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# Travel Daily UK

First with the news

Thu 31 May 07

Page 1

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Travel Daily now  
 in the UK, Asia  
 and Australia  
[www.traveldaily.travel](http://www.traveldaily.travel)

**Today's Travel Daily**

TD today has four pages of  
 news and photos plus a full page  
 attachment from (click):

- Trafalgar Tours

**EK stay free deal**

EMIRATES is offering first and  
 business class passengers flying to  
 or via Dubai from 15 Jun-31 Aug  
 free accommodation packages.

First class passengers will  
 receive two complimentary nights in  
 a deluxe room at the Ritz  
 Carlton Dubai while business  
 passengers will receive an  
 overnight stay at the Jumeirah  
 Emirates Towers, and both will  
 also receive a US\$100 credit for  
 use at their hotel or a Sundowner  
 dune dinner safari.

The airline said the move was  
 in-line with its continued efforts  
 to promote Dubai as a world-class  
 tourist destination.

**Have you registered  
 for Cruise Weekly?**

THIS week's copy of our sister  
 publication *Cruise Weekly* was  
 sent out this morning.

The free publication contains  
 all the news from across the  
 burgeoning cruise industry, and  
 now boasts subscribers all over  
 the world.

See [www.cruiseweekly.com.au](http://www.cruiseweekly.com.au)  
 to register for your personal copy.

**Iberia - no fiancee yet**

IBERIA management has yet to  
 receive a formal bid for the  
 carrier, chairman Fernando Conte  
 said, while reiterating the need  
 for consolidation in the airline  
 industry.

Speaking to reporters ahead of  
 yesterday's AGM, Conte said, 'We  
 don't have a fiancee,' adding that  
 while a number of entities have  
 shown an interest in the  
 company, the carrier has yet to  
 receive a formal offer.

He noted that regulation for  
 sector consolidation is improving,  
 highlighting Iberia's privileged  
 position in the consolidation  
 process.

Last week, the Spanish

flagship's board confirmed that it  
 had received notification of a  
 possible bid interest from a  
 consortium consisting of British  
 Airways PLC, TPG Capital, Vista  
 Capital, Inversiones Ibersuizas  
 and Quercus Equity.

Speculation has also continued  
 surrounding likely offers from  
 Lufthansa and Air France-KLM, as  
 well as private equity firm Apax.

Conte said Iberia has a net  
 cash position of €1.8 billion  
 which it could earmark for  
 investments and looking ahead,  
 Conte said he is targeting nearly  
 60% of total capacity to come  
 from long-haul flights by 2008,  
 up from 54% at end-2006.

**BA club relaunches  
 Speedbird club**

BRITISH Airways has relaunched  
 its dedicated trade website,  
 'British Airways Speedbird Club'.

The new site features an  
 interactive menu, an improved  
 search function plus a database  
 of frequently asked questions,  
 and BA said it will provide travel  
 agents with faster access to up to  
 date info about the carrier.

Existing members can have  
 their membership transferred and  
 will also receive access to extra  
 benefits incl exclusive training  
 sessions and competitions.

**Award for Thanda**

THANDA Private Game Reserve  
 has been deemed the most  
 luxurious destination in Africa,  
 winning 'Africa's & Leading  
 Luxury Lodge' in the 2007 World  
 Travel Awards ceremony held in  
 Abu Dhabi this week.

**Nessie makes a bid**

LOCH NESS and the Great Glen,  
 one of Scotland's natural wonders  
 is bidding for World Heritage  
 status.

The application officially starts  
 today and has been initiated by  
 Destination Loch Ness, a group of  
 some of Loch Ness' biggest  
 private businesses to increase the  
 areas tourism economy.

Travel Daily UK  
 First with the news

on location on Mallorca

TD is on location today in  
 Illetas, on the Island of  
 Mallorca, courtesy of Hotel  
 BonSol and Jet2.com

OVER the last few years  
 Mallorca has developed a well-  
 earned reputation for fine dining  
 and is attracting visitors for  
 gourmet weekends.

Renowned European chefs are  
 leading the way to further  
 gastronomic excellence with an  
 impressive six Michelin awards  
 already gained by restaurants and  
 hotels all over the island.

Reis de Mallorca ('Kings of  
 Mallorca') hotel association, a  
 group of 32 independently-owned  
 hotels around the island, has  
 launched its "Restaurants with  
 Character" brochure featuring 10  
 of its top restaurants offering  
 traditional island hospitality and  
 fine cuisine, some of which have  
 gained various awards including  
 the Taittinger Prize and a Michelin  
 Star.

