Road

April - May 2010

In the News...

- 3 People...
- 3 Places...
- 5 Transport News
- 7 Cruise News
- 7 European Eccentrics
- 8 Options & Attractions
- 9 Faith Based Tourism
- 10 Mice News
- 11 Hospitality
- 12 Travel Industry
- 13 **Graz**
- 14 **Interlaken/Jungfrau**
- 16 "We Welcome Groups"

A directory of Companies throughout Europe that specialise in working with leisure and business escorted groups

On The Road is available as a download in PDF format at:

www.ontheroad.co.uk

For a free subscriptions please

e-mail your:

Name Company name

Occupation Address

E-mail address

To subscriptions@ontheroad.co.uk

££££££££££ - We welcome, and pay for, your published news, views, and comments on the group tour industry. Please add your voice to your publication.

\$\$\$\$\$\$\$\$\$\$ - Earn from OTR by introducing new advertisers.

Details from address below

On The Road

Chalk Farm Publishing Ltd,
Riverside Lodge, Collier Close,
Camerton, Bath BA2 0QB

Publisher/Editor - Alan Bennett

Tel: +44 (0) 1761 479 645

Fax: +44 (0) 1761 479 663

E-m: info@ontheroad.co.uk,

info@chalkfarmpublishing.co.uk

Behind the Eyjafjallkokull fallout

As airports rumble back to life across Europe, it was inevitable that accusations and criticisms would fly backwards and forwards between governments and industry over the appropriateness or overkill of the closure of Europe's air space during the Eyjafjallkokull fallout. But some very touching stories have emerged from the chaos of that shut down.

The International Herald Tribune tells the story of how in Moscow shortages had empowered bureaucrats and created a vibrant black market in transportation tickets, some of dubious authenticity.

A young woman appeared with an offer too good to refuse. The woman had a bus at her disposal and could take 50 people with her to Copenhagen via Berlin at a steep discount to the black market price. She needed the passengers to offset the cost of taking the bus to her wedding.

She also found two drivers with the visas needed to cross much of Eastern Europe. But after the bus began crossing Russia's vast expanse, the woman realised she had left the papers she needed for her marriage certificate behind in Moscow. She and her fellow passengers had to turn back. When they finally got under way again, it took 30 hours to reach Berlin, their first stop.

Diplomacy of a bygone era

When President Toomas H. Ilives of Estonia arrived in Turkey last week, he had prepared for a state visit - one state visit.

What he got, courtesy of an erupting volcano, was more like a presidential road trip - nine countries in four days - evoking the sedate diplomacy of a bygone era.

Mr. Ilives left Istanbul on Sunday. On Monday, he ate an impromptu dinner with President Boris Tadic of Serbia. In Poland, he stopped to lay a wreath on the fresh tomb of President Lech Kaczynski. In between, he and the Estonian first lady got their coffee and gas at convenience stores, arriving back in Estonia just in time to host a dinner for visiting dignitaries.

Angela Merkel, the German chancellor, embarked on an odyssey that took almost as long as her Estonian counterpart's. It started in San Francisco. After airplane stops in North Dakota, Portugal and Rome, Mrs. Merkel rode in a bullet-proof limousine from Italy to Germany.

Almost free

We are all aware of the humane initiative taken by the US management of Celebrity Cruises, when they cancelled the inaugural voyage of their new cruise liner SS Celebrity Eclipse and sailed her to Bilbao to pick up for free, 2,000 marooned Irish and British holiday makers - at the same time scoring a major PR coup!

But did you know that CC were also aware of the Irish and Brits leanings towards a dram or two. No, the alcoholic drinks were not for free!

Hero - Youssef Ali

The Ingham family desperately needed to get home to London for a hospital appointment, from Paris, to Calais, so they jumped into a minicab. On arrival at the Channel port at 2am, the family found that none of their cash point cards worked, so they could not withdraw the cash to pay Youssef, the cab driver. According to Mandy Ingham, Youssef just shrugged and said, 'Inshalah'. "We had about €15 between us, but he refused to take it, telling us to buy food for the children. Then, when we asked for his address so we could post him the €250 fare, he refused that too, and simply drove off into the sunrise. Youssef was our knight in shining armour!"

Alan Bennett

© Copyright 2010. Articles published in this magazine are copyright and should not be reproduced without permission from the publishers.

The views expressed in this magazine are not necessarily those of the publishers and all information is given in good faith. No responsibility can be taken by the publishers for any errors or omissions, howsoever caused. Readers are advised to check upon any information given, and where relevant take professional advice before acting upon it.

Mair Mair

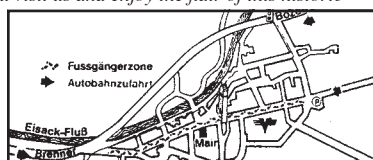
G.m.b.H.
S.r.l.

Herzlich Willkommen

A warm welcome to Sterzing / Vipiteno. Mair Mair are glad to greet you at our traditional trading establishment where we are pleased to offer you a wide range of souvenirs, leather goods, wines etc etc.

Our friendly sales staff speak English, German, Italian and Dutch, so please feel at home when you visit us and enjoy the flair of this historic trading city.

I 39049 Sterzing, Altstadt 1
Tel: +39 0 472 765386
Fax: +39 0 472 766386



Do you want... NETWORKING? STUDYTOURS? CERTIFICATION? INFORMATION? JOBS?

IATM

INTERNATIONAL ASSOCIATION OF TOUR MANAGERS LTD

397 Walworth Road, London SE17 2AW, UK

tel: +44 (020) 7703 9154
fax: +44 (020) 7703 0358
e-mail: iatm@iatm.co.uk
www.iatm.co.uk

PEOPLE UPDATE..... PLACES...

On the Beach

Former Holidaybreak executive Wendy Parry is joining online travel agency On the Beach as Finance Director.

Parry moves after eight years with Holidaybreak where she was Managing Director of educational and group tour specialist NST.

GCB

The German Convention Bureau has elected Matthias Schultze as the post of Managing Director. He previously served as MD of the World Conference Centre Bonn.



Matthias Schultze

CircleSolution Consultants

Lyndsey Thomas has been appointed as the new Head of Tourism to run the UK Tourism Division, as part of a re-structure following CircleSolution's partnership with AVIAREPS AG - aviation and tourism representation. Her responsibilities will include strategic direction, coordinating marketing programs and managing the tourism team. www.circlesolution.com



Lyndsey Thomas

WTM

World Travel Market has appointed UK Travel Trade Gazette's Deborah Dewe as its new Head of Sales.

Deborah joins WTM from her position as UK TTG Sales Director. She takes up the WTM Head of Sales position made vacant when Simon Press was promoted to WTM Exhibition Director in January. She will be responsible for all revenue streams across Reed Travel Exhibition's flagship event.

ECC

David Dingle has stepped down as chairman of the European Cruise

Council. The Chief Executive of Carnival UK hands over to Manfredi Lefebvre d'Ovidio, Chairman of Silversea Cruises, Pierfrancesco Vago, Chief Executive of MSC Crociere, will become Vice-Chairman. Lefebvre d'Ovidio said: 'I hope to bring my years of industry experience to bear in raising the profile of the European cruise market among consumers and in the travel trade.' The ECC was set up in 2004 and represents 42 cruise lines. It focuses in particular on the environment, ports and infrastructure, tourism, consumer affairs, and health and hygiene within the European institutions, and aims to balance economic and social interests across the community.

Regent Seven Seas Cruises

Christian Sierralta has been named as Vice President of International Sales. Sierralta will be responsible for retail travel agency sales, developing charter and affinity group business, and managing special projects in existing and emerging markets. Sierralta served as Regional Sales Director for Latin America at Silversea Cruises for the past six years

bmibaby

Julian Carr has been appointed the new Managing Director of bmibaby. Julian joined the airline in May 2008 and was responsible for revenue management, network planning, marketing, PR, customer relations and e-commerce. Before joining the airline Julian was with IATA based in Montreal where he was responsible for marketing and business development opportunities in the airline sector. www.bmibaby.com



Julian Carr

ABTA

Its Head of Communications, Casia Zajac, will be leaving at the end of April.

China Airlines

Allen Sun has been appointed, General Manager, UK and Ireland. He is a 30 year veteran with the airline, his last position was as General Manager North West USA. Allen is no stranger to Europe having in the past served in Italy, Germany and in the UK. China Airlines started three times a week direct services from Taipei to London on 28th March. www.china-airlines.com

Bern

The Swiss Yodeling Association was founded on May 8, 1910 and is celebrating its 100th anniversary this year at the BEA in Bern. During the weeklong celebration, visitors can try yodeling, playing the alphorn or flag throwing.

The anniversary opening ceremony in the PostFinance Arenam will have over 500 performers from throughout the country. Later that evening visitors experience a traditional alpine fair includes yodellers (of course) traditional sports demonstrations, brass music, regional costumes, folk music and a real alpine procession.

Travel with one of the trains reserved especially for the event. A round-trip ticket from wherever you board. One of the designated trains costs a flat fee of CHF 59. Combination tickets for the afternoon opening ceremony and the evening event are available starting at CHF 25. Order tickets at www.ejv.ch/jubilaeum.



Swiss Yodeling Fest

European stats

Today the tourism sector employs approximately 10 million people in Europe which makes it the third most important industry in general. The sector represents 12% of jobs and 10% of European GDP.

About a third of European holidaymakers head annually to three Mediterranean countries - Spain, France and Italy.

According to a recent survey of the European Commission this year, 80% of Europeans surveyed want to go on holidays. In comparison, 65% went on holiday in 2009 and 67% in 2008. However, nearly half of those surveyed want to spend their holidays in their country, reported Econostrum.info.

This is especially true in the southern Countries (84% of Turks, 78% of Croats, and 62% of French). In contrast, the Scandinavians (86%) and the Dutch (84%) go further afield mostly in search of sun and sea holidays.

Naples

Italian police in early April seized €700 million of assets from the Camorra in what Interior Minister Roberto Maroni said was the largest assets seizure from a mafia group ever.

The assets taken from the Casalesi clan near Naples included apartments, farms, land and firms including a plant that once belonged to the Cirio food giant. They were seized from the heirs of Dante Passarelli, a Casalesi associate who died in a mysterious accident in 2004 while on trial with the then top bosses in the clan.

The Casalesi's criminal empire was spotlighted in Roberto Saviano's

2006 bestseller Gomorrah, later made into a successful film of the same name. The journalist and writer has been under round-the-clock police protection after receiving death threats from jailed Casalesi chiefs.

Croatia's Danube

The Croatian Danube has become even more attractive as a tourist destination with new offers and attractions. A new brochure 'Syrmia, Slavonia and Baranja at a Glance', details over sixty programmes for visitors to the region and twenty team-building activities with a Danube connection under the title 'Danube Syrmia Adventure'.

A new air route linking Frankfurt and Osijek operated by Ryanair is expected to further stimulate the development of tourism along the Croatian Danube. www.kroatien.at

Rotterdam

The Tour de France is coming to Rotterdam! From 1 to 4 July 2010 Rotterdam will be the proud host of the Grand Départ of the 97th Tour de France. This is the fifth time that the Netherlands has the honour to host the biggest cycling event in the world. Rotterdam continues the tradition of the Tour's special starts in London (2007) and Monaco (2009)

USA revives

The U.S. Department of Commerce announced that 3.4 million international visitors travelled to the United States in January 2010, an increase of 10% over January 2009. January 2010 marks the fourth straight

continued on page 4...

...continued from page 3

month of increases in U.S. arrivals. International visitors spent \$10.3 billion in January 2010, 3% less than in January 2009. January 2010 marks

the fifteenth consecutive month in which the U.S. travel and tourism-related exports were lower than when compared to the same period of the previous year.

Estonia

Estonia is the 132nd smallest country in the world yet has some extraordinary world-beating claims to fame, from having the world's oldest pharmacy to being home to the world's highest pub ceiling and the third oldest operating lighthouse.

This small country is also highly technologically developed. It is 30th in terms of the world's highest number of internet users, Skype was invented by an Estonian, most Estonians pay their taxes and bank online and their car park fees by mobile phone, yet the country is closely rooted to its nature and heritage.



St. Olaf's Church and the Tower of Fat Margaret

Some useful facts

- Estonia is the most meteorite-cratered place on earth. The largest and best-known meteorite craters the 80 metre wide, 12metre deep Põrguhood.
- Estonia has the 5th most mobile phones per capita anywhere in the world, with around 1,500 phone for every 1,000 people
- Estonian is the least spoken language on Google Translate
- The capital, Tallinn, has the world's oldest pharmacy still operating in its original location
- Tartu, Estonia's second city, is home to the highest pub ceiling in the world, the Gunpowder Cellar, whose ceiling is 11m high
- The railway platform at Haapsalu station on Estonia's west coast is the longest of its kind in Europe at over 200m long and was built so that the Tsar could leave the train on rainy days without getting wet
- St. Olaf's Church is the highest house of worship in Estonia and between 1549 and 1625 was the tallest building in the world when its spire rose to 123.7m
- The Kõpu lighthouse on the Estonian island of Saaremaa, completed in the 16th century, is the world's third oldest operating lighthouse
- The biggest multifunctional art centre in Scandinavia and the Baltics is the KUMU, just alongside the Kadriorg Park in Tallinn
- Matsalu National Park is the biggest and most bio diverse migratory bird stop and nesting area in the Baltic Sea region and is wetland of international note
- Estonia's Kaali meteorite crater, measuring 110 metres across, is less than 3,000 years old, making it the most recent meteorite crater in Europe
- Estonia has the third largest number of swamps in Europe and the second largest number of plant varieties per square metre in its woodland and meadows, with 76 varieties
- Estonia's 'Big Egg Hill', rising just 318 metres above sea level, is the highest point in the Baltics.

