

The magazine for the inbound tour industry reaching 8 million escorted visitors into & around Europe

**Tinguely – Basel, the last in the serious about this amazing exhibition 'Armour and Evening Dress' with the most exquisite dresses by Capucci married with suits of armour ranging from the 16C – then also a fashion and status symbol – see page 14**

**Swarovski in Austria gives you an update on what is happening this year in Wattens, Innsbruck and exciting new developments in Vienna – see page 15**

**Frankfurt am Main – the metropolis at the heart of Germany, shows why it should be included in a tour itinerary for Germany – see page 16**

**Lithuania – this year enters its second Millennium and its Capital is one of this year's European Capitals of Culture. Gives an insight into some of the events and festivals on offer. – see page 17**

## Oberammergau sales slow in USA

ETOA (European Tour Operators Association) say that tour operators promoting the 2010 Oberammergau Passion Play are reporting a sluggish start and there are fears that the core US market, may have collapsed. It could mean that thousands of unsold ticket and hotel allocations may be handed back to the Organising Committee in Oberammergau as the deadline for full payment approaches.

Every 10 years a huge boost is given to European inbound tourism by the staging of the Passion Play in Oberammergau. Typically around a quarter of a million tourists come

from North America to see it and it acts as a catalyst for bookings across the whole of Europe. For the first time in living memory, sales appear to be slow.

Tom Jenkins, Executive Director, European Tour Operators Association (ETOA) says: "My members are telling me that their bookings are down and they are holding allocations they can't shift and will have to give them back before the October deadline. If this happens, it will be the first time that Oberammergau will have had returns. Normally the entire season is sold out far in advance."

## Starwood to bag Golden Tulip

Starwood Capital intends to purchase Golden Tulip Hotels. It is understood to be the total company including management contracts and company owned hotels. The agreement has been made in principal and is expected to be signed by June 26th.

Rich Gomel, Managing Director at Starwood Capital Group, commented, "The clear appeal of Golden Tulip Hotels is its strong brand and far reaching franchise network. The group is highly complementary to Louvre Hotels. It will enable us, through a strategic alliance, to offer existing and new customers a full range in accommodation and service levels across 40 countries, with over 1,000 hotels, comprising some 82,000 rooms.

The group will be able to compete more effectively, thanks to a larger share of the Global Distribution System and distribution channels. Our franchisees will see significant benefit from the scale of our combined portfolios. As with Louvre Hotels, Starwood Capital is

absolutely committed to nurturing and growing the Golden Tulip brands."

The Starwood Capital Group was founded in 1991 and is a privately-held global real estate investment firm based in Greenwich, USA. The company owns Groupe Taittinger and Societe du Louvre, Starwood Hotels & Resorts Worldwide (NYSE:HOT), Westin Hotels & Resorts. [www.starwoodcapital.com](http://www.starwoodcapital.com) Louvre Hotels has more than 800 hotels and a total capacity of almost 53,000 rooms in nine European countries. It brings together four well-known brands: Premiere Classe, Campanile, Kyriad and Kyriad Prestige, positioning the group as number two in the European budget and mid-scale segment. [www.louvre-hotels.com](http://www.louvre-hotels.com)

Golden Tulip Hospitality Group has 260 hotels and 26,000 rooms in more than 45 countries. The Golden Tulip Hospitality Group franchises and manages hotels in Europe, the Middle East & Africa, the Asian Pacific Region and the Americas. [www.goldentulip.com](http://www.goldentulip.com)

## Adventure of the Seas turned away

According to Art Diskin, Royal Caribbean Cruise's chief medical officer swine flu fears prompted the islands of St. Lucia and Antigua to deny scheduled calls by Royal Caribbean's Adventure of the Seas. The 3,835-passenger vessel was scheduled to call at St. Lucia on the 15th June and at Antigua on the 16th.

The islands' decisions came after Royal Caribbean reported two crew



Caribbean Cruises

members and a passenger on the ship had been experiencing flu-like symptoms. The affected people immediately were isolated and treated as is standard procedure.



### 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](http://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

in Mid June - Mid July

## In the News...

- 3 People...
- 3 Places...
- 5 Travel Industry
- 6 European Eccentrics
- 7 Hospitality
- 8 Cruise News
- 10 Faith Based Tourism
- 11 Transport News
- 12 Options & Attractions
- 13 Mice News
- 14 **Museum Tinguely**
- 15 **Swarovski**
- 16 **Frankfurt**
- 17 **Summer in Lithuania**
- 18 "We Welcome Groups"

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

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## Stop Press

### Brussels coach parking

Owing to road works, the parking for coaches located on the Rue Cardinal Mercier (Brussels city centre) will be closed for at least 18 months. Therefore, the parking has been transferred to the Boulevard Pacheco.

From 12 May, five places will be reserved for coaches on the Rue de Lozum for the drop off of passengers only. Coaches must park in the parking area on the Boulevard Pacheco afterwards. Starting on the same date (12 May), access to the Boulevard de l'Imperatrice will be prohibited.

Coaches heading to the city centre via Rue Belliard and Rue des Colonies may reach this drop off areas via Rue de la Chancellerie, Place Sainte Gudule, Rue de la Collegiale and Boulevard de l'Imperatrice (road section which is still open). After passengers have been dropped off, coaches may reach the parking on the Boulevard Pacheco as follows: turning left, via Rue du Marquis or Rue des Paroissiens, then Place Sainte Gudule, Rue de la Collegiale, turning right on the Boulevard Berlaimont.

### Westminster Parking - Telephone Number correction

The number to call should your vehicle fleet be in excess of 10 vehicles (published in issue mid May- mid June) was incorrect. The correct number is: 0870 1126412.

*Alan Bennett*

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# PEOPLE UPDATE.....

## Choice Hotels Europe

The group behind the Comfort, Quality, Sleep Inn and Clarion brands, has expanded its Franchise Development team in order to grow its UK business further.

Andrew Horder has been appointed Franchise Development Manager for Choice Hotels Europe in the UK, with responsibility for growing third-party franchise agreements with independent hotels and hotel groups in the UK, a key part of its recently unveiled growth strategy.

## Hebridean

A number of original staff of Hebridean Island Cruises - 30-cabin Hebridean Princess have been re-employed under the new ownership of All Leisure Group. These include David Smith, rejoins as a Business Development Manager for the vessel. Smith was an employee for 14 years before being made redundant in April.

## Buzzlines

The South East's coach and tour

operator has appointed Dean Chatburn, as UK and European Operations Manager to oversee all vehicle operations across all of the company's sites.

## TUI Travel

Christoph Mueller, Aviation Director, has left the Board at the end of May and will leave the Company on 31 October, 2009.

Commenting, Dr Michael Frenzel, Chairman, TUI Travel said: "Christoph was an integral part of the TUI Tourism team prior to the merger with First Choice and since the merger has, within TUI Travel, played a significant and valuable role in helping to drive the Group's progress."

## ABTA

After a keenly fought election, ABTA has announced that John McEwan, Chief Executive of Advantage, has been elected as ABTA Chairman. This is the first time that all Members of ABTA have been able to vote for the leader of the Association. The other candidate for the Chairmanship was Daniele Broccoli of Britaly Travel.

protection equipment as well as the army to clean up the city.

# PLACES...

## Museum seizure

Art police have seized more than 7,000 archaeological relics following a series of investigations near the Calabrian town of Vibo Valentia, formerly a Greek colony founded in the late 7th century BC. Three people are under investigation for unlawful possession of archaeological relics after police seized artefacts dating back to prehistory from the former Civic Museum of Nicotera and private houses.

The museum reopened in 2002, calling itself the Provincial Museum of Minerology and Petrography, but did not have the relevant authorisation for the artefacts. Among the haul are prehistoric mammal fossils, a fragment of bone belonging to a Neanderthal child, Bronze and Iron Age tools, relics from sites relating to the province's history as a Greek colony and Roman and medieval ceramics.

## Palermo

Italy's latest trash crisis has buried Palermo under piles of bagged refuse due to labour action by rubbish collectors. The national civil protection department have arrived, they coordinated the effort to clean up the streets of Naples a year ago in a much publicised campaign.

The situation risks creating a health emergency because residents are setting bins and piles of trash on fire. The rubbish collectors are protesting against the lack of safety equipment, including boots and gloves, and working machinery. The company they work for claims it is €150 million in debt and cannot afford improvements and employees now fear their salaries may be at risk. Efforts are said to be under way to bring in civil

## L'Aquila

The Italian government plans to offer summer cruise trips to people left homeless by the earthquake that devastated the Abruzzo capital of L'Aquila, Premier Silvio Berlusconi said at the end of May.

"We're organising a series of holidays in the Adriatic for the summer and we're also looking into cruises on the Mediterranean where we plan to send families" said the premier, who worked as a cruise ship singer in his youth.

Berlusconi reiterated that people who lost their homes in the April 6 quake, which killed nearly 300, will be able to start moving into newly constructed houses by September. 63,000 people are currently homeless, but around 53% of houses in the city are uninhabitable.

"People don't have the courage to return because the wave of aftershocks continues, and nobody has the courage to push them into doing so" he said

## Hamburg

Starting every day at 11 am near the city's town hall, Hamburg visitors can now tour Germany's second biggest city for free with 'Sandeman's Free Tours'.

At the end of the three hours walking tour of the main sights, participants decide what they think the tour was worth and tip their guide accordingly.

## Oslo gets Eurovision

Next year's Eurovision Song Contest semi-finals and finals will be held in Oslo on May 29th 2010. This year's Eurovision concerts in Moscow attracted almost 800 million viewers

## Focus on Iceland

Here are some of the festivals on offer annually

### Lobster Festival, Höfn, East Iceland - 4-5 July 2009

Höfn in East Iceland is famous for its lobster fisheries and is often referred to as the lobster capital of the north. Annually the town celebrates with restaurants offering special gourmet lobster menus and street vendors selling lobster take-away treats. Music and dancing, art exhibitions, fishing lectures and a flea market also on offer [www.east.is](http://www.east.is)

### Ultra Marathon, Laugavegur - 18 July, 2009

From Landmannalaugar in the Highlands to Þorsmork nature reserve in the South Highlands, this 55 km race is not for the faint-hearted. The route passing through beautiful scenery and challenging terrain, comprising sand, gravel, snow and ice, the race is the ultimate endurance test. [www.marathon.is](http://www.marathon.is)

### Meat Soup Celebration, Hesteyri, Westfjords, 1 - 2 August, 2009

Held for many years in Hesteyri, an abandoned village in Hornstrandir Nature Reserve in the Westfjords. Locals from Ísafjörður and surrounding fishing villages take a boat over to the village together to eat the famous and delicious Icelandic meat soup. Then into the early hours around a blazing bonfire on the beach with singing and guitars. [www.westtours.is](http://www.westtours.is)

### The Flight of the Pufflings - early August, 2009

On Heimaey, in the Westman Islands, the flight of the Pufflings when millions of baby puffins leave their nests in the cliffs for the first time. Visitors and locals often help rescue those whose flumpling attempt at flight has not gone to plan! [www.visitwestmanislands.com](http://www.visitwestmanislands.com)

### Great Fish Day, Dalvík - 8-9 August, 2009

Each year the village comes together and prepares a delicious buffet down in the harbour. Traditional Icelandic and International dishes are served, including fresh Japanese shrimp and Nigerian soup made from dried cod-heads. Sample barbecued fish burgers, fresh shrimp salad, grilled haddock, cod, salmon and catfish while enjoying the live music and entertainment in the harbour or before taking a boat trip in the fjord. [www.dalvik.is](http://www.dalvik.is)

and a whopping 2,500 press.

The venue will be either the brand new and ultra-modern Telenor Arena, which already has hosted stars like Tina Turner and Iron Maiden, comfortably seating more than 22,000 spectators even when rigged for a broadcast of this magnitude, or the Oslo Spectrum which already hosted the finals in 1996. [www.visitoslo.com](http://www.visitoslo.com)

## Berlin

20 years ago in October, over 70,000 people demonstrated peacefully in the streets of Leipzig for democracy. In 2009, Germany is celebrating the 20th anniversary of the fall of the Wall and Leipzig is commemorating and reviving the peaceful revolution back in the autumn of 1989 with a festival of lights on 9 October 2009.

Leipzig Tourism is offering a special package for two nights including a guided city tour 'On the trail of the peaceful revolution', a guided tour of the Stasi Museum plus one dinner.

Prices for the 3-day package start at €99 per person in a double room.

## Wiltshire

— It's that time of year again, when the crop circles start to appear throughout Wiltshire's countryside and the first ones have already begun. In May five have been reported each featuring an unusual pattern. Keep a track on the circles at [www.visitwiltshire.co.uk](http://www.visitwiltshire.co.uk).

The origins of many circles remain unknown and reports range from people seeing them develop in seconds to 'circle makers' admitting to creating these impressive formations from rapeseed and linseed crops. VisitWiltshire welcomes information and images of the latest sightings. Please email [info@visitwiltshire.co.uk](mailto:info@visitwiltshire.co.uk).