The unique character and  
 culture of Mallorca is reflected in  
 the wide range of culinary delights  
 that visitors can sample around  
 the island from modern  
 Mediterranean to traditional  
 Mallorquin fare and many of these  
 restaurants boast spectacular  
 mountainside or sea-view  
 locations that add to the dining  
 experience.

**Transport Executive****Maidenhead, £Excellent**

A great opportunity has arisen to join this meeting  
 and incentives company based in Maidenhead as  
 a Transport Executive. They require an experienced

Travel Consultant ideally with Sabre, BSP and  
 previous ticketing experience. To apply please  
 email Robin at [robin.td@candm.co.uk](mailto:robin.td@candm.co.uk) or call 0207  
 397 1273 quoting ref: RF134.

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**Win a Case of Wine**

Just subscribe a friend or colleague to Travel  
 Daily and you'll be entered onto a free draw for a  
 case of wine. You'll receive one entry for each  
 new name subscribed.

Entry is simple email us at  
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Include your name and email address, and the  
 name and email address of a new subscriber,  
 along with the firm/organisation that they work  
 for. Your email address will be included in the  
 next draw. Entries must be in by Friday 15th  
 June. The winner will be announced in TD the  
 following week.



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- More info [phil.coulter@premiumtours.co.uk](mailto:phil.coulter@premiumtours.co.uk)

### New KC flight

AIR ASTANA, the national carrier of Kazakhstan, is expanding capacity this summer by introducing a new Boeing 767-300ER aircraft on its Saturday service from 23 Jun.

Air Astana offers the only non-stop service twice-weekly between London Heathrow and Almaty - the country's financial and commercial centre.

The new aircraft has 30 business class seats and 190 economy class seats representing a 50 per cent capacity increase in business class and 27 per cent capacity increase in economy class.

The Tuesday flight from Heathrow to Almaty will continue to be operated by Boeing 757-200 aircraft.

## Jet2.com tops the polls

Jet2.com yesterday revealed that it had come top in a punctuality list of low cost airlines operating out of the UK.

Flightontime.info, the online flight data specialists, analysed official CAA (Civil Aviation Authority) flight data and 12-months statistics confirmed that Jet2.com had beaten the likes of Ryanair, easyJet and BMIbaby to claim the crown of most punctual low cost airline in the UK.

Hundreds of thousands of low cost flights were analysed in 2006 and of the 13,890 Jet2.com movements, the airline's average delay was only 12.4 minutes.

The airline also fared the best when comparing the percentage of flights leaving within 15 minutes - 79.4% of Jet2.com

flights left within 15 minutes, with the worst offender, Easyjet, only registering 65.5%.

Operating out of Leeds Bradford, Newcastle International, Manchester, Belfast International, Blackpool and Edinburgh, Jet2.com now flies to more than 35 destinations across Europe.

Philip Meeson, boss of Jet2.com said: "It is no surprise to us that this data from the CAA has backed up what passengers have been telling us for years, and it is interesting to see how far behind the competition are falling.

"With many low cost airlines frequently grabbing the headlines for all the wrong reasons, this latest accolade is testament to the dedication and talent of our cabin and flight crew."



## Window Seat

A PAIR of stilts with sneakers on the bottom was the most unusual item up for sale in an auction by Spanish flag carrier Iberia this week.

Every year Madrid Airport empties out its lost-and-found department and sells off the unclaimed items, with proceeds going to the government.

As well as the stilts, lots included a wedding dress, a bass guitar, several surf boards, 38 cartons of cigarettes and more than 6000 books.

A BRITISH man has been arrested in Italy after setting fire to the towels of a group of German tourists while on holiday in San Remo on the Italian Riviera.

55-year-old Glyn Bowden was coach driver for a group of 55 English holidaymakers, who had complained about the Germans putting towels down to reserve sun lounges at a resort pool.

After a number of escalating incidents Bowden ended up piling the towels on the beach and lighting them, leading to other tourists calling the police.

"The Germans thought they owned the private beach but I wanted to make sure my tourists got a crack of the whip," he said in his own defence.

GERMAN travel giant TUI has bought an entire village in the Italian region of Tuscany.

The village of Tenuta de Castelfalfi near Florence will be renamed *Toscana Resort Castelfalfi* and will include an 18-hole golf course, olive groves and several dozen villas.

Local newspaper *Il Tirreno* reported the acquisition with a headline saying "The Germans have conquered our village!"

It's not thought Glyn Bowden will be welcomed to the area.