Lisbon

European travellers have voted Lisbon out of the top 10 European cities as the best destination of the year. From tourism infrastructure, to quality of life, to experience, Lisbon beat out Prague, London, Berlin and others to take the title. The European Consumers Choice is a non-profit organization that each year rewards 25 products chosen by a jury and European consumers. For the first edition of the Best Destination 2010, the city of Lisbon was selected by European consumers as the most beautiful place to go for a holiday break.

Passau

Passau Tourismus has just issued maps of the city in Italian, Japanese, Spanish, Czech, Dutch, Russian, and Hungarian. The new ten-page, full-colour maps complement the German, English, and French-language editions. Publication of maps in Swedish, Chinese, and other languages are also planned. tourist-info@passau.de, www.passau.de.

Serbia

The Balkan state chalked up growth in 2009. While international arrivals

remained stable over the previous year totalling 645,301, overnights expanded to 1,469,651 with foreign guests staying longer. The bottom line- growth rate of 5% in a challenging year for the industry world-wide. Visitors' average length of stay lengthened from 2.2 to 2.3 days. www.serbia.travel

Romania

Romania has become the first country in the world to attempt to reduce consumption of junk food by taxing it. Fast food has become hugely popular since the collapse of communism and has been blamed for a steep rise in obesity. The Health Ministry said that over 50% of the country's 22 million citizens are overweight. The government hopes the new tax on products containing high levels of fat, sugar and salt will force an improvement in the nation's diet, and raise an estimated £860m for the exchequer.

Spain

The Spanish Tourism Board's latest marketing campaign is being distributed across 40 countries with an estimated reach of over 400m people. 'I

continued on page 5...

Slovenia

Slovenia's EDEN project aim is to identify and reward the most sustainable or green destinations in Slovenia. In 2010 one again, emerging destinations competed with sustainably designed tourist products that are tied to surface and ground water.

The winning destination for 2010 is the River Kolpa, links together the tourist services and attractions along the river in six municipalities: Osilnica, Kostel, Ko evje, rnomelj, Semi and Metlika. These attractions have been presented in three product groups tied to water and the aquatic environment. The product group 'Down the Kolpa, up the bank' brings together the sports and recreation attractions of boating, rafting, swimming and angling on the river as well as cycling and hiking alongside it. The group 'Kolpa stories' links up attractions related to cultural monuments and the cultural tradition of Peter Klepec (the strong man) and Zeleni Jurij (the Green Man) along the river. The group 'Murmuring of nature' is tied to the natural wealth of the aquatic and riparian zones and their biodiversity.

All the finalists of the EDEN selection in Slovenia will also have the opportunity to collaborate, link up and transfer knowledge and exchange experiences with European destinations within the framework of a web forum running since 2009 as part of the website www.edenineurope.eu under the leadership of the European Commission.



Kolpa River EDEN Destination 2010_Foto RIC Bela Krajina

...continued from page 4

need Spain' will be led by chef Ferrán Adrià of El Bulli fame, supported by kite surf world champion, Gisela Pulido. The new campaign aims to position Spain not only as a sun and beach destination, but also as a first-class cultural destination. It focuses on the Spanish lifestyle, rather than just seasonal, geographical or product-related elements.

'I need Spain' was created by McCann Erickson Madrid who won the account after a 21-company pitch. Spain attracted more than 52.2m visitors, who spent over €48bn. The UK accounted for 13.8m visitors or 26% of the total. 'I need Spain' has a global budget of €40m in 2010.

Liverpool

The birthplace of The Beatles is to host an extensive season of cultural events to celebrate the life of John Lennon. From 9 October 2010 (which would have been John Lennon's 70th birthday), to 9 December (the day after the 30th anniversary of his assassination), organisations in Liverpool will join forces to host a series of live music, film, poetry and art events which are estimated to bring tens of thousands of additional visitors to the city.

Events include 'Lennon Remembered', a major tribute concert at the 11,000 capacity, Echo Arena, plus a major birthday celebration at the world-famous Cavern Club, a Lennon-inspired international poetry competition, film festival, lecture programme and visual art exhibitions at Liverpool John Moores University. 'White Feather: Spirit of Lennon', an exhibition about life with John Lennon by his son Julian and former wife Cynthia, has also been specially extended.

The organisation of the John Lennon Tribute Season is being led by the world's leading permanent Beatles-themed visitor attraction, the Beatles Story and a team including regional tourist board, The Mersey Partnership (TMP); Liverpool City Council; Liverpool attraction, Cavern City Tours, the Royal Liverpool Philharmonic Orchestra and shopping and leisure complex, Liverpool One.

Jerry Goldman, Managing Director of the Beatles Story said: "2010 is a big year for Beatles fans as it is 50 years since the band formed and 40 years since they split. Combine this with what would have been John Lennon's

70th birthday and the 30th anniversary of his death and you can see why we wanted to host a fitting tribute. The richness and diversity of the John Lennon Tribute Season represents the impact John's life had on music and culture, the city of Liverpool and fans all over the world".

www.beatlesstory.com.

Explained: the ten plagues of Ancient Egypt

The Daily Telegraph newspaper reports that the plagues that befell Ancient Egypt - as described in Exodus - could indeed be fact!

The Bible describes that when the Pharaoh refused to release the Jews, God inflicted ten plagues. There is no doubt, says The Daily Telegraph, that some 3,000 years ago the Egyptian city of Pi-Rameses was abandoned by its townsfolk.

Now scientists from Germany and Canada have worked out a scenario in which natural phenomena, corresponding to the ten plagues, could have been responsible for Pharaoh's change of attitude when he let the chosen people go.

It started, say the scientists, when the climate changed, with plentiful rain giving way to (a well-documented) drought following the reign of Ramesses II. As temperatures rose, the Nile would have turned slow and muddy, ideal conditions for toxic algae called *Oscillatoria rubescens*, which turn water red when they die (plague 1). This could have caused all the frogs (plague 2) to leave the river, resulting in an explosion in the populations of flies and other insects that frogs feed on (plagues 3 and 4), leading in turn to an increase in insect-borne disease, which would have killed livestock (5), and caused boils (6).

And the last four plagues? These may have been caused by the (again, well documented) eruption of Thera, a volcano north of Crete. This would have spewed billions of tons of ash into the air over North Africa, which could have led to hail-storms (7), humidity that fostered locusts (8), and darkness (9). It could even have triggered the tenth plague, the death of the first-born. It's possible the humidity nurtured a fungus that infected grain supplies. Eldest sons, who fed first, would have been the first to die.

of air passengers' bags mishandled last year, resulting in savings of US\$460m by the world's airlines. This is the second consecutive year that the industry has brought down significantly the number of bags mishandled worldwide. Last year there were 25m bags mishandled, out of 2.2bn passengers, a figure that is more than 40% (or 17.4m bags) down on the 2007 numbers. SITA, operates WorldTracer, the industry-standard, fully-automated system for tracing mishandled passenger baggage used by more than 440 airlines and ground-handling companies worldwide. The statistics show that half the bags go missing during aircraft transfers, 16% fail to load, and 13% are due to ticketing and security issues. Whilst the arrival airport normally gets the blame this is attributed to only 3% of errors. www.sita.aero

175 years of German Railways

Deutsche Bahn celebrates the '175 years of German Railways' anniversary with the presentation of the ICE in Potsdam, which will run across the whole country throughout the year.

Activities throughout the country include a special exhibition and locomotive show at the DB museum in Nuremberg. From 6th July 'Planet Eisenbahn' will illustrate key themes throughout the history and present

day from an international perspective. Between 6th August and 31st October, eight locomotives from the beginning of a glamorous era will tour. Vehicles from the olden days of railways history will be hired from England, France and Denmark.

Southend gets the go-ahead

Southend Airport's expansion plans have been approved by the Secretary of State for Communities and Local Government. This involves a 300m extension of the runway to the south west and is alongside the railway station (direct to London's Liverpool Street) and control tower which are already under construction and the proposed new terminal and hotel. The railway station should open in summer 2010, the control tower spring 2011 and the runway works fourth quarter 2011. Very useful for the 2012 Olympics

Middle East aviation growth

Etihad has become the first Middle Eastern airline to operate from the Japanese capital Tokyo - with Emirates coming a close second.

The airline launched its inaugural flight between Abu Dhabi and Tokyo on March 27, the first of five regular flights between the two cities every

continued on page 6...

Fligh Plan

Air Europe has added Miami to its connections via the Spanish capital Madrid www.aireuropa.com

Andolujet the budget division of Turkish Airlines plans to introduce flights to Stockholm on 1 June, followed by Copenhagen, Frankfurt, Dusseldorf, Vienna, Tehran, Amsterdam, Brussels, Paris and London. www.anadolujet.com

easyJet has added another airport - Doncaster Sheffield to Amsterdam

Edelweiss Air Switzerland's leisure airline, launches in November a weekly flight to Mauritius (on Mondays). Also Tanzania - Kilimanjaro Airport, November until February, in combination with the destination Mombasa. Edelweiss Air code share with Swiss

Etihad Airways, the national airline of the United Arab Emirates, has commenced non-stop flights from its home base in Abu Dhabi to Tokyo, a parallel service to that offered by Emirates, who fly from Dubai. Etihad will operate five non-stop flights per www.etihadairways.com

Flybe is to offer a year-round service flying six times a week between Gatwick and Nantes, www.flybe.com

Hong Kong Airlines will launch scheduled services between Hong Kong and Moscow in June four times a week.

KLM Royal Dutch Airlines will launch a scheduled service between Amsterdam and Hangzhou on 8 May and becomes the first airline to offer direct service between the city and Europe. The new service will operate three times a week. www.klm.com

Lufthansa is to introduce a new three times per week route from Munich to Riyadh starting 26 April. The Boeing 737-800 will be kitted out with 24 semi-lie flat seats up front and 84 in Economy. www.lufthansa.com

SWISS will be offering a daily non-stop service between EuroAirport Basel and Hamburg from 20 May. It will also provide a daily air connection between two of Europe's major logistics and forwarding centres. Hamburg is an important cruise port with its access to the North Sea, and via the Kiel Canal to the Baltic.

At the same time the airline is dropping its Basle to Amsterdam service. The route is flown four times daily from Zurich. www.swiss.com

Qatar Airways is to introduce non-stop daily flights from Doha to Sao Paulo (and onwards to Buenos Aires) from 24 June. www.qatarairways.com

Royal Jordanian confirmed flights will be resumed to the Malaysian capital Kuala Lumpur at the beginning of June this year, in light of the signs of recovery and increase in tourism and commercial activity to Malaysia. The three weekly services will be operated via Bangkok. They will also fly four times a week to Hong Kong via Bangkok, three times a week to Colombo and daily to London. www.rj.com

United Airlines has introduced two North Atlantic routes, Brussels to Chicago and Madrid to Washington. Both are daily www.united.com

TRANSPORT

Brooklands fundraiser

The UK's spiritual home of motor racing - Brooklands, is trying to raise funds. Called Banking on Brooklands the scheme is to digitally divide up the famous members' banking into 33 strips, giving a total of 2,000 virtual squares. Priced at £95 upwards they are named after some of the greats of motor racing including John Cobb, Sir Malcolm Campbell and Kay Petre who managed in 1935 to get around the banked circuit at 135 mph in a

narrow tyred Delage. Brooklands is the home of Vickers Aircraft, with aeroplanes galore including Concorde, a huge collection of road and racing cars, and a terrific bicycle collection as well. Just off the M25, the plan is to add 25% more visitors this year from the 110,000 in 2009. www.bankingonbrooklands.co.uk

Baggage losses down

SITA, the aviation IT specialist owned by the carriers themselves, has reported a drop of 23.8% in the number

...continued from page 5

week; 10 first class, 26 business class and 164 economy seats will be available on each flight.

On-board entertainment and food has been adapted for the route, which is expected to be popular with business travellers. For Japanese travellers, it also opens up around 60 destinations available from Etihad's rapidly growing Abu Dhabi hub. The airline launched its first Japan service in February, with flights to Nagoya airport.

Emirates, the national airline of Dubai, followed suit on March 28. Its new service, scheduled to fly five times weekly to Tokyo. Eight first class, 42 business class and 304 economy seats will be available on the aircraft.

The growth of the Middle East and the United Arab Emirates as a business and tourism hub has led to rapid growth in the region's air transport capabilities, led by Abu Dhabi and Dubai flag-carriers Etihad and Emirates.

In 2009, the Middle East bucked the trend of global aviation, posting a 13% growth in passenger capacity, whilst the global average fell by 3% in total. Aviation trade body IATA attributed this to a jump in the growth in long haul traffic across Middle Eastern hubs such as Abu Dhabi and Dubai International airports.

Air Canada also inaugurated a new route to Tokyo on March 27 with a new non-stop service between Calgary and Narita.

HA in administration

Highland Airways launched 1991, has gone into administration and ceased flying. Whilst passengers on its Inverness to Stornoway, Western Isles, route will be able to use an alternative Loganair/Flybe service, those now used to flying between Cardiff and RAF Valley in Anglesey will be faced with a difficult 200-mile plus car journey until a new operator can be found for the PSO (public service obligations) operation. The Inverness-based airline operated a fleet of 11 aircraft used for scheduled services and charters, the largest a 29 passenger Jetstream 41. www.highlandairways.co.uk

Belfast

It's City Airport runway extension has been delayed by at least 18 months following the Northern Ireland government's decision to order a public enquiry.

Environment Minister Edwin Poots said: "Because of the significant issues at stake, I have instructed my officials to ask the Planning Appeals Commission to hold a public enquiry and to request that the enquiry is given a high priority." A very interested party will be the Spanish-owned Belfast International, set to lose business if the expansion goes ahead. www.belfastcityairport.com

European ban updated

The EU says North Korea's state-owned carrier Air Koryo has received a partial exemption from its airline blacklist, while some Iran Air jets will

be banned from flying to Europe. The index of 278 airlines lists carriers deemed by the EU not to meet international safety standards. It was established in 2006 and is updated annually.

