

HotelREZ is now one of the fastest growing representation companies in the world



HotelREZ Hotels & Resorts (HotelREZ) has been recognised as the 7th biggest hotel consortia by US magazine HOTELS, on their list of the world's top 25 hotel consortia.

HotelREZ now represents 62,634 rooms in 950 properties as of December 2016, compared to 33,181 rooms and 601 properties in 2015. This has lifted the company above several high-profile competitors when it comes to the representation of independent hotels.

Mark Lewis, Founder and CEO of HotelREZ has credited the innovation and hard work of his team for this accomplishment. He said:

"Over the past thirteen years, we have tried to build a company with a strong focus on delivering results that surpass the expectations of each and every hotel member. The growth in our hotel portfolio reflects the need of independent hotel owners and managers for a representation partner that delivers more than just a technology platform. Our sales and marketing representation, coupled with the best channel management and distribution technology solutions available in the market, enable us to give our independent hotel members a competitive edge."

"As we take on more hotels, we continue to build on what we are best known for: an exceptional support culture, an

entrepreneurial approach to revenue management and a strong network of preferred partners and demand generation. Last year we delivered more corporate and consortia RFPs to our hotel customers than ever before, grew our network of preferred partners and increased our marketing activities at a chain, rate and hotel level."

Lewis continued:

"We have even bigger ambitions for the future. We aim to continue growing by way of our reputation and our commitment to excellence in everything we do. Since this report was compiled, HotelREZ has partnered with hundreds of independent hotels in Asia and has had significant wins in the Americas, in addition to signing several major clients in Europe and the United Kingdom. One of those clients is Dorint Hotels, a German brand that required a private-label provider, but chose HotelREZ because of the value-added services we are able to provide, beyond those of a mere technology partner."

About HotelREZ

HotelREZ Hotels & Resorts was established in 2004 by Mark Lewis, an experienced hospitality industry professional and entrepreneur. Over the course of a decade the company has grown to be one of the leading hotel representation companies dedicated to marketing and connecting independent hotels with bookers worldwide.

HotelREZ now provides distribution, revenue, sales consultancy and marketing services and support to more than 1,000 hotels and small hotel groups worldwide including private label GDS chain code solutions.

Passengers Want Technology to Give Them More Control Over Their Travel Experience

Barcelona – The International Air Transport Association (IATA) announced the results of its 2017 Global Passenger Survey (GPS) which revealed that passengers expect technology to give them more personal control over their travel experience.



Based on 10,675 responses from around the globe, the survey provided insight into what passengers want from their air travel experience. Topping the list were:

- Automation of more airport processes
- A single identity token for all travel processes using biometric identification
- Real-time information sent directly to personal devices
- More efficient security – without having to remove or unpack personal items
- More seamless border control



Ready to go digital

Digital travel processes are the expectation and passengers want more. The GPS found that 82% of travelers would like to be able to use a digital passport on their smartphones for as many travel activities as possible, from booking flights to passing

through the airport. Biometric identification systems were the

technology of choice with 64% favoring biometric identifiers as their preferred travel token.

“Passengers want to use one single biometric identity token for all their travel transactions from booking flights to passing security and border control and picking up their bags. IATA’s One ID project is rapidly moving travel towards a day when a face, iris, or fingerprint will provide the key to a seamless travel experience. The technology exists. Its use in aviation needs to be accelerated. Governments need to take the lead by working with industry to establish a trusted framework and agreeing the global standards and security protocols needed to use the technology. One ID will not only make process more efficient for passengers but allow governments to utilize valuable resources more effectively” said Nick Careen, IATA’s Senior Vice President for Airport, Passenger, Cargo and Security.

Passenger in control

Passengers want to be able to do more of the airport processes themselves by taking advantage of the latest digital self-service options. Baggage was the top activity that passengers wanted more control over. The



GPS found that 68% of those surveyed want to self-tag their bags with electronic bag-tags being the preferred option. In addition 48% of passengers wanted to self-drop their bag.

The survey found that the number of passengers using automated immigration gates and kiosks increased by 6% in 2017, reaching 58% with a satisfaction rate of 90%. Boarding the aircraft was another area in which passengers wanted to have more control with 72% of passengers preferring to self-board, an increase of 2% over 2016.

“Passengers have never been as empowered as they are today.