## Murcia

Portuguese Men O' War, one of the world's most poisonous jellyfish, have been spotted off Spanish beaches in Murcia for the first time in ten years. Scientists have warned the creatures could soon arrive in waters around the Balearic Islands and the Catalan coast after being swept by westerly winds through the Gibraltar Strait. They have a sting 10 times stronger than ordinary jellyfish and present a more dangerous threat than the annual jellyfish invasion of beaches in Spain.

## Danube agreement

On June, 9th, a declaration on the future co-operation of 12 Danube protected areas has been signed in Vienna. It will see development and implementation of transnational strategies for the conservation of the natural heritage at the Danube River. More information about the project Nationalpark Donau-Auen GmbH (Leading Partner), Tel. +43 (0)2212-3450-16

## Switzerland

Although the final figures are not yet in, the first quarter of 2009 saw about a 5% drop in overnight visitors to Switzerland, estimated Jürg Schmid, CEO of Switzerland Tourism.

Schmid predicted that visitor numbers would drop in 2009 and 2010 by about 7.5%, with fluctuations in the value of the Swiss franc a contributing factor. On the plus side, he cited a surge in interest in sustainable tourism.

## Back in the USA

It was back in 1939 when Scarlett met Rhett, amid Civil War in the southern state of Georgia.

continued on page 4...

...continued from page 3

This year, the state is commemorating this classic movie and Scarlett's 70-year relationship with Rhett, with tourist attractions and regions reminiscent of this bygone era.

The Fox Theatre in Atlanta was the venue for the first ever performance of the movie, while the five-star Georgian Terrace Hotel in Peachtree Street was home for Clark Gable who spent the night there after the premiere and where, in the ballroom, the movie premiere's reception was held. The author's home is now a museum - The Margaret Mitchell House, while nearby, there is also the Gone With The Wind Movie Museum.

Launched this year, the Gone With The Wind Anniversary Tour takes place in Jonesboro, Clayton County in Georgia. The bus tour is narrated by historian Peter Bonner and includes details of the Battle of Jonesboro in 1864, (one the of the most decisive battles of the Civil War when Union soldiers cut off supplies to Atlanta and forced the city to surrender), the mass grave of around 1,000 soldiers in the Patrick Cleburne Confederate Cemetery and Tara, a fictitious location for the O'Hara plantation. The tour visits Stately Oaks, a plantation house that was believed to be the inspiration behind Tara. The tour ends at the Road to Tara Museum which houses original movie props, costume reproductions and doll collections.

## Snowdonia

A new visitor centre has opened at the top of Mount Snowdon, replacing an old cafe dubbed "Britain's highest slum" by Prince Charles.

Perched at 3,500 ft (1,155m), the granite building offers some of the

best views in Britain from the peak of the highest mountain in England and Wales. It was declared formally open Friday by Rhodri Morgan, first minister of Wales.

The old cafe was built 74 years ago and became a sorry sight as the extreme weather conditions on the mountain took their toll. It eventually had to be demolished. Construction of the new centre, called the Hafod Eryri, took three years and cost £8.5m (\$14m). More than 350,000 people visit the area every year.

## Cannes, Montreux...no Bradford

Bradford in Yorkshire has become the world's first UNESCO City of Film, and the region is bracing itself for an influx of 'set jettlers'.

World famous films which have been made in Bradford include Billy Liar, starring Sir Tom Courtenay and Julie Christie, The Railway Children, starring Jenny Agutter, and Monty Python's The Meaning of Life, produced by Steve Abbott. More recently TV productions include Spooks: Code 9, and Wuthering Heights which featured East Riddlesden Hall. And in honour of Bradford's new found status Welcome to Yorkshire has compiled a film and TV lover's guide to the region which can be found on [www.yorkshire.com](http://www.yorkshire.com) Bradford is also the home of The National Media Museum [www.nationalmediamuseum.org.uk](http://www.nationalmediamuseum.org.uk)

Visiting film buffs are in for a treat as organisers offer guided tours of film and TV locations:

Here are some of Yorkshire's Top Film & TV Locations.

Kettlewell and The Yorkshire Dales Calendar Girls – filmed in the heart of the Yorkshire Dales. Breathtaking scenery and fascinating market towns and villages – locations such as Kettlewell, Burnsall, Skipton, Settle and Ilkley Moor.

## Turkey

The Turkish Culture & Tourism Office (TCTO) UK has launched a brand new website, [www.gototurkey.co.uk](http://www.gototurkey.co.uk) featuring a fresh user-friendly design, lots of useful information on what to see and do, where to stay, as well as new features including an image gallery, travel planning section, news and events, downloadable forms, fact-sheets and maps.

The site will also be linked to many other relevant sites such as the Turkish Consulate for visa information, ABTA-registered tour operators to Turkey and hotel directories. It also features a multitude of cultural information, reflecting the emphasis on the country's cultural, as well as its touristic offerings.

Despite the credit crunch, Turkey has continued to be a stellar performer this year with a 10% year-on-year growth in UK visitors the first four months of this year alone. Last year, 2.2 million Britons visited Turkey, and it was in the top 10 most visited countries in the world, welcoming over 26 million visitors from all around the world.

## Holmfirth

Last of the Summer Wine – the world's longest running TV comedy was filmed in and around this picturesque Pennine town. Visit the exhibition inside Compo's house, where there's a collection of photographs and

memorabilia and a tea room next door, or opt for a guided 10 mile tour of the area.

## North Yorkshire Moors Railway

Harry Potter and the Philosopher's Stone. Goathland Station was turned into "Hogsmeade" where the school of wizardry and witchcraft is based. The railway's shop on the platform was transformed into the "Prefects' Room" and the Ladies' toilets became the "Wizard's Room". Steam locomotives take visitors through 18 miles of stunning countryside, stopping at picturesque stations along the way, making it the most popular heritage railway in Britain.

## Budapest

The Tourism Office of Budapest has launched the website [www.culturalbudapest.com](http://www.culturalbudapest.com). The Hungarian and English language website offers information about the activity of the Cultural Budapest Group (CBG), its members, the most significant cultural institutions of the Capital and it also includes a separate event calendar of their current programs and events.

The site also contains itineraries, special offers and cultural hints. The website is linked to the homepages of the Tourism Office of Budapest, the institutions involved and a number of co-operating partners.

The CBG was established in 2008 by the Tourism Office of Budapest and the Palace of Arts in order to gather the cultural institutions playing a significant role in the life of the Capital.

EDITORS NOTE The site has one of the most comprehensive events list we have seen.

## Crippen to be pardoned?

99 years after he was hanged for murder, Dr. Hawley Harvey Crippen (11 September 1862 – 23 November 1910), may be granted a pardon. Dr. Crippen an American homeopathic physician always insisted that the dismembered body found by the police under the floorboards of his rented house in Camden, north London, was not that of his wife Cora, who Crippen said had returned to America, had died and been cremated in California. But now new DNA evidence suggests the corpse was that of a man.

Crippen has gone down in history as the first criminal to be caught with the aid of wireless communication. Fearing capture Crippen fled to Canada on the SS Montrose with his lover, Ethel Le Neve, who was disguised as a boy.

Unfortunately for Crippen the ship's captain, Henry George Kendal, recognised the fugitive from a newspaper photograph and before steaming out of range of the shore based radio transmitters sent a wireless telegram to New Scotland Yard police, "Have strong suspicion that Crippen, London cellar murderer and accomplice, are among saloon passengers. Mustache taken off growing beard. Accomplice dressed as boy. Manner and build undoubtedly a girl." Had Crippen travelled 3rd class, he would have probably escaped Kendall's notice.

Dew boarded a faster liner, the SS Laurentic, and arrived in Quebec ahead of Crippen and contacted the Royal Canadian Mounted Police.

On the morning of July 31st 1910, as the Montrose entered the Hudson River, disguised as a river pilot, Dew with a Mountie climbed onboard. Canada was then still a dominion within the British Empire. If Crippen, an American citizen, had sailed to the USA instead, even if he had been recognised, it would have taken an international arrest warrant followed by proceedings to bring him to trial in the UK.

Kendall invited Crippen to meet the pilots. Dew removed his pilot's cap and said, "Good morning, Dr Crippen. Do you know me? I am Chief Inspector Dew of Scotland Yard." After a pause, Crippen replied, "Thank God it's over. The suspense has been too great. I couldn't stand it any longer." He then held out his wrists for the handcuffs.



Dr Crippen wax work at Madame Tussauds

*Willi's Ubrenspiel*

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# TRAVEL INDUSTRY NEWS

## Amadeus wins case to protect data

Amadeus has won a court case to stop the International Air Transport Association (IATA) using its electronic ticketing information for commercial purposes.

The travel IT and GDS company said the International Chamber of Commerce Court of Arbitration said the use of the data by IATA's Passenger Intelligence Services (PaxIS) "constitutes a breach of its contractual agreements with Amadeus and also infringes Amadeus' rights under the EU Database Directive."

PaxIS is a product developed by IATA's Business Intelligence Service to provide airlines with "more accurate, reliable and affordable data captured through IATA Billing and Settlement Plan."

## New 'James Bond' scooter dive experience

Experienced divers can now bring out their inner James Bond and speed through Icelandic waters with an underwater Torpedo 3500 DPV scooter. The new experience is offered by Icelandic operator Iceland Excursions and includes two different dives within Thingvellir National Park.

The first dive uses the Torpedo 3500 DPV scooters, made famous in the underwater fight sequence in the Bond film 'Thunderball', to reach David's Ravine located at the bot-

tom of Iceland's largest lake, Lake Thingvellir. The second dive explores the Silfra Rift, a crack between the Eurasian and the American tectonic plates that are gradually moving apart by 2cm each year. The crystal-clear blue water has visibility of over 100m making Silfra one of the best dive sites in the world.

The scooter tours costs £185 per person and includes two guided dives with certified PADI instructors, all equipment, warm drinks and snacks between the dives, pick up from Reykjavik hotels and high resolution pictures of the dive on CD. For more information visit [www.icelandexcursions.com](http://www.icelandexcursions.com)

## Austria wins International award

The World Tourism Organisation (UNWTO) has awarded this year's Ulysses Special Jury Prize in the 'Innovations in the Tourist Industry' category to the Tourismus Marketing Informationssystem (TourMIS) from the Austrian National Tourist Office (ANTO) and MODUL University Vienna.

The information system - [www.tourmis.info](http://www.tourmis.info) known in the industry as a kind of Wikipedia for tourism statistics, is presently used by more than 15,000 national and international tourism professionals and future specialists in universities and higher education institutions, and is thus also making a valuable contribution to the training of future tourism managers. Since the beginning of 2009 more than 55,000 data charts have been retrieved from TourMIS. 53 % of the enquiries were via the German language version, and 47%

via its English version. TourMIS has been on-line since 1997, and makes national and international tourism statistics available free of charge.

Through cooperation with European Cities Marketing and the European Travel Commission, international data like arrivals and overnight stays from more than 100 European cities and approx. 30 European destinations are presented in TourMIS. Data input is by market research professionals of the respective cities and countries, who use TourMIS as the platform for their data exchange and benchmarking.

## Berlin Wall - new tour

Titan HiTours, the escorted tours specialist, has just launched a brand new Berlin Wall itinerary to mark the 20th anniversary of the city's reunification. On 9 November 1989, the Berlin Wall came down, uniting East and West. To mark this momentous occasion, Titan Hitours has put together a fascinating tour, which retraces the country's history.

The seven-day trip begins with a visit to the former East German city of Dresden, followed by the old trading town of Leipzig. The tour then returns to Berlin for a guided city tour, which follows the theme of the Berlin Wall including famous sights such as the Brandenburg Gate, Checkpoint Charlie and the Reichstag building. Also included in the itinerary is a visit to the 'Story of Berlin' exhibition, with a tour of a radiation-proof bunker from the Cold War, located underneath the Kurfurstendamm and a short day trip to Potsdam, famous for its baroque palaces and gardens.

The six-night Berlin Wall tour departing on 18 and 25 November [www.titanhitours.co.uk](http://www.titanhitours.co.uk)

## Credit card advice

The UK Cards Association and ABTA, have published a consumer advice guide - Using your card overseas - that provides tips and useful information for holidaymakers and business travellers who will be using their cards abroad.

Statistics from The UK Cards Association show that there were 317 million overseas transactions on UK-issued cards last year, amounting to just over three per cent of all transactions on our cards. Last year Britons used their plastic for £27.8 billion worth of overseas transactions - £19.9 billion on credit and debit card purchases and £7.9 billion on cash taken out of cash machines. This was up just over ten per cent on the total from 2007.

The advice guide can be downloaded at [www.theukcardsassociation.org.uk](http://www.theukcardsassociation.org.uk). It provides useful information regarding the types of charges travellers may incur when withdrawing cash at a cash machine or when making a purchase overseas using your card, and includes tips on what to do before, during and after a trip abroad to minimise the chances of being a victim of fraud.