The report noted safety improvements in Egypt and Angola. Angola's TAAO airline will also be allowed to fly to Europe with specific safe aircraft.

The latest list released at the end of March imposes an operating ban on all airlines from Sudan and the Philippines due to noncompliance with international safety conditions. Afghanistan's Ariana Airlines, Siam Reap Airways from Cambodia and Silverback Cargo from Rwanda already are banned from Europe for the same reason.

Kids body scan

Children will have to go through full body scanners at UK airports under new proposals unveiled by the government, despite protests from civil liberty groups that the resulting images would breach child pornography laws.

Announcing the new code of conduct for scanners, the transport secretary Lord Adonis said " Airport security staff have been trained in aviation security and customer service to carry out their jobs in a sensitive and proportionate manner."

China's big plans

Rail News reports that China has unveiled ambitious plans to export its rail technologies worldwide, including the creation of a global network that would slash train times between Beijing and London to as little as two days.

Just two years after completing its first high-speed link, the Chinese Ministry of Railways is considering plans to build two lines to Europe, one passing through India, Pakistan, the Middle East and terminating in London, while a second would head to Germany via Russia.

There are also plans for a third line extending south from China to connect Vietnam, Thailand, Burma and Malaysia.

Negotiations among the various countries have only just started, and the lines are not likely to be completed before 2025.

Did you know

A car with an average passenger load of 1.56 people uses 0.21kgCO₂ per mile, compared with a coach with an average load of 36 people uses 0.03kgCO₂ per mile

Call A Bike resumes

Deutsche Bahn's 6,000 red and silver rental bikes are again available in the Call A Bike cities; Berlin, Frankfurt am Main, Stuttgart, Munich, Karlsruhe and Cologne. The rental bikes can be hired from over 50 ICE stations. www.callabike.de

Gatwick to Central London

easyBus has just launched a brand new 24 hour service between Gatwick Airport and Earl's Court/West Brompton. Departures run from 15 minute intervals round the clock and operate

KLM brush up

Now a partnership with Air France, KLM is going its own way as far as uniforms are concerned. Involving some 11,000 female cabin attendants, ground staff and pilots the uniform is being quickly rolled out. The design is completely new, but the uniform is still the same KLM blue originally introduced in 1971. "By introducing this new uniform in these challenging times, we underscore our faith in the KLM brand," said Mr Hartman KLM President & CEO. The uniform was designed by Dutch couturier Mart Visser. www.klm.com



KLM - new togs

non-stop. The new service can be booked now for all travel dates from 25 April throughout the summer.

The new 24 hour Gatwick to London direct service has a journey time of just 1 hour and 5 minutes. The easy-Bus stop in London is conveniently located right outside the entrance to the famous Earl's Court Exhibition Centre and is just 200 metres from West Brompton Underground and 500 metres from Earl's Court, Warwick Road Underground. There are good connections with the Piccadilly and District Lines as well as the West London Link over ground service giving easy access to the whole of London.

As with all easyBus London airport routes, prices start from just £2 one way for early bookers who buy online at easyBus.co.uk.

End of the road

Roads along the Seine in Paris are to be closed after 43 years in an attempt to return the banks to their 'former beauty'.

Georges Pompidou, the former French president, as part of his great 'expressway programme', built the roads.

Up to 70,000 cars a day travel along the Seine's left bank and what is known as the Pompidou expressway a dual carriageway along the right bank built in 1967.

Mr Pompidou was an avid motorist who once declared: "The French love their cars."

The banks have been a UNESCO world heritage sites since 1992.

Bertrand Delanoë, the mayor of Paris who introduced Paris-Plages when the banks of the Seine become a temporary beach every summer, said that removing cars from sections of the riverbank would help cut pollution and boost the capital's international standing.

Mr Delanoë has declared war on the "unacceptable hegemony of the automobile", introducing new trams, bike and bus lanes and the popular Velib' cycle rental scheme since taking office in 2001.

Most non-motorists have welcomed the moves but car and taxi drivers have complained that congestion has become intolerable.

Undeterred, the mayor said he planned to pedestrianise a 1.2-mile stretch of road on the left bank from the Orsay museum to the Pont de l'Alma near the Eiffel Tower by 2012. There are also plans to include steps down to the water, as well as gardens, walkways, green "islets" and a barge containing a botanical garden.

Un-licensed passenger jet pilot

A Swedish man, Thomas Salme, 41, admitted in a Dutch court to flying passenger jets without an appropriate license. Following a tip-off from Swedish authorities, Salme, who lives in Milan, was arrested at Schiphol Airport in March at the controls of a Corendon Airlines Boeing 737 shortly before it was due to depart from Amsterdam for Ankara, carrying 101 passengers.

Salme went to flight school in Sweden in the late 1980s, but did not qualify for jets or passenger planes. He apparently learnt how to fly them on a flight simulator. Salme flew for airlines in Britain, Italy and Belgium, including Italy's Air One, logging thousands of hours of flying time before he joined Corendon in 2006.

The Dutch Prosecutor, Bote ter Steege, said the case was unprecedented in the Netherlands, but went on to praise Salme's piloting ability, he had once safely landed a plane with only one engine after striking a bird.

Salme was convicted of flying without a license and fined €2,000 (a third of the maximum penalty) and banned from flying for a year.

Corendon lawyer, Benno Friedberg said he thought the ruling was "pretty mild considering the companies that have been taken in."

Prosecution spokeswoman, Natasja Keijzer, said the justice ministry would carefully consider whether to appeal, calling the verdict "unsatisfactory for the people who were on the plane."

CRUISE NEWS

AMA

Amawaterways is to introduce the MS Amakatarina to its 'Russian Waterways' fleet as of 20 May 2011, she will sail a total of 1411 night voyages for the 2011 season.

AMA say the completely renovated ship will be the largest and most luxurious vessel sailing the Volga-Baltic Waterway. The 212-passenger ship boasts 24,025 sq ft of space dedicated to just 106 cabins. Passengers can choose from ten cabin categories spanning four decks. Public areas include a panoramic lounge, conference hall, sauna, bar/nightclub and solarium.

Her programme will feature an 11 night itinerary from Moscow to St Petersburg, highlights include two nights on board docked in Moscow, a 6-night cruise along Russia's colourful and historic waterways. Passengers will visit the Golden Ring cities of Uglich and Yaroslavl, then transit across lakes Onega and Ladoga, to St Petersburg. www.amawaterways.com

Condor

Condor Ferries has added Condor Rapide to its fleet. She is expected to come into service in late May. The 86 metre fast cat will sail between Jersey, Guernsey and St Malo and replaces Condor 10 which had been in service since 1993.

Royal Caribbean

In 2011 European deployment will see an increase from 8 ships in 2010 to 11. Two ships Grandeur of the Seas and Liberty of the Seas will sail their maiden Europe seasons from Barcelona and Palma de Mallorca respectively.

Independence of the Seas will continue its year-round service from Southampton with Liberty of the Seas. Adventure of the Seas, Brilliance of the Seas, Navigator of the Seas, Splendour of the Seas and Voyager of the Seas will sail a variety of Mediterranean itineraries, while Jewel of the Seas and Vision of the Seas will sail the Baltic and North seas. www.royalcaribbean.com

Sanctuary Retreats

The London-based tour operator has now added an Egyptian cruise programme featuring Nile Adventurer, a five-star 32 cabin vessel. Each cabin is generously sized at an average 22sq m and all have bath tubs. Guests can dine in their cabins and the ship has a pool. The trip can start from either Aswan or Luxor depending on the cruise schedule. There is a no-mobile policy throughout the

internal public areas of the boat, for guaranteed peace and relaxation. www.sanctuaryretreats.com

Star Clipper

The Tall Ship specialist, has introduced a new stay-and-cruise package to launch its summer season of seven-night voyages from the island of Rhodes. The offer includes a week soaking up the summer sunshine at the 5-star Rodos Palladium Hotel before joining Star Flyer for a seven-night voyage along the beautiful unspoiled Turkish coast.

Ports of call include yachting favourites like Olympus, Antalya, Kemer and Kekova, rarely visited by bigger ships, as well as Gocek, nestling in the sundrenched Bay of Fethiye, a setting of pristine beaches, tiny islets and crystal-clear waters, perfect for snorkelling. There's also a call in Greece, at the exquisite little harbour of Kastellorizon, before returning to Rhodes. www.starclippers.com

Tallinn a winner

Cruise magazine Dream World Cruise Destination has rated Tallinn as top cruise destination for individual travellers who aim to explore the city on their own (Best Destination - Independent) for 2009.

The city won the award based on travellers preferences set out in a questionnaire. In Europe: other top cruise destinations were Barcelona, Copenhagen and Venice. World wide Limon (Costa Rica), New York, Quebec, Singapore, St Maarten and Willemstad (Curacao).

In 15 categories in total 51 cruise ports and destinations were listed. Of those 15 were mentioned in more than one category. www.ashcroftandassociates.com

Uniworld

River Tosca is back in service on the Nile River. The new 84-passenger river boat was forced into dry dock shortly after it launched in October 2009, due to a string of passenger complaints about the ship's poor finish. Uniworld blamed the Egyptian shipbuilder for shoddy workmanship.

Regent Seven Seas

The all-suite, all-balcony Seven Seas Voyager was voted the cruise ship with the best food and dining room service by members of the World Ocean & Cruise Liner Society for the second year in a row. According to the society, when choosing a cruise, "the category of food is often at the top of everyone's list of importance." When voting, their

members considered food taste, quality and presentation, dining room service.

Ships were considered based on six criteria: ample staff to ensure that there are no long delays in serving, promptness in responding to special requests, ability of the staff to communicate and explain the menu, the staff's ability to remember guest preferences, promptness in serving, and general attitude and friendliness of the staff.

Splashtours

After over a year of delays Splashtours' new attraction Splashtours was launched in March. Hop onto the hypermodern amphibious bus and take in the city's beautiful sights. On the banks of the Maas River, the bus splashes into the river and cruises along the skyline. The Splashtours departure point is located at Coolsingel, near Maritime Museum Rotterdam, in the centre of Rotterdam. www.splashtours.nl

EUROPEAN ECCENTRICS

Happy New Year??

Thousands of residents and tourists gathered in the Tuscan city of Pisa on March 25th to be among the first in the world to welcome in 2011. Under a centuries-old custom dating back to the Middle Ages, the New Year in Pisa traditionally begins on March 25, nine months ahead of the rest of the globe.

The turning of the year, which takes place at midday, is marked by a kind of solar clock inside the city's cathedral. A circular window in the Chapel of St Ranieri lets in a ray of sunlight that gradually traverses the cathedral; the moment it comes to rest on an ornamental marble egg is celebrated as the transition point from old year to new. Pisa Mayor Marco Filippeschi, wished those gathered a happy 2011. "I wish Pisa and its people a better year, particularly those who are unwell or who have lost their jobs," said Filippeschi.

Dead weird

Two women were arrested after they tried to put a dead relative on a flight, according to the BBC. They had tried to check him in for the Berlin-bound flight from Liverpool John Lennon Airport.

The 91-year-old man, from Germany, had been put into a wheelchair. He is thought to have died the previous day. The women, aged 41 and 66, were arrested on suspicion of failing to give notification of a death, police said. They were released on bail.

Hot rod

Colin Furze, a 30 year old scooter rider from Stamford in Lincolnshire, has fitted a flame thrower to the back of his scooter to deter tailgaters. He thinks the flames are powerful enough

to set fire to an offending car. Coin said "the only problem is it can get really hot if you are riding and blast the flames when the wind is in the wrong direction"

Saving time

Two bank robbers phoned ahead to place their order to a bank in Fairfield, Connecticut, they asked for a bag of \$100,000 in large notes and no anti theft dye. When the 27 and 16 year olds arrived at the bank, strangely enough the police were waiting for them.

Aah

Will Keegan moved from Blackburn in Lancashire to Melbourne as a child and since has been a keen supporter but had never seen them 'live' He flew 10,000 miles from Australia to see his team - Blackburn play Fulham, but he missed the match because the train he was travelling on broke down. Blackburn won 2-0 "I was expecting it to be the best day of my life, but it didn't work out that way2

Laurel and Hardy moment

A handyman was injured in an accident after he had a 'Laurel and Hardy' moment. Peter Aspinall, 64, propped his ladder against the branch of a sycamore tree - which he'd been told to prune by his employer - rather than leaning the ladder against the trunk of the tree.

Not surprisingly, when Mr. Aspinall sawed through the branch he and his ladder joined the branch in its 4.2m (14ft) plummet to the ground, where he broke his heel, damaged his ligaments and spent 10 days in hospital. At the time of the mishap Mr. Aspinall

continued on page 8...

Happy talk

Rarely these days do cabin attendants make an effort to liven up their announcements here are some to hopefully make you smile

On landing the hostess said 'Please be sure to take all your belongings. If you are going to leave anything, please make sure it's something we'd like to have.'

During a safety briefing 'Your seat cushions can be used for flotation and in the event of an emergency water landing, please paddle to shore and take them with our compliments.'

In another safety briefing 'In the event of a sudden loss of cabin pressure, masks will descend from the ceiling. Stop screaming, grab the mask and pull it over your face. If you have a small child travelling with you, secure your mask before assisting them with theirs. If you are travelling with more than one child, pick your favourite.' Source ARBT

Regular cruises in the Valley of the Loreley

Rüdesheim – Bingen – St. Goarshausen

Dept. Rüd.: 9.15am, 11.00am and 2.00pm

Dept. St. Goar: 11.00am, 2.10pm and 4.10pm

Full restaurant service and snacks available

Commentary in English – Multi-lingual staff – Group rates



Tel. Bingen +49 6721 14140

E- info@bingen-ruedesheimer.de www.bingen-ruedesheimer.de

...continued from page 7

had worked at Egerton House Hotel near Bolton for all of 2 weeks.