Self-service solutions range from mobile check-in and bag drop, to self-boarding and automated border control. Smartphone- and tablet-toting, passengers want to use these mobile devices to control their travel experience. They expect easy access to the information they want, exactly when they need it in the travel process. Airlines and airports that make the most use of technological innovations will be giving a better travel experience to their customers,” said Pierre Charbonneau, IATA’s Director Passenger and Facilitation.



KONICA MINOLTA DIGITAL
CAMERA

Well-informed passengers

Passengers want airlines and airports to keep them informed throughout their journey. The survey found that 85% of passengers want to be able to check the status of their flight and 50% want to track their bag throughout the trip. Passengers also wanted more information to help them plan their passage through the airport with 51% wanting to know wait times at security and border control and 58% wanting to know wait times at arrival customs, a 17% increase on 2016.

Providing more real-time information was also identified by 63% of passengers as the key to improving their experience during travel disruptions.

SMS messaging remains the preferred option for receiving

travel notifications. However this trend is reversing with 28% of passenger preferring communication through smartphone apps and 26% through email.

“Passengers expect to get up-to-date information on all aspects of their journey with minimum effort, through their preferred channel. Offering this level of personalization is reliant on capturing, managing and understanding passenger data. But no single member of the travel ecosystem has the capability to optimize the end-to-end journey on their own. A global coordination framework is needed on how passenger data is shared, controlled and protected. The IATA personalization program aims to provide customers with trusted, accurate real-time information from all travel service providers throughout their journey,” said Charbonneau.

Passenger pain points

Passengers once again identified airport security and border control processes as two of their biggest pain points when travelling. The top frustrations were the intrusiveness of having to remove personal items (60%), the inconvenience of having to unpack electronic devices in carry-on bags (52%) and the variation in security screening procedures at different airports (47%).



To make security and border control areas as safe, effective and hassle-free as possible for passengers, the industry needs to embrace new Smart Security technology.

Bring your own device

The GPS found that 42% of passengers, would prefer to use their own devices- Bring Your Own Device (BYOD) – to access inflight entertainment options. Greater connectivity promises to be a win for both the carriers and the passengers they

carry.

“The importance of smartphone technology, the demand for more automation and personalization throughout the travel process and desire to stay connected is not new to aviation, however the GPS highlights the extent of the opportunities on offer and the need for airlines and airports and to invest significantly in this area. To satisfy travelers, airports and airlines will need to work together to provide passengers with easy-to-use mobile services, self-service options and one-stop security checks to make sure they meet this demand. But industry can’t achieve this alone. Government support is essential to change antiquated regulations before the industry can fully transform,” said Careen.

The latest IATA Global Passenger Survey (GPS) analyzed the comments from passengers from more than 152 countries across all regions in the world.

To gain access to the GPS 2017 full report and the highlights, visit www.iata.org/gps

RoomIt by CWT⁰ versterkt hotelaanbod voor zakenreizigers



Chicago, 25 oktober 2017 –

RoomIt by CWT⁰, de nieuwe hoteldistributiedivisie van Carlson Wagonlit Travel heeft

een nieuwe overeenkomst gesloten met Expedia Affiliate Network (EAN), een merk binnen

de Expedia-groep. De tarieven en beschikbaarheid van het EAN-aanbod worden opgenomen in de RoomIt boekingsstool. Hierdoor krijgen reizigers via CWT wereldwijd toegang tot 197.000 hotels, waaronder 36.000 unieke locaties.

“CWT is vastbesloten om onze klanten wereldwijd op de meeste plaatsen uiteenlopende opties te kunnen bieden tegen de meest concurrerende tarieven”, aldus Scott Brennan, President RoomIt by CWT. “Het toevoegen van het EAN-aanbod aan RoomIt betekent een aanzienlijke investering die onze reizigers een betere ervaring en een betere service zal bieden”.

Het aanbod van EAN is wereldwijd beschikbaar in meerdere boekingskanalen; offline, via de CWT To Go app, de RoomIt online boekingsstool en de belangrijkste online booking tools. Ongeacht het boekingskanaal kunnen reizigers rekenen op een consistente boekingservaring met betrekking tot hotels. Naast het complete EAN-aanbod biedt RoomIt momenteel al honderdduizenden traditionele hotellocaties aan RoomIt klanten en hun reizigers. Dit betekent dat reizigers toegang hebben tot een aanzienlijk aantal tarieven en kamers over de hele wereld.

