



ADVANTAGE PR COVERAGE

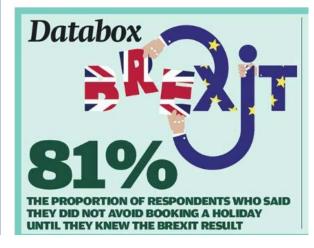
September/October 2016

Published: 16 September 2016 Publication: TTG - the world's very first weekly travel trade newspaper. <u>Website</u>. Content: 'Trusted brands' key after EU vote. Link to article



'Trusted brands' key after EU vote

Research from Sandals finds that concerns over Brexit make clients more keen to go for established brands.



Spending limits

Sandals' research shows British holidaymakers are prepared to spend on average £1,072pp for a longhaul holiday, with just under a quarter saying they would spend between £1,001 and £2,000pp.

The survey also found that men are prepared to spend on average $\pounds 64$ more than women on a holiday and those with children $\pounds 70$ less.

"Multi-generational holidays are becoming increasingly popular, with grandparents footing the bill for the whole extended family," added John Sullivan, head of commercial at Advantage Travel Partnership.

Britons' "fear" in-destination is largely attributed to terrorism rather than theft – more than 45% worry that the country they are travelling to may become unsafe. The figure was 49% for those with children.

Food quality and variety were deemed much more important to people surveyed aged over 45 (37.4%), whereas location was most important for those aged 55-65 (89.6%). Those aged 25-44 cared less about location, citing money-related factors as their priority.

Europe still comes out on top for people's booking choices for 2016 and 2017 travel (57.3%), however there was an increase in Caribbean (5.2%) and America bookings (16.8%) year-on-year.

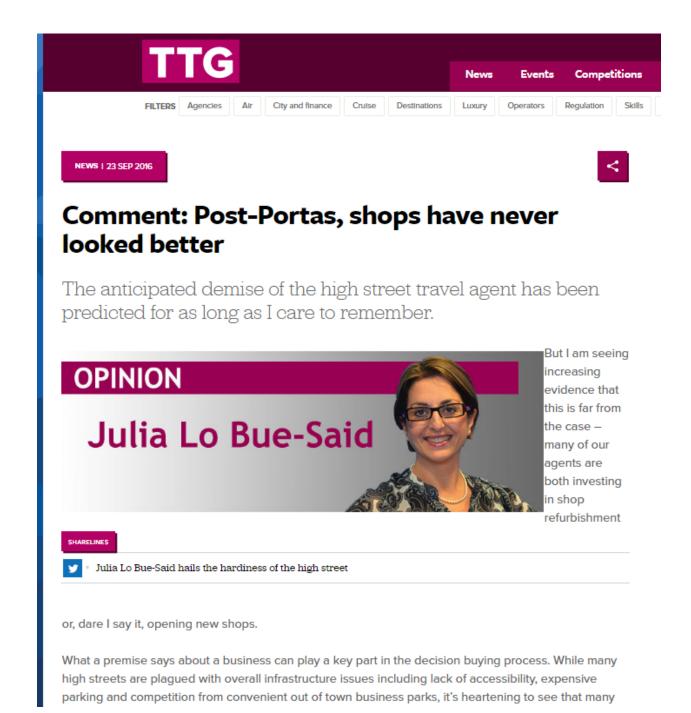
Travel agents booking holidays direct with customers have seen similar trends, with many stating that Brexit hadn't impacted their bookings.

Homeworker Michele Martin from Co-operative PTA said: "Brexit had no effect at all on my business."

Agents also reported that long-haul and luxury travel are in demand as much as ever.