Health and safety inspectors said the hotel had failed to carry out a 'risk assessment' on the dangers of pruning the tree and magistrates fined the hotel £1,000. David Walton defending the hotel said, "It's an unusual accident. Laurel and Hardy do this sort of thing!"

The Bucks Herald

"In an appeal to find a violent man, in today's newspaper, a picture of the man police are hunting was supposed to be printed with the article. Due to an error, a picture of councillor Steve Kennell was used instead. We apologise sincerely, and would like to reassure readers that Mr Kennell is not a violent man."

Road hazard?

An Italian mayor has erected "hazard" road signs depicting well-endowed women in miniskirts to prevent motorists being dangerously distracted by the growing number of prostitutes lining his town's streets at night. "I will not leave any citizen alone to combat this phenomenon, which has by now surpassed any

level of tolerability," said Giovanni Azzolini, mayor of Mogliano.



with a song in his heart!

An Englishman who joined a choir in Somerset as a child is still singing with the group 70 years later. Mervyn Salmon, 78, was baptised at St Cuthbert's Church in Wells, and joined its choir aged eight. He has sung almost every Sunday since, only taking a break for National Service. "What I like is that everyone in the choir is equal," he said. "In one concert, I had an admiral on one side and a judge on the other side - me, who didn't pass the 11-plus."

GROUP OPTIONS/ ATTRACTIONS

Imperial dinner train

A unique evening awaits on this authentic replica of the former Imperial Express. From 29th April the Imperial dinner train goes to the Danube Valley each Thursday evening.

Starting in central Vienna the majestic train journeys past vineyards, historically significant stations, goes through the wonderful Danube valley to arrive at Spitz an der Donau, one of the prettiest villages in the Wachau. The train continues to take visitors to one of the highlights of the trip - a romantic walk through the famous Dürnstein with its monastery. With an exclusive four course dinner being served during the journey, before returning to Vienna with music in the bar till midnight in one of the luxury carriages. Tel.: +43 1 513 28 81, Email: gorieck@imperialtrain.com



Majestic Imperator

Picasso: Peace and Freedom

Sep 24, 2010-Jan 16, 2011:

Albertina - Vienna

In 1944 Picasso joined the French Communist Party. Although he remained a figurehead for the movement until his death, his political thinking was heavily influenced by his desire for peace and freedom. During this period he painted, sketched and made lithographs of the famous white dove which he helped to establish as a global symbol for peace. A collection of 50 paintings and 100 sketches accompanied by numerous documents shed light on Picasso's politics. The exhibition is curated by the Tate Liverpool. www.albertina.at

New remembrance tour

After having launched Battlefield tours from Lille to Ypres in 2007, the Tourist Office of Lille is expanding its selection of remembrance tours. Every Sunday a new tour departing from Lille will explore the Weppes area, including the new Commonwealth cemetery at Fromelles.

The first stop is Fromelles, the site of the discovery of 6 mass graves holding the remains of some 250 Australian and British soldiers who fell during the terrible battle of 19 July 1916. The Commonwealth is currently constructing a new military cemetery there, the first to be built by the War Graves Commission in 50 years. The official inauguration that will take place on 19 July in the notable presence of a member of the British Royal Family.

The tour continues with a stop at the Australian memorial, then at the military cemeteries of "Trou aid Post" and "Pétillon Street". The tour also pays homage to the other countries

Gassan Diamonds

The diamond cutting establishment Gassan Diamonds brings the tradition of diamond cutting to life. Visitors learn all about the techniques of this traditional craft and explore the production process in all its facets. The tour concludes on a festive note with a Diamond & Surprise Cocktail, the champagne won't be the only thing sparkling in the glass, which also contains a small stone. Our diamond expert will assess each gem to find the winner of the one genuine diamond.

The Rembrandt House

The afternoon will continue at the Rembrandt House. This is where Rembrandt further developed his world-renowned etching techniques, including his special method of mixing paint in such a way that it brought his paintings to life even more vibrantly. Divided in two, the groups will then be given etching and painting demonstrations. The visit will conclude with an audio tour of the house. The museum will be open exclusively for you and your guests. Duration of the tour is about one hour.

Hidden techniques - group option

Around time that Rembrandt was born, the first diamond cutter registered his business in Amsterdam. Art and diamond cutting: the two crafts that, thanks to the use of hidden techniques, produce dazzling results. This special arrangement will bring the two together: the technique of cutting a rough diamond into a dazzling gem and the painting techniques that made Rembrandt into a world-renowned painter.

Tel.: +31 (0)20 622 5333. This is a group option only, 15 - 30 Pax .

that fought alongside the French and British troops, by stopping at the Portuguese cemetery of Richebourg and the La Couture Indian memorial.

At La Bassée, the tour guide will touch upon the topic of post-war reconstruction. Finally, on the way back to Lille, she will point out the German cemeteries.

Throughout the visit, the guide will combine history and local stories, depicting daily life during the war and revealing a few lesser-known historical facts. For instance, did you know that Hitler fought at Fromelles as a corporal of the Bavarian regiment? The tour lasts 3hrs 30 mins T0033 359 579 400

Regents Park Theatre

The unique setting of London's Open Air Theatre allows another classic season to find a new voice. Opening the season, Arthur Miller's *The Crucible* from 24 May - 19 June. One of Shakespeare's earliest plays *The Comedy Of Errors* returns to the theatre after fourteen years, A story of mistaken identity, this new production is set in 1940's Casablanca and plays from 24 June - 31 July 2010. Macbeth re-imagined for everyone aged six and over. This is the third year that the theatre has presented a Shakespeare play staged especially for family audiences using the original language and text. Playing from 3 July - 31 July 2010. For the second year running, there will be a Saturday morning performance and

two performances on a Sunday to provide more opportunities for the whole family to share the experience together.

Celebrating Stephen Sondheim's 80th birthday, the season closes with his 1987 musical *Into the Woods* Perfectly placed within the Open Air Theatre amphitheatre, the stories of the Brothers Grimm are given a dark and humorous twist. www.openairtheatre.com



Regent's Park Open Air Theatre by Alastair Muir

Hadrian's Villa

An exhibition charting the rise and fall of Villa Adriana, the 2nd-century palace built by the Emperor Hadrian, opened in the remains of the complex east of Rome at the beginning of April

Dozens of artefacts originally from the villa and now scattered in collections around the world have returned to the site for the event at Tivoli, around 30 kilometres outside the capital. The event, on show in the artificial grotto of Conopus, offers visitors

continued on page 9...

Hermitage - Amsterdam

Outstanding works by Matisse, Picasso, Van Dongen, De Vlaminck, Derain and many other contemporaries of theirs will be seen on display to 17 September 2010 at the Hermitage Amsterdam in the exhibition 'Matisse to Malevich. Pioneers of modern art from the Hermitage'

For this exhibition about 75 paintings have been selected from the Hermitage St.-Petersburg. Famous French masters, equally celebrated Russian contemporaries such as Malevich and Kandinsky will be represented - the pioneers of Modernism. This is the first time that this extensive collection of avant-garde masterpieces will be on display in Holland. The exhibition explores the origins of modern art as an art historical phenomenon, but also looks at the passion of the artists, when at a crucial moment in art history at the beginning of the last century; they initiated a revolution in art. www.hermitage.nl

...continued from page 8

to the complex a rare opportunity to admire many of these artefacts in their original context. Among the items on display are a beautiful red marble statue of a tippy faun, a drinking goblet decorated with cranes and serpents, and portraits of Hadrian's wife Vibia Sibina and Marcus Aurelius.

Work on Hadrian's Villa began in 118 AD and continued for many years, eventually producing a sprawling complex of 30 buildings stretching for over a kilometre.

The emperor reportedly had a low opinion of the traditional imperial palace on the Palatine Hill in Rome and although the villa was originally designed as an occasional retreat, Hadrian eventually lived there permanently.

From there Hadrian governed the empire, connected by a postal service to Rome. Although some of Hadrian's successors used the villa, it eventually fell into disuse. Cardinal Ippolito II d'Este sealed the fate of the complex in the 16th century, when he scavenged much of the marble and statues to decorate his own luxurious villa, today famous for its fountains.

The new exhibition, entitled 'Villa Adriana. Una storia mai finita' (Hadrian's Villa: A Never-Finished Story) runs until November 1.

A Utrecht tale of light

Trajectum Lumen is a new exploratory expedition in the dark which takes in artistically highlighted locations in Utrecht city centre. From the centrally located Vredenburg, a light trail in the ground leads to works of art by renowned light artists who bring to life the present and past of the city. Over the coming years, new works of art will be included until 2013.

This special attraction highlights objects, buildings, streets, canals and bridges in an artistic form, and tells an inspiring story about the city and its history. Take the Trajectum Lumen route that starts near the Central Station and ventures into both well-known and undiscovered parts of the historic city centre. The route takes 1.5 hours at a comfortable stroll, starting from Vredenburg and ending at the Mariaplaats <http://www.utrechtyourway.nl/utrecht/en/detail.aspx?id=E16367B145>

New - Free entrance

The Museum of London Docklands is now free to all, opening up a wealth of galleries and events to visitors.

Since opening in 2003 the museum has operated an admission charge of £5 for adult visitors. Following a recent decision by the Museum's Board of Governors, free admission has now been extended to all visitors.

The Museum offers a fascinating insight into over 2,000 years of history surrounding The Port of London and the people who have lived and worked here from the first Romans to the modern office workers of today.

The Museum is situated in one of only two remaining warehouses on West India Quay that were built in 1802 and has long been a popular

destination for local families and for tourists.

Head of Communications, Antony Robbins, said: "This is a great museum and a unique opportunity to explore Docklands history. We hope that free entry will encourage visitors to explore this fascinating part of the city. The next few months are a great time to visit as we celebrate 100 years of the Girl Guiding Movement with our free exhibition "Here Come the Girl Guides: 100 Years of Guiding in London", which opens on 26 June", plus a spectacular new £20 million, "Galleries of Modern London" opening at Museum of London on 28 May 2010. www.museumoflondon.org.uk

Kaufhaus Tyrol opens

Kaufhaus Tyrol, Innsbruck's shopping Mall has opened. Designed by British star architect David Chipperfield, the building scores with its bold, clearly structured façade of glass and reinforced concrete.

The new Kaufhaus Tyrol marks the beginning of another era in the colourful history of the building: Originally founded in 1908 by Bauer & Schwarz - and considered at that time as the latest trend in department stores, heavily damaged during the bomb attacks of WWII and re-constructed during the 1950's, the premises have seen a succession of owners in the second half of the 20th century.

The new Mall houses numerous shops, catering outlets and groceries. www.kaufhaus-tyrol.at

New London option for groups

A major new attraction aimed at the coach tour operators' market has been opened by the London Bridge Experience & The London Tombs. The 2,000 sq ft new element offers groups a sensory adventure through history of London Bridge. The new interactive set ensures visitors receive an accurate experience of what life used to be like on London Bridge throughout its extensive history.

With the help of a number of familiar characters, groups are encouraged to embrace life as a Roman, tread carefully through an ancient Viking prison, help pull down London Bridge with King Olaf II and respond to The Keeper of the Heads when he talks.

The London Tombs has been named as the UK's Scariest Visitor. The duration of tour is approximately one hour and fifteen minutes. T0844 847 1757

email_groups@thelondonbridgeexperience.com

Madurodam in the dark!

When twilight falls thousands of tiny lights create a fairytale atmosphere in the miniature city. Madurodam near Rotterdam, has developed a special evening programme, to highlight this magical image. Every evening after sunset visitors will be submerged in a Dutch fairytale that tells the story of Hansje Brinker and the fight against the water. Madurodam uses the most modern projection techniques for this show of water, light and lasers. www.madurodam.nl

FAITH BASED TOURISM

Vatican - 21st Century

The Vatican is to start digitising the thousands of manuscripts in the Vatican Library. "It is a grandiose project that will enrich culture while safeguarding and conserving the assets entrusted to the Vatican Library," Vatican sources stated. A pilot scheme is already under way. The full digitisation project will take about ten years.

The Vatican Library, one of the oldest in the world, contains 75,000 manuscripts comprising more than 40 million pages including the Codex Vaticanus Graecus 1209, the oldest known nearly complete manuscript of the Bible. Another choice item is the Secret History of Procopius, a vitriolic and scabrous account of the 6th-century Roman Emperor Justinian, discovered in the library and published in 1623.

According to an urban legend, the library holds the largest collection of pornography in the world. In fact, it owns very few pornographic materials, mainly copies of works on the Index Librorum Prohibitorum (Index of Banned Books). There are also a few mildly erotic works of art, but very little since the Renaissance.

The library, which was formally established in 1475 but is in fact much older, was separated from the Vatican Secret Archives at the beginning of the 17th century. The Library, which closed in 2007 for a renovation project scheduled for completion later this year, has started digitising 23 manuscripts comprising 75,000 pages as a 'test bed'.

WRTA 2010

The World Religious Travel Association has opened exhibitor reservations for the 3rd Annual World Religious Travel Expo & Educational Conference. WRTA also unveiled the official theme of Expo 2010: Discover the World of Faith Tourism. The tradeshow will be held for the first time internationally in Montreal, Quebec, Canada, from November 13-16, 2010.