## At Home with Kuoni

Kuoni is now offering a solution to group booking nightmares. At Home

with Kuoni will create an evening of expert travel advice matched with Champagne and canapés in the comfort of your own home. Individually tailored to each client or their groups' personal needs, this bespoke service caters for every type of holiday requirement. At Home with Kuoni allows you to discuss and agree your group arrangements together with expert guidance and advice. Kuoni personal travel consultants (no fee) are currently located in major cities/counties throughout the UK T 020 7361 7800

## TB's promote, promote

That was the call from speakers at World Travel Market's first WTM Vision conference in London.

"It is not a time to be a shrinking violet", said Peter Shanks, Carnival UK Chief Commercial Officer "Hats off to tourist boards which are promoting themselves such as Australia and Barbados. If you promote yourself, you will get the business. I advise tourist boards to invest to get the business."

Emma Harris, UK and International Sales and Marketing Director for Eurostar, said: "All the research will tell you any brand that stops investing in a recession will take longer to recover, if at all. After the tunnel fire, it was hard to market [Eurostar]. Since we started again in February the effect has been huge".

Mike Greenacre, Managing Director of The Co-operative Travel, advised tourist boards to work with agents as well as tour operators to market their destinations' value for money. "We have access to millions of customers and tourist boards needs to rethink how they get to the consumer," he said.

## Lebanon bookings boom

Bookings for Explore's tours to the Lebanon have boomed after the UK Government changed travel advice for tourists visiting the country earlier this year. Tours have filled up so quickly Explore has laid on two extra departure dates on its most popular adventurous holidays.

The new dates are for the popular 'Lure of the Lebanon' tour and 'Exploring the Old Levant'.

'Lure of the Lebanon' gives visitors 9 days in which to explore a diverse country filled with rich culture, be captivated by the aromatic landscapes & wonderful antiquities and get to understand a people who scribed the world's first written alphabet.

## ANTOR expansion

The Association of National Tourist Offices and Representatives (ANTOR), announced at its AGM recently, that it will strengthen its membership by inviting airlines and hotel chains to join in an Associate membership category.

ANTOR is the collective body of Tourist Boards based in the United Kingdom to promote overseas travel to the UK public, media and trade. It has in the past two years, increased its membership from 45 represented countries to 65.

## Win a trips and prizes - Lithuania

Lithuanian National Tourism Office in UK has launched a free destination training course which is hosted by the popular training portal [www.onlinetraveltraining.co.uk](http://www.onlinetraveltraining.co.uk).

The course is a practical and comprehensive travel manual for tourism industry professionals in the UK. It contains all the key selling points about organising a trip to Lithuania and highlights the major tourist attractions.

By successfully completing Lithuania online training course you have a chance to win one of 5 places on a trip to Lithuania + other great prizes! To register for this new course, tourism industry professionals visit the Online Travel Training website [www.onlinetraveltraining.co.uk](http://www.onlinetraveltraining.co.uk) More info - [info@lithuaniatourism.co.uk](mailto:info@lithuaniatourism.co.uk)

See more about Lithuania on page 17



Lithuanian's in national costumes

# EUROPEAN ECCENTRICS

## Bare faced cheek

The residents of a street called Butt Hole Road have campaigned successfully for the name to be changed. Apparently American coach tours made detours to the road in Conisbrough South Yorkshire and some people even did 'moonies' next to the road sign posing for pictures. The four families living there have paid £300 to have it renamed Archers Way.

## Behind the times

A Croatian mayor wanted Freddie Mercury of Queen to give a concert in his City Zagreb. Interviewed about his taste in music on national TV, Milan Bandic said that he wanted to attract big name rock stars. He was shocked to learn that Freddie died in 1991.

## Hay on Wye

The Times Newspaper reported that the Bank of England made a mistake in its bicentennial tribute to Charles Darwin on the current £10 note.

Steve Jones, Professor of Genetics at University College, London, told an audience at the Hay-on-Wye Festival that the note depicts the author of the theory of evolution with a picture of the ship, HMS Beagle, and a humming bird. The Bank's website said that the image was of a "bird based on the type characteristically found in the region of the Galapagos Islands". Professor Jones said: "There are no hummingbirds in the Galapagos!" The website has been changed.



## Going, going, gone

A toddler bought an £8,000 mechanical digger from an on-line auction site while her parents were asleep. 3 year old Pipi Quinlan logged on and bid on the TradeMe site which her mother had used earlier.

"I saw an email saying I had won the auction, I had been looking at bulk lots of Lego for my son and thought the digger must have been one of the toy sets - then I saw the price" The site has agreed to cancel the sale.

## Best foot first

Fire crews had to rescue Graham Merrington of Greater Manchester when he got his foot stuck in a road that had melted in the recent - unusual heat wave. Stuck for more than 40 minutes before being cut free, he was treated in hospital for torn

ligaments. "I will be complaining to the council" he said

## Aahh

Two gay penguins have become fathers. The couple - Z and Vielpunkt hatched an abandoned egg and are now rearing the little chick at Bremerhaven Zoo. A spokesman said they are behaving the same as heterosexual couple "It's no use pretending to be asleep, I got up last time you bastard"

They are part of a six strong gay community of Humboldt penguins. The zoo introduced four females in 2005 but the males aren't interested.

## Nicked for bad habits

A touring football team arrested in Crete for dressing up as nuns returned home relieved to Britain recently. The 17 men from Bristol Hanham Athletic wearing nuns' habits and lingerie were arrested at a bar and accused of causing scandal and "misrepresenting a uniform" They appeared in court after 40 hours in custody, but the charges were finally dropped. The club Chairman Mike Underhill said "the costumes are now in the bin"

## Yellow peril

Workmen wanting to paint double yellow lines on a south London street, but Ruth Duckers VW Golf was parked there legally. They lifted the car, painted the lines and put it back.

Then a traffic warden saw the car - now parked on the double lines and ordered it to be towed away. It took 3 weeks for the owner to discover what had happened to her car and 2 months plus the intervention of her local MP, for Lambeth council to cancel £2,240 and apologise. "The council offered a paltry £100 in compensation but I still haven't received a penny" said Ducker.

## BK plans pilgrimage

Health enthusiasts may want to look away now as the world's first 'pilgrimage' holiday to trace the origins of the humble hamburger is announced by Burger King.

Spanning eight countries, 16 cities and three continents, the Burger Pilgrimage Trip will take 35 days to complete, costing a 'whopping' £3,400, although smaller, bite-sized breaks will be available from £149. Burger fans may well find holiday heaven with Burger King's belly-busting breaks...

The plan by fast food giant Burger King follows a growing trend for 'gastro-tourism', with more and more Britons wanting a holiday based on food. The fast food chain said burgers started as a meatball in Classical Roman times, with more sophisticated versions being developed during Medieval times.

## Fizz in Venice

Venice is fizzing up its campaign to persuade citizens to move from bottled to tap water. The city's water utility, Veritas, is offering residents a ten € discount on carbonators that put bubbles into tap water. "We're eager to give fizzy water lovers the chance to enjoy the mayor's water," said Veritas CEO Andrea Razzini. Tap water is often jocularly known as 'the mayor's water' and Venice Mayor Massimo Cacciari has been appearing on billboards

## It's the mane attraction

Andy Simpson has proposed to his girlfriend by naming a horserace after her. It cost him £4,000 for the maiden event at Southwell, Notts and was named "Will you marry me Jodie Baker". As the race was announced Andy went on bended knee to propose. Jodie said yes. "I am well impressed with him, he isn't normally romantic at all"

## Pringles - down the tube

Three appeal court judges have spoken - Pringles are crisps and not a savoury snack. The decision means the company loses a £100m Vat rebate. Most food in the UK is Vat free, but crisps are charged with Vat.

Lawyers for Pringle said there wasn't enough potato. Original Pringles are 42% potato, but Lord Justice Jacob ruled "there is more than enough potato content for it to be a reasonable view that it is made of potato."

## Watch out - this is loaded

A teenager tried to rob a shop, armed with a banana but when the raid went wrong he tried to eat the evidence' However 17 year old John Szalla couldn't swallow the skin and the whole escaped was caught on camera. He burst into the internet cafe with the banana concealed under his shirt, but he was overpowered by customers.

## Seedy Essex

An Essex County archivist based in its record office is trying to save the famous Essex accent from extinction. Martin Astell believes the true Essex accent is threatened by its cockney neighbour.

He has now released a CD of 'proper' Essex which he hopes will help to preserve the accent. "When people think of Essex they often think of estuary English or a derivative. On the CD we have captured a much more rural sound similar to parts of Suffolk or Norfolk. It's a lot softer than many people think, and more lyrical and musical" he said. Oh really!

## Cheap models

A couple were surprised to discover that a family photograph sent out on a Christmas card and posted on an internet blog was being used to advertise a grocery store in Prague. A friend of the couple who live in Missouri happened to see the life size image on a visit to the Capital. The shop owner has apologised - he didn't think they were 'real people'



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# HOSPITALITY

## Spoilt brat syndrome

A recession-beating message for hoteliers from the 1200 member Supranational hotels consortium emphasises how 'spoiled brat' business travellers now demand 'more for less', but that it is important to let them get their way.

Supranational Managing Director Niels Pedersen warns the hospitality sector to 'say yes to everything' even though executives don't want to pay the appropriate tariff. He says, 'There is a genuine risk that corporate guests who are in any way disappointed will simply discredit the hotel among office colleagues and all bookings could go elsewhere. Hotels must refocus internal training and check that staff attitudes are transformed from 'this is what we offer' to 'what do you want from us', says Pedersen.

## Hilton poised to settle

Hilton Hotels is seeking a negotiated settlement in its corporate espionage case with Starwood rather than seeing the legal spat battle between two of the industry's fiercest competitors aired in public, thereby avoiding further humiliation of its botched entry into the lifestyle hotel sector.

Starwood alleges that two of its former executives, Ross Klein and Amar Lalvani, aided and abetted by Hilton, stole large amounts of proprietary and highly confidential Starwood information which were used to spearhead Hilton's launch of its Denizen brand, and substantially reduce its costs and risks of doing so. Material included a step-by-step guide on how to create a lifestyle brand from scratch.

After the accusation broke, Hilton placed Klein, Lalvani and their entire luxury and lifestyle team on paid administrative leave of absence and suspended all further development of the Denizen Hotels brand. The lawsuit alleges theft of trade secrets, computer fraud and unfair competition.

Hilton hasn't opened any Denizen Hotels, but it was actively pursuing contracts and development deals and planned to open the first in 2010. It unveiled the Denizen concept in March in Berlin, where Hilton said active development talks were under way for hotels in cities including Abu Dhabi, Buenos Aires, Jerusalem, London, Miami, Mumbai and New York.

## April stats

Amsterdam's chain hotels had the best room sales performance in April, according to the latest HotStats survey of 10 European cities by TRI Hospitality Consulting. At €121.87 per available room, Amsterdam's daily rooms revenue (RevPAR) was ahead of London with €120.31 and Paris in third place with €118.14.

Compared to recent months there was stronger demand for branded hotels in the Dutch capital. Average room occupancy was 78.7% just

2.2% points behind April 2008, and higher than the 76% reported for the Easter month of March 2008.

"There are tentative signs that volume is returning to Amsterdam hotels and the imminent scrapping of the Dutch airport tax from July 1 will be further welcome news for local tourism businesses," said Jonathan Langston, Managing Director, TRI Hospitality Consulting.

## Ardennes

Sail on "La Bohème" The barge was built in 1957 and now is totally refurbished, it is now a cruising barge and gastronomic restaurant. This former merchant boat can host up to 130 passengers. The restaurant offers a panoramic view to enjoy the stunning landscapes of the Meuse valley and a dance floor. On the upper deck guests can relax on the terrace or visit the souvenir shop.

Several packages are available, for groups, ranging from commentary cruises, themed lunches, cruises to and from Charleville-Mezieres, Monthermé, Laifour or Sedan (prestige cruise) and educational cruises.

At night, the barge remains alongside the docks, turns into a cabaret-restaurant with a festive atmosphere and the crew might even cast off for a short cruise. La Bohème, open 7/7 - Reservation only - boarding: Charleville-Mézières, Mont Olympe or Monthermé, quai Aristide Briand. [www.restaurant-bateau.com](http://www.restaurant-bateau.com) [bateau-laboeheme@orange.fr](mailto:bateau-laboeheme@orange.fr)

## Basel

The new Ibis Hotel Basel Bahnhof is located at the SBB railway station. The hotel is centrally located, offering inexpensive accommodation and a 24-hour bar. The hotel is 100% non-smoking, has 112 rooms, WiFi and indoor garage with 14 spaces (extra charge applies to both) Tel: (+41)61/2010707 Fax: (+41)61/2010717

## Bratislava

The 3-star Chopin Airporthotel in Bratislava has opened. Located near the M. R. Štefánik International Airport and the Galvaniho Business Park - home to a number of international companies. The hotel offers 176 rooms, a restaurant and bar. The four conference rooms, accommodate 139 people and featuring state-of-the-art audio-visual technology.