In Illetas, only 8 km (5 miles) from central Palma, the clifftop Bon Sol nestles amidst pine trees, and dominates the picturesque Palma bay.

The Bon Sol is a family-owned and managed hotel, proud of its reputation for the very

Hotel BonSol [www.hotelbonsol.es](http://www.hotelbonsol.es)

### Galileo adds hotels

THREE new hotel groups have been added to Galileo's 'next generation' booking tool, Inside Shopper, bringing the total number of hotel chains using the system to 200.

Club Quarters, Hyatt Place and La Quinta Inns can now return rates from their own central reservations systems directly to Galileo travel agents.

Inside Shopper now incorporates 84% of the Galileo inventory, representing around 60,000 hotels around the world.



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Lucre

The article below is our regular soapbox feature, where our readers can have their say about anything affecting the industry. Regular contributor Julian Fisher speaks his mind!

## One size fits all?

ON an Air France flight to Paris I sat next to a worldly gentlemen and his wife who seemed comfortable in their magazines and newspapers completely unphased by the goings on of the cabin crew preparing for take-off.

Not unlike many flights I've taken around the world I didn't immediately launch into conversation with a person who, on this occasion, I knew I wanted to have a conversation with.

Here was a man I thought who had something to say and who would make the flight more bearable.

No sooner had the attendants closed the doors he greeted me as if he was the Captain. "Welcome on board!, business or pleasure?" he quipped after sounding so official.

I replied that it was for both but ostensibly to spend time in my favourite capital with my sister and her family.

Into the flight he shared many stories and we had a few laughs... I didn't think to interrogate this man about his travels and relay one of the reasons why I was going to Paris.

But if not by fate certainly by chance he spoke of a trip where he had a problem and needed help.

We had been discussing amongst other things the on-going problems in Iraq and how one group of Americans had to be 'evac'd out'. I asked if he'd ever experienced anything like it but

this wasn't a man who wandered into war zones leaving with battle scares.

Although some 'battles' he witnessed had left their mark.

Rising in my seat I listened intently.

The problem he said was that he has a contact number... an emergency telephone to call... well, when in an emergency. And he did just that.

Unsurprisingly, the call ended up back in the UK and was answered by a very cheerful lady who was actually no help at all.

It was late and he needed help and had no where else to turn to.

Sorry came the reply, we might have some luck tomorrow, can it wait?

I didn't learn what the emergency was but it irked him that the emergency service would serve to remove him from the country - just 'say the word' - but wasn't up for much else.

Someone ought to redefine 'emergency' he scoffed.

If you think that when abroad and in possession of an emergency number your every crisis can be deflated and every problem solved... think again.

Information is a most powerful commodity none less so than when it is present and 'local'. And what of my co-passenger ... he was taking a well earned break, tending to his wounds.

Well, at least those of our 'great nation' after another battle lost in Eurovision land.



ABOVE: MSC Orchestra, the latest addition to the MSC fleet.

From the moment you step aboard you'll find yourself in a world of truly Italian style and elegance.

You'll be welcomed aboard by an English speaking crew, whose aim is to ensure you have the perfect cruise experience.

There are 18 suites, all of which have balconies, 809 Outside cabins with balconies, and 173 Outside cabins without.

The ship also has 275 Inside cabins, which are fully air conditioned and come with interactive TV, telephone, internet connection, mini bar and safe.

The ship has 12 bars to suit everyone's mood, whether you're looking for a quiet, intimate drink with a partner or pre dinner cocktails.



There are 5 restaurants including a Chinese, with an infinite variety of tastes to tempt the pallet.

Regional recipes, ethnic dishes, specials of the days, for 14 weekly menus and 280 diverse dishes in the main restaurants - Villa Borghese and L'Ibiscus.

The figure concious can benefit from calorie controlled options on the menus.

Visit [www.msccruises.co.uk](http://www.msccruises.co.uk) for details

You may take in a show at the Covent Garden Theatre, followed by a dance with Lady Luck in the Palm Beach Casino.

You'll be pampered with 5 star treatments in the Spa and fitness area, which comprises a gym, 3 Jacuzzi's, sauna, 2 Turkish baths, sports massage, body treatments with muds, solar showers, aromatherapy, yoga, beauty centre, manicure, pedicure, and a hair stylist as well as fitness and dance sessions.



The vessel also has a fully equipped internet café, for those who want to send home an email or upload some family photos.

The sun deck 2 adult pools, and a children's pool and features the El Sombrero Pool Bar for that long cooling drink.

There is a tennis court and ample sunbathing.

Life on board the new MSC Cruises' flagship is geared for relaxation and a holiday without regimentation.