For Expo 2010, new sponsors include the Italian Government Tourist Board, Palestinian Ministry of Tourism & Antiquities, Innsbruck Tourist Board, and Tourisme Montréal. As well as returning sponsors Switzerland Tourism, Theatre Direct & Broadway.com/groups, and VisitRochester. www.WRTAexpo.com

Portuguese heritage

Portugal's Serra da Estrela has seen a growing number of tour operators bring Jewish visitors to the region to see its Sephardic heritage. About 20% of Israelis are of Sephardic origin. Belmonte and its Jewish museum is rich in the history and traditions of crypto-Jews, who practiced their religion in secret for centuries.

The local tourist office has prepared an excellent tour of the region's Jewish heritage www.rt-serradaestrela.pt

(check details under tourism routes and cultural tourism). It was in towns like Belmonte that Portugal's Jews practiced their religion in secret after the abolition of Judaism in 1496. The village was already famed for being the birthplace of Pedro Álvares Cabral, the first Portuguese captain to sight Brazil in 1500.

But, in the 20th century a significant community of cryptic Jews, sometimes called Marranos, emerged. Although they had practiced many of the ritual of Judaism for centuries, they were unaware of their true heritage. Jewish communities around the world came to their aid to help them rediscover their roots, and in 1993 the community welcomed its first rabbi in more than four centuries. Shortly after that Temple Bet Eliahou was built. Amazingly, many of the Jewish families still live in the town's charming Judiaria, called the Bairro de Marrocos

Spain celebrates

The Way of St James or St. James' Way is the traditional pilgrimage to the Cathedral of Santiago de Compostela in Galicia where legend has it that the remains of the apostle Saint James are buried. This pilgrimage only takes place in a Holy Year. The Camino de Santiago 2010 will be one of the biggest religious spectacles of the year, seeing millions of pilgrims, journeying to this historic city.

Pope's visit - Portugal

Lisbon's Bishop Azevedo told *Lusa News Agency* that crowds of up to 150,000 are expected to attend open air masses in the capital and Porto during the May 11-14 visit and between 300,000 and 500,000 at Fátima, the country's holiest pilgrimage site.

1.5 Million to visit Turin shroud

On the first day of the exposition, over 12,000 people viewed the Shroud, 480 of whom came from abroad to the Cathedral of Turin to venerate what is believed to be the cloth Christ was buried in. The next day, the Feast of Divine Mercy, 48,325 pilgrims were counted.

Although 93% of the 1.5 million ticket reservations have been obtained by Italians, around 13,000 visitors are coming from the Americas, with 9,000 from the United States. Another 60,000 passes were requested by Western Europeans, including 22,000 from France, 12,000 from Germany, 9,000 from Spain, and more than 7,000 from Sweden. From Eastern Europe, 30,000 pilgrims are travelling, including 10,000 from Poland and 7,000 from Russia. From Asia, almost 2,000 have reserved tickets. Other groups are coming from Africa and Oceania.

Benedict XVI is scheduled to make a pilgrimage to Turin on May 2. Thanks to Zenit.org.

MICE NEWS....

Bookings = rewards

Park Plaza Sherlock Holmes Hotel at 108 Baker Street, London has launching an exciting promotion to reward event bookers and PAs. All residential

bookings worth over £3,000 booked before 30 September 2010, will equate to a one-night free stay at the hotel for the booker plus £40 high street shopping vouchers.

Park Plaza Sherlock Holmes' meeting facilities includes seven flexible

meeting rooms, with a maximum capacity of 80 theatre-style and 30 boardroom-style. A wide range of state-of-the-art audio-visual computer and technical equipment is also available on request.

Bookers should quote 'Treat me' when booking the residential meetings and bookings promotion. The one-night free stay must be taken within six months of booking and is subject to availability and terms and conditions. www.parkplazasherlockholmes.com

and live marketing industry.

As the six-day flight restriction finally lifted, the industry trade body said there had been an upsurge in clients turning to agencies to implement crisis and risk-management processes. Measures have included a 24-hour staff support hotline for clients.

Hotel members of the industry trade body have estimated an average loss of between £500,000 - £700,000 with many working to be as flexible as possible with cancellation terms and conditions. Those that allow clients to rebook the event within 12 months will not have to pay any cancellation charge.

Center Parcs target corporate

With research indicating that employees are increasingly desk bound and restricting their break times to compensate for work pressures, Center Parcs is encouraging human resources departments and event planners to look outside the confines of the UK's traditional meeting and events venues.

Apparently less than 33% of Brits leave the building for fresh air, 8 out of 10 employees taking less than 30 minutes for lunch, and over 20% work more than 45 hours a week, Center Parcs is capitalizing on its acreage and enlightening decision makers on the benefits of fresh air to employees' welfare and learning. They have created "Challenge Package," the "Initiative Package," and the "Pamper Package," CP are targeting HR departments to maximize employee well-being while balancing work pressures, maximizing productivity, and maintaining morale. Email - corporate.events.uk@centerparcs.co.uk

Top ten meeting trends for 2010.

Benchmark Hospitality International announces its annual "Top Ten Meeting Trends" as observed by its US properties in 2010 and says similar trends in Europe

1 **Cautiously optimistic for 2010, with Strong Pacing for 2011!**

A highly positive signal is that the overall pace is up significantly for advance bookings in 2011.

2 **Booking in the Month, for the Month... but at least meetings aren't cancelling!**

The booking window for corporate meetings remains very short term - from 30 - 45 days and is basically in the month for the month. Planners are unwilling to commit too far out and risk cancellation and other penalties.

3 **Extreme Price Sensitivity, with Hotels again competing for Meetings Business with Aggressive Package Pricing**

The severe business climate of 2009 helped re-educate traditional hotels on the merits of aggressive meeting package pricing with its high perceived value. Those providers that maintained service levels and nurtured strong customer relationships are emerging stronger.

4 **Meeting Groups are Smaller in 2010 and Carving a Day off their Stay.**

In some cases down by 50%. Meetings in 2010 tend to be regional vs. national, more serious in their content - replacing social functions and special dinners with working sessions, and are trimmed by at least a day to reduce pressure on budgets.

5 **Being Green**

For corporate groups, meeting providers are generally expected to have green programs in place, although this is not yet universally required. For federal and state government business and education segment, properties must meet basic green hospitality requirements to even be considered for a meeting or event this year.

6 **No Frills Meetings, the Spa and the Golf Course onto the back burner.**

Meeting spending is seriously conservative, highly image conscious, and focused on the basics with little attention paid to the spa or a round of golf. Teambuilding, if it occurs, is integrated into the body of a meeting as there is little time to set aside for an afternoon on the high and low ropes courses.

7 **Maximum Internet Bandwidth is the expectation.. All other technology demands are eclipsed by this.**

Planners coming to negotiations with the expectation that a venue will have current meeting technology installed. What they are demanding, however, is that providers be able to provide maximum connectivity to support online content and applications during the meeting. This is of critical importance universally.

8 **Today's planner is a fierce price negotiator, and feels empowered to expect concessions.**

Planners are coming to pricing discussions today armed with negotiation skills carefully honed over the last 12-18 months. Their expectation is for properties to extend significant concessions across the board to increase value for the meetings budget - total packages a huge advantage

9 **Health-conscious Food & Beverage Options Scrutinized. Buffets for All.**

Part of maximizing a meetings budget is ensuring delegates remain strategically focused on the meeting content. A proper, healthy and protein-rich diet can significantly aid in keeping meeting participants attentive and their energy levels maximized. Consequently, planners are scrutinizing menus and buffets like never before.

In their free time delegates are hitting the fitness centres, walking trails and pools like never before. A healthy body is clearly perceived to be important for a sharp and productive mind.

10 **Social Media and the Meetings Industry ... LinkedIn, Trip Advisor, and Facebook Friends**

Although properties are increasingly turning to Facebook and Twitter for their leisure and consumer business, the corporate meetings segment is still reliant on old fashioned face-to-face contact. LinkedIn and Trip Advisor, however, are growing in importance to planners as they seek information and customer feedback on properties they are considering.

Rotterdam update

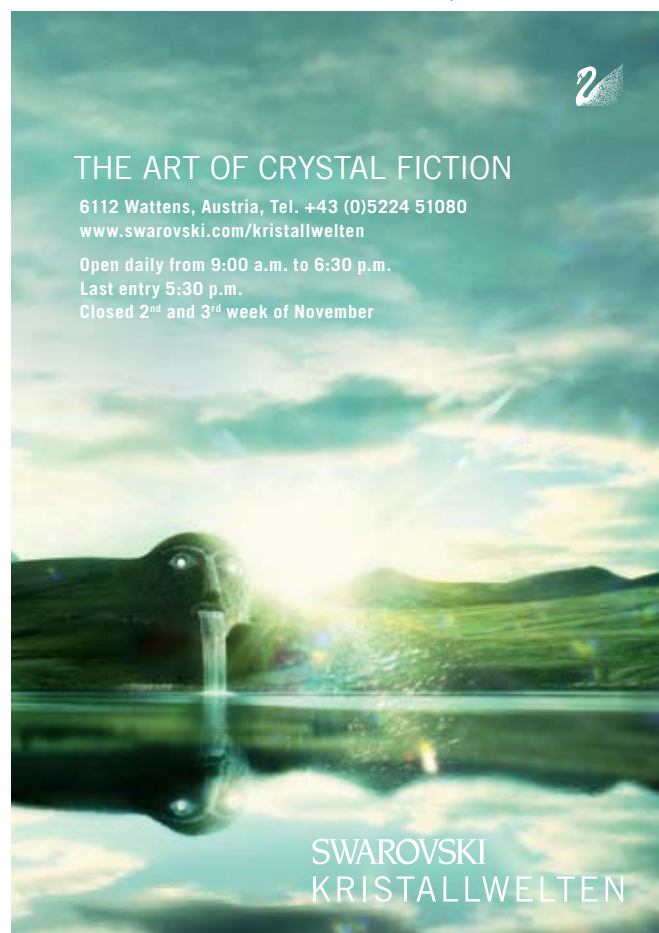
On 22 April a new conference centre opened its doors in the Rotterdam area: Business Centre Nederland (BCN). This modern facility has 32 multifunctional rooms all outfitted with audio-visual equipment, and there is free high-speed internet access throughout the facility.

BCN is easy to reach, it has 250 free parking spaces and for people using public transport a €13.50 rate (second-class return ticket) from every location in the Netherlands...www.bcn.nl

Rotterdam now has its 'own DMC Jibe! Destination Management, part of the Jibe! Group, providing event organisers local support in Rotterdam with the organisation of conferences, events, meetings, trade exhibitions and incentives. jolanda@jibe-group.com.

Corporate Events

At least two-thirds of events scheduled to take place week commenced 19th April were cancelled or deferred due to the Icelandic volcanic ash, according to Eventia the Association of the UK's events



THE ART OF CRYSTAL FICTION

6112 Wattens, Austria, Tel. +43 (0)5224 51080
www.swarovski.com/kristallwelten

Open daily from 9:00 a.m. to 6:30 p.m.
Last entry 5:30 p.m.
Closed 2nd and 3rd week of November

SWAROVSKI
KRISTALLWELTEN

HOSPITALITY

Algarve - Sargres

April sees the 'soft opening' of the Martinhal Beach Resort & Hotel. The resort is on Martinhal Beach, surrounded by a protected national park, close to the small fishing port of Sagres on the Western Algarve coast, just over an hour's drive from Faro airport.

Sagres is a favourite destination for nature lovers, surfers and scuba divers who appreciate its unspoiled environment.

The resort features the five star 38 bedroom boutique Hotel Martinhal as well as a wide selection of spacious Village Houses, and an exclusive collection of privately-owned villas and townhouses.

Singapore

The historic Raffles Hotel in Singapore, famed for its colonial grandeur and the Singapore Sling cocktail, is to change hands in a deal worth \$275 million (£180 million).

The luxury 103-room hotel, a favourite watering hole of literary figures including Somerset Maugham and Rudyard Kipling, is said to be set to be acquired from Fairmont Raffles Hotels International by Qatari Diar, part of the state-controlled sovereign wealth fund, the Qatar Investment Authority.



Raffles Singapore - Restaurant Alligator Pear

Frankfurt

The Meininger Hotel Frankfurt Messe, is a new three-star standard category hotel with 164 rooms, opens this month. Within close proximity to the Frankfurt Fair & Exhibition Centre (Messe Frankfurt), the hotel will be offering business travellers a very practical alternative, while at the same time attracting tourists with its convenient central location.

Best Western rebrand

Best Western is rebranding itself with the new strap line 'hotels with personality'. Hotel group bosses said they wanted to emphasise the individuality of each of its 265 member hotels.

With the campaign, Best Western aims to become the number one mid-market brand in the UK. www.bestwestern.co.uk

2009 hotel occupancy

Average achieved room rates in UK hotels fell by 6.2% in 2009, according to an annual survey by hotel consultants PKF. The Hotel Britain 2010 report also revealed a fall in rooms yield (room occupancy multiplied by the average achieved

room rate) of 4.7%, to £108.74.

The report reviewed the performance of 559 hotels representing over 93,449 rooms across London and the regions.

Sol Meliá

The Sol Meliá chain of hotels and resorts has received a distinction from the UNESCO endorsed Responsible Tourism Institute. It has been awarded with the Best Hotel Company biosphere award and this is the first time the award has been given to a group as opposed to an individual hotel. It took more than 13 months for the Responsible Tourism Institute to check the credentials within the group (which encompasses over 100 brands).

Sol Meliá was awarded in all 3 cultural, social and environmental categories.

The Responsible Tourism Institute is an independent group first created in 1995 and is a member of World Tourism Organisation. It has awarded more than 100 hotels in America and Europe.

European price increase

The average price of hotels in Europe has increased 12% from March to April 2010 - a sharp increase over the previous month, and the highest point since October 2009. Most European cities have experienced price growths of 10 - 20%, and in popular tourist destination cities such as Rome, Barcelona and Istanbul, prices rose by as much as 42%. These are the findings of the trivago Hotel Price Index which is published monthly by the hotel price comparison site trivago.

