Admiralty Arch Appoints and Welcomes Waldorf Astoria to London



The opening of Admiralty Arch Waldorf Astoria is due to make a significant impact on the London Luxury Hotel Market

Hilton

MCLEAN, Va. – Waldorf Astoria Hotels & Resorts has been appointed by Prime Investors Capital Ltd to operate the luxury hotel within one of the capital's best-known and most prestigious monuments. Admiralty Arch Waldorf Astoria, London will open in 2022, following an extensive on-going refurbishment programme which will restore and protect the iconic landmark's architectural and historical features.

Admiralty Arch was commissioned by King Edward VII in memory of Queen Victoria, and was designed by Sir Aston Webb, who was also responsible for The Mall and main facade at Buckingham Palace. In addition to housing the official residences of the First Sea Lords, Admiralty Arch has served as a centre for clandestine wartime intelligence efforts, a Royal Navy outpost, and latterly as a centre for the UK Government's

Cabinet Office. Following a rigorous and thorough official tender process Prime Investors Capital Ltd outbid 28 institutional bidders from all over the world in order to acquire the 250-year lease of the property in 2015.

Since construction of the building was completed in 1910, Admiralty Arch has hosted leading figures of state and society, from Sir Winston Churchill – whose office was based within the arch when he was First Sea Lord of the Admiralty – to author of the James Bond spy novels Ian Fleming. Situated in one of London's most prestigious addresses, Admiralty Arch offers unmatched views down The Mall to Buckingham Palace, and commanding vistas across Trafalgar Square and Nelson's Column.

Rafael Serrano, Chief Executive Officer, Prime Investors Capital Ltd said:

"Since 2015 when we acquired Admiralty Arch from the British Government, we have made many decisions that will impact not only the future of the building and the local area, but also the profile of the very heart of London. We have appointed a team of talented experts with the experience and knowledge to capture the spirit of this magnificent building. We have created a detailed plan to transform Admiralty Arch into an extraordinary Hotel, Residences and Private Members Club. And one of the most important decisions we have made is to select and appoint the operator to whom we will entrust the management and running of this hotel. Further to interest and discussions with 12 top luxury hotel brands, we are delighted to announce the creation of Admiralty Arch Waldorf Astoria, London.

"The Management of Prime Investors Capital Ltd and Waldorf Astoria hold many things in common: a commitment to enhance the heritage of this remarkable, elegant building; a determination to preserve its sense of place; and the experience needed to provide superb hospitality to discerning guests from London and around the world. As the proud owners

of Admiralty Arch, we have every confidence that, together with Waldorf Astoria, we will ensure that this London landmark enters the next chapter of its life in safe hands and maintains its iconic standing in the capital."

Christopher J. Nassetta, President & Chief Executive Officer, Hilton said:

"This agreement marries the timeless elegance of Waldorf Astoria with the historic grandeur of one of London's great monuments. Projects of this calibre are rare, and Admiralty Arch Waldorf Astoria will provide a truly unforgettable hospitality experience when it opens to guests.

"Waldorf Astoria has a legacy of protecting and enhancing historical buildings, from our flagship hotel in New York, which is currently undergoing a comprehensive refurbishment to protect the art deco building for future generations, to this incredible property in London. This partnership brings our iconic luxury brand to London's finest address, and we're proud to partner with Prime Investors Capital Ltd to introduce Waldorf Astoria to London."

Admiralty Arch Waldorf Astoria will include 96 spacious and luxurious hotel rooms and suites, and three world class restaurants. Plans include a rooftop bar with sweeping views across London's skyline, private meetings and event spaces, as well as a state of the art spa. Luxury private residences and an exclusive Private Members Club and other exclusive Food and Beverage components will join the hotel within Admiralty Arch.

Councillor Robert Davis MBE DL, Deputy Leader and Cabinet Member for Business, Culture and Heritage, Westminster City Council said:

"I have worked with Prime Investors Capital for a number of years. First on the creation of the Bulgari Hotel in Knightsbridge and more recently on their extensive plans to restore and refurbish Admiralty Arch into a luxury hotel. This

extraordinary project is going to make a huge impact on Central London by opening up to the public an iconic building standing at the end of The Mall and adjacent to Trafalgar Square.