“We weten dat zakenreizigers diverse criteria hebben als het gaat om het kiezen van een hotel”, aldus Alfonso Paredes, Vice President EMEA & LATAM, Expedia Affiliate Network. “Deze overeenkomst geeft reizigers toegang tot veel meer keuzemogelijkheden en tarieven. Dit helpt hen bij het vinden van een hotel dat tegemoet komt aan hun wensen en tegen een tarief dat voldoet aan de regels van het reisbeleid van het bedrijf”.

Over RoomIt by CWT

RoomIt by CWT is een divisie van Carlson Wagonlit Travel, een gevestigde leider in zakenreizen. RoomIt biedt reizigers de gewenste kamers, tarieven, voorzieningen en loyaliteitsprogramma's, en helpt organisaties tegelijkertijd

bij het beheersen van hun budget en het verbeteren van het inzicht in zakenreizen.

Over Carlson Wagonlit Travel

Bedrijven en overheden vertrouwen op ons om hun mensen met elkaar in contact te houden. Wij voorzien hun reizigers van een volledig afgestemde reiservaring waarbij we innovatieve technologie combineren met onze ruime ervaring. Elke dag helpen we reizigers op weg en vullen bijna 200 Boeing 747's en 100.000 hotelkamers, en organiseren we 95 bedrijfsevenementen. We zijn met meer dan 18.000 mensen in circa 150 landen, In 2016 realiseerde we een totaal transactievolume van 23 miljard US Dollars. Voor meer informatie over CWT: www.carlsonwagonlit.nl.

Volg ons op Twitter @CarlsonWagonlit en LinkedIn.

134 years ago: A cathedral was founded on the place of the Empreror's murder in St. Petersburg

Alexander II was killed by a terrorist bomb

Alexander II was known as the "Tsar liberator," having banished serfdom from Russia. Although Alexander was the only emperor in Russia's history to outlive 5 attempted murders, the 6th one ended in his death.

A member of the revolutionary organization Narodnaya Volya (The People's Will) threw a bomb under the Tsar's feet on

March 1, 1881. Alexander passed away hours later, having planned to sign a new constitutional reform that very day.



Jacques Schoonjans, Publisher & Editor in Chief with in the background the Church of the Savior on Spilled Blood

Two years later, on Oct. 18 1883, Alexander II's son and the successor as Russian Emperor, Alexander III (father of Nicholas II), ordered the cathedral (Church of the Savior on Spilled Blood) to be erected around the first stone laid at the place where the terrorist attack happened – on the Yekaterininsky channel (now Griboyedov channel), not far from the Nevsky Prospect.

Russia Beyond – Stepan Ivanov

La République de Chine à Taiwan honore Freesun News

From right to left : Mr. David Lin Yung-lo, Representative of
"Taipei Representative Office in the European Union and

**Belgium", Mr Jacques Schoonjans, Publisher & Editor in Chief
Freesun News and his wife Mrs Marie Libert.**

Le Bureau du Tourisme de la République de Chine (Taiwan) a tenu à honorer notre magazine en remettant son "Certificate of Award" à Jacques Schoonjans Editeur et Rédacteur en Chef de Freesun News "In recognition of his invaluable contributions in the field of tourism".

Cette prestigieuse récompense a été remise à l'occasion de la célébration de la Fête Nationale du Double X par Mr. David Lin Yung-lo, Representative of "Taipei Representative Office in the European Union and Belgium. Mr. David Lin Yung-lo occupa par la suite la fonction de Ministre des Affaires Etrangères de la République de Chine un poste qu'il assumait jusqu'aux élections qui portèrent Madame Tsai Ing-wen à la Présidence du pays.

On retiendra de M. David Lin sa simplicité, sa gentillesse et son intelligence dans l'exercice de ses différentes fonctions. Monsieur Lin devait s'attirer la sympathie des nombreuses personnes côtoyées au cours de son séjour en Belgique.

Le grand honneur fait à Freesun News date déjà d'il y a 7 ans mais il était bon de le rappeler.



LOT summed up a year of direct flights on Warsaw-Seoul Route : fastest growing long-haul connection



Warsaw, 19 October 2017 – Precisely one year after the launch of the connection, LOT summed up the first 12 months of its presence in South Korea. Until mid-October 2017, in total 67 thousand passengers benefitted from the direct

flights and the aircraft load factor was on average 83%. Such excellent performance proves the potential for the connection's expansion and the rise of the tourist and business traffic between Poland, the CEE region and South Korea.