On your bike

Guests are now offered the chance to power hotels by using special bikes to get fit under an energy efficiency drive by Crowne Plaza initially launched in Copenhagen, but it could be offered to its hotels in the UK if it proves successful. Guests who produce 10 watt hours of electricity by using new electric bicycles will be offered a free meal, said the company, adding that its initiative would help people get fit, reduce their carbon footprint and save electricity and money at the same time.

Nile

Kempinski is to open its brand new Nile Hotel at the beginning of June. It is located in the heart of Cairo, in the lively and prestigious Garden City district and on the banks of the River Nile. The 191-room, low rise, boutique property offers Egyptian styling and state-of-the-art technology.

Each suite has a private balcony overlooking the Nile. The Blue Restaurant and Grill, offers an unique feature in that there is no official set menu - all dishes are made to order. Guests are given a list of the fresh produce sourced that day and then work with the chef to create their meal. Turkish,

Lebanese or truly local cuisine can be sampled at Osmanly, the hotel's Ottoman restaurant which is fully equipped with a traditional Egyptian bread oven and show kitchen. www.kempinski.com/en/cairo

London

- The 118-year old Savoy, London will reopen in June following a £100m restoration - the most expensive hotel refurbishment in London's history.
- The Corinthia Hotel London is presently being totally transformed from the original Metropole building on Northumberland Avenue, together with the adjoining 10 Whitehall Place is due to open late 2010. It will offer 300 hotel bedrooms and suites, three distinctive restaurants, a large central courtyard foyer, tea lounge, destination bar, a ballroom restored to its original splendour, conference and boardroom facilities and London's largest luxury hotel Spa complex. www.corinthia.com

Liverpool & Glasgow

InterContinental hotels (IHG) has signed contracts to open two more of its boutique brand Indigo hotels in the UK. The new properties will be in Glasgow and Liverpool.

Hotel Indigo Glasgow, to be built in a converted bank building in Waterloo Street, is scheduled to open mid-2010 with 96 bedrooms.

Hotel Indigo Liverpool, will be a city centre property with 151 bedrooms. It is scheduled to open in spring 2011. IHG opened its first Indigo hotel in the UK earlier this year in west London. www.ihg.com

Chisinau - Republic of Moldova

Ramada announced that the 140-room Ramada Chisinau City Centre property in the Republic of Moldova will be the country's first internationally branded hotel. Formerly the four-star Hotel Codru, the property will undergo a multi-million dollar renovation before re-opening as a Ramada hotel in the third quarter of 2010. www.wyndhamworldwide.com.

Berlin

Will see its first Hampton by Hilton hotel next year following a franchise agreement. The property, the first of the economy brand in Germany, is close by the Kaiser Wilhelm Church and will offer 214 rooms, meeting facilities and a fitness area.

The first Hampton by Hilton in Europe opened in Corby (UK) earlier this year followed by the Liverpool Airport property in October. In 2011 Hilton will go very upmarket in Berlin with the opening of the Waldorf Astoria. www.hilton.co.uk/berlin

Samara

Hilton are to open a Garden Inn hotel in Samara, Russia's sixth largest city in 2012. When it opens, Hilton Garden Inn Samara will offer 195 rooms, an always open business

centre and complimentary high speed wi-fi internet access. In the city centre the main train station and the port are a short walk away from the property. Samara is 1,000 miles south of Moscow, is located on the River Volga and has a population of just over one million. www.hilton.co.uk/gardeninn

Melk

The Restaurant at Melk monastery in Austria has reopened and Gerhard and Gabriele Teufner, the new hosts of the restaurant unveiled the innovations they have introduced to the traditional eatery. Over the winter months some of the restaurant's dining areas were renovated and redecorated. The newly created "Kolomani Torte", a range of high quality beers and an innovative buffet make the restaurant one of the leading addresses for fine dining in the Lower Austrian Danube region. www.stiftmelk.at/frame_stiftsrestaurant.html.

Rotterdam

'De Rotterdam' is open for business. The largest Dutch passenger ship and former flagship of the Holland America Line is now a completely refurbished hotel offering 257 hotel rooms, several restaurants and bars and many congress and meeting rooms. www.opderotterdam.nl



De Rotterdam

Serbia - Iron Gate

In Golubac, on the right bank of the Danube, where the Iron Gate gorge begins, the Galuba ki Grad Hotel has opened. The brand-new hotel offers 200 beds and offers magnificent views of the eight-kilometre lake and Golubac Castle. The surroundings of dense forests with a diverse fauna and flora is perfect for hiking, fishing, and just relaxing. www.golubackigrad.rs.

Expansion for Iceland's Hotel Edda Vik

Visitor numbers to Iceland's south coast during the summer months have seen significant year-on-year increase. As a result the Hótel Edda Vik, located in the town of Vik, has expanded to cater for the increased demand.

Located a stone's throw from the rugged Dyrhólaey promontory - a bird lover's paradise, with huge Arctic tern colonies and puffin breeding grounds - and the majestic Mýrdalsjökull glacier, the hotel has added 11 new double rooms and expanded its dining facilities to offer evening meals for individuals and groups. Renovations are due to be completed in June 2010. The hotel will have a total of 32 guest rooms, including 10 small summer cottages also offered by the hotel. Tel: (+354) 444 4840 www.hoteledda.is

TRAVEL INDUSTRY NEWS

Brits want Awaycations

While 2009 was the year of the Staycation, the new travel trend for 2010 is the Awaycation. Tired of the doom and gloom of Britain and the virtual world of their computer screens, a new study by tour operator Thomson shows that Britons are flocking to long haul and experiential destinations that provide a sense of discovery, in more ways than one.

Long haul bookings are up 14% according to Thomson, and the top five most popular Awaycations are India, Egypt, Morocco, Tunisia and Turkey. Such is the demand for more locations that Thomson is introducing direct flights to Costa Rica this year (the only airline to fly direct from the UK) and bookings for its Thomson Sensori resorts, which offer holidays to stimulate all the senses, are up 56% in 2010.

The new study shows that almost half of people are looking to go further afield and have new experiences on holiday this year - with 95% of people saying experience is just as important as value for money. This contradicts what staycations said about their holiday plans for 2010, back in 2009, when 4 in 5 people were planning to holiday in the UK again.

Reprieve - tax relief

The UK trade has welcomed an announcement by the government that is to set aside a repeal of the Furnished Holiday Lettings rules until after the general election.

The repeal, ending tax relief on holiday homes was announced in the budget of April 2009, would have had serious harmful consequences for the domestic tourism sector leading to a loss of over £200 million and 4,500 jobs, ABTA claimed.

It was due to be included in the Finance Bill but has been given a reprieve following pressure from the Conservatives, ABTA, the Tourism Alliance and the Holiday Cottages Group. A review of the repeal was one of the key demands in ABTA's Travel Manifesto and follows on from representations made by the association to government earlier in the year.

ABTA chief executive Mark Tanzer said: "The repeal of the FHL rules would have had an extremely damaging impact on domestic tourism and many of our members' businesses and we welcome the Government's sensible decision to set aside the proposed repeal for the time being."

New for 2010

Eurocamp is launching two beach-side 'Sun Parks' in Belgium and Holland, which are open all year round.

In Belgium - comfortable 'Villa' accommodation in Oostduinkerke, a popular seaside resort on the West Coast. Just a mile from Belgian beaches, the 40 acre holiday village, with its own lake offers plenty of facilities - including its on-park 'Aquafun' swimming pool complex with indoor and outdoor pools and a variety of waterslides; a huge 'Kids World' indoor playground; and sports facilities, including tennis, mini golf and bowling, plus bicycle and buggy hire for all ages.

Sun Park in Zandvoort Aan Zee, on the Dutch coast, holidaymakers can combine a beach holiday with visits to Amsterdam, which is just 20 minutes drive away. The park has an 'Aquafun' swimming pool complex, with indoor and outdoor pools, a variety of waterslides, and watch films in the Aqua Cinema. There's also bicycle hire, and a 'Beach Factory' indoor activities hall - with pool, inflatables, bowling, darts, and mini golf.

The seaside town of Zandvoort has a stretch of sandy beach, with its beach clubs, restaurants, outdoor patios, and rows of chaise longues, perfect for sunbathing. www.eurocamp.co.uk

Profile

In 2008 The Leading Travel Companies Conservation Foundation was established, a non-profit organization that encourages sustainable tourism and supports threatened communities, natural environments and historic sites all over the world. The LTCCF is a not-for-profit organization which supports work that fosters sustainable tourism and protects culturally and ecologically sensitive areas around the world.

It is a joint initiative by travel companies including AAT Kings, Brendan Worldwide Vacations, Busabout, Contiki Holidays, Eastern Trekker, Evan Evans Tours, Grand European Tours, Haggis Adventures, Insight Vacations, Milestones, Shamrock Adventures, Uniworld Boutique River Cruise Collection and Trafalgar Tours.

They have helped Conservation International to protect three million hectares of Atlantic Forest in Brazil, an area of unmatched importance to protect the planet's biological diversity, supported WWF to help establish the first sustainable tourism project wholly managed by the area's indigenous communities and funded research and restoration in Venice to help protect the city from degradation.

This includes the Foundation's support for the Venice in Peril charity which funds the restoration of the Monument to Canova, in the Santa Maria Gloriosa dei Frari Church where the famous sculptor's heart was interred upon his death. This monumental building is one of the city's three great Gothic churches and contains some of the finest art treasures in Venice.

The Foundation is also a primary sponsor for the Tourism for Tomorrow Awards which encourages tourism operators to develop and share leading sustainable tourism practices.

Travel social media revolution

The Social Travel Report by independent media agency Total Media, based on a sample of 1,375 UK consumers, reveals that large numbers are opting to book accommodation, flights and activities direct online based on the advice of fellow holidaymakers.

Online reviews from the likes of TripAdvisor are now more influential than brochures, advertising, travel supplements and agents, a new study claims. People also trust complete strangers over recommendations from the travel industry, according to the research which claims that the holiday industry is facing a social media revolution.

The study found that almost 70% of consumers use the internet to book their holidays, compared to 23% by phone and just 8% in-store within travel agents.

Consumers aged 35-44 were found to be most likely (74%) to book online. Price (80%) was cited as the main reason for using the internet along with information (53%) and convenience (50%).

Although less than 10% of bookings are made through travel agents, 60% of consumers using agencies said they did so because they valued

their "expert advice". Surprisingly, the age group most likely to visit a travel agent is 16-24 year olds, some seeking advice on how best to structure gap year travel arrangements.

The report found Expedia was the leading online resource for consumers planning long trips (more than five nights) with 25%, followed by TripAdvisor and lastminute.com with 22%. Lastminute.com was regarded as first choice for short trips with 24%.

Iceland targets medical tourism

The renovation and development of a hospital at Asbru in the Reykjanesbaer area of south Iceland is set to become the country's first medical tourism venture, spearheaded by Iceland Healthcare.

When completed the hospital will specialise in joint replacement surgeries, obesity procedures and related therapies with construction and renovations beginning during the second quarter of 2010.

The first overseas patients arrivals, scheduled for the second quarter of 2011, will be from Norway and Sweden, with patients from the UK being invited soon after.

The hospital will contain two operating theatres and some 28-hospital beds, and will be able to serve up to 5,000 foreign patients per year. It is anticipated that up to 300 new jobs will be created in connection with the project.

*Willi's
Ubrenspiel*

*House of
Black Forest
Clocks*

*We mail to
all countries!*

We accept:
American Express, Visa, Mastercard
and: Diner's Club, Traveller's Cheques and all Currencies!

Herr Family
Landstraße 7
D-78132 Hornberg-
Niederwasser
Germany
Phone: 0 78 33 / 80 37
Fax: 0 78 33 / 77 24

Hummel Figurines
Beersteins
Musicboxes
Pewter
Porcelain Dolls
Steiff-Toys
Swarovski crystal
Geiger Clothing
Nutcrackers
Black Forest Souvenirs

e-mail: A.HerrUbren@t-online.de
www.house-of-black-forest-clocks.com

Graz – The Cultural and Culinary Capital



Graz skyline

Graz – the cultural capital

The largest platform on which the residents of Graz stage their life is the historical centre with its Renaissance core, which has also been named a World Cultural Heritage site. This delightful treat of medieval city flair with its unmistakably Italian influence has been resourcefully seasoned with contemporary architecture that blends into the historical structures in a wonderfully self-evident manner. The “Kunsthhaus” (art exhibition center) and the floating island in the Mur, which was opened in 2003 when Graz was the Cultural Capital of Europe, are additional examples.

In this environment a cultural life blossoms that continues to experience new highlights again and again in the most varied festivals such as styriarte, Jazz Summer, steirischer herbst, La Strada and Elevate and which is complemented by a thriving design scene.



Kunsthhaus

The music and theatre options in the city are many and varied: The opera and theatre houses are renowned for their high quality dramatic arts performances. At the same time, Graz hosts numerous free performances where

groups and bands, keen on experimenting, can show what they're made of.

A separate university for music and the performing arts provides for young talented actors, directors and composers. It also nurtures the musical scene in the city as the musicians studying and teaching here revive classic, jazz, contemporary and even folk music, which has recently emerged with new self-confidence and interpreted its traditions – once again, typical of Graz – in a timely fashion.

Graz – the culinary capital

As is befitting for the capital of Styria, the green heart of Austria, Graz also presents itself as a city in which you needn't choose between urban flair and rural idyll, as both are always available.

Geographically speaking, Graz is situated in a basin which opens to the hilly countryside of the Styrian wine-growing region in the south and which is bordered by the alpine pastures of the eastern foothills of the Alps in the north.