## London

The London Organising Committee of the Olympic Games and Paralympic Games (LOCOG) announced Holiday Inn and Holiday Inn Express as the 'Official Hotel Services Provider to London 2012' and a Tier Three commercial partner. Holiday Inn, part of InterContinental Hotels Group (IHG), will provide LOCOG with additional capability and expertise in the accommodation sector, supplying experienced personnel to assist in the planning and operation of the Athletes' Village. Currently undergoing a £600 million global relaunch, Holiday Inn

will supply team members to work with LOCOG's Accommodation and Protocol teams in the lead up to the Games in 2012. Holiday Inn, along with other hotels in the IHG stable, will also provide accommodation and meeting rooms for LOCOG and its partners' as it builds towards the Games.

## Madeira

The CS Madeira Atlantic Resort & Sea Spa has recently opened its new CS Atlantic Spa and fitness club, completing the hotel's two-year transformation from a Crowne Plaza hotel into the new resort.

The Spa, with its indoor sea water pool, submersion bath and Jacuzzi, sauna, Turkish bath, massages and physiotherapy, fully equipped fitness centre that includes a training centre, aerobics, weights and cardiovascular equipment. <http://www.cs-madeira.com/>

## Prague

The Rocco Forte Collection has opened The Augustine, located in the historical lesser town of Prague (Malá Strana), within a stone's throw of the Charles Bridge, just below Prague Castle and next door to the famous Wallenstein Gardens. This 101-room hotel has been created from a complex of six historic buildings, including a former brewery and the 13th century Augustinian St Thomas's Monastery, after which the hotel is named.

The monastery provides the hotel with a picturesque setting of established courtyards and elegant garden squares, while retaining certain areas for the practising Augustinian monks who remain in situ. Key historic features such as cloistered terraces, wooden ceilings, wine vaults and stone arches have been incorporated into the hotel's design.

## Dubrovnik

Special Hotels of the World have opened Valamar Lacroma Resort in May. Part of the Valamar Hotels and Resorts Group, this 401 room resort is located on the Mediterranean peninsular of Babin Kuk, near the old town of Dubrovnik and is the largest conference and spa hotel in Dubrovnik. The hotel's contemporary design, atmosphere and breathtaking views of the sea and Elaphiti Islands make it an ideal leisure and MICE destination.

The conference centre boasts eight meeting rooms including the largest hotel conference hall in Croatia with a capacity for 1000 delegates. There are many opportunities for incentives in the surrounding area including dining on the ancient city walls, gala dinners in one of Dubrovnik's fortresses or monasteries and exploring the nearby Elaphiti islands.

Other facilities include an indoor and outdoor swimming pool, beach volleyball, tennis courts, a diving school and numerous water-sports activities and a fully equipped Spa. T + 385 20 449 100 [www.valamar.com](http://www.valamar.com)

## St Petersburg

Corinthia Hotels has re-launched its refurbished and extended 400-bedroom luxury hotel on Nevskiy Prospect in St Petersburg.

On offer, 107 new executive suites and bedrooms The centrepiece of the extension is the Grand Ballroom, seating 600 persons, which is the largest meeting space of its kind in any five-star hotel in the City. The ballroom is further supported by a suite of 14 executive meeting rooms. Over 1,200 guests can be accommodated at any one time in the conference facilities. E: [stpetersburg@corinthia.ru](mailto:stpetersburg@corinthia.ru)



Lobby - Corinthia St Petersburg

## Tel Aviv

A new restaurant in Israel is offering its diners the chance to enjoy a meal and a glass of wine while hovering 40 metres above the ground. First launched in Belgium in 2006, 'Dinner in the Sky' uses a large crane to lift a platform seating 22 people and up to five staff.

Guests are tied down to leather seats at a table while lifted above the ground. Once in the sky, diners are able to feast their eyes on the breathtaking views of the city of Tel Aviv and the Mediterranean Sea.

## Bishopstrow House Hotel

Has opened the new Halcyon Spa, the new spa offers over 40 treatments in a range of facilities including indoor and outdoor swimming pools, sauna, steam, Jacuzzi, exercise suite, tennis courts and specialist therapy rooms. The spa is open daily between 8am and 6pm and visitors can opt for full day packages or simply choose a one-off treatment. For more information and reservations visit [www.bishopstrow.co.uk](http://www.bishopstrow.co.uk) Warmminster, Wiltshire, BA12 9HH

## Larnaka

In their first hotel 'in the sun'. easy-Hotel state that as guests will be staying longer the rooms are larger and there is extra storage space.

The hotel is a level 5 minute walk from the famous Phoinikoudes beach front. The central position of the hotel means it's within walking distance of all the key Larnaka attractions including the Medieval Fort, St. Lazarus Church, the Archaeological Museum and the ancient site of Kition. Just 5 km away is the famous Hala Sultan Tekke mosque, where in winter, visitors can view the stunning Larnaka Salt Lake at its best. [enquiries@larnaka.easyhotel.com](mailto:enquiries@larnaka.easyhotel.com)

## Amsterdam

Amsterdam RAI Hotel & Travel Service has joined forces with SeatMe. Visitors, exhibitors and organisers of events in Amsterdam RAI can easily and quickly book the restaurant of their choice via the online booking site of SeatMe.

The site can be searched by location or price and provides a map showing exactly where restaurants are in relation to the RAI. Amsterdam RAI Hotel & Travel Service can provide assistance in the choice and location of restaurant.

# CRUISE NEWS

## Top british chefs onboard R.S. Hispaniola

R.S. Hispaniola, the City Cruises owned restaurant ship that is permanently moored on London's Victoria Embankment recently featured on BBC2's new television series 'Put Your Money Where Your Mouth Is'. The programme that was filmed on the R.S. Hispaniola, saw two of Britain's top chefs; John Burton-Race and Atul Kochhar, go head to head in a cooking challenge, with the profits going to charity.

With its great views of the Thames, from St Paul's to the Houses of Parliament, the ship offered a unique backdrop for the special dinner.

The chefs had use of the ship's well-equipped kitchen, where Head Chef Ba Diakhaby normally prepares high quality international cuisine with a distinctive Mediterranean twist.

The ship also has an elegant cocktail bar on the main deck and the upper deck has two outside areas, which are ideal settings for enjoying a drink or tapas al fresco, especially on a hot summer's day. As well as Tapas, a selection of Lite Bites are served in the bar area. 020 7839 3011 www.hispaniola.co.uk

## Uniworld launch Beatrice

Uniworld's new River Beatrice has been launched on the Danube. Not only is the River Beatrice a floating

hotel, she's a floating museum! Original works of art, sketches, lithographs, and paintings from a range of great artists, including Marc Chagall, Henri Matisse, Pablo Picasso, B. Rabier.

She has luxurious staterooms – of which 80% having French balconies, more junior suites than any comparable ship. All staterooms and suites have made-to-order English Savoir beds, designed originally for the Savoy and Claridges Hotels in London, highest thread count Egyptian combed-cotton linens, cashmere/wool blankets, and European duvets. www.elegantrivercruises.co.uk



Uniworld – Beatrice

## AMA - 2010 Programs

AMA Waterways has rolled out its 2010 river cruise programs, including itineraries on the Danube, Main, Rhine and Mosel rivers, as well as the Douro River in Portugal, the Rhône in France and the Volga-Baltic waterways in Russia. The company is also unveiling new land programs.

AMA Waterways cruises feature luxurious cruise accommodations

*continued on page 9...*



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## Last Survivor dies

Nearly a century after she was rescued from the decks of the sinking Titanic, the last remaining survivor of the disaster has died, aged 97.

Elizabeth Gladys Dean - known as Millvina - died at the nursing home near Southampton where her care had been subsidised by Leonardo DiCaprio and Kate Winslet - stars of the film Titanic - who were moved by her story.

Millvina, the youngest passenger on the ship, was 9 weeks old in April 1912 when she set sail for a new life in America with her mother, father and brother. The family, from London, were supposed to have emigrated on another ship, but because of a coal strike were transferred to the Titanic, travelling third class.

On April 14, four days into the voyage, the ship struck an iceberg and Millvina's father told his wife, Georgette, to wrap up Millvina and her one-year-old brother, Bertram, and take them up on deck. Here, among scenes of chaos and panic, the infant Millvina was placed with her mother and brother aboard Lifeboat number 10 and lowered into the icy waters of the North Atlantic, leaving her father behind on the dying liner.

He died, along with 1,516 others, as the ship hailed as unsinkable broke in two and slipped beneath the waves.

Millvina was lucky to survive, as she was among the first steerage passengers to be evacuated and join the flotilla of 706 stranded survivors.

They had to endure four hours in the dark, freezing waters until the Carpathia arrived to rescue them and take them to New York.

Exactly 98 years after the Titanic was launched from the quayside in Belfast, Miss Dean died at her nursing home at Ashurst in the New Forest, a few miles from where she had boarded the ship at Southampton docks.

Miss Dean had been in hospital and was believed to have been suffering from pneumonia.

Last December she was forced to sell several precious personal items to pay for medical care after she suffering a broken hip. Among the items was a compensation letter to her mother from the Titanic Relief Fund and a suitcase given to the family to store their few remaining belongings when they were taken back to England aboard the Adriatic.

The person who had bought them at auction returned the mementos to Miss Dean. Meanwhile the stars of the film adaptation of the disaster, Titanic, were alerted to her financial plight and came to her aid. James Cameron, the director, and the actors DiCaprio and Winslet, donated £22,000 last month to the Millvina Fund to help to pay the £3,000 a month cost of her care.

Even as a baby on the Adriatic, which ferried her back to England, she attracted attention. The Daily Mirror reported that she "was the pet of the liner during the voyage" with "rivalry between women to nurse this lovable mite of humanity".

Miss Dean worked as a secretary and cartographer until her retirement. "My mum, brother and I were among the lucky ones," she once said. "I put our survival down to the bravery of my father who was alert to the dangers and made sure we got off."



The Titanic



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## MSC defends action

Following our article in last months On the Road magazine regarding MSC Melody's attack by pirates, we received a statement from them, asking for the details to be clarified.

"Despite taking the necessary precautions to evade piracy, MSC Cruises ship MSC Melody was attacked by pirates near the Seychelles islands on the evening of Saturday 25 April 2009 at 1935 UTC.

After calling at Port Victoria - which is classed as a safe zone to sail in by the Maritime Security Center HOA - MSC Melody took a route that was 80 degrees east and 600 nautical miles from the Somali coast, when she was attacked.

The pirates approached the ship in a small speedboat firing automatic weapons. The ship initiated avoidance procedures and quickly escaped the attack with no injuries to any of the approximately 1,000 passengers and 500 crew members on board.

MSC Melody then continued its course. At 1400 UTC on Sunday 26 April she was met by the Spanish warship SPS Marques de la Ensenada, which escorted MSC Melody to North of Aden as a precaution.

Following this incident, MSC Cruises immediately informed the Italian government foreign office (La Farnesina), the Maritime Security Center in London and the Coordination Center for Security in Dubai"

Owner of MSC Cruises, Gianluigi Aponte, said "We are very proud that our crew proved to be able to promptly tackle the emergency. At the moment of the attack, the ship was 600 nautical miles from Somalian coast, in an area that is not considered dangerous, and 180 nautical miles from Seychelles.

"All security measures adopted worked perfectly. Capitain Ciro Pinto followed all security protocols provided, guiding the ship out of danger with a sequence of evasive manoeuvres and then taking a course of 080°, lights turned off.

Please also note that the MSC Melody is the smallest ship in the fleet not the largest" as stated in the article



MSC Melody escorted by the Marques de Ensenada 26\_4\_09

...continued from page 8

in an outside stateroom, 82 percent of which feature large French balconies; hotel-style beds, white-on-white plush bedding, terry bathrobes; infotainment system, including TV and complimentary Internet in every stateroom; complimentary Wi-Fi in public areas; gourmet dining with free-flowing wine, beer and soda with ever dinner; complimentary espresso and cappuccino; champagne breakfast daily; bottled water in every stateroom; all-inclusive daily shore excursions; nightly onboard entertainment; and complimentary bicycles. [www.amawaterways.com](http://www.amawaterways.com)

## Rotterdam launch

On 27th of July, the cruise ship 'Rotterdam' will open her doors to the public. To visit the former flag ship of the Holland-America Line begin the trip with transfers via the cruise operator Spido.

The completely refurbished ss Rotterdam offers restaurants, conference/reception rooms, offices and a hotel all aboard the ship. To see this beautiful piece of Dutch heritage visitors can join the Grand Tour. Combine a visit to the ship with a harbour cruise with Spido and a visit to the Rotterdam Port Experience Combination tickets offer special rate and

are both available at Spido and the 'Rotterdam' T. +31 (0)10-275 99 93. E. [pbijl@spido.nl](mailto:pbijl@spido.nl)

## Pre/post cruise packages

A new Cruise Manager has joined the De Vere Grand Harbour Hotel in Southampton. Joanne Emery has joined the hotel to create and design pre- and post-cruise packages for passengers joining or leaving ships in the port.