The outstanding team that Prime Investors Capital has assembled – together with a variety of expert advisers – make me confident that Prime Investors Capital has shown the commitment and the vision to ensure that this project will be an enormous success. The hotel will be an important addition to the City of Westminster as well as to London as a whole – at a time when tourism and travel is so important for our country."

Work is already underway to sensitively restore the building's original features, and an internationally celebrated design team is in place, led by Michael Blair and David Mlinaric. Michael Blair's work includes the restoration and extension of The Ritz, The Connaught and Claridge's hotels. David Mlinaric's body of work includes The Royal Opera House, The Victoria & Albert Museum, The National Gallery and the British Residences in London and Paris.

Historical interiors expert Andrew Damonte completes the design team. Andrew Damonte has worked alongside David Mlinaric on the restoration of Dumfries House in Scotland for HRH The Prince of Wales.

Admiralty Arch Waldorf Astoria, London joins 26 Waldorf Astoria Hotels & Resorts in the world's most sought after destinations.

About Prime Investors Capital Ltd

Prime Investors Capital Ltd (PIC), is a London-based investment management company that is dedicated to producing superior returns, by advising and financing investments in the areas of finance, private equity and property. PIC is the advisor of Admiralty Arch Holdings Limited. PIC was advised by

Avington Financial Limited on the transaction with Waldorf Astoria Hotels & Resorts. For further information please visit www.admiraltyarch.co.uk or www.primeinvestors.com and follow Admiralty Arch on Instagram.

About Waldorf Astoria Hotels & Resorts
Waldorf Astoria Hotels & Resorts is a portfolio of nearly 30 iconic properties in the world's most sought-after destinations. Unified by their inspirational environments and True Waldorf Service, Waldorf Astoria hotels deliver unparalleled, bespoke service from the moment a guest books through check out. Waldorf Astoria is a part of Hilton, a leading global hospitality company. Experience Waldorf Astoria by booking atwww.waldorfastoria.com. Learn about the brand by visiting news.waldorfastoria.com and follow Waldorf Astoria on Twitter, Instagram and Facebook.

Antwerpen in Lonely Planets to 10 van te bezoeken wereldsteden



Antwerpen is opgenomen in de top 10 'Best in Travel 2018' van Lonely Planet. Het expertenpanel van de toonaangevende reisgids roept de stad uit tot een van de must visits voor reizigers en toeristen. Deze plaats in de top 10 zal heel wat aandacht voor Antwerpen opleveren en zal ongetwijfeld veel reizigers inspireren om een citytrip te plannen naar de stad.

Lonely Planet's Best in Travel 2018 heeft veel lof voor Antwerpen: **"Once northern Europe's greatest city, today Antwerp is one of its best-kept secrets."**



Lonely Planet geeft ook aan waarom bezoekers in 2018 een trip naar Antwerpen moeten plannen: "Flanders' unofficial capital is laden with historic riches and home to world-class arts and design, and this year it's showing its cultural chops with a celebration of its Baroque heyday. Inspired by the city's most famous resident, Rubens, Antwerp Baroque 2018 will feature Flemish Masters rubbing shoulders with modern talent in a calendar that spans parades, concerts, street art, multimedia shows and workshops."

Meer informatie op www.lonelyplanet.com/best-in-travel en www.visitantwerpen.be.

First Boeing 767 Equipped with Premium Economy Seats

Copyright: Austrian Airlines

- Altogether 252 Premium Economy seats will be installed in twelve long-haul aircraft
- High traveling comfort due to more legroom, additional service and extra baggage allowance
- Complete refitting of the Austrian Airlines long-haul fleet to be concluded by the spring of 2018

Following the successful installation and the approval granted by the responsible authorities, the first Austrian Airlines long-haul jet – a Boeing 767 with the aircraft registration OE-LAT – took off today on its official maiden flight from Vienna to Chicago featuring the new Premium Economy Class seats. The Premium Economy Class will provide room for a total of 18 passengers in the first refitted jet. Starting in the spring of 2018, passengers can enjoy the benefits of the new travel class. A total of 252 new Premium Economy seats will be installed in all of the airline's twelve long-haul aircraft up until then.