Styrian vineyards and countryside

From a culinary point of view, food is unparalleled for its variety and quality. The outskirts of Graz is scattered with agricultural smallholdings. 15 Styrian culinary regions supply Graz with meat, fish, fruit and vegetables and make the city a first-rate 'foody' capital. Thanks to the Grazer “Krauthäuptel”, a crisp speciality lettuce, Graz itself is one of these culinary regions. In no other Austrian city are chefs in restaurants and inns able to obtain such fine ingredients so easily. Thus, a visit to Graz is always a gastronomic experience with seasonal highlights. In Graz, good food, accompanied by excellent wine and beer, is, of course, not limited to exclusive gourmet cuisine – it is, like so many things in Graz, everyday quality.

by Mary Holland



Sampling the local delicacies by Hans Weishofer

Group offers in Graz and the surrounding area

Tasting Bits of Graz - A culinary city tour

Culinarium in Graz is not a new invention and Graz can boast a rich culinary history: in 1686 the first printed Austrian cookery book was published: the 'Koch- und Artzney-Buch' (book of cookery and medicine). One of the absolute classics amongst cookery books and highly cherished by connoisseurs is that by Katharina Prato – 'Die süddeutsche Küche' (southern German cuisine) was also published in Graz. In the 19th century happy Graz citizens were able to harvest fresh asparagus directly at the Schlossberg. Many street names in Graz still read today like an excerpt from a menu: translating as fish, cherry, clove and fruit street, poppy row or the district of veal, tomato alley and vineyard-way....

During this city walk visitors will learn a lot about cooking, savouring, history and origin of local products garnished with amusing stories about the city and its people. Of course visitors get to taste some unique samples as well!

The group package includes:

Guide for 3 hours

Tasting of “Käferbohnen”(beans) and pumpkinseed oil

Starter with 1 glass of wine, Main course with 1 glass of wine, Dessert

Graz really 'gets going' - City tour including Eggenberg Castle

Get on and we're off: to the university campus, to the Gründerzeit (Founding Epoch) Quarter and to the sites of modern architecture. This will be visitors first impression on the most beautiful sides of Graz supported by expert commentary. Join us for the successful synthesis of the traditional and new. Explore a broad cross-section of modern architecture of the past 20 years, and the diversity of old and new.

A trip to universe. Time and space are reflected in an imposing building.

Eggenberg Castle, built in 1625, could be described like this. Built by Hans Ulrich von Eggenberg, a political advisor to Emperor Ferdinand II. The architect: Giovanni Pietro de Pomis, who also designed Ferdinand's mausoleum in Graz. Today the most important castle of Styria hosts numerous cultural events. Enjoy a 'peacock eye' cocktail at the castle pavilion.

The group package includes:

Guide for 4 hours

Cocktail

Admission and guided tour of Eggenberg Castle

White Horses and Suckling Pig

The Styrian jewel of Piber in Köflach (40min west of Graz) was the setting of one of the most exciting and thrilling provincial exhibitions there ever was in 2003, 'The Myth of the Horse'.

After a guided tour of the federal stud farm, the birthplace of the Lipizzaner horses, guests visit Bärnbach, which is only a few kilometres away. The Barbara Church, which was designed by the Austrian painter Friedensreich Hundertwasser, is one-of-a-kind. The trip continues on to the west along the Schilcher Wine Route up to the Reinischkogel. A suckling pig feast awaits guests in a typical Styrian tavern.

The group package includes:

Admission and guided tour at Piber, Guided tour Bärnbach, Suckling pig menu, drinks not included



Graz Tourismus & Stadtmarketing GmbH
Susanne Höller, Messeplatz 1, 8010 Graz,
Austria, www.incoming.graz.at
sh@graztourismus.at

T +43/316/8075-40 F +43/316/8075-35



Interlaken

Interlaken offers Operators a vast choice of highly attractive excursions. The many highlights include the 3454-metre altitude Jungfrauoch and the Schilthorn peak with its revolving restaurant, the Piz Gloria. Also well worth a visit are the Ballenberg Open-air Museum near Brienz, the St Beatus Caves above Lake Thun and the Botanical Alpine

INTERLAKEN Tourism

welcome to our centenary year!

INTERLAKEN, located in a unique position between Lake Thun and Lake Brienz and at the foot of the imposing Eiger, Mönch & Jungfrau massif, has for decades been both goal and starting point of holiday dreams for countless visitors from all over the world.

Garden high up on Schynige Platte. More leisurely activities can include exploring Interlaken by horse-drawn carriage or stroll along the Höheweg. Interlaken also offers extremely varied cultural programmes.

We're celebrating the centenary of Interlaken Tourism!

Interlaken Tourism (TOI) was born 100 years ago: the organization was founded in the Hotel Hirschen on 24 April 1910, then as a tourist office. In addition to Interlaken, Matten and Unterseen, Destination Interlaken now includes the neighbouring holiday resorts of Wilderswil-Gsteigwiler-Saxeten, Beatenberg, Bönigen, Brienz-Axalp, Habkern, Iseltwald and Ringgenberg-Goldswil-Niederried.

The year 2010 will be entirely dedicated to the centenary, which will be appropriately celebrated in the whole of the Interlaken holiday region. International guests can expect exciting centenary specials as well as events, festivals and other attractions. Whether folklore entertainment, customs and traditions, rock concerts or a grill party on the Barbecue Cruise: there's certain to be something for everyone. Each and every visitor is guaranteed an unforgettable time in Interlaken!

Celebration specials

Special offers galore: Interlaken will pamper guests not only with culinary highlights but also with reductions on train & cableway trips and free admissions and tours. Anyone celebrating a birthday in Interlaken should do so aboard ship because birthday boys and girls – of any age – can travel free on the Indian Dinner Cruise, Swiss Dinner Cruise and Sunset Barbeque Cruise. The celebration ticket is another centenary special: on 100 days, (24 April to 30 June & 1 September to 2 October 2010) all guests with a Guest Card can take the funicular trip up the Harder, Interlaken's panorama mountain, for only 5 Swiss francs. And thanks to the celebration packages, visitors booking an arrangement with Interlaken Tourism between May and October will receive a free return trip to the Harder.

Unique offers from Destination Interlaken

Partners under the Interlaken Tourism umbrella brand also have numerous celebration specials lined up for holders of a Guest Card. Every two weeks in June and September, the idyllic village of Bönigen will offer visitors a free horse-drawn carriage ride. And in June, a racy scooter-bike ride from the Niederhorn down to Beatenberg will be well worthwhile with half-price scooter rental. In Beatenberg, tennis fans can enjoy one hour on the court for free in July



Paragliding in Interlaken

and August. And on Wednesdays in July and August, there are sessions to carve your own wooden cow, also free of charge.

How about a tour of the picturesque woodcarving village of Brienz? In July and August, a guided tour of the village is free for guests holding an Interlaken Guest Card. And from 1 May to 31 July, admission to the Swiss Woodcarving Museum in Brienz will also be free. In July and August, honey lovers will be in their element in the mountain village of Habkern, with two visits to a beekeeper on offer each month. Visitors will have their visit sweetened with a jar of Swiss honey. Iseltwald and Ringgenberg / Goldswil have treats in store for their guests too: for instance with a Fables & Tales Evening (5 / 12 / 19 July and 9 / 23 August) in the castle courtyard of Ringgenberg Castle Church or a free cup of coffee with a meal (minimum consummation CHF 30.-) at the restaurants Bellevue, Strand and Chalet du Lac in Iseltwald .

Celebration treat

On 1 January 2010, Interlaken Tourism presented a culinary world-first — the tasty TOI sausage — to the public as the kick-off to the centenary year. The occasion chosen was the Touch the Mountains open-air concert. However, all guests and local people will be able to savour the TOI sausage during the centenary year; it will be a culinary treat at various Interlaken Tourism events. It will certainly be on the menu at the centenary party!

Contact Details

The latest updates on the centenary can be found on Interlaken Tourism www.interlaken.ch
Interlaken Tourismus, Höheweg 37
P.O. Box 369, 3800 Interlaken
Tel. +41 (0)33 826 53 00
Fax +41 (0)33 826 53 90
info@interlakentourism.ch

Interlaken – between the lakes

Relax, experience and enjoy a carefree cruise on Lake Brienz or Lake Thun. Enjoy magical views of the impressive mountain world, historic castles and romantic lakeside villages – welcome on board!

Indian dinner cruise

Combine the scenic splendours of an evening cruise around Lake Brienz with some delicious Indian specialties. on board, guests will find a small buffet with a selection of vegetarian and non-vegetarian Indian specialties.

Dates May and June, every Tuesday & Friday
Departure 19.30 h, Interlaken Ost boat landing
Arrival 21.15 h, Interlaken Ost boat landing

Swiss dinner cruise

A very special Swiss experience: enjoy an evening cruise on romantic Lake Brienz, a traditional Swiss buffet dinner and Swiss folklore music*.

Dates July and August, every Tuesday & Friday
Departure 19.30 h, Interlaken Ost boat landing
Arrival 21.15 h*, Interlaken Ost boat landing
*ext a stop in Brienz add 25 minutes.

Sunset barbeque cruise

Enjoy a wonderful evening ambiance at Interlaken's sunset barbeque cruise on Lake Brienz. Guests chill out with good music, cool drinks, a delicious barbeque and chat to other travellers. Relax on top of our boat and feel the energy of the breathtaking Swiss Alps.

Dates July and August every Monday and Thursday

Departure 19.30h, Interlaken Ost boat landing
Arrival 21:15h, Interlaken Ost boat landing

Lake & castle cruise

Experience the spectacular views of the castles, turquoise water, the grandeur of the lake and Thun hotels and palm trees – all that and more adds to the special feeling of the new castle cruise along the shores of Lake Thun!

Program Individual boat trip including castle visits (until 17th October 2010) Starting point at Interlaken West boat landing

Tel+41 (0)33 826 53 00

Fax +41 (0)33 826 53 75

Email mail@interlakentourism.ch

www.interlaken.ch



Jungfrau Railway and a wintery Eiger North Wall



Jungfrau FirstFlyer



Grindelwald-First - Lake Bachalpsee, Schreckhorn, Finsteraarhorn

The Jungfrau Railway

Taking a trip to the Top of Europe

Switzerland's railway network is recognized as an engineering marvel. And among the most impressive of all accomplishments is the spectacular Jungfrau Railway to the Jungfrauoch – at 3,454 metres (11,333ft) the highest altitude station in Europe. The railway took 16 years to build and was opened in 1912.

The summit itself is a glacier & grotto world in the Jungfrau-Aletsch-Bietschhorn UNESCO World Heritage. Visitors are afforded excellent views of the Aletsch Glacier, at 22 kilometres (14 miles) the longest in the Alps. On clear days, views extend even beyond Switzerland's frontiers to the Vosges mountain range in France and the Black Forest in Germany.

Other attractions include the Sphinx observation building, Ice Palace, Ice Gateway and snow plateau, an audio-visual show and high Alpine research exhibition. This summer, a brand-new attraction will open his doors, the Snow Fun-Top of Europe. The Jungfrauoch complex also houses five restaurants, a souvenir shop, post office, e-mail station and conference facilities.

The trip to the Jungfrauoch–Top of Europe starts in the Bernese Oberland metropolis of Interlaken and takes 2 ¼ hours each way. The round trip takes visitors through the world-famous villages of Grindelwald, Lauterbrunnen and Wengen and some of the most stunning scenery in the world. From Kleine Scheidegg, high above those villages, the route continues up to the Eiger Glacier Station from where it climbs through a 7.3km (4.5 miles) tunnel hewn through the rock of Eiger and Mönch mountains. Two observation windows offer breathtaking views of the Alpine landscape. From the Eigerwand (North Wall) Station at 2,865 metres (9,400ft), passengers can gaze down to the Grindelwald Valley, Kleine Scheidegg and beyond to Interlaken and Lake Thun. From the Eismeer (Sea of Ice) Station at 3,160 metres (10,368ft), the landscape is one of eternal snow, ice and rock.

On 13 December 2001, the Jungfrau-Aletsch region became the first region in the Alps to be declared a UNESCO World Heritage site. Among the many attractions at the Jungfrauoch are the Sphinx Viewing Platform, Ice Palace and Ice Gateway and brand-new the Snow Fun – Top of Europe.

Snow Fun – Top of Europe

This is the name of the latest attraction to open at the Jungfrauoch–Top of Europe. A combination of brand-new snow-sport activities at the south east exit of the Sphinx Hall, it promises a still more memorable snow experience for both parents and children alike.

Adventurers young and old are conveyed straight to the most exciting activities by magic carpet. Once there, they can have terrific fun zip-lining, skiing, snowboarding, snow biking, tobogganing and snow-tubing.

Snow Fun Top of Europe is open to all Jungfrauoch visitors from 24 April to 26 September 2010. An all-day ticket for adults costs CHF 45 and CHF 25 for children - guests can take part in all the activities as often as they wish. Tickets to individual attractions are also available.

Interfolk Jungfrau

A grand festival of folklore - 7 to 10 October 2010

The aim of the Interfolk Jungfrau organisers is to present a folklore festival of the highest standard. It is to be an annual event, staged at the end of the autumn season as a grand festival of folklore. An impressive day and evening programme has now been announced the second time following the great success of the festival last year. Performers from the Jungfrau Region, Switzerland and neighbouring Alpine countries in the fields of folk music, song and dance, language and customs, handicrafts and trade, sport and games have been engaged.

The festival of folklore will take place over five days in the Jungfrau Region. Each day will see a different programme, with performances and presentations of music, song, yodelling, alphorn blowing, flag throwing, dance groups in national costume, games and sport, old handicrafts and markets.

Interfolk - Special theme for 2010

The INTERFOLK event actually begins on 2 October 2010, the Saturday before the Interfolk week. The organizers expect to welcome several hundred hunting horn players from Alpine countries on the Jungfrauoch–Top of Europe at 11'333 feet. The spectacle is intended to set the scene for the Interfolk Festival.