The hotel has also become a member of the Passenger Shipping Association and Association of Cruise Experts as Southampton expects to

handle 256 ships visits this year. Five new packages have been introduced starting at £49 for day guests including lunch, luggage storage and ship transfer. Bed and breakfast starts at £60 while other packages cost £179 including seven days' car parking and £199 with 14 days' parking.

## ECC report

The fourth edition of the "European Cruise Contribution" report shows direct expenditure by cruise companies, shipyards and passengers of €14.2 billion in 2008, an increase of ten

continued on page 10...

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...continued from page 9

percent on the previous year. From the total amount, €4.3 billion were spent in Italy, showing an increase of 9% compared to 2007, deriving the greatest economic benefits from the cruise industry in Europe, 30% of total spending in 2008.

Key to this growth is the increasing number of passengers embarking on cruises from European ports, rising 10% to 4.7 million in 2008. Italian ports remain the busiest in Europe, with up to 1.7 million departing passengers, indicating why Italy remains Europe's favorite cruise destination (with 23% of the continents 21.7 million transit passenger movements) ahead of Greece, Spain and France.

Europe's position as the world leader in cruise ship design and construction continues to assist this growth, with the ECC report estimating that during 2008 the global cruise industry spent around €5.2 billion on cruise ship construction and maintenance in Europe, of which the lion's share of 1.5 billion were spent in Italy alone.

European passenger numbers increased by 10% to 4.4 million, consequently increasing the number of people employed in the European cruise industry to approximately 311 thousand, a 15% increase than that of the previous year.

## 2010 Avalon update

Avalon Waterways in 2010 will christen two new ships in Europe and will increase its vacations by nearly 20% with more than 30 itineraries of 5 to

23 days in Europe, China, Egypt and the Galápagos. Avalon Waterways has created five new river cruises for 2010. 'Paris to Normandy's Landing Beaches' is an eight-day trip round-trip from Paris, while 'Grand France' is a 16-day vacation between Paris and the Côte d'Azur. The 13-day 'Castles on the Rhine to the City of Music' travels from Zürich to Vienna, while the four- or five-day 'A Taste of the Danube' sails between Vienna and Budapest. In the winter, the 12-day 'Christmastime in Germany and Austria' sails between Frankfurt and Vienna.

In 2010, the company will christen its fifth new ship in less than 36 months, bringing Avalon's Europe fleet total to 10. The company serves passengers unlimited complimentary local wine with all onboard dinners and features regional entertainment, land programs and an English-speaking staff. [www.avalonwaterways.com](http://www.avalonwaterways.com)

## It's a record!

For the first time in the history of global shipping, two cruise ships built by the same yard and belonging to the same ship owner, were christened together at the same time and in the same place. The two ships owned by Costa Cruises were christened on 6th June in Genoa.

Mr. Pier Luigi Foschi, Chairman and CEO of Costa Cruises has announced confirmation from the Guinness World Record council that the dual naming ceremony of Costa Luminosa and Costa Pacifica has officially achieved the new Guinness World Record for 'Most ships inaugurated in one day by one company'.

# FAITH BASED TOURISM

## Pilgrims trail

Travellers following a medieval route once used by pilgrims travelling from Canterbury to Rome are to get an international web portal to help them en route. The new site will provide detailed guidance on the 1,000-kilometre Italian stretch of the Via Francigena, running from the Valle d'Aosta to Lazio.

The itinerary was first documented in the 10th century when the Archbishop of Canterbury, Sigeric the Serious, travelled to Rome to see the pope in order to be consecrated. Walking took about three months.

Few people nowadays do the entire length on foot but governments in Italy and France are keen to promote the old road as a vehicle for religious and cultural tourism.

Efforts are also under way to encourage more budget accommodation at regular intervals and move sections of the route away from heavily trafficked highways. Over three million € has been invested in improving the trail over the last three years.

The success of Spain's Camino de Santiago pilgrim route, revived in the 1970s, prompted the idea of resurrecting the Via Francigena.

## Holocaust Museum

Italy's national Holocaust Museum is expected to open in Rome in 2012.

The museum will be a multimedia venture, showcasing letters, videos, film footage, photographs and private memorabilia. The museum will be a built in the landscaped gardens of Villa Torlonia, the grand neoclassical residence where dictator Benito Mussolini and his family lived between 1925 and 1943.

The museum will be in the form of a black cuboid with the names of Italian Jews deported to Nazi concentration camps during WWII etched on the walls, the centrepiece of the museum will be a huge plaster reproduction of the Nazi concentration camp at Auschwitz-Birkenau

## English Heritage tour options

Whitby Abbey, North Yorkshire YO22 4JT

Founded by St Hilda in 657, the abbey is a beacon for Christians, drawn to the place where the Synod of 664 decided the date of Easter. Set high on a cliff top looking out to sea, it is regarded as one of the most important archaeological sites in England. Many artefacts are on view in the History Gallery, which digs deep into the fascinating history of the site, using interactive personalities from the past and digital reconstructions of the abbey through history.

Pre-booked 'Abbey Habits' tours with costumed guide Friar Benedict last an hour and are the very best way

## Important message from IATM

The Vatican Museums have launched a new internet booking system and Tour operators may issue their TM's with their own personal username /password login; (see below). For any tour that has an included or optional visit will now be the responsibility of the Tour Director to make the reservation on line for your group.

Bookings can be made online up to 60 days in advance, and you can only enter with MAX. 20% more than you have actually booked.

Following is the basic outline of how to book:

website: <http://biglietteriamusei.vatican.va/>

You can also book as an individual. The procedure is relatively easy to follow.

Tour Operator

Username:

Password:

To make the booking after login proceed as follows:

Ticket Office Online/ Tour Operator/Select type of Tour: "prenota biglietti di visita"/select month and number of participants (you need to add the number you intend to book for)/ next, the calendar month will appear.

NOTE: any date in GREY means the Museum is closed on that date.

select date of visit, select time, select fill and request as adult tickets (should you have children on tour the entrance fee will be adjusted day of entrance), next, way of payment: credit card, fill in your details, agree to their terms, add the security code, accept the estimate and proceed with purchase, take note of booking ref, conclude purchase, insert CC details.

You will receive the voucher at the e-mail address inserted, please print and have with you at the Vatican Museum; without this they will not allow you to enter the Museum.

NB:

\* Only the initial pre-booking fee of €4 p.p will be deducted at the moment of booking. The remaining entrance fees will be deducted the day of visit. Entrance fees are to be paid for by credit card or cash.

\* You may also use Visa Electron cards to make the on line payment.

\* Some audio systems companies are willing to make bookings for you.

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

to make the most of a group visit to this Gothic site, also associated with Bram Stoker's Dracula. (Tel: 01947 603568)

Other sites to include when planning itineraries – both close to Rievaulx on the edge of the beautiful North Yorkshire Moors National Park are:

Byland Abbey & Abbey Inn, Beautiful ruins with the added attraction of superb food at the adjacent gastro-pub. Pre-booked group meals and snacks are available (Tel: 01347 868614).

Mount Grace Priory A variety of wildlife, and peaceful gardens at this ruined Carthusian monastery. A highlight is the compact and wonderfully preserved monk's cell. Pre-booked guided tours are available. (Tel: 01609 883494).

## San Zeno altarpiece

One of the greatest works by Renaissance master Andrea Mantegna is to dazzle visitors once more following a two-year restoration. The San Zeno altarpiece, removed from its permanent display in a Verona church in 2007, was unveiled in Florence on the May 21, the feast day of the city's patron Saint Zeno.

The work is now believed to have been produced between 1457-1460. The restored work is on temporary show at the Opificio delle Pietre Dure in Florence before being returned to Verona.

## Camino De Santiago Pilgrim's Way

Few trails in the world have been

walked by so many as the Pilgrim's Way in the northwest of Spain; over the centuries millions have walked the trail to venerate the tomb of the Apostle St. James – Santiago.

Walks Worldwide has two special guided small group departures for its 11-day Camino de Santiago walk departing 4 September and 9 October 2009. The trips are particularly well-suited to those who wish to travel alone with like-minded people.

The advantages include the services of a bi-lingual tour leader who is an expert in the history of the trail and Spain, and can add colour as the group makes progress with fascinating facts and stories. There is also the convenience of a support vehicle which has refreshments and carries luggage.

The 100km walk commences in the city of Leon, where special pilgrims' passports are collected. The 11-day trip provides plenty of time to complete the walk and enjoy places visited along the way, and an extra two days are allowed to explore the fascinating section to Sarria.

The final destination is Santiago de Compostela, where two nights are spent allowing plenty of time to enjoy the historic city with its famous 15th Century cathedral Call 01524 242 000 ([www.walksworldwide.com](http://www.walksworldwide.com)).

## Unholy alignment

Worshippers at about 200 mosques in Mecca have been praying in the wrong direction because the buildings are not aligned with the holy Kabba shrine, according to the Saudi Gazette. The discrepancy can be viewed from the top of the city's new skyscrapers.

# TRANSPORT

## Coach parking – Bath

Bath Christmas Market takes place from Thursday the 26th November to Sunday the 6th December. Bath & North East Somerset Council, are urging all tour operators planning on bringing coaches into Bath during the busy Market period to register for a coach permit before arriving in the city. Coaches must apply by 20th November.

The coach parking operation was improved last year and will be replicated for the 2009 event with marshalling and monitoring of coach parking, information for coach drivers to nearby amenities and facilities, and a shuttle bus service which will drop coach drivers back into Bath while they await their return journey.

All Tour Operators must book in before the event and a form can be downloaded from the Council's website: [www.bathnes.gov.uk/BathNES/transportandstreets/Parking/coachparking/christmasmarket.htm](http://www.bathnes.gov.uk/BathNES/transportandstreets/Parking/coachparking/christmasmarket.htm), or by contacting Parking Services on 01225 477133/4 or e-mailing [parking@bathnes.gov.uk](mailto:parking@bathnes.gov.uk).

Each company that registers interest will receive important information in the run up to the event. The coach parking rates have been set at £1 per seat. Coaches which do not pre-book will be refused access to the designated parking areas and may incur a £70 Penalty Charge Notice.

## Air Canada speeds check-in

Air Canada has become the first carrier to receive Department for Transport approval for combining kiosk self bag-tagging with a 'Quick Drop-Off' system at Heathrow

This allows passengers flying from Heathrow to use kiosk check-in and self-tagging options with bag drop-off at designated counters.

The airline's new 'Quick Drop-Off' system, currently available at Toronto and Vancouver airports, allows passengers to drop off their bags in less than 30 seconds at Heathrow Terminal 3.

The bag drop-off process is described as a secure transaction involving scanning the passenger's boarding pass and each bag tag. The airline's Customer Service Platform Director Patrice Ouellette said: "We are looking forward to further self-service enhancements with the expansion in the near future of our paperless mobile boarding passes for all Air Canada flights departing from the UK."

## Alitalia update

Alitalia confirmed that Rome's Leonardo da Vinci International Airport at Fiumicino will be the new private carrier's main hub. Fiumicino would be at the centre of a six-point 'star-shaped' organisational model for the carrier.

Alitalia CEO Rocco Sabelli said the carrier will negotiate a new services accord with the airport's management company, Aeroporti di Roma (AdR), which is expected to

go into effect next year and involve €100 million in investments. The accord will give the 'new' Alitalia total possession of Terminal A for its flights and those of its partners in the international SkyTeam alliance, which include Air France-KLM and Delta of the United States.

Terminal A, currently handles domestic flights, will be expanded in the future to handle the increased traffic and until then Alitalia and its partners will have access to gates in neighbouring Terminal B, which currently handles continental flights.

Terminal C is currently used for most international flights. In order to compete with the new high-speed rail link between Rome and Milan, AdR will install for Alitalia more 'fingers', covered gangways for direct on/off access, and make other changes to speed up service between the two cities.

## 10% more free baggage allowance

AIR EUROPA, has increased baggage hold weight restrictions from 20kg to 23kg. The increase in baggage allowance is free of charge and the airline says it demonstrates AIR EUROPA's dedication to exemplary customer service.

Launched in 1986, Air Europa is Spain's second largest airline and operates out of Madrid to 35 destinations in 14 countries including a twice-daily service from Gatwick to Madrid that commenced in March 2009.

This route delivers one way fares from as little as £16, excluding taxes with no hidden charges and "plenty of extras".

AIR EUROPA also has its own UK reservation staff based at Gatwick who offer complimentary assigned seating on a brand new Embraer 195 aircraft.

AIR EUROPA's partners include Aeromexico, Alitalia, Air France, Continental Airlines, KLM, Smart Wings and Tunisair.

The London Gatwick to Madrid services are timed to connect with onward flights to South America and the Caribbean. [www.aireuropa.com](http://www.aireuropa.com)

## City flight deal for young people

Air Berlin has launched a special deal to encourage young people to visit some of Europe's finest cities during the summer holidays. The Air Berlin city tour pass gives young people aged between 18 and 27 the chance to travel on five flights in the Air Berlin network, for the special promotional price of €199. Examples of possible itineraries include, Stansted – Dusseldorf – Barcelona – Berlin – Nuremberg – Stansted, or Stansted – Munster/Osnabruck – Rome – Vienna – Dusseldorf – Stansted.