Published: 23 September 2016 Publication: TTG - the world's very first weekly travel trade newspaper. <u>Website</u>. Content: Comment: Julia Lo Bue-Said on agents investing in shop refurbishments. Link to article





Published: 30 September 2016
Publication: The Business Travel Magazine - for buyers and arrangers of business travel and meetings. <u>Website</u>.
Content: TMCs must take the lead on technology, BT Symposium coverage.
Link to article

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CHRISTMAS PARTY The Grange St Paul's Hotel, London

Tuesday December 13th

"The manner in which TMCs deliver service is going to change," said Dean Forbes, CEO of travel technology specialist KDS. The company is set to be acquired by American

Advantage



Published: 22 September 2016 Publication: Travel Mole - TravelMole.com is the first online community for the Travel and Tourism Industry. Website. Content: Independent chain quits Elite after 30 years. Online article



FRIDAY 14TH OCTOBER 2016

Published on Thursday, September 22, 2016 Independent chain guits Elite after 30 years MOST READ One dead, two in hospital after Harmony of the Nine-store independent agency chain Millington Travel is to leave Elite Seas lifeboat Travel Group, now affiliated with Advantage Travel Centres, to join The accident Travel Network Group as a member of Worldchoice. New routes from Monarch Established in 1972 and owned by Nigel Armitage and Nick Bland, the Leicester-based company offers both business and leisure travel and Deadline looms employs more than 60 staff. for Monarch Expedia MD joins It expects to open its 10th shop before Christmas, according to The dnata Travel Network Group. Man accused of Gary Lewis, CEO of The Travel Network Group, said: "We are delighted six travel agency to be welcoming Nigel and Nick and their team at Millington Travel to our robberies appears Group. They have built a very strong and robust business in and around in court Leicestershire and believe there is the opportunity to take their expertise Further strikes to other locations around the East Midlands." called in Greece Armitage said: "Gary and his team are driven and passionate individuals and the culture of The Travel Network Group mirrors our own. Millington MOST is embarking on a new phase in its development and we believe The COMMENTED Travel Network Group will be the perfect partner to support our growth. It TripAdvisor will was apparent very early on that we are like-minded organisations and we ban ticket sales of will be a great fit both strategically and culturally. some animal



Conference 2017 coverage

Published: 22 September 2016

Publication: Travel Bulletin is the leading weekly magazine for UK travel agents. <u>Website</u>. **Content:** Advantage conference registration now open. Link to article



2017 Advantage conference registration now open

22 September 2016



The Advantage Travel Partnership has announced the theme of its 2017 Conference, which takes place between May 12-15 at Club Med Opio en Provence in the south of France.

With a conference programme that looks at the importance of technology in the world, while reconfirming the need for people to remain, the theme 'MAN & MACHINE' has been chosen to capture the essence of this dynamic environment.

The consortium's business development director, Colin O'Neill, said: "The key purpose of our conference this year is to better understand the technological innovations that will have an impact on the way in which we run our lives.

"However, rather than see these developments as a threat, we

wish to consider how as humans we can master the technology and use it to our advantage; MAN & MACHINE working in harmony with one another."

For the latest conference news visit advantageconference.co.uk or to contact the events team email events@advantagetravelpartnership.com or call 020-7324 3945.



NEWS | 26 SEP 2016 | BY JENNIFER MORRIS

Published: 14 October 2016 Publication: TTG - the world's very first weekly travel trade newspaper. <u>Website</u>. Content: Chris Hoy announced as keynote speaker. Link to article

Sir Chris Hoy named as Advantage conference keynote speaker

Cyclist Sir Chris Hoy MBE has been announced as the keynote speaker at Advantage Travel Partnership's 2017 conference.



The conference, which will take place between May 12 and 15 at Club Med Opio en Provence in the south of France, will cover the combination of smart technology and human service to enhance the world of

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Sir Chris Hoy to speak at Advantage conference



Published: 27 September 2016

Publication: Travel Daily UK - Travel Daily Media is a global digital online publisher of emagazines for the travel industry with offices in London, Dubai Bangkok & Singapore. <u>Website</u>. **Content:** Chris Hoy announced as keynote speaker. Link to article



Chris Hoy to keynote Ad conference

Aaron Greenwood

Posted On: 27th September, 2016 09:12 am

Posted In: Events



The Advantage Travel Partnership has confirmed Sir Chris Hoy MBE will be the keynote speaker at the 2017 Conference, which will be staged from 12 to 15 May at Club Med Opio en Provence in the south of France.

Chris Hoy is an eleven-time world champion and winner of six Olympic gold medals – a tally that marks him as Britain's greatest Olympian (jointly, alongside his former team-mate Jason Kenny).

Starting out in competitive BMX at the age of seven, Chris became Scottish champion and was ranked ninth in the world. As a teenager he also competed as a rower, winning silver in the junior coxless pairs at the British Championships; but he decided to concentrate his efforts on track cycling and by the age of twenty he was part of the national squad.

Chris' first Olympic gold came in Athens, winning the 1km time trial in a competition many saw at the best ever in the category. Another three wins at the Beijing Games saw



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Published: 27 September 2016 Publication: Travel Mole – TravelMole.com is the first online community for the Travel and Tourism Industry. <u>Website</u>. Content: Chris Hoy announced as keynote speaker. <u>Online article</u>



FRIDAY 14TH OCTOBER 2016

Published on Tuesday, September 27, 2016

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His first Olympic gold came in Athens, winning the 1km time trial in a competition many saw at the best ever in the category.

Another three wins at the Beijing Games saw Chris become the first Brit in a century to claim three golds in one summer games, marking him out as a British sporting hero.

In London he was promoted to sporting legend, winning both his competitions and providing some of the most emotive images of the games. He retired from competition with an incredible six golds and a total of seven Olympic medals.



Published: 26 September 2016 Publication: Travel Weekly - the UK's preferred travel trade weekly publication. <u>Website</u>. Content: Chris Hoy announced as keynote speaker. Link to article

travelweekly MORE EUROPE. MORE VER 30 ITINERARIES NEWS 💌 IN DEPTH 💌 DESTINATIONS PHOTOS & VIDEO COMPETITIONS EVENTS JOBS Sir Chris Hoy named as Advantage conference keynote speaker Olympics winning cyclist Sir Chris Hoy is to 🖋 by Phil Davies speak at the Advantage Travel Partnership O Sep 26th 2016, 13:46 conference next year. in G+ The The 11-time world champion and winner of Advantage six Olympic gold medals will be keynote speaker at the event at Club Med Opio en Provence in the south of France on May Travel Partnership 12-15. The conference will consider the powerful combination of smart technology and human service to enhance the world of travel. Advantage business development director, Colin O'Neill, said: "The Advantage Travel Partnership has created an enviable reputation for the quality of its keynote speakers and having Chris address our 2017 conference very much continues this tradition. "With the conference theme of Man & Machine, we could not think of anyone who better epitomises this harmony."



Published: 26 September 2016 Publication: meetpie.com - the meeting industry's leading portal. <u>Website</u>. Content: Chris Hoy announced as keynote speaker. Link to article

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conference on '	12-15 May next year	at the travel agent group's annual	
26/09/2016	our view on this? Post y	vour comments here	5.
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Sir Chris Britain's ioint-greatest Olympian will speak at the travel

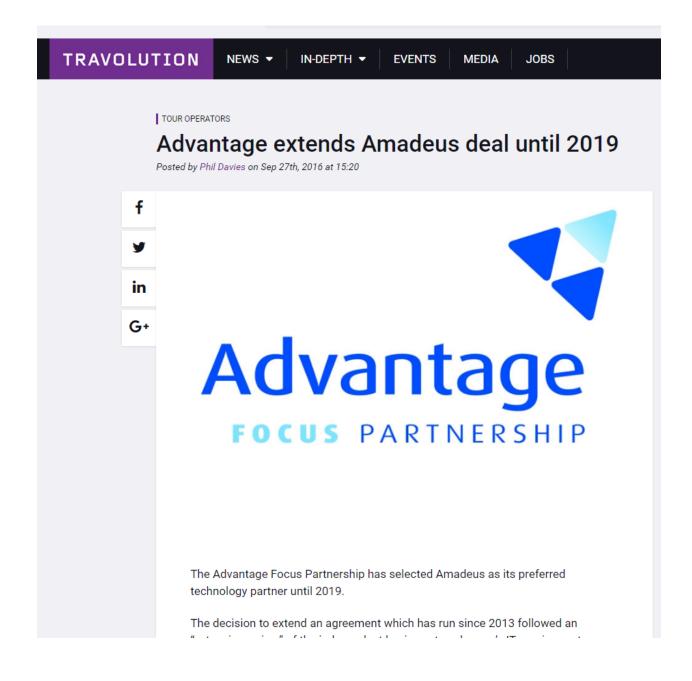
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Focus extend Amadeus deal coverage

Published: 27 September 2016

Publication: Travolution - the first publication launched in the UK as a news and views website and monthly magazine dedicated to the online travel industry. <u>Website</u>. **Content:** Advantage extends Amadeus deal. <u>Online article</u>

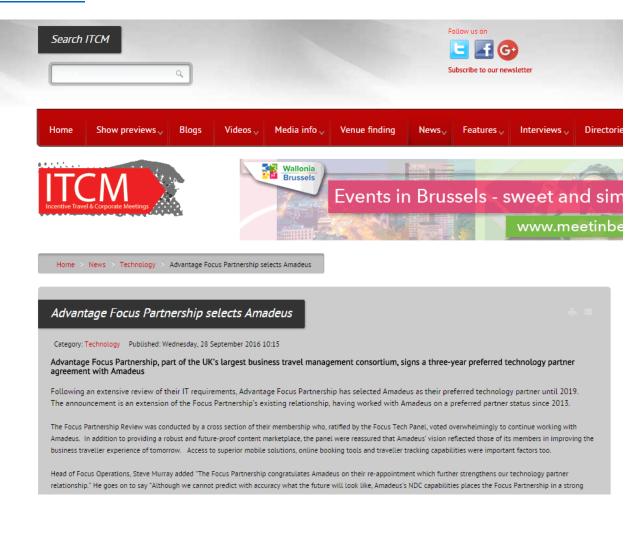




Published: 28 September 2016

Publication: ITCM - In the UK, mainland Europe, North America, the Middle East and Asia MICE buyers see our site as a one-stop location providing all the worldwide news they need. <u>Website</u>.

Content: Advantage extends Amadeus deal. Online article





Published: 29 September 2016

Publication: Travel Daily UK - Travel Daily Media is a global digital online publisher of emagazines for the travel industry with offices in London, Dubai Bangkok & Singapore. Website. **Content:** Advantage extends Amadeus deal.

Link to article

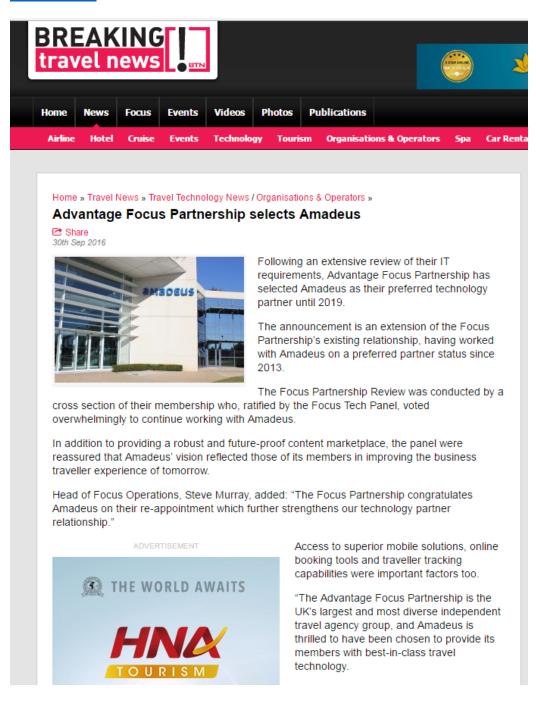
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Written by: Posted On: Posted In: Aaron Greenwood 29th September, 2016 10:42 am Technology	
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Following an extensive review of their IT requirements, Advantage Focus Partnership has selected Amadeus as their preferred technology partner until 2019.	
The announcement is an extension of the Focus Partnership's existing relationship, having worked with Amadeus on a preferred partner status since 2013.	Subscr
The Focus Partnership Review was conducted by a cross section of their membership who, ratified by the Focus Tech Panel, voted overwhelmingly to continue working with Amadeus.	Email:
In addition to providing a robust and future-proof content marketplace, the panel were reassured that Amadeus' vision reflected those of its members in improving the business traveller experience of tomorrow.	
Access to superior mobile solutions, online booking tools and traveller tracking capabilities were important factors too.	
Head of Focus Operations, Steve Murray added "The Focus Partnership congratulates Amadeus on their re-appointment which further strengthens our technology partner relationship. Although we cannot predict with accuracy what the future will look like, Amadeus's NDC capabilities places the Focus Partnership in a strong position to be able to adapt at pace."	



Published: 30 September 2016

Publication: Breaking Travel News - the leading online resource centre for travel industry executives. <u>Website</u>.

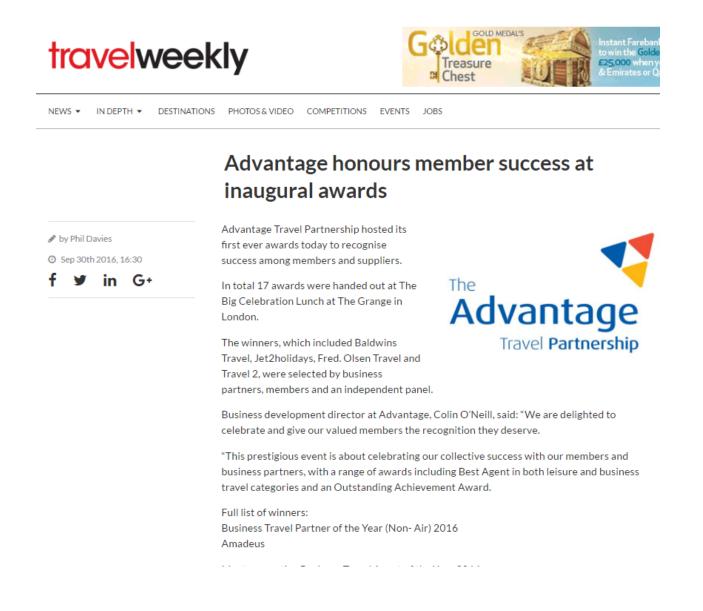
Content: Advantage extends Amadeus deal. Link to article





Big Celebration Lunch coverage

Published: 30 September 2016 Publication: Travel Weekly - the UK's preferred travel trade weekly publication. <u>Website</u>. Content: Advantage honours members at Big Celebration Lunch. <u>Link to article</u>





Published: 30 September 2016 Publication: TTG - the world's very first weekly travel trade newspaper. <u>Website</u>. Content: Advantage honours members at Big Celebration Lunch. Link to article



COMMENT: "We may not yet have exited the EU but, if today is in good shape, let's not be too worried about tomorrow" Miles Morgan, page 32



IN THE PICTURE: Advantage wins

Advantage Travel Partnership hosted its first standalone awards ceremony for leisure and corporate members and suppliers.

NEWS ROUND-UP

The agency group handed out 17 awards at its Big Celebration Lunch at Grange St Paul's Hotel in London. The winners, which included Baldwins Travel, Virgin

Atlantic, Fred Olsen Travel and Travel 2, were selected by business partners, members and an independent panel. Pictured are the team from Fred Olsen Travel, which

won the award for most supportive leisure agent of the year 2016. From left: Nigel Alexander, Sharon Williams, Karen Jones, Paul Hardwick, master of ceremonies Mark Durden-Smith, Nicola Atkinson, Dan Hedges and Gareth Duggan.





Published: 30 September 2016 Publication: Travel Bulletin is the leading weekly magazine for UK travel agents. <u>Website</u>. Content: Advantage honours members at Big Celebration Lunch Link to article



Advantage announces its 'Big Celebration Lunch' winners

30 September 2016



For the first time, Advantage hosted a standalone event celebrating members and their success at 'The Big Celebration Lunch'.

The event was held today, September 30, at The Grange, City of London where 17 awards were presented to members, and business partners.

The winners were chosen by a mixture of members, business partners and an independent panel.

Colin O'Neill, business development director for the group, commented: "We are delighted to celebrate and give our valued members the recognition they deserve. This prestigious event is about celebrating our collective success with our members and

business partners, with a range of awards including 'Best Agent' in both leisure and business travel categories and an 'Outstanding Achievement Award'."

The full list of winners were:

Business Travel Partner of the Year (Non- Air) 2016 - Amadeus Most supportive Business Travel Agent of the Year 2016 - Meon Valley Travel Most Supportive Leisure Agent of the Year 2016 - Fred. Olsen Travel Agent Friendly Leisure Partner of the Year 2016 - Classic Collection Leisure Account Manager of the Year 2016 - Carla Hutchings, Travel 2 and Gold Medal



 Published: 30 September 2016

 Publication: The Business Travel Magazine - for buyers and arrangers of business travel and meetings. Website.

 Content: Advantage honours members at Big Celebration Lunch.

 Link to article

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Published: 05 October 2016

Publication: STAN - specialist travel trade site based on STAN Scottish Travel Agents News which, for over 23 years, has serviced the requirements of the travel trade in Scotland. <u>Website</u> **Content:** Advantage honours members at Big Celebration Lunch. Link to article



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Latest News

Advantage holds Big Celebration lunch

October 05 2016



For the first time, Advantage hosted a standalone event celebrating members and their success, The Big Celebration Lunch.

Overall 17 awards were presented to members, and business partners. The winners were chosen by a mixture of members, business partners and an independent panel.

Winners included Amadeus as Business Travel Partner of the Year (Non- Air), Classic Collection as Agent Friendly Leisure Partner of the Year and Travel 2 as Leisure Partner of the Year.

{back}



Published: 28 September 2016

Publication: TTG - the world's very first weekly travel trade newspaper. <u>Website</u>. **Content:** Julia Lo Bue-Said sits on a TTG debate about the failing of Low Cost. <u>Link to article</u>



TTG Debate: 'Don't blame Brexit'

Last week saw the latest TTG Debate take place, entitled 'The High Cost of the Lowcostholidays Collapse', exploring the implications of the failure in July. *Jennifer Morris* reports.





What a difference five months can make. Last week marked the latest TTG Debate, in partnership with Feefo, with the world a notably different place to when TTG held its first debate back in April.



Then, we explored the pros and cons of what a Brexit might mean for the travel industry, and with more than 90% of the room voting

y The world's a notably different place to when TTG held its first debate back in April...

overwhelmingly in favour of staying in the EU, it's likely many never really thought it would become a reality.



Travel Trade Gazet



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Then, we explored the pros and cons of what a Brexit might mean for the travel industry, and with more than 90% of the room voting overwhelmingly in favour of staying in the EU, it's likely many never really thought it would become a reality.

Alas - or happily (depending on your view) - it did. And with it, came the expected ripples of economic uncertainty and currency fluctuations that were blamed for the demise of the Lowcosttravelgroup on July 15. This was the subject of our latest debate, with a panel of industry leaders exploring, among other points, just how far Brexit was really to blame for the OTA's collapse (page 10-11).

Perhaps unsurprisingly, it seems most of the room considered the referendum a handy excuse. Indeed, Advantage managing director Julia Lo Bue-Said suggested footfall had actually increased for members in recent months - perhaps, the panel suggested, because now more than ever consumers seek that security of face-to-face service in the wake of Lowcost's failure.

Business certainly seems to be booming for the high street agents that we've been talking to this week. While agency YourTravel is preparing to launch a Dubai specialist next year (page 12), miniple Millington Travel has revealed the location of its 10th store (page 4) and independent West Country-based agency C The World has just opened the doors of a new agency in Bath (page 7).

Even the Office for National Statistics suggested last week that official figures showed there had so far been little impact from the Brexit vote on the UK economy.

But I can't help but wonder if the ripples may yet turn into a tsunami - it will be interesting to see what a difference the next five months makes.

It's easy to get in touch - you can email me sgriffiths@ttgmedia.com - or tweet me at twitter.com/ttgtravelqueen



The TTG Debate

THE HIGH COST OF THE LOWCOSTHOLIDAYS COLLAPSE

Last week saw the latest TTG Debate take place, entitled 'The High Cost of the Lowcostholid: Collapse', exploring the implications of the failure in July. Jennifer Morris reports

on't blame Brex

he aftermath of the Lowcosttravelgroup's collapse proves the current Atol protection scheme

"is not fit for purpose". That was the sentiment of a panel gathered by TTG to debate "The High Cost of the Lowcostholidays Collapse' - the failure of Lowcosttravelgroup

on July 15 - in London last week. A panel of industry heavyweights, including accountant Chris Photi who worked closely with Lowcost until about a year before its collapse (see box), took part in a heated discussion on the issue and answered questions from the audience.

"I can't say there's no point in Atol. I'm just saying the scheme is not fit for purpose; it hasn't been since they changed to a levy [the Atol Protection Contribution (APC)]," said Photi, White Hart Associates' head of travel and leisure. "It was fit for purpose for many years until that time."

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After Armageddon Photi continued: "The real risk is in the top few Atol companies. 8 TT "Before 2008 the top two Atol companies had huge bonds of around £500-600 million each and Inter Harr there are no bonds now. "There is a pot of £150 million plus 10 T an insurance and overdraft facility, but once that's gone what happens leade Lowc the day after Armageddon [the failure of one of the top two]? 18 TT hat about the other firms th chief

want to consumer-protect? There isn't any money left. "The £1 (which later became £2 APC levy wasn't thought through, hugely expensive and doesn't wo Photi admitted he himself had

amba avoided buying Atol-protected 24 A1 10 116 29.09,2016





olidays for the past 20 years, unless he was going somewhere "unusual and difficult to get home from" Photi said it had not been the CAA but the OTAs and trade players that have had to bail out people in-resort

and which paid in advance. "The CAA has taken a whole wedge of cash with very little risk." he said. "The real consumer rotection risk is in the traditional tour operator model" Other panellists agreed that the

existing Atol-protection scheme eded to be re-examined. Advantage Travel Partnershi



managing director Julia Lo Bue-Sald said: "Do we need regulation and Consumer protection? Yes, of course we do. Do we have clarity? No. Does Vol activer that? No it doesn't. "With Lowcost, consumers and debit card issuers have footed much of the Lowcost bill. Lo Bue-Said said: "Yes the credit card companies paid out and thought they were going absite that was a UK uld be credit card companies will autimate "Come back to basiness". JacTravel chief executive Terry Williamson halphärden that credit cards diffart cover holdsprauses elsewhere in Lunge. "All Those consumest that would have bought from those markets woren's protected," he axid. "The (Atol) Exeme dous bring other benefits. It looks airer FDUItabilisa and the mark suce has npanies being out things the

then you see a trust consumers will be regardless of what we stisfied,

Credit due 17G news editor Sophie Griffiths quizzed the panel on whether there







SPONSOR feefo

 The panel companies they allow merchant agreements with and things might get stricter."

Approximate an analysis of the second second

veolinecressarily." He saki he thought it unlikely that card companies would stop paying out in the event of collapses such as that of Lowcost. .0wcost. I't think Lowcost is big enough In met too worried about," surrancy if you hadn't hee

Asked whether Lowcost's collapse represented a good opportunity for the UK government to 'take a look at the protection schemes in UK", Fames said: 'This is a great

nd it or

Currency If you hadn't hedged you currency if you hadn't hedged you currency properly, when you're selling in steriling and buying in other currencies." Pholl said: "I don't think Break could possibly be the cause of Lowcost's demise, but it wouldn't



a licence they can sell to the UK ket," he said. you've paid for 29.09.2016 11 11





was "any point" in Atol when credit and debit card issuers have footed so "I think card companies will mtinue to look carefully at the mpanies they allow merchant

costs incurred by

epatriation and I'm not not sure the st do that very

hern to get to:



Rita Hunter Fraud case coverage

Published: 06 October 2016

Publication: Travel Weekly - the UK's preferred travel trade weekly publication. Website. Content: Special Report: Advantage calls for watch list to counter agent fraud. Homeworker found guilty of defrauding Advantage Special Report: Advantage calls for watch list to counter agent fraud

travelweekly



NEWS . IN DEPTH . DESTINATIONS PHOTOS & VIDEO COMPETITIONS EVENTS JOBS

Homeworker found guilty of defrauding Advantage

🖉 by Amie Keelev Oct 6th 2016, 08:18 f ♥ in G+ A homeworker who defrauded Advantage Travel Partnership of tens of thousands of pounds has been handed a suspended jail sentence Rita Hunter, who ran Hunters Travel in

Liverpool, was ordered to pay back £33,000 to the consortium

Hunter admitted using former customers credit and debit cards to pay for new

Many of those customers were able to claim back losses from card provid was obliged to honour the bookings.

Advantage said it noticed irregularities within six weeks of Hunter joining October 2014 when it started to receive chargebacks from merchant acq

Advantage ended Hunter's membership and, with law firm Hill Dickinson



Homeworker found guilty of defrauding Advantage

Amie Keelev

amie.keeley@travelweekly.co.uk

Hunter poining the consortuint in October 2014 when it started to receive chargebacks from merchant acquirers. Advantage ended Hunter's membership and, with law firm HII Dickinson, began a civil Claim gainst her to recover its losses and reported her to police. The consortium pursued the civil case for 18 months, which culminated in bankruptey proceedings. Hunter was arrested in September 2015 and, following nin westigation by Mersoyside Police, charged with two counts of dishonestly making false representation relating to both Advantage and another travel company, under a back

travel company. Hunter pleaded guilty to both charges at Liverpool Grown Court

Hunter joining the consortium in October 2014 when it started

> £33,000 to Advantage. Advantage managing director Julia Lo Eue-Said said pursuing Hunter, who formerly worked fo Advantage 12 years ago, became "a matter of principle

taken to pursue Hunter for the debt, we could have easily let this go, but we pursued it because we wanted to stop her doing the same

wanted to stop her doing the same again somewhere else," she said. "It became a matter of principle because we are in the business of protecting small and medium travel companies in our consection our consortium. "If we hadn't got Justice, what would that have said for our

on August 16, 2016, and was given an 18-month sentence, suspended for two years. She was also

ordered by the court to pay back

"For the time and money it has

A homeworker who defrauded Advantage Travel Partnership of tens of thousands of pounds has been handled a suspended jall sentence. Rita Hunter, who ran Hunters Travel in Liverpool, was ordered to pay back £33,000 to the consortium. Hunter admitted using former customers' credit and debit cards to par for new bookings through



Advantage said it noticed irregularities within six weeks of

4 travelweekly.co.uk 6 October 2016

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ember 2014: Advantage notices payment discrepance

AT A GLAN

February 2015: Advantag terminates Hunters Trave membership

March 2015: Advantage reports Hunter to police

December 2015: Merseysi Police arrests Hunte

August 2016: Hunter ads guilty to two cour of dishonestly making false representation

September 2015: Hunter handed suspended sentenced and ordered to pay back £33,000 to Advantage



members that might be forced into similar situations?" Clive Myerscough, a fraud investigator at Merseynide Pol aid." Hunter could have easily ruined peoplest "bolldays, but huckity Advantage honoured these trips. "Companies have to have an element of trutoper due diligence and putting proper r management systems in place Lo Bue-Said is now calling agency consortia and industry bodies to come together to cr. bodies to come together to cre a "watch list", which all parties could feed into. It would flag ti names of individuals who had been convicted of or were beh

investigated for fraud. > Special Report, page 10





NEWS SPECIAL REPORT

Advantage Travel Partnership proposes a new register to stamp out fraud. Amie Keeley reports



up the portal and wants other

Lo Bue-Said said: "These

individuals are out there and

will continue if we don't have

a more joined-up approach.

parties arc cssential. At the

moment there is a big loophole.

end of the year.

organisations to back the scheme

to help get it up and running by the

Collaborations with other industry

People play the game because they

"It has given us insight into how

know there are gaps in the system

the industry needs to collaborate

travelweekly

and be better informed."

Checks

Advantage calls for watch list to counter agent fraud

The boss of Advantage Travel Partnership is calling on consortia and industry bodies to back calls for a new watch list to prevent agent members committing fraud.

Managing director Julia Lo Bue-Said said currently there were "too many loopholes" in the industry potentially allowing dishonest agents to move from consortium to consortium unchecked. Her appeal comes after

homeworker and former Advantage member Rita Hunter was convicted of dishonestly making false representation for defrauding the consortium out of tens of thousands of pounds by paying for customers' holidays with former clients' card details.

Collaboration

Lo Bue-Said said that without industry collaboration she feared similar frauds would