European première of the Jungfrau Railways First Flyer

Fly on a cable from First to Schreckfeld! Jungfrau Railways are offering this attraction in the Grindelwald-First area from the 2008/2009 winter season. Until now, "flying on a cable" has primarily been known in skiing and tourism regions in the USA and Russia.

Flying on a cable is not only a winter attraction for thrill-seeking guests. The facility will be open throughout the year. The first Zip Rider, as it is called in the USA, had its official European launch in December.

The construction consists of four parallel Tyroliennes, which link the starting and finishing platforms without supporting masts. Guests sit in a special harness very similar to that used for paragliding. The harness is attached to a safe roller mechanism.

The facility is just as suitable for use in winter as in summer and makes a spectacular addition to the other mountain activities on offer. The First Flyer is suitable for people of all ages: it will fascinate children and adults and the fact that four people can use the First Flyer at the same time highlights its appeal as a family or group experience. Anyone weighing a minimum of 35 kg and maximum 125 kg can take a flight with the First Flyer.

Four people fly at the same time yet separately from First to Schreckfeld, at speeds of up to 84km/h, maximum height 45m above the ground. The glide through the air is about 800 metres long and takes around 45 seconds.

by Patrick Vickers

Jungfrau Railways, Interlaken
Tel. +41 (0)33 828 72 33 Fax +41 (0)33 828 72 60
info@jungfrau.ch • www.jungfraubahn.ch

AUSTRIA

Concerts

Sound of Salzburg Dinner Show
Office:
Zwieselweg 10, A-5020 Salzburg
Tel: +43 662 826 617
Fax: +43 662 826 617-1
E-m: reservation@soundofsalzburg-show.com
www.soundofsalzburgshow.com
Performance takes place at the Sternbräu Dinner Theatre with special net rates for Tour Operators & Groups.



Sound of Salzburg Dinner Show

Sound of Vienna
Strauss & Mozart Concerts
Kursalon Wien
Johannesgasse 33
A-1010 Wien
Tel.: +43 (0)1 512 57 90
Fax: +43 (0)1 512 57 91
E-mail: sound@soundofvienna.at
Concerts performed daily at 8.15 pm.
Concerts at 6.00 pm on request. You can also have lunch or dinner at our Johann Cafe Restaurant or on the lovely terrace overlooking the City Park.

Tyrolean Evening with the Gundolf Family
Gasthaus SANDWIRT
Innsbruck
Tel.: +43 512 263 263
Fax: +43 512 263 263-4
E-mail: office@tirolerabend.info
www.tirolerabend.info



Tyrolean Evening with the Gundolf Family

An authentic Tyrolean Evening with the Gundolf Family at the Gasthaus SANDWIRT located near the heart of beautiful Innsbruck. Your guests will enjoy folk dancing, brass band music, yodelling and typical songs of the Region. The performers have travelled internationally as musical Ambassadors of the Tyrol. Daily 20.30 – 22.00 April – October, out of season – on request
Christmas Concerts – Every Saturday in December – 1 hour programme incl. traditional Christmas songs, typical Tyrolean string music & brass instruments in a cosy atmosphere – starts at 18:00h
www.tiroler-abend.com/en/christmas-concerts

Vienna Residence Orchestra
Palais Auersperg
Auerspergstrasse 1, 1080 Wien
Tel. +43 1 817 21 78
Fax: +43 1 813 28 65
Email: konzert@residenzorchester.at
www.vro.at



Mozart & J. Strauss Concert
Daily 6:30 & 8:15 p.m.
Imperial Dinner before or after the concert.

Crystal & Glass

Swarovski Innsbruck
Herzog-Friedrich-Strasse 39, A 6020 Innsbruck
Tel: +43 512 57 3100
Fax: +43 512 57 3530
e-mail: swarovski.innsbruck@swarovski.com
www.swarovski.com/innsbruck
Crystal, Glassware, Jewellery

Swarovski Crystal Worlds
Kristallweltenstrasse 1, A-6112 Watens, Tyrol
Tel: +43 5224 510 80

Fax: +43 5224 510 80 3831
e-mail: swarovski.kristallwelten@swarovski.com
www.swarovski.com/crystalworlds
Contact: Christiane Gasser
Crystal, Glassware, Jewellery, Café

Swarovski Wien
Kärntner Straße 24, A 1010 Wien
Tel: +43 1 324 0000
Fax: +43 1 324 0000 7840
e-mail: swarovski.wien@swarovski.com
www.swarovski.com/wien
Crystal, Glassware, Jewellery, Souvenirs

Motorway Restaurants

Landzeit Autobahn-Restaurants
Landzeit HeadQuarters
New Corporate address
Voralpenkreuz 2, A-4642 Sattledt
Tel: +43 7244 20250
Fax: +43 72 44 20250320
e-mail: zentrale@landzeit.at
Excellent catering and shops Generous benefits for drivers and tour managers

Museums

Old Vienna Schnaps-Museum
Wilhelmstr 19-21
A1120 Vienna
Tel: +43 1 815 7300
office@schnapsmuseum.com
www.schnapsmuseum.com
A museum and working distillery, original furniture from the 1870's – 1920's. Visitors can tour the distillery and taste and buy. Coach parking

Restaurants

Sternbräu Gastronomie Welt
Greisgasse 23
Salzburg
Tel: +43 0 662 840 717
info@sternbraeu.at
14 different dining experiences under one roof, with beautiful gardens also for guests eating during the summer. Excellent location for groups with easy parking

Shopping

Geiger Hut-und Trachtenmoden
Goldgasse 19, A-5020 Salzburg
Tel: +43 662 841393
Fax: +43 662 841393
E-mail: geiger@hats.at
www.hats.at
Contact: Mr Peter Macho
groups welcome, good provisions!
We are specialised in the famous boiled wool jackets from Geiger and traditional hats! Tax free for non eu visitors!

Salzburger Heimatwerk
Residenzplatz 9
A-5010 Salzburg
Tel: +43 0 662 844 110
sbg@heimatwerk.at
Large store offering every type of gift for any friend or family member, exhibitions and displays throughout the year.
Everyone visiting Salzburg passes the door

BELGIUM

Museums

Choco-Story
Sint-Jansstraat, 7b
8000 Bruges
Tel/Fax +32 50/61.22.37
info@choco-story.be
The museum opened in March 2004. Tells the story of the transformation of cocoa into chocolate and to promote the health and quality aspects of Belgian chocolate

Gifts/Souvenirs

Käthe Wohlfahrt - Kerstfeerie N.V.
Walplein 12/Wollestraat 29
Tel: +32-(0)50/330604
Fax: +32-(0)50/346313
E-m: kerstfeerie.brugge@pandora.be
Experience the real authentic German Christmas in Bruges. Käthe Wohlfahrt, the German Christmas specialist, have two 'year round' Christmas stores in Brugge

FRANCE

Perfumerie/Museum/Boutique

Perfumerie Molinar
60 Boulevard Victor Hugo, 06130 Grasse
Tel: +33 (0) 493 360162
20 Rue St Francois de Paule, 06300 Nice
Tel: +33 (0) 493 62 90 50
Free guided tour and 10% group discounts and free parking. Welcome pack for Tour Managers collecting On The Road magazine

GERMANY

Gifts/Souvenirs/Hotels

Hofgut Sternern
An der Ravennaschlucht (B31)
79874 Breitnau/Hollsteig
Tel: +49 7652 9010,
Fax: +49 7652 1031
E-m: info@drubba.com
Contact: Jurgen
Cuckoo clocks (demonstration), Biersteins, Hummel figures, Birkenstock, Swarovski crystal, largest cuckoo clock in the Upper Black Forest.

Black Forest Clock Centre
Seestrasse 37, 79822 Titisee
Tel: +49 765 198 1200
Fax: +49 765 188 142
E-m: info@drubba.com
Cuckoo clocks (demonstration), Biersteins, Hummel figures, Swarovski crystal, boat trips.
Contact: Alison or Peter

House of the Black Forest Clocks
Landsraß 7, D-78132 Hornberg
Niederwasser
Tel: +49 7833 8037
Fax: +49 7833 7724
Web: www.house-of-black-forest-clocks.com
Contact: Jurgen Herr
Black Forest Clocks

Gifts/Museums

Käthe Wohlfahrt - "Weihnachtsdorf", (Christmas Village & Christmas Museum)
Herrngasse 1
91541 Rothenburg ob der Tauber
Tel.: 09861 - 4090
Christmas novelties, and museum
Museum Contact: Mrs Felicitas Höpftner
Tel: +49 (0)9861 409 365
E-mail: hoeftner@wohlfahrt.com
Shop Contact: Andrea Rank
Tel: +49 (0)9861 409116
E-mail: rank@wohlfahrt.com
Fax: +49 (0)9861 409 366
Shops also in Heidelberg, Oberammergau and Rudesheim

GREECE

Destination Greece
Olympias 23, 1st Floor
Glyfiada 16673
Tel: +30 210 9626220
Fax: +30 210 9651493
Mob: +30 6944 825251
email: julie@cruiase-greece.com
Tour Operator

ITALY

Travel

Blue Star Italia
V. Filippo Corridoni 15, 1/c 00195 Rome, Italy
Tel: +39 063 723487
Fax: +39 063 728573
Contact: Giancarlo Staroccia
E-m: bluestartv@tiscalinet.it

Gifts/Souvenirs/Leather

Mair Mair
Alstadt No 1, I- 39049 Sterzing, Vipiteno
Tel: +39 472 765 386
Fax: +39 472 766 386
Contact: Mr Mair
Souvenirs, Leather, Wine, etc

NETHERLANDS

Souvenirs/Restaurant

De Simonhoeve
Wagenweg 2
1145 PW Katwoude/Volendam
Tel: +31 299 36 58 28
info@simonehoeve.com
15 minutes north of Amsterdam, Cheese Farm & Clog Factory with demonstrations, meals and snacks

Museums

Het Loo Palace
Koninklijk Park 1, 7315 JA Apeldoorn
Tel: +31 55 577 2448
Was the famous summer retreat for the Dutch Royal family between 1686-1975. The museum has been beautifully restored with gardens

NORWAY

Clothing

Oslo Sweater Shop
Radisson SAS Scandinavia Hotel,
Tullins Gate 5, N-0166 Oslo
Tel: +47 22 11 29 22
Fax: +47 22 11 06 48
Contact: Yonna Johnsen

SWITZERLAND

Restaurants

Swiss Folklore Restaurant
Stadtkeller
Sternenplatz 3, CH-6004 Lucerne
Tel: +41 0 41 410 4733
email: info@stadtkeller.ch
www.stadtkeller.ch

Original Swiss folklore restaurants, yodelling, alphon blowing and flag throwing, and outstandingly good food

Swiss Musik & Foklore
Albisgütli Event Centre
Uetlibergstrasse 341
8045 Zurich
Tel: +41 43 333 30 00
Fax: +41 43 333 30 01
Internet: www.albisguetli.ch
E-Mail: info@albisguetli.ch

Opened June 2008 Experience Swiss folklore at it's best: Yodelling, alpine horn blowing & banner waving. Lots of fun and good food are guaranteed!
Groups are welcome

Shopping

Bühler's "Chalet Shop & Toyland"
Bühler AG Interlaken
Bahnhofstrasse 10
CH-3800 Interlaken
Tel: +41 (0)33 822 34 33
Fax: +41 (0)33 823 34 33
info@buehler-interlaken.ch
www.buehler-interlaken.ch
Contact: Kurt Bühler

A huge souvenir and watch store close to the west-station, every conceivable gift idea, and also a model train enthusiast dream. Open daily during the season until 10.30 pm. Multilingual staff to assist your clients

Swiss Knife Center
Höheweg 125
3800 Interlaken
T/F+41 (0)33 822 32 30
Email swissknife@tcnet.ch
Established for over 20 years, specialists for Swiss army knives, Swiss and German kitchenware, International-hunting knives, and Swiss souvenirs. Opposite Hotel Du Nord, parking available.

Watches/Jewellery/Gifts

Casagrande
24 Kapellgasse & Grendel/
Schwanplatz, Lucern
Tel: +41 41 418 60 60
Fax: +41 41 412 16 64
E-mail: info@casagrande.ch
www.casagrande.ch
"One stop shop" for all gifts including watches. Additional store, and Internet Café. Restrooms

Gübelin
Schweizerhofquai 1
6004 Luzerne
Tel: +41 41 417 0017
Fax: +41 41 417 0018
E-mail: pr.guebelin@guebelin.ch
www.guebelin.ch
Watches, jewellery and diamond centre.

UK

Associations

ETOA
The Weighhouse Gallery
6 Weighhouse Street
London W1K 5LT
Tel: +44 020 7 499 4412
Fax: +44 020 7 499 4413
E-m: info@etoa.org
Web: www.etoa.org
Contact: Tom Jenkins
European Tour Operators Association.
Representing the interests of European and international tour operators at a political level in Europe and providing commercial opportunities for suppliers.

International Association of Tour Managers (IATM)
397 Walworth Road, London SE17 2AW
Tel: +44 020 7703 9154
Fax: +44 020 7703 0358
E-m: iatm@iatm.co.uk
Web: www.iatm.co.uk
Contact: Ron Julian
The Association for all professional Tour Managers.

Regions
UK: iatmbr@iatmbr.co.uk
Central Europe: iatmcer@gmx.at
Israel: iatm@iatm.co.il
Italy: iatm.italia@aliceposta.it
Ned: jannas63@hotmail.com
Nordic: iatm@telia.com
N. America: iatmtourmanager@yahoo.com
Pacific: iatmpacific@yahoo.com
Spain: bofiko@yahoo.es
Taiwan: T +886 22779 0070

"We Welcome Groups"