*"We were convinced right from the beginning that the launch of the connection to Seoul was going to be the bull's eye. It proved us right and it even turned out that the connection has been growing at a faster rate than expected. **The success of the flights on the Warsaw-Seoul route was much greater than we had anticipated,**" says Adrian Kubicki, Director of Corporate Communicatios. "As a new player on the Korean market we opened the winter season last year with three flights per week. Just six months later **the number of our flights went up to five per week and we have been working on launching daily flights to Seoul soon,**" adds Adrian Kubicki.*

Opening direct flights always releases the potential in the tourism sector. Thanks to LOT's flights to Seoul, in the past year many Poles decided to visit South Korea even though they

had not intended to do that preliminary. **Between January and May 2017 the number of passengers travelling only from Poland to Korea rose by 42%** vis-a-vis a corresponding period last year. Same as Korean passengers who decided to fly by LOT and take an opportunity to visit and discover beautiful Polish regions and cities such as Warsaw, Kraków, Wrocław, Gdańsk and Poznań.

To passengers flying in from South Korea LOT offers convenient transfers via its Warsaw hub located in the central part of Europe as well as connecting flights to other European destinations. **The advantages of travelling via Warsaw to Europe include less than 60 minutes connecting time,** comfortable check-in desks and lounges as well as a broad range of flights to numerous destinations all over the world.

During the year of direct flights operated on the Warsaw-Seoul route the share of point-to-point traffic on that route was high and stable. Also the share of transfer passengers taking advantage of quick transfers via LOT hub at Warsaw Chopin Airport was important as regards overall traffic figures. In total until mid-October **the average load factor for LOT's aircraft operated on the Warsaw- Seoul route reached 83% per annum.**

*"As regards the structure of the passenger traffic on the Warsaw-Seoul route we have also observed **a significant rise of the share of passengers travelling on business trips** who found LOT Business Class and Premium Economy Class dedicated flights attractive. Economic data show that for the first time in years, 2017 marked a revival in trade relations between Poland and Korea which clearly demonstrates that the further growth of the direct connection is one of key factors fostering the development of economic and tourist relations between the two countries,"* says Adrian Kubicki.

LOT Cargo's performance in the past year was also reflected by these data. *"We have been working together with the largest*

*Korean technological concerns as regards exports and imports of goods between Korea, Poland and the CEE region, including **Samsung and LG, Samsung, Philips, General Motors, 3M, Hyundai.** Thanks to the direct flight we have become the largest exporter of certain products to South Korea, for example, **we have been shipping 20-30 tons of chokeberry to Korea on board of Dreamliners on a weekly basis,**"* recaps Adrian Kubicki.

The flights on the Warsaw-Seoul route are operated using the most modern aircraft in the world, Boeing 787 Dreamliners. There are three travel classes for passengers to choose from: business, premium economy and economy. Especially for passengers travelling on that route LOT introduced, among others, **a dedicated menu and beverages** while the on-board entertainment system with a broad selection of movies is available in the Korean language version. Furthermore, **there will always be a Korean-speaking crew member on board** the Warsaw-Seoul flights.

Several mid-haul flights in LOT's network will be operated by state-of-the-art narrow-body aircrafts available on the market, **Boeing 737 MAX 8s, to be soon delivered to LOT.** In the first quarter of 2018 **the Polish carrier will be also provided with new, larger Boeings 787-9** to be operated on long-haul flights, with the capacity of 294 seats.

The launch and expansion of the connection on the Warsaw-Seoul route is one of the elements of LOT's profitable growth strategy that the Polish carrier have been implementing since the beginning of 2016. During that time **LOT has launched the highest number of connections among all airlines in Europe,** including flights from Warsaw to, i.e., Los Angeles, Newark, Seoul, Tokyo and from Kraków to Chicago. In May 2018 LOT plans to launch direct flights from locations outside of Poland, that is, from Budapest to New York City and Chicago.

Tickets to Seoul are available through all sales channels including lot.com website, at LOT Contact Centre, LOT Travel

offices, and through the agents.

airBaltic Carries 500 000 Passengers on Bombardier CS300



Riga. The Latvian airline *airBaltic* has carried over 500 000 passengers on the brand new CS300 aircraft and now every fourth passenger of *airBaltic* is flying CS300. In total *airBaltic* has flown to 40 destinations in the Baltics, Europe, Scandinavia, CIS and the Middle East with the *Bombardier CS300* aircraft.

Martin Sedlacký, Chief Operations Officer of *airBaltic*: “CS300 is the most advanced jet aircraft in its class and is showing good operational results. Like all new aircraft, the implementation requires additional attention in terms of linking parts and systems of different manufacturers but our team together with *Bombardier* and other partners are doing excellent work so that our passengers could have the best flying experience.”

airBaltic currently has seven CS300 aircraft operated on many popular routes. Thus far, *airBaltic* has completed more than 12 167 scheduled flights and flown over 4 560 block hours with the *Bombardier CS300*

aircraft.

By the end of 2019 *airBaltic* plans to have 20 *Bombardier CS300* aircraft in its fleet. By 2021, as an all-*Bombardier* operator, *airBaltic* will have one of the youngest jet fleets in Europe. With the next order, already being negotiated, eventually, *airBaltic* will increase the number of *Bombardier C Series* aircraft on its fleet to at least 34.

The new *Bombardier CS300* aircraft, with a total of 145 seats, offers excellent flying experience with such benefits for passengers as wider seats, larger windows, more hand luggage space in the cabin, improved lavatories and more. New aircraft is also much quieter – with four times smaller noise footprint. Moreover, at the moment, it is the greenest commercial aircraft in the world, as it is the first aircraft to have a transparent declaration of the life-cycle environmental impact, helping to reduce CO₂ and NO_x emissions by 20% and 50% respectively.

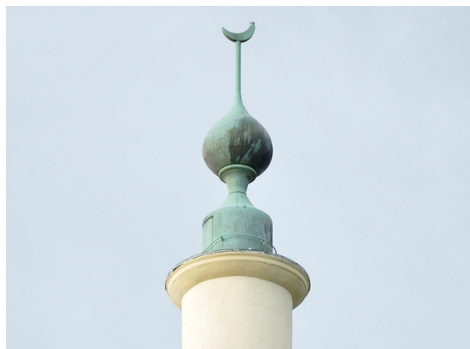
airBaltic operates direct flights from Riga to over 60 destinations. *airBaltic* offers convenient connections via Riga to its network spanning Europe, Scandinavia, the CIS and the Middle East. In addition, *airBaltic* also offers direct flights from Tallinn and Vilnius.

Pas de salafisme radical à la Grande Mosquée



Le ministre Jan Jambon, compétent pour la Régie des Bâtiments, a annoncé la résiliation de la concession de la Grande Mosquée de Bruxelles, suivant ainsi une recommandation de la commission parlementaire chargée d'enquêter sur les attentats terroristes de l'année dernière. « Un nouvel avenir va peut-être devoir être trouvé pour la Grande Mosquée », explique Jambon.

La mosquée est financée par des salafistes saoudiens. D'après la commission parlementaire, elle pourrait ainsi contribuer à propager le radicalisme violent. La commission propose de lutter contre l'ingérence et le financement étrangers. Une solution serait qu'une organisation reconnue – représentant plusieurs courants de l'islam – gère la mosquée.



Plus de droit de séjour pour l'imam

Le secrétaire d'État Theo Francken avait déjà retiré le droit de séjour de l'imam de la Grande Mosquée. Il avait reçu des signaux clairs indiquant que l'homme (également un salafiste) serait radicalisé. « L'imam représente un danger pour la société et la sécurité nationale », affirme Francken. « La lutte contre le salafisme reste une priorité pour le gouvernement. »

Save the date of the European Conference on Natural Spas



The flagship spa & wellness event of the year in Central Europe will be held on 16th November 2017 in the natural Thermal Spa Resort of Radenci, which is known for its springs of the natural mineral water, Radenska. The Conference is organised by the Slovenian Spas Association, which is also celebrating its 60th anniversary, and will bring together leading experts in the fields of Balneology, Hydrotherapy, Physical Rehabilitation, Spas and Wellness for the occasion. You can expect very vivid discussions on all current topics.

Save the date of the conference on key wellness, health and medical wellness trends and join us for the celebration of the 60th anniversary of the Slovenian Spa Association. The **European Conference on Natural Spas** takes place on 16th November in Terme Radenci. The Slovenian Spa Association has already received the confirmed participation of the presidents of FEMTEC (the World Federation of Hydrotherapy and Climatotherapy), ESPA (the European Spas Association), ISMH (the International Society of Medical Hydrology and Climatology), Wellness Hotels & Resorts, GWI (the Global Wellness Institute) and many more international experts. The conference will also be enriched by Slovenian experts and stakeholders in the wellness and spa industry. You can find the Preliminary Programme on the official website of the event **here**.

The Slovenian Spas Association is also the initiator of the SPA-CE trade show where the most important providers of spa

and wellness services from European countries meet, exchange ideas and provide opportunities for new connections in the wider Central European Region. It will take place at Ptuj Thermal Spa from 17th to 19th November.

Slovenia's natural spas, which are the backbone of the country's tourism facilities, are developing medical, wellness and selfness programmes. Some of these health resort and spa centres are among the best in Europe, and are famed for their outstanding programmes of preventive care, treatment, rehabilitation or relaxation. The therapies and treatments in Slovenia's natural spas bring together a century of tradition and cutting-edge medical approaches.

airberlin to cease operating as part of oneworld from 28 October

airberlin will cease participating in the **oneworld®** alliance with effect from the close of business on 27 October 2017, following the filing by Air Berlin PLC & Co. Luftverkehrs KG's ("airberlin") for the opening of insolvency proceedings over its assets.



airberlin's affiliate NIKI – which joined **oneworld** alongside airberlin in March 2012 – will no longer fly as part of **oneworld** at the same time.

oneworld will continue to serve more than 1,000 airports in

almost 160 countries worldwide. The withdrawal of airberlin and NIKI from the alliance will mean a dozen destinations – half of them regional cities in Austria and Germany and the rest southern European holiday spots – leaving the alliance's global network.

airberlin

oneworld will maintain a strong presence in airberlin's Germany and Austria home markets.

Ten other **oneworld** member airlines serve a total of 13 destinations across the two countries, linking them with the alliance's global network. Throughout Europe, **oneworld** member airlines will continue to fly to more than 230 destinations in some 40 countries.

A number of **oneworld** member airlines are making a tier-status matching offer to members of airberlin's topbonus frequent flyer programme, enabling them to maintain their Emerald, Sapphire or Ruby status when flying with any **oneworld** member airline. For details, see individual member airline's frequent flyer websites, specifically

- British Airways.
- Finnair.
- Iberia.
- Royal Jordanian.

For further information on the current situation at airberlin, including advice to customers with bookings on flights it has cancelled, see airberlin.com



The following arrangements will apply in the withdrawal of airberlin and NIKI from **oneworld**:

<p>Frequent flyer programme redemption flights</p>	<p>airberlin closed its flights for new redemption bookings by members of its and partner airlines' frequent flyer programmes as it filed for insolvency two months ago. airberlin has confirmed that redemption flights already booked by members of other oneworld airlines' frequent flyer programmes for travel on airberlin on or before 27 October 2017 remain valid. If you have a redemption flight on airberlin booked for 28 October 2017 or later, or if the airberlin flight for which you hold a redemption booking is not operating, please contact your frequent flyer programme.</p> <p>airberlin topbonus cardholders have not been able to make redemption bookings for flights on any airlines since it filed for insolvency. Redemption flights made before then remain valid.</p>
<p>Earning frequent flyer rewards and tier status points</p>	<p>Most oneworld member airlines, other than airberlin, have indicated they will honour frequent flyer reward miles/points and tier status points earned for flights on airberlin by their frequent flyer programme members for a period, up to and including 27 October 2017. Refer to your frequent flyer programme for details.</p> <p>airberlin topbonus cardholders have not been able to earn frequent flyer tier status points or mileage rewards on any airline since its insolvency filing.</p>

<p>Lounge access</p>	<p>Emerald and Sapphire tier members of other oneworld airlines' frequent flyer programmes may continue to use airberlin lounges, in line with oneworld's existing arrangements, until the close of business in 27 October 2017. airberlin lounges will not be available as part of the oneworld offering thereafter. airberlin topbonus Platinum and Gold cardholders will be able to use the lounges of otheroneworld member airlines until the close of business on 27 October 2017, in line with oneworld's existing arrangements. They will not be able to use these other airlines' lounges as part of theoneworld offering thereafter.</p>
<p>Other frequent flyer benefits</p>	<p>Members of all other oneworld airlines' frequent flyer programmes will continue to receive all other oneworld frequent flyer services and benefits (additional baggage allowances, priority check-in, boarding, waitlisting, etc) when they fly on airberlin until the close of business on 27 October 2017.</p> <p>Likewise, members of airberlin topbonus will continue to receive all other oneworld frequent flyer services and benefits when they fly on the other oneworld airlines until the close of business on 27 October 2017, when these services and benefits will no longer apply to them.</p>

oneworld fares and sales products (including Explorer, Circle, Visit fares, corporate agreements etc)	All sectors on airberlin and NIKI booked and ticketed as part of a oneworld fare or sales product for travel before the close of business on 27 October 2017 remain valid. For sectors on airberlin thereafter, or if a ticketed airberlin sector scheduled for before then has been cancelled, please contact the oneworld member airline that issued the ticket. airberlin and NIKI sectors will not be available as part of any oneworld fare or sales product from the close of business on 27 October 2017.
Sectors on airberlin ticketed by another oneworld member airline	If you have been ticketed by another oneworld member airline for sectors on airberlin scheduled for departure on 28 October 2017 or thereafter, or for sectors on airberlin that will not operate before then, please contact the airline that issued the ticket.

About oneworld

oneworld is an alliance of some of the world's leading airlines, committed to providing the highest level of service and convenience to frequent international travellers. They include American Airlines, British Airways, Cathay Pacific, Finnair, Iberia, Japan Airlines, LATAM Airlines, Malaysia Airlines, Qantas, Qatar Airways, Royal Jordanian, S7 Airlines and SriLankan Airlines, and around 30 affiliates.

As part of **oneworld**, these airlines:

- Serve more than a thousand airports in 150 plus countries, with 14,000 daily departures.
- Carry some 550 million passengers a year on a combined fleet of 3,500 aircraft.

- Generate US\$ 130 billion annual revenues.

oneworld member airlines work together to deliver consistently a superior, seamless travel experience, with special privileges and rewards for frequent flyers, including earning and redeeming miles and points across the entire alliance network. Top tier cardholders (Emerald and Sapphire) enjoy access to more than 650 airport lounges and are offered extra baggage allowances. The most regular travellers (Emerald) can also use fast track security lanes at select airports.

oneworld is the “most highly prized alliance” as current holder of:

- FlightStats’ Airline Alliance On-Time Performance Service Award for 2016, for the fourth year running.
- Business Traveller’s 2017 Best Airline Alliance for the fifth year running.
- Global Traveler magazine’s 2016 GT Tested Reader Survey – for the seventh year in a row.
- Trazees’ Favorite Airline Alliance, for the second time.
- Business Traveler North America’s 2016 Best in Business Travel Awards, for the second consecutive year.
- World Travel Awards’ World’s Leading Airline Alliance 2016 for the 14th year running.
- Premier Traveler’s Best of Travel Awards – for the third year running.

Raffles Europejski Warsaw a Beloved Icon Is Restored to

Warsaw



Warsaw, October 19, 2017 – Early 2018, Raffles Europejski Warsaw will open its doors to welcome a new chapter in an extraordinary history which spans 160 years.

In the heart of the city, on the Royal Route, neighboring the cobbled streets of the Old Town with its own high-end retail space; 106 timelessly elegant suites will come alive mixing bespoke furniture, oak floors, a corner library and a carefully curated Polish art by Anda Rottenberg and Barbara Piwowarska.

Proudly Polish, from the original 19th century cornicing, now restored, to the 21st century mural by Jarosław Fliciniński specially commissioned for the Long Bar. The rich blend of Polish heritage, skilled local craftsmen and contemporary art at Raffles Europejski Warsaw is a narrative of the nation's history.

Built by Enrico Marconi in 1857 it quickly became enshrined in history, its glamorous New Year's Eve ball parties, immortalized in the Polish 19th century classic, "The Doll" by Bolesław Prus. In the 1880's, Polish artists such as Józef Chełmoński and Stanisław Witkiewicz had their studios there and the hotel resonated with fin-de-siècle glamour; its patisserie a well-known haunt of writers and poets. In the 20th century it witnessed Poland regaining its independence, the centenary of which is marked next year, before the devastation of World War II and the decades of communism that followed.

Chris Cahill, CEO AccorHotels Luxury Brands says: *"We are delighted to be opening the iconic Raffles Europejski Warsaw, such a landmark in the city of Warsaw, to which we will bring the legendary Raffles service, known for its benchmark standard across the globe, as well as a series of gastronomic delights, stunning ballroom and conference facilities, and a beautiful spa. The Raffles Europejski Warsaw will offer the visitor bespoke luxury and beautiful art-filled interiors, building on the past and preserving for the future as it opens for its next exciting chapter in the very heart of Warsaw."*

Restored to its rightful pre-war owners in 2005, a majority stake was later taken in the hotel by Vera Michalski-Hoffmann a publisher and patron of the arts. New owner shared the vision with the descendants of the founders to not only return to the Polish people a hotel as luxurious in the 21st century as it had been in its 19th century heyday, but to also create a showcase for the best of Polish modern and contemporary art.

Julien Barbotin-Larrieu, representing the owning company, H.E.S.A., explained their choice of Raffles to manage the property: *"With Raffles at the helm of the hotel, a brand synonymous with heritage and luxury, whose own illustrious history, began just thirty years after the Europejski's with the iconic Raffles Singapore, we feel confident about bringing a new level of luxury to Warsaw; one that is as much about the cultural experience as the comfort. Our aim is to provide a real sense of place, allowing guests to understand the soul of Poland by immersing themselves in the art, the gastronomy and the history which they will be surrounded with, on a level as yet unsurpassed in the capital."*

The 106 elegant guest rooms and suites will be the largest in the city yet, with the Raffles Suite a magnificent 293 sq.

meters. Interior design comes courtesy of Warsaw-based internationally acclaimed WWA Architecture practice together with National Opera House stage designer Boris Kudlička and APA Wojciechowski team. WWA's previous projects include the Polish Pavilion for Expo in Shanghai and they are known for an interdisciplinary approach with a focus on storytelling, a perfect match for Raffles Europejski Warsaw which is a grand story, rich with detailed narrative waiting to be unveiled. Drawing on the very Polish element of wood, floors come in blackened oak or in traditional marquetry, glossy veneer clads cupboard doors and brass adds turn-of-the century elegance. Furniture and lighting is mostly bespoke and commissioned from local craftsmen and designers. Running through the hotel are references to Warsaw, whether in the skyline of the city etched into the marble of the bathrooms or the River Vistula which cuts through it, represented in an art installation behind the reception desk. Previous eras of the hotel have not been forgotten with original cornicing and ceiling roses immaculately restored in the restaurant and the Spa, complete with six treatment rooms and the pool, housing a mosaic from the hotel's 1960's incarnation.

Spanish designers Lazaro Rosa Violan are spearheading the design of the Signature restaurant which will flow out onto the terrace of the magnificent Piłsudski Square, with the eternal flame of the Tomb of the Unknown Soldier at its far side. Interiors will be a bold mix of blue and white referencing Polish pottery traditions. There will also be a Long Bar and a Humidor, complete with a patisserie to serve the much loved Polish cakes and pastries.

Born in Germany and brought up in Paris, the General Manager of Raffles Europejski Warsaw is Thomas Guss, the third generation of hoteliers in his family, who brings with him an experience in 5* star hotels that stretches from mainland China to Berlin.

Today, the iconic Raffles collection includes 11 distinguished

addresses around the world. In Europe, Le Royal Monceau, Raffles Paris is the most exciting palace hotel in the City of Lights, combining Parisian Chic with relaxed sophistication. Raffles Europejski Warsaw will set a new standard for luxury in the historical city while reinventing one of Poland's most iconic and best loved buildings. Raffles has also recently announced a partnership to complete its already stunning portfolio with an exclusive asset in London, transforming the Old War Office into a new British symbol of hospitality. This November, Raffles Dubai celebrates 10 years since opening its doors and welcoming its very first guests. Meanwhile Raffles Hotel Singapore, the iconic Grande Dame has announced that it will embark on a careful and sensitive restoration program.

About Raffles Hotels & Resorts

Raffles Hotels & Resorts is a luxury brand with an illustrious history dating back to 1887 when the world-renowned Raffles hotel first opened its doors in Singapore. Today, the remarkable collection includes eleven extraordinary properties in many of the world's best cities and top holiday destinations including favourites such as Paris, Istanbul, and the Seychelles. Many more exciting locations are also on the horizon with new hotels being developed in destinations such as Warsaw and Jeddah. Whether it's a secluded resort or a lively city-centre, each Raffles promises an oasis of calm and charm and a compelling mix of cultures and styles, and has its very own story to tell. Part of AccorHotels, a world-leading travel & lifestyle group and digital innovator offering unique experiences in more than 4,200 hotels, resorts and residences, as well as in over 10,000 of the finest private homes around the globe. Raffles is proud to draw on the timeless essence of Raffles – to deliver thoughtful, personal and discreet service to well-travelled guests.

For more information or reservations, please visit [raffles.com](https://www.raffles.com)