Core element of the new travel class is the new type of seat which offers passengers greater comfort during their journeys compared to conventional Economy Class. Austrian Airlines passengers can already take advantage of the more comfortable seat starting at EUR 99 per route before the completion of the entire conversion of the aircraft and the start of the Premium Economy Class with all its benefits. At present, Austrian Airlines flight attendants are being successively trained for the new Premium Economy Class product.

The new Premium Economy Class at a glance:

- New seat with a broader seat surface and generous seat spacing
- Footrest starting in the second row or leg support with integrated footrest in the first row
- Always a separate central armrest with fold-out table and cocktail table
- 12-inch screen with remote control for the in-flight entertainment system
- Own power outlet and USB port on the seat
- 2 x 23 kg free baggage
- High-quality food selection with menu card
- Welcome drink
- Amenity kit with useful travel accessor

Fitur Festival, a new section at the International Tourism Trade Fair



Organised in collaboration with Spain Live Music with the aim of providing organisers, festival promoters and destinations with a professional and promotional tourism channel
FITUR 2018 will be staged from 17 to 21 January at Feria de Madrid, organised by IFEMA

The International Tourism Trade Fair is adding to its comprehensive content offering with the new monographic section FITUR Festivals, organised in collaboration with Spain

Live Music, the Spanish Music Tourism Association, for the purpose of creating new tourist networks through the opportunities opened up by the world of live music and to promote and advance the festivals and destinations that host it.

The creation of this space, which launches at the upcoming staging of FITUR, from 17 to 21 January in Hall 3 of Feria de Madrid, is driven by FITUR's segmentation and professionalisation dynamic, which seeks to meet the demand of an increasingly specialised and professionalised tourism. FITUR Festivals will combine the industry's professional offering with the offer available to the general public.

Giving visibility and reinforcing the product

The international outreach of FITUR 2018 will provide an excellent showcase in which festival organisers, promoters, destinations, the industry's supplier and ancillary companies, specialised travel agencies, ticketing companies and festival sponsors, among others, can display their offering and create business.

FITUR will thus provide an exhibition area integrating an auditorium for live presentations and round tables. It will also feature demonstrations by exhibitors and will fit out a chillout zone to favour networking among attendees.

Right now, festivals have become a growing attraction for an important population segment that schedules their holidays and chooses a destination on the basis of such events. According to the SGAE, almost 22 million people attended music events this year. This has led promoters, organisers and tourist companies to increasingly work together to provide the best shows, services and experiences for millions of travellers

from around the world, and FITUR Festivals will be the perfect stage for giving them the tools that will help them boost this growing tourist niche.

The trade fair in figures

FITUR 2018 will be the global meeting point for tourism professionals and will this coming year once more become the leading trade fair for Latin American inbound and outbound markets. The last staging saw the participation of 9,893 exhibitor companies from 165 countries/regions, with a total of 135,838 trade visitors and 109,134 visitors from the general public.
Together with the new FITUR Festivals, FITUR 2018 will feature the regular sections FITURTECH Y, the forum for Sustainability, Innovation, Technology and Business organised by the Instituto Tecnológico Hotelero (ITH); Fitur Know-how & Export, organised by SEGITTUR in collaboration with ICEX and FITUR; FITUR Shopping; FITUR Health together with Spaincares; and FITUR Gay (LGBT) organised by Diversity Consulting International. In addition to this, the Trade Fair will also include the staging of Investour, the Tourism Investment and Business Forum for Africa organised jointly by the UNWTO, Casa África and FITUR.

Tendances de rentrée : Thalys confirme son dynamisme



Lundi 23 octobre 2017 – *Thalys a enregistré en septembre son 12e mois de croissance consécutif. Cet anniversaire souligne la bonne santé des échanges interculturels entre la Belgique, la France, l'Allemagne et les Pays-Bas. Depuis le début de l'année, Thalys et son petit-frère low-cost Izy enregistrent ainsi au total 7,5% de voyageurs à leur bord au global.*En termes de chiffre d'affaires, soutenu notamment par la vigueur des échanges économiques sur la route hollandaise, Thalys enregistre une croissance de 11%.

Les marqueurs restent donc au vert pour Thalys, après le lancement réussi, le 12 septembre dernier, de sa nouvelle offre en trois catégories(Standard, Comfort, Premium – premières circulations le 10 décembre). La recette du dynamisme : des efforts portés aussi bien vers la clientèle loisirs en attente du meilleur rapport qualité-prix, que vers les voyageurs d'affaires demandeurs de valeur ajoutée, de fréquence et de choix.
Ce faisant, Thalys a franchi le cap de -37% d'émissions de CO_2 dans les conditions définies par le programme Science Based Targets. (*)

> *« Nous devons poursuivre sans relâche nos efforts pour une société à la fois décarbonée et plus mobile, plus ouverte aux autres cultures, plus dynamique sur le plan des échanges économiques. Chaque objectif est inter-corrélé : c'est en optimisant nos espaces, nos services et nos prix que nous convaincrons le plus grand nombre de voyager en Thalys et que nous créerons le plus de valeur, tant humaine qu'économique et environnementale » explique Agnès Ogier, directrice générale de Thalys.*

(*) En 2015, en parallèle des accords de Paris (COP21), Thalys a fait partie des 10 premières entreprises au niveau mondial à rejoindre le programme Science Based Targets, en se fixant un objectif validé par la science climatique : -40% de ses émissions de CO_2 d'ici 2020. Pour relever ce défi, Thalys a élaboré un plan d'actions qui portait sur l'ensemble de son périmètre d'activité et qui impliquait l'ensemble de ses métiers, de sa restauration à bord jusque dans l'électricité utilisée pour la traction de ses trains. Au total, les efforts de Thalys dans tous ces domaines ont porté leurs fruits : entre 2008 et 2016, les émissions de CO2 ont été réduites de 19 000 tonnes de CO_2 (répartition totale : 30907t traction / 3947t services aux passagers / 571t siège / 49t communication = Total 36509t). Rapporté au nombre de voyageurs, les émissions de CO_2 ont ainsi été ramenées, au périmètre validé par les Science Based Targets, de 23,6 g CO_2 /voy.km à 14,8, soit -37%.

Lolita Lempicka appelle les étudiants de mode à bannir les fourrure des podiums

La créatrice se joint à PETA pour inciter les élèves des écoles de mode françaises à ne pas accepter les pots-de-vin de l'industrie de la fourrure



jattikokoiset-naalit-9 | Oikeutta eläimille | CC BY 2.0

Paris – L'avenir de la mode repose sur les matières respectueuses des animaux et de l'environnement, et la fourrure animale n'y a pas sa place : voici le message que la créatrice Lolita Lempicka diffuse aujourd'hui aux créateurs de demain, dans une lettre ouverte publiée dans Paris Match aujourd'hui. Végane et engagée depuis longtemps, la créatrice appelle les élèves des écoles de mode à rejeter les offres des producteurs de fourrure qui les poussent à utiliser des peaux animales, sponsorisant leurs collections en échange – une technique couramment utilisée par cette industrie cruelle, dépassée aujourd'hui par le nombre de matières sans-cruauté disponibles.



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Comme le rappelle la créatrice dans sa lettre, chaque morceau de fourrure provient d'un individu tué avec des méthodes douloureuses après une existence pleine de souffrance et de terreur, confiné dans une cage minuscule. Même dans les pays « Origin Assured » (« Origine assurée », un label délivré par la Fédération internationale de fourrure, censé garantir le

traitement éthique de ces animaux), des enquêteurs ont révélé quedans ces élevages producteurs de fourrure, les animaux étaient victimes de négligences, de malnutrition et de plaies béantes. Récemment, une enquête menée en Finlande a révélé que des renards étaient élevés sélectivement pour atteindre un poids énorme, afin que leurs peaux soient plus grandes et rapportent plus d'argent.

« Heureusement, pour réussir dans le monde de la mode, nul besoin de contribuer au traitement barbare des animaux dans l'industrie de la fourrure ! » écrit Lolita Lempicka. « Les matières écologiques, durables et véganes sont en plein essor et les créations sans peaux animales ont leur place dans les défilés de mode partout dans le monde, ce qui signifie clairement qu'il est possible d'être audacieux, novateur et de réussir dans ce milieu sans participer à la maltraitance d'êtres innocents. »

La créatrice cite aussi le cas de Gucci, qui a récemment rejoint d'autres grand noms de la mode (tels qu'Armani, Calvin Klein et The Kooples) en bannissant la fourrure de ses collections.

Près de 32 000 personnes ont déjà signé l'appel de PETA au gouvernement français à interdire la production de fourrure en France, et l'opinion publique se tourne très clairement en faveur du respect du bien-être animal et contre les industries qui les exploitent.

Pour plus d'informations sur nos campagnes, rendez-vous sur **PETAFrance.com**.

AVANI will open its first villa resort in Koh Samui, Thailand next year in September.



Bangkok, October 24, 2017: AVANI Hotels & Resorts, the international upscale lifestyle brand from Minor Hotels, known for its appeal to millennial minded travellers, Design for Living spaces and commitment to honest food, will be introducing its first Villa concept when AVANI Sunset Coast Samui Resort & Villas opens in September 2018.

Located within a cove on the unspoiled southeast coast of Koh Samui, on a secluded beach in Pang Kha Bay, the 58 key resort will offer dazzling sea views and a relaxed vibe for holidaymakers.

AVANI Sunset Coast Samui Resort & Villas will have 25 AVANI Rooms, 27 AVANI One Bedroom Pool Villas, 2 AVANI One Bedroom Beachfront Pool Villas and 4 AVANI Two Bedroom Beachfront Pool Villas. The new upscale resort will offer a beach restaurant and bar, an all-day dining restaurant, AVANIFIT gym, AVANI Pantry, a Watersports Centre and two swimming pools.



Sharing the essence of the AVANI brand design philosophy, the soothing textures and serene colour palette in all the rooms will allow guests to unwind in an atmosphere of calm and relaxation. All guest rooms will feature a full range of modern comforts, including free WiFi, modern furnishings, large LCD TVs and stylish bathrooms with a rain shower.

The AVANISpa will provide a tranquil approach to wellness, focused on guest' needs rather than offering standard treatments. Well-trained therapists will conduct a consultation prior to recommending one of four treatment options; Boost, Balance, Calm and Purify.

Rejuvenating Boost treatments are the perfect antidote for those suffering from low energy and jet lag. Balance treatments ground the body, mind and mood, Calm treatments release muscle tension, relieve anxiety and recharge the mind and Purify treatments offer the perfect detox.

AVANIFit focuses on lifestyle elements that promote a healthy body and healthy mind and the resort's Gym will include a range of cardiovascular equipment which will allow guests to keep up their fitness routines whilst on holiday. Daily Yoga classes will kick off the day, with kayaking, guided hikes and cycling trips available for guests to enjoy.



The secluded location will make the resort an attractive option for families and couples looking for meaningful and shared experiences with easy access to many coastal attractions, such as the nearby Five Islands, Ang Thong National Marine Park, the

coral reefs of Koh Taen Island and the uncrowded pleasure of snorkelling in Koh Madsum. Both these islands are easily reached by traditional Longtail boats, but the experiences that will be offered at the resort will make wandering less tempting.

Couples looking for the perfect beach wedding venue will be attracted to the resort's versatile and affordable accommodation offering and picturesque ocean setting.

The resort is only a 40 minute drive from Samui International Airport, which is well connected with numerous daily flights from Bangkok and other Thai cities, along with direct flights from around Asia.

The natural beauty and laid-back vibe of the southeast coast will appeal to travellers looking for something more remote in Koh Samui and AVANI Sunset Coast Resort & Villas will be the perfect base to enjoy this beautiful part of the island.

Alejandro Bernabé, Vice President of Operations of AVANI Hotels & Resorts said: *"The southeast coast is underdeveloped which will appeal to travellers looking for a more relaxed, less crowded holiday experience in Koh Samui and the launch of the brand's first pool villas is a wonderful addition to our portfolio. Modern and fresh, this development will offer an affordable villa resort offering in the region."*

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 then 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

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RoomIt by CWTÒ versterkt hotelaanbod voor zakenreizigers

Chicago, 25 oktober 2017 – RoomIt by CWTÒ, 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 boekingstool. 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 boekingstool 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**.

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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 Korean, 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.