Every guest is welcome to set their own tempo, to join in activities and enjoy the eclectic entertainment - as their mood dictates, be it cocktails for two with a background of romantic classics, the lively beat of the dance floor, or the pulsating rhythms at aerobics ... their holiday, their fun, to their own beat.

Sports events, beauty treatments, shopping, theatre, entertainment and games: a whole new world awaits you on board the MSC Orchestra.

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## VS unveil futuristic T3 plans

VIRGIN ATLANTIC says its plans for the transformation of Heathrow T3 will provide tough competition for the new T5.

By the end of this year, all Virgin Atlantic passengers will see a brand new Check In area in T3, Zone A and the creation of a state-of-the-art Drive Thru Check In for its Upper Class passengers, well ahead of T5, which will open in March 2008.

The development, which is part of BAA's refurbishment and expansion of Heathrow's T3, has been designed by Foster + Partners in conjunction with Virgin Atlantic's in-house design team.

The Virgin Atlantic Check In area, which will be wider, brighter and more spacious, focuses on fast, efficient and stress free Check In, which the airline's research has shown are three key factors for passengers.

The airline expects that 80% of its passengers from Heathrow will be using Online Check In and Kiosk Check In by the end of 08.

Upper Class passengers will be taken in their chauffeur driven

cars up a curved ramp onto a 22m wide arrival area, in the heart of the terminal building.

All the Check In formalities will be completed in the car before the passengers arrive, so all that is left to do is check travel documents and answer security questions before walking through the hotel style lobby.

From here it will be a short walk to security and through to the Clubhouse, and then onto the gate.

Steve Ridgway, Chief Executive for Virgin Atlantic commented, "The new T3 will provide a unique Virgin experience for our passengers.

"From check in through to their departure gate, they will have a fast, efficient and stress free journey, which will relax them for the start of their trip and save them precious time at the airport.

"We estimate that it will take the majority of our passengers under 15 minutes to check in and get through to the Departure lounge, and even less time for our Upper Class passengers to get to the Clubhouse."

## Travel Daily Competition

THIS month's Travel Daily competition comes courtesy of Legacy Hotels & Resorts.

A lucky winner and their guest will have the chance to spend a weekend at The Legacy Falcon Hotel in Stratford-upon-Avon.



The black and white timbered former inn in Chapel Street is shortly to embark on a £2.3 million refurbishment to transform its 84 en-suite bedrooms, seven conference suites, bars, lounges, restaurants and public areas. Stratford-upon-Avon is the ideal location for a leisure break.

Visitors have the chance to find out more about the home of William Shakespeare, The Teddy Bear Museum and the Butterfly Farm or simply take a walk along the River Avon.

To enter this fantastic competition, just answer the following question by logging on to [www.legacy-hotels.co.uk](http://www.legacy-hotels.co.uk) to find out the answer:

Question: In which century

[www.legacy-hotels.co.uk](http://www.legacy-hotels.co.uk)

was The Legacy Falcon Hotel built?

Email your entry to us at [chris.barnes@legacy-hotels.co.uk](mailto:chris.barnes@legacy-hotels.co.uk) (or click this article).

Certain dates are excluded from the prize with the editor's decision being final and no cash alternatives will be offered.

Our usual terms and conditions apply and are available on request.

The competition closes on 11 Jun and the winner will be announced in *TD* on 12 Jun.

Legacy Hotels & Resorts also currently operates and manages The Legacy Oaklands Country House Hotel in Grimsby, The Legacy Chesterfield Hotel in Chesterfield, The Legacy Rose and Crown Hotel in Salisbury, The Legacy Springfield Hotel in Gateshead and The Legacy Aston Court Hotel in Derby.

Legacy, through its associate network, represents the Wild Pheasant Hotel, Chainbridge Hotel and Bryn Howel Hotel in Llangollen and Glasgow's Normandy & Erskine Bridge Hotels.

Whether you are looking for a leisure break, corporate hospitality, a wedding venue or a relaxing meal then Legacy Hotels and Resorts will provide the perfect venue.

## for the very best **senior** jobs

### GENERAL MANAGER

Dubai, UAE  
£40,000 (tax free)

Our client is an established travel company based in the Middle East. As GM you will head its outbound holidays division, based at its prestigious Dubai operational hub. You must be able to demonstrate a minimum of 5-7 years senior managerial experience in outbound tour operations, be motivational with a dynamic management style, and be able to work with diverse multinational staff. This is a fantastic opportunity to live and work in the fastest growing tourism region in the world with executive responsibility for outbound holiday operations.