## Rail link – Lisbon - Madrid

Portugal's government will be investing about \$10 billion to develop a

high-speed rail link with Spain, to be completed between 2013 and 2015. This year the project begins hiring contractors. The Lisbon-to-Madrid line development will create 100,000 jobs during construction and another 36,000 jobs in services and maintenance once it is up and running.

## Journey planning tools

The UK's Highways Agency is promoting its latest journey planning tools to help Tour Operators and their coach drivers check England's motorways and strategic trunk road network are clear ahead.

The latest addition to a suite of services provides access to live traffic data from a web-enabled mobile phone. By keying in [www.highways.gov.uk/](http://www.highways.gov.uk/) mobile crew members can get up to the minute details of any incidents or

delays searchable by region, motorway or A-road. Companies can access even greater levels of traffic data back at base, where the fleet manager can plan schedules.

Coach Operators can apply for free access to the Highways Agency's AtlasPro website. This gives detailed information on the live traffic situation and allows companies to define their own areas of interest, such as regular routes or specific touring areas.

## That is good of you

As part of British Airways' drive to cut costs, Chief Executive Willie Walsh and Finance Director Keith Williams have decided to work for no pay in July. The airline has offered staff the option of taking unpaid leave or working part-time. Willie Walsh is paid £735,000 a year. Keith Williams is paid £440,000.

## Flight plan

**Aer Lingus** is to expand routes served from its new hub at Gatwick this winter. The Irish carrier is to fly to six new destinations. The new routes to Vilnius start on September 10 and from October 25 will be Bucharest, Eindhoven, Tenerife, Lanzarote and Warsaw. Flights to Nice will not run over the winter.

**Air New Zealand (ANZ)** has announced it will reduce its flights on the London-Hong Kong route from seven services a week to five. Flights scheduled to depart on Wednesdays will cease effective from 23 September and on Mondays from 12 October. Services between Hong Kong and Auckland are unaffected. [www.airnewzealand.com](http://www.airnewzealand.com)

**British Airways** is ending its London Gatwick to New York route, again. BA, started the service just one year ago and the service will cease operating on October 25. New routes to the Maldives and Sharm El Sheikh in Egypt have been announced.

From October there will be a new services between London Heathrow and Las Vegas. The daily service will be offering new Club World with fully flat beds.

They are still on course to launch its first all-business class flights to New York from London City Airport later this year.

**clickair** - The Spanish budget airline has moved all UK routes to London Heathrow. Routes to Vigo and Seville have moved from London Gatwick. clickair already flies to Bilbao and La Coruna from Heathrow. [www.clickair.com](http://www.clickair.com)

**Condor** starts new direct flight from Frankfurt to Saint Lucia on 1st November to 11 April 2010 flights out and back weekly on Sundays [www.condor.com](http://www.condor.com)

**Eastern Airways** UK regional airline, is introducing its first scheduled flights from Liverpool John Lennon Airport with services to Aberdeen and Southampton starting July 6. Launching three flights each weekday to both Aberdeen and Southampton from Liverpool.

The airline will be increasing the number of flights from Aberdeen to Southampton from two to five services each weekday also starting July 6.

**Ethihad Airways** the national carrier of the UAE, has launched its four times a week service to Istanbul.

**Flybe** is launching a new daily flight from London Gatwick to Dusseldorf from 22 June 2009.

**Jet2** has started serving Dusseldorf from Edinburgh four times a week (Monday, Wednesday, Friday and Sunday).

**Hainan Airlines** has launched its first direct flights connecting Beijing to Dubai, twice a week.

**Lufthansa** is to start daily services from Frankfurt to Bahrain and Dammam in Saudi Arabia in the autumn. Services are due to start on September 22. Each flight will serve both cities.

**Newquay Cornwall Airport** has welcomed the arrival of Jet2.com and its launch of three times weekly flights to Leeds Bradford Airport and twice weekly services to Belfast.

**Ryanair** operates a new service between London Stansted and Memmingen, located on the edge of the Allgäu and in immediate vicinity to the Alps.

**Singapore Airlines** has started daily services between Singapore and Nagoya, Japan instead of the previous the five times weekly flights.

**US Airways** has inaugurated the airline's first-ever service to Oslo from its hub and international gateway at Philadelphia International Airport. Flights to Birmingham, have also been launched, in July a service to Tel Aviv is launched

**VLM**, has discontinued its three times a day route between London City Airport and Manchester.

# GROUP OPTIONS/ ATTRACTIONS

## Wine school opens

Located at the impressive Domaine Gayda, Bruguairolles, near Limoux, the new British-run Vinécole offers fun and informative courses ranging from introductions to the region's best wines, food and wine pairing courses, professional qualifications to weekend breaks. Run by Matthew Stubbs MW and Emma Kershaw, the school also offers luxury accommodation and two restaurants on site. Vinécole also offers a range of tastings to cover all levels and interests. Learn about the wines of the Languedoc-Roussillon in a relaxed and social environment, with expert advice and in a superb location. E-mail: Emma or Matthew at info@vinecole.com Tel: +33 (0)4 68 31 64 14

## Copenhagen

Held from the 21 – 30 August 'Copenhagen Cooking' is a people's festival with something for every taste. Last year gourmet restaurants at reduced prices caused a stir, and this year will also feature some of Copenhagen's best restaurants as well as a new concept: Stand-up cooking with a line-up of the best young Danish chefs. Expect extreme food experiments and lots of foodie talk. www.copenhagencooking.com



Taste Nordic cuisine

## Amazing packages/ amazing prices

The National Trust for Scotland, in partnership with The Great Steward of Scotland's Dumfries House Trust is offering tour and coach operators an exclusive entry deal to three of southern Scotland's most stunning historic attractions.

- Threave Estate (Castle Douglas), internationally-acclaimed garden.
- Broughton House & Garden (Kirkcudbright), beautifully restored home and studio of artist E.A. Hornel, one of the 'Glasgow Boys'.
- Dumfries House (Cumnock), saved by HRH Prince Charles and opened in 2008, has one of Europe's finest collections of Thomas Chippendale furniture.

Visit all three world-class properties for just £19.50 per person – a saving of £6.50 per person. Prices valid until 31 December 2010. Click here for more information or contact our One-Stop-Shop

## Ommegang 2009 in Brussels

On the first Thursday of every July and the Tuesday before, the Ommegang takes over the magnificent city centre of Brussels with a majestic parade that re-enacts the legend of Beatrice Soetkens. Since the first pageant in 1549, the Ommegang, which literally means 'walk about', has become one of the city's major local folklore and heritage events.

This year, the Ommegang of Brussels will take place on Tuesday 30th June and on Thursday 2nd July, with a new display of magical animations and recitals of old folklore tales. More than 1400 performers will help relive history in the Grand Place and, at the Place du Sablon, an equestrian jousting event will take place with free entry. Three teams of Belgian, French and English riders will meet head-on in this first leg of European tournaments.

Tickets must be booked in advance; V.I.P covered seats along 'Les Ducs de Brabant' will cost 67.50 € and all front row seats range from 45 € to 32.50 €.

Tickets available from 22nd June and can be purchased at Brussels' Tourist Office or by post, fax or e-mail. T+32 2548 0458

## Extended opening hours

CORPUS, the new Netherlands Visitor Attraction in Oegstgeest, has extended its opening hours for the summer. They now also open on Mondays and on Thursday, Friday and Saturday evenings until 10 pm. This means that the last 'journey' on these three evenings will set off at 8 pm.

CORPUS is a 'journey through the human body' during which the visitor can see, feel and hear how the human body works and what roles healthy food, healthy life and plenty of exercise plays. Tel: 31 (0)71 75 10 200 www.corpusexperience.nl

## The Beatles return

Indra, Top Ten, Kaiserkeller, Star Club – these were the clubs located on the Reeperbahn in Hamburg, in which, during the 1960s, the Beatles honed their skills onstage for up to nine hours at a time, and later went on to conquer the world. The Beatles once again have a home in Hamburg, in the place where it all began: on the Reeperbahn, just a guitar's-throw from the recently opened "Beatles-Platz" and the venues in which they performed.

A unique project centred on the Liverpool band is open: BEATLEMANIA Hamburg.

Visitors to BEATLEMANIA can travel

## Italian summer highlights

### Leonardo

Rome's Palazzo Venezia – is hosting the exhibition 'The Mind of Leonardo, The Universal Genius at Work'. The touring exhibition (on show until August 30) celebrates the mind of Leonardo in all its brilliance, offering a sweeping overview of his myriad interests. "This show allows us to understand the many sides of Leonardo, explaining his mental method and guiding criteria," said Rome Museum Superintendent Claudio Strinati.



Leonardo – self portrait c 1512  
Turin Biblioteca Reale

"Artist, scientist, designer and Renaissance man par excellence, Leonardo explored a host of ideas, from physics to metaphysics, and tackled each with the same methodological approach".

Unlike other exhibitions that have focused on a particular aspect of Leonardo's genius, this event encourages visitors to explore his underlying approach to various thought processes, and his efforts to assimilate different ideas into a coherent world view. It aims to paint an 'undistorted' picture of Leonardo's contribution to science, technology, art and culture through original drawings, paintings, manuscripts and digital reproductions of lost works.

It also presents a series of spectacular models of Leonardo's most ingenious machines and experiments, and illustrates how his art and groundbreaking scientific studies were fuelled by the same methods of analysis.

The 2007 Tokyo hosted the exhibition, which has been touring the world since 2006, was Italy's most popular exhibition in Japan in over three decades, drawing 800,000 people over three months.

### Arena di Verona June 19 – August 30

The International Opera Festival. This year offers five operas and a gala in the Roman Amphitheatre, which welcomes once again artists and public in its magnificent setting. www.arena.it

### Quintana of Ascoli Piceno - August 2

La Quintana, Ascoli's jousting tournament, one of the most authentic and exciting of these Medieval shows in the Marche, dates back to the IX Century when the Saracens invaded the territory of Piceni. The high point of the games is when riders from the city's six districts tilt with lances for the target. The day also includes a massive procession with around 1,400 town's people dressed in 15thC costume and plenty of side-shows and open-air eating places. www.quintanaonline.it

### The Palio of Siena - August 2 and 16

The most famous popular Italian events. The Palio is run to celebrate the miraculous apparition of the Virgin Mary near the old houses that belonged to Provenzano Salvani. The holy apparition was therefore called "Madonna di Provenzano" in whose honour the very first Palio was run on August 16, 1656 www.ilpalio.org

through time, re-living the world of the Beatles Visitors can follow the footsteps of John, Paul, George and Ringo during their wild time in Hamburg, record songs in Abbey Rd Studios, experience the madness of Beatlemania at its peak, and go diving with Captain Fred in the Yellow Submarine.

BEATLEMANIA is an unconventional and elaborate exhibition, including many original items of memorabilia, and definitely worth a visit, not just for die-hard fans of the Liverpool boys.

www.beatlemania-hamburg.com  
info@beatlemania-hamburg.com  
+49 (0)40 853 88 817

## NEW: Exclusive Evening Package

'The golden treasures at night' at

Vienna's Hofburg Palace Inspire your guests with a memorable evening in what is almost certainly the richest Imperial Treasury of the world. We welcome you with a glass of Kir Royal and subsequently take you to the grandeur of the Habsburg dynasty. Fixed rate per group of up to 20 guests € 1,200.00

Each additional group of 20 guests € 600.00

Rates for tour operator on request!

Included in the package:

1 ticket per person

1 guided tour of the Imperial Treasury

1 glass of Kir Royal per person

1 evening opening from 6 p.m.

Until 1 November daily 6:30 p.m. to 9 p.m. From 2 November daily except Tuesdays 6:30 p.m. to 9 p.m.

continued on page 13...

...continued from page 12

Guided tour languages German, English, French, Italian, Russian  
Duration: 1½ hours To be booked in advance. Address 1010 Vienna Hofburg . Schweizerhof

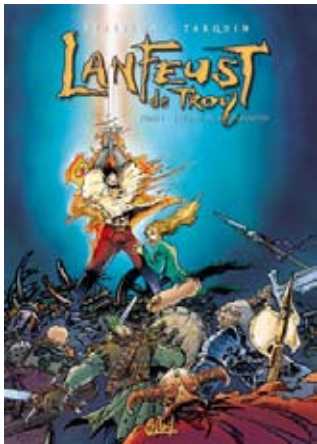
## Replica Viking Ship museum opens

A new exhibition showcasing a full-size replica of a Viking ship has opened in Iceland's Reykjanes peninsula. The ship, *Islandringur* (the Icelander), was built in 1996 by local shipbuilder and sailor, Captain Gunnar Marel Eggertsson and is an exact replica of the Gokstad ship, a completely intact Viking ship, which was excavated in Norway in 1882. At 23m long, 5.25m wide and with a holding capacity of 80 tons, the Icelander took two years to make and was copied nail for nail from the Norwegian original. In 2000, the completed ship was then sailed by Gunnar Marel and his crew from Iceland to New York, a journey of 4,200 nautical miles to re-enact Leif Eiriksson's and Bjarni Herjólfsson's discovery of America dated, according to the Icelandic sagas, to 1000 A.D.

The new Vikingaheimar museum is also a home an exhibition about the North Atlantic Viking Saga, which celebrates Iceland's central role in the discovery of North America 1000 years ago by the Norse Vikings. Open daily from 11:00 to 18:00. [www.vikingaheimar.com](http://www.vikingaheimar.com) - tel. 354 422 2000 - email is [info@vikingaheimar.com](mailto:info@vikingaheimar.com)

## Arithmetics of Troy

Belgian Comics Strip Center presents the exhibition 'Lanfeust'. One day, Lanfeust, a blacksmith's apprentice living in the magical world of Troy, began a quest of initiation after discovering that he had extraordinary powers. "Lanfeust de Troy" hit the bookstores like a UFO in 1994. Since then, this heroic fantasy series full of fun and invention has entranced millions of readers.



Lanfeust Troy

With the help of the author and creator, Christophe Arleston, the exhibit presents a playful, original discovery of the various worlds that make up this star book series published by Soleil publishers. Since the publication of Lanfeust of Troy, 15 years ago, the series has become one

of the best-selling comic strips..To 27/09/2009 Belgian Comics Strip Center 1000 Brussels Tel.: + 32 (0)2 219 19 80

## Leeds Castle - on wheels

Adventurous visitors to Leeds Castle can now tour the magnificent grounds of the historic castle near Maidstone, Kent on a Segway personal transporter. Besides being lots of fun and surprisingly easy to ride, the tour offers various opportunities to enjoy views that are rarely afforded to those who explore on foot.

After a short training session on the two wheeled, self balancing Segway, riders are ready to begin their escorted tour of the grounds. The picturesque route encompasses Peacock Alley and the Duckery, stopping by the Water Cascade to take in the wonderful vistas over the water towards the castle. Riders then head out along grassy off-road trails leading up towards the woods, with elevated views across to the Pilgrims Way and romantic Leeds Castle below framed by trees.

A Segway session takes around 45 minutes including training time. Children under the age of 16 must be accompanied by an adult (minimum age 14). Tour price costs £15.00 per person (castle entry ticket not required). Arrive and ride, book online at [www.southernsegway.com](http://www.southernsegway.com) or call 0845 6190007. [www.leeds-castle.com](http://www.leeds-castle.com)

## Stonehenge given go-ahead

A new visitor facility has the go-ahead to be built on Airman's Corner, approximately 1.5 miles west of the current visitor centre and with good access to the Stones. The new centre, which will feature an all weather visitor transit system is expected to be opened by 2012, in time for the London Olympics.

The building work will see a section of the A344 decommissioned and grassed over, reuniting Stonehenge with the ancient processional Avenue and improving the setting on the monument. [www.stonehenge.co.uk](http://www.stonehenge.co.uk)

## Obidos

Buddha Eden Garden provides a tranquil day-trip option for visitors to Portugal's historic town of Obidos. Located just north in the town of Bombarral, the Buddha Eden Garden is part of the famous Quinta dos Loridos estate.

The 86-acre garden is adorned with more than 6,000 tons of marble and granite that has been carefully sculpted into Buddha statues, lanterns and other designs. The sculptures are placed among the vegetation and around a central lake to create quiet areas of meditation within this relaxing retreat. A series of pathways reveal koi-filled streams, landscaped gardens and dragon sculptures which climb from the water's edge.

The garden has no religious affiliation and opens its gates to people of all religions and ethnic backgrounds. Open 7 days a week weather permitting and free entry.

# MICE NEWS....

## ICCA report for 2008

The International Congress & Convention Association (ICCA) has published the country and city rankings for 2008. According to the list USA (507 meetings) and Germany (402 meetings) are the most popular destinations for International meetings. These two countries have managed to keep the first and second place since 2004. They are followed by Spain, France, United Kingdom, Italy, Brazil, Japan, Canada and the Netherlands.

No US city managed to get to the top twenty cities. Athens, Buenos Aires, Sao Paulo and Tokyo have made their first appearance in the top 20. The top ten cities for International association meetings in 2008 were Paris, Vienna, Barcelona, Singapore, Berlin, Budapest, Amsterdam, Stockholm, Seoul and Lisbon.

The ICCA ranking is based on a survey of 7,475 qualifying events that took place in 2008. The events were organized by international associations, take place on a regular

basis and rotate between a minimum of three countries. The association sees its rankings as a tool that should help to identify new destinations for meetings. Full report available [www.iccaworld.com](http://www.iccaworld.com)

## Summit aimed at event associations

A summit is to take place ahead of the Event UK exhibition in September aimed at giving event associations a collective voice. Organisers hope the summit will become a "regular forum for conference, meetings and event associations to share best practice for the benefit of the entire industry."

The summit will be held on September 21 with Event UK starting the day after. Both events signal the start of the UK's National Meetings Week.

Confex Group Portfolio Director Duncan Reid said: "With the run up to the Olympics it is imperative that our industry presents a robust and unified front to create a positive legacy and have the means to speak with one voice." [www.event-uk.com](http://www.event-uk.com)

## Dublin gets carbon neutral convention centre

The Convention Centre, Dublin (CCD), has claimed to be the first carbon neutral international convention centre.

Still in construction and scheduled to open in September 2010, it is carbon neutral due to the use of low carbon cement throughout the building and through offsetting all unavoidable carbon emissions.

CCD is Ireland's newest international conference centre at a cost of €380m. It will have space for 8,000 delegates. CCD said it was committed to "long-term environmental sustainability" in line with international standards. [www.theccd.ie](http://www.theccd.ie)



Convention Centre – Dublin

# mair mair

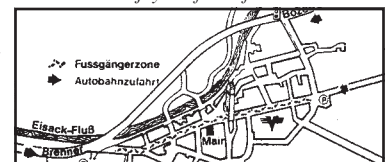
G.m.b.H.  
S.r.l.

## 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.

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# Museum Tinguely Basel

## Armour & Evening Dress

**Until 30 August 2009**

Nowadays, it is generally agreed that a ceremonial suit of armour should be considered as an object of artistic value, not only because of its age. It is "a steel sculpture". In the exhibition in Basel, as in the earlier one that took place in Vienna (1991), the issue addressed is mainly that of the fashionable aspect of these pieces of armour, an aspect they share with Capucci's fashion designs, also recognised today as works of art.

Neither the armorer in former times nor Capucci restrict themselves to the art of crafting garments out of various materials. Both also share the talent for transforming these materials. With utmost fantasy, both reveal a new universe, new aspects that modify our realm of experience. Both thus transcend the pure realms of "fashion" and "craftsmanship".

The confrontation of such seemingly contrary materials as fabric and iron reveals their common acceptance as fashionable artistic creations, whether as symbols of grandeur or as a provocation. Thus the centuries separating the armours from the gowns melt away, and both are on an equal standing of individualistic utopia, something that only "fashion" of the highest artistic form can achieve with such nonchalance and freedom of experimentation. Wearers of Capucci's gowns as those clad formerly in ceremonial suits of armour still share a common fate: they both have to live up to the garment of their choosing.

Contrary to Capucci's gowns, the suit of armour was not only chosen for decorative purposes but was in its original function the answer to many a knight's dreams of "invulnerability". Very early on, however, the fashionable aspect took over, as those members of society who sported these suits of armour, were also the tone-setters in public events.

Already in the course of the 16th century, the suit of armour began to lose its original significance and function as a protective casing for the body. Technical

and military innovations increasingly questioned the idea of knights' "invulnerability". Despite this development, the suit of armour did not become obsolete, on the contrary. The costliness of the material and the difficulty of working the metal determined their use for the making of products of ostentation. The less efficient the suit of armour was as a protection, all the more it developed into an exclusive object of art, yes, a distinctive garment to be worn by the wealthy classes. A status symbol much favoured by Europe's nobility that reflected the wearer's place and situation in society by the richness of its execution.

The suit of armour was nobility's favourite dress when posing for their portraits. The steel casing, in its shining magnificence, caught the various reflections of light, thus lending the model a more imposing and heroic stance than would a fabric garment, however elegant. It is therefore only natural that not only famous military figures and generals but also their rulers and princes consciously let themselves be portrayed in this type of "robe". The suit of armour in portraiture continued to live on beyond the mid-18th century, a period in which armour of this type was no more in use in warfare.

And as for Capucci's gowns, they elude trends in fashion and have a timeless quality that stresses their high degree of artistry. Even more so than the ceremonial suits of armour, they elude their real function as covering for the body and become works of art, "fabric sculptures".

*By Dr. Christian Beaufort-Spontin*



### Museum Tinguely Basel

Paul Sacher-Anlage 1, 4058 Basel

Tel. +41 (0)61 681 93 20 / Fax +41 (0)61 681 93 21

www.tinguely.ch ; infos@tinguely.ch

Tue – Sun, 11 a.m. – 7 p.m. / Mon closed

Sat, 1 August, Swiss National Holiday, 11 a.m. – 5 p.m.

Admission: CHF 15 / reduced: CHF 10 / up to 16 years of age: free

Reduced rates for Group organisers. There is space for 2 coaches on the main road (Grenzacherstrasse) in front of the museum

Images  
"Armour & Evening Dress", Museum  
Tinguely, Basel, 2009 © 2009,  
Photograph: Judith Schlosser



## Swarovski Kristallwelten – A kaleidoscope for all senses

Situated in Wattens, some 15 km from the Tyrolean capital Innsbruck, the Crystal Worlds are watched over by the benign and friendly Giant. The Swarovski Crystal Worlds have been enchanting millions of visitors for more than 14 years. People from all over the world come to Wattens near Innsbruck all year round to admire crystal in its diversity and wealth of characteristics.

[www.swarovski.com/crystalworlds](http://www.swarovski.com/crystalworlds)

Opening times: Daily from 9 am until 6.30 pm, last entry 5.30 pm. 24th December until 2 pm, last entry 1 pm, 31st December until 4 pm, last entry 3 pm.

Closed: Second and third week of November.

Admission prices: € 9.50 per person. Groups of 10 or more € 8.– per person.

Free admission: Children under 12, visitors to the Crystal Worlds Shop not visiting the Chambers of Wonder, members of the Swarovski Crystal Society.

Reservation: Advance booking required for groups of 20 or more.

Parking: Free parking for cars and coaches.

Kristallwelten Shuttle: The Crystal Worlds Shuttle service operates daily every two hours from 9 am to 3 pm, from Innsbruck to the Crystal Worlds and back.

## Swarovski Innsbruck – Realize your dreams

Highest quality crystal in unique surroundings - in Innsbruck's Old Town, Swarovski's elegant shop displays an almost limitless, crystalline variety of objects in unique surroundings, within the 'winter wonderland' exhibition.

[www.swarovski.com/innsbruck](http://www.swarovski.com/innsbruck)

Opening Times: November to March:- Monday to Saturday 8 am – 6 pm, Sunday 8 am – 5 pm

April and May:- Monday to Saturday 8 am – 6.30 pm, Sunday 8 am – 6 pm

June to August:- Monday to Saturday 8 am – 7.30 pm, Sunday 8 am – 7 pm

September and October:- Monday to Saturday 8 am – 6.30 pm, Sunday 8 am – 6 pm

Closed: January the 1st, November the 1st and 2nd, December the 25th and 26th

## Coming soon: Swarovski Vienna

Opening in December 2009, the Kärntner Strasse 24 will not only place the entire range of crystal designs at your disposal, but will also astonish with rotating installations by renowned designers.

The new inspirational centre of the Swarovski brand will be staged over three floors between Kärntner

Straße, Marco-d'Aviano-Gasse and Neuer Markt under the artistic direction of André Heller; the dazzling interior of the new corporate and brand platform fashioned with its 'Chambers of Wonder' by renowned artists.

[www.swarovski.com/vienna](http://www.swarovski.com/vienna)

Opening times: Monday to Wednesday:- 9 am – 8 pm

Thursday and Friday:- 9 am – 9 pm Saturday:- 9 am – 6 pm

Contact details for Swarovski throughout Austria: d. swarovski tourism services gmbh

Kristallweltenstraße 1, 6112 Wattens / Austria Tel. +43 (0) 5224 51080 [swarovski.kristallwelten@swarovski.com](mailto:swarovski.kristallwelten@swarovski.com)

# Frankfurt – A City of Contrasts



Frankfurt am Main Skyline.

Frankfurt am Main, the metropolis at the heart of Europe, is defined by stimulating contrasts of tradition and modernity, trade and culture, business and tranquillity. The famous international trade fairs held here, the financial business conducted, the city's cultural scene and its accessible location all contribute to Frankfurt's metropolitan reputation.

## The City of Skyscrapers

Frankfurt's famed skyline features more skyscrapers than any other German city – and it is ever-changing! One of the most notable attractions is the Main Tower which offers a restaurant on the 53rd floor and a spectacular and panoramic observation platform on the 55th floor - 200 metres above street level. Frankfurt's urban development plan promises the completion of two new and spectacular high-rise projects in the coming years. The first of the two, a 150-metre-tall structure, will be the new home of the European Central Bank, while the second high-rise, being part of the so-called 'Palais Quartier', will be a combination office building, hotel, shopping mall, relaxation and activity venue – the shopping mall called 'MyZeil' has been open to public since February.

## Frankfurt Evolves

When Frankfurt was born, none of these developments were even hinted at. The former Roman city 'Nida', later part of the Carolingian Palatinate, emerged from the depths of history on the 22nd of February 794, to be mentioned in official documents as *franconofurd*. The occasion was a convention of great significance for the whole of Europe - a German Empire synod held by Charlemagne. Although never a bishop seat, Frankfurt's Dom, or cathedral, was the place where German kings were chosen from 1356 onwards; German Emperors were also crowned there some 200 years later. The banquets that followed were held in the imperial hall or

Römer, a building complex consisting of three half-timbered merchant houses. In 1405, the city purchased the complex and converted it to the town hall. Ever since, the three-gabled silhouette of the building has been the symbol of the city. As far back as the Middle Ages, fairs and markets took place inside the town hall's Römerhallen and on the Römerberg outside. Today, the Römerberg is in the heart of the old town centre and a popular tourist destination. And the Römerhallen are still in demand as a venue for a large variety of events.

Not far from the Römer is the St. Paul's Church, where the first German National Assembly was held in 1848. Since then, the church has been known as the cradle of German democracy.

## Cultural Jewel

Due mainly to the 26 museums located on or near both sides of the Main, Frankfurt has developed a reputation as a significant cultural centre. The museum embankment represents a unique synthesis of renowned exhibition culture and far-sighted city planning. Several 19th century buildings worthy of preservation were gutted and given a new lease of life; their exteriors are still a characteristic feature of the riverbank. Many of the newer buildings and extensions are true architectural gems, designed by internationally renowned architects. The Museum of Modern Art, designed by Viennese architect Hans Hollein, is one such gem, the building being shaped like a slice of cake. With its healthy budget for cultural events the city has been able to fund not only opera, ballet and theatre productions, but also numerous private theatres. The university, founded in 1914, carries the name of Frankfurt's most famous son, Johann Wolfgang von Goethe. He was born in Frankfurt on the 28th of August 1749, spending 26 years of his life here. His birthplace is one of Frankfurt's most popular tourist attractions, and in 1997 the Goethe House was extended to also include the Goethe Museum.

## Eclectic Mix

In contrast to the busy inner-city life and its internationally renowned shopping opportunities, the rural-style suburbs with their romantic half-timbered houses offer an idyllic village atmosphere that typifies German *Gemütlichkeit*, or cosiness. After a day's shopping in Frankfurt, an enjoyable evening can be had in a traditional apple wine pub in the Sachsenhausen district, or maybe at one of the countless jazz and live music venues.

## Upcoming highlight: Museum Embankment Festival

On 28th – 30th August, Frankfurt will once again be celebrating its museums with a spectacular festival on both sides of the Main and of course in the museums!



Museum Embankment Festival

## Tourismus+Congress GmbH Frankfurt am Main

Gisela Moser  
Kaiserstraße 56  
D-60329 Frankfurt  
I: [www.frankfurt-tourismus.de](http://www.frankfurt-tourismus.de)  
E: [moser@infofrankfurt.de](mailto:moser@infofrankfurt.de)  
T: +49 (0) 69 / 21 23 03 98

## Did you know?

Almost one in three people living in Frankfurt do not hold a German passport

## Frankfurt Tourist+Congress Board

The Frankfurt Tourist + Congress Board is your partner in Frankfurt, offering hotel reservation in 250 hotels, sightseeing tours, transfers, Frankfurt Card (commission for tour operators and travel agents available!) as well as assistance and advice with the organization of congresses and conferences. For detailed information on Frankfurt, please request your free copy of the Frankfurt Rhein-Main Sales Manual!

Lithuania enters its second Millennium. Exactly one thousand years later capital Vilnius has a golden opportunity to reveal its secrets as the European Capital of Culture 2009. The year will see more than 300 events take place across Vilnius and 120 projects planned for the 2010 and 2011 ahead to mark the occasion. These are just some of the events scheduled to take place in Lithuania in the summer of 2009. Many are annual so you can consider for 2010.

## Vilnius:

### Folk music festival 'Skamba Skamba kankliai'

(29 May – 1 June)(annual)

The Sereikiškės Park and yards of the Old Town are filled with songs and dances of Lithuania's ancestors. Country singers, dancers, musicians from different ethnographic regions of Lithuania take part. Over 30 folklore groups from Vilnius perform. Guests from the Baltic States and Internationally perform. Visited by about 20,000 people each year. <http://www.eto.lt/>

### Opening of National Art Gallery

(20 June)

The museum opens with a dynamic exposition of the national collection of 20th century Lithuanian art and the international exhibition Dialogues of Colour and Sound. Works by M.K.Ciurlionis and his Contemporaries" (June 20 – August 23, 2009). The link: <http://www.ndg.lt/index.php?id=37&L=1>

### The Millennium Song Festival

(1-6 July) (every four years)

Continuing Lithuania's significant cultural tradition dating back to the memorable 1924. One of the most prominent events in celebration of the Millennium of Lithuania. Proclaimed by UNESCO as 'the masterpiece of the oral and intangible heritage of humanity'. The parade of participants, the folk art exhibition, concerts of artistic collectives, the joint performance of amateur theatres 'Amerika pirtyje'. About 40,000 performers from Lithuania and emigrants from all over the world will take part in different programmes. The link: <http://www.dainusvente.lt/index.php?495349762>

### Opening of the Reconstructed Palace of the Grand Dukes of Lithuania

(06 July)

The restoration of Palace of the Grand Dukes in 2009 is one of the most important projects dedicated to Lithuania's millennium anniversary. The reconstructed Palace will represent a national pride and will be a powerful reminder of Lithuania's strong traditions as a state. Also it will be an educational centre meant to promote a greater understanding of the country's history and cultural heritage. [http://www.valdovurmai.lt/istorija/Rumu\\_istorija.en.htm](http://www.valdovurmai.lt/istorija/Rumu_istorija.en.htm)

### Christopher Summer Festival

(1 July – 28 August)(annual)

The largest and one of the most impressive summer events in Vilnius. The events, music and theatre premieres, projects and performances in the unique surroundings of Vilnius' architecture and in the unique courtyards and churches of the Old Town so that it would be especially interesting for both visitors and residents of Vilnius. <http://www.kristupofestivaliai.lt/> <http://www.vilnius-tourism.lt/>



Song Festival – Vilnius

# Summer in Lithuania

## Klezmer Festival

(25-29 August)(this year)

Klezmer Music Festival – the first in the Baltic States will confirm once again that Vilnius has been open to different nations, religions and cultures. The main idea of the Festival is to introduce music which can be played and enjoyed irrespective of religion. <http://www.culturelive.lt/en/2009/events2009-re/2009re-4a-9/>

## Kernave:

### Midsummer Day - Feast of St. John

(23 June from 8 pm to 5 am)(annual)

During the feast, wreaths are made and floated down the river, herb markets and herbal magic take place. Wheels and gates twined with herbs are the symbol of Jonines. [http://www.kernave.org/reng\\_en.htm](http://www.kernave.org/reng_en.htm)

### Festival of experimental archaeology of live archaeology:

#### "Days of Live Archaeology"

(4- 6 July)(annual)

During the festival prehistoric and early medieval crafts, lifestyle, medieval fights are being demonstrated and archaic music groups perform. <http://www.culturelive.lt/en/2009/millennium/kernave/>

## Trakai

### Medieval Festival of Trakai Castle

(07-08 June)(annual)

On the territory of the Peninsular Castle guests may visit craftsmen's workshops. Focus of this event is knightsfights with swords, bats and battleaxes. Gourmets taste dishes, appreciated by people who lived in the Middle Ages. [www.trakai.lt](http://www.trakai.lt)

## Kaunas:

### Pazaislis Music festival

(01 June - 31 August)(annual)

From ancient music to jazz, from the subtle chamber music to the grand vocal instrumental pieces, modern music premieres to the impressive pageants of Lithuanian dramaturgy in the sites of Kaunas Castle. <http://visit.kaunas.lt>

## Hansa Kaunas 2009

(22 – 23 August)(annual)

The Middle Ages, the knights, and Hansa markets in Kaunas downtown. <http://visit.kaunas.lt>

## Klaipeda:

### Sea Festival

(25-26 July)(annual)

More than 100 events - concerts, fairs, exhibitions, art, ceremonies of seamen. It is also famous for traditional sailing regattas 'BALTIC SAIL' and 'SPRINT CUP' taking place during the festival. 500,000 people come to the city. <http://www.klaipedainfo.lt/en/index.php?page=7&sub=18>

### EUROPEADE (The festival of European folk culture)

(22 – 26 July)(just this year)

For the first time held in Lithuania, in Klaipeda. The goal of the festival is - free and peaceful Europe, where cultures of different nations coexist together. More than 20 European States are presented. Approx 5, 000 have their folk-art meeting with dances, songs and music. The aim is to present the uniqueness of Lithuania and its culture, but also contribute to the creation of an image of the country, which cherishes its identity in the framework of Lithuanian Millennium program. [www.europeade.eu](http://www.europeade.eu)

### The Tall Ships' Races Baltic 2009

(31 July – 3 August)(just this year)

The first regatta of sail training ships "The Tall Ships' Races" was held from Great Britain to Portugal in 1956, to mark the end of "the epoch of sails". But, actually, it happened to prophesy a new era for sailing ships and sail training. This year the race begins at Gdynia, Poland, on to St Petersburg, then Turku Finland and Klaipeda will host the finals of the regatta. The event is dedicated to the Millennium of the Name of Lithuania. [www.tallships.lt](http://www.tallships.lt)

## Contact details

Lithuanian Tourism Office  
86 Gloucester Place, London W1U 6HP  
Tel.: + 44 (0) 20 70 34 12 22  
[info@lithuaniantourism.co.uk](mailto:info@lithuaniantourism.co.uk)  
[www.lithuaniantourism.co.uk](http://www.lithuaniantourism.co.uk)

Want to learn more about Lithuania and win prizes? See page 5 for more details

## 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@soundofsaltzburg-show.com  
www.soundofsaltzburgshow.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  
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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

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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

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



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

### Crystal & Glass

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

**Swarovski Crystal Worlds**  
Kristallweltenstrasse 1, A-6112 Wattens, Tyrol  
Tel: +43 5224 510 80  
Fax: +43 5224 510 80 3831  
e-mail: swarovski.kristallwelten@swarovski.com  
www.swarovski.com/crystalworlds  
Contact: Christian Oberleiter  
Crystal, Glassware, Jewellery, Café

### Motorway Restaurants

**Landzeit Autobahn-Restaurants**  
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### 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

**Technisches Museum Wien**  
Mariahilfer Sraße 212, A-1140 Wien  
Tel: +43 1 899 98 1720  
Fax: +43 1 899 98 1111  
email: museumsbox@tmw.at  
www.technischesmuseum.at

Exhibits range from the original Imperial Salon carriage of Empress Elizabeth 1 to the modern TV studio. Interactive presentations and "hands on" experiments – a unique experience

### Restaurants

**Sternbräu Gastronomie Welt**  
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info@sternbraeu.at  
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### Shopping

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Fax: +43 662 841393  
E-mail: geiger@hats.at  
www.hats.at  
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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 Molinard**  
60 Boulevard Victor Hugo, 06130 Grasse  
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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 back for Tour Managers collecting On The Road magazine

## GERMANY

### Gifts/Souvenirs/Hotels

**Hofgut Sternen**  
An der Ravennaschlucht (B31)  
79874 Breinau/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 Balck 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)**  
Hermgasse 1  
91541 Rothenburg ob der Tauber  
Tel.: 09861 - 4090

Christmas novelties, and museum  
Museum Contact: Mrs Felicitas Höptner  
Tel: +49 (0)9861 409 365  
E-mail: hoeptner@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 Rüdesheim

## GREECE

**Destination Greece**  
Olympias 23, 1<sup>st</sup> Floor  
Glyfada 16673  
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Fax: +30 210 9651493  
Mob: +30 6944 825251  
email: julie@cruise-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 Starocchia  
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 PV 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, alphorn blowing and flag throwing, and outstandingly good food

**Swiss Musik & Foklore Show**  
Albisgütl 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@tctnet.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

### Group Services

**T Shirts Etc**  
Tel: +44 (0) 1442 832929  
E-m: info@tshirtsetc.co.uk  
Personalised tour gifts and souvenirs, no minimum order for Tour Operators/Cruise Company/Event Organisers. Over 7,000 items available instantly

### 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  
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Taiwan: T +886 22779 0070

"We Welcome Groups"