Please contact our LONDON office.

### PRODUCT/COMMERCIAL MANAGER

South East  
TO £35,000

Responsible for our client's successful online accommodation-only brand, your overall remit will be to maximise sales and margins for this product in both the trade and consumer markets. You will need to be able to demonstrate sound commercial and product experience, as well as pricing and yield experience, with an interest in the internet and e-commerce. An excellent opportunity for a Product/Commercial professional to further their career and enhance their e-commerce knowledge and skills.

Please contact our LONDON office.

### REGIONAL SALES MANAGER

South East  
To £40,000 basic plus car OTE uncapped

Our client is a top 10 business travel management company. The RSM will oversee the Southeast region and will target large corporates. Average deal size will be in excess of £500K and you will be rewarded in line with your deal sizes. You will have aggressive targets that will allow you to maximise your potential on an uncapped OTE. Package for this role is to a negotiable £40,000 basic plus a car allowance plus an uncapped OTE. You must have previous business travel sales experience.

Please contact the LONDON office.

### SENIOR EUROPEAN SALES MANAGER

Based Northern England  
£Excellent

Fully conversant with all e-commerce techniques and existing emerging distribution channels, you will be dynamic and entrepreneurial in nature and target-driven. A proven track-record of sales leadership in an international consumer or B2B environment is essential, along with fluency in an additional European language. Currently employed in a commercial or sales leadership role, you will have solid knowledge of the Continental European online travel landscape, especially product requirements by region. Commercial, creative and influencing skills to an advanced level are essential.

Please contact our LONDON office.

### GENERAL MANAGER

London  
£40,000

My client is a bespoke tour operator. It is looking to appoint an experienced General Manager, to be based at its offices in London. The position will involve management of operations, inventory, and finance. You will need to be able to demonstrate a strong background in tour operations management, ideally gained in the FIT and/or longhaul sector. Needless to say, a passion for this very specific travel industry sector would be a big bonus.

Please contact our LONDON office.

### ACCOUNT MANAGER

London - City  
To £35K + car

Our client is a leader in business travel management. Due to continued growth, a new exciting opportunity as an Account Manager has arisen. As the AM you will be responsible for the overall managing of a portfolio of Blue Chip Clients worth upwards of £15million. You will be responsible for developing growth and you must have both prior AM and analytical experience within the business travel sector. Up to £35K base plus company car allowance plus a bonus scheme is in place.

Please contact the LONDON office.

### INDIA REGION PRODUCT MANAGER

Central London  
£Excellent

Organised and methodical, educated to degree level, the successful applicant will have experience in planning and costing a programme of tours, with a minimum of two years experience in this field. Experience of costing and managing the profitability of a programme is essential. A proven ability to negotiate with outside suppliers and organisations, and dealing with the needs of different internal departments are prerequisites. Extensive experience of travel within India and the subcontinent is required.

Please contact our LONDON office.

### NEW BUSINESS HUNTERS

South East  
£29K basic plus £6,100 car allowance  
(OTE £55,000)

Our client is a business travel management company based at forefront of technology. The successful candidate will target Blue Chips as a BDM. You will have aggressive targets which will see your commission structure earning you the highest commission industry wide based on percentage of deal size. Remuneration for this role will see you have a £29,000 basic plus a £6,100 car allowance plus a realistic OTE of £55,000. You must have previous business travel sales experience.

Please contact the LONDON office.

### TRAVEL ANALYST

Wiltshire/Berkshire border  
To £35,000

The main responsibilities are completion of monthly market share reports, facilitating self service reporting, maintaining customer dimension to allow reporting by customer type, automated and ad-hoc reporting, and other analytical work. The ideal candidate will have at least 12 months experience working in an analysis role within travel. A background with a Business Intelligence tool such as Cognos Report Net/Report Studio is highly desirable.

Please contact the LONDON office.

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# TRAFALGAR'S ELEARNING LEVEL ONE

Since its introduction more than 3,000 travel agents have participated in Trafalgar's online eLearning program. Drawing on this success we are launching two additional modules and introducing our Level 1 Achievement Certificate. As the eLearning program continues to be expanded you will be given the opportunity to complete further certificates.



## Successfully complete Trafalgar's eLearning modules 1 to 4 and:

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- 1 Go to [www.trafalgar.com](http://www.trafalgar.com)
- 2 Click **Travel Agents Login** (in the footer navigation)
- 3 Enter your **email address** and **password** or register as a new user
- 4 Click on the **eLearning** menu button
- 5 Click on the **Launch** button to start the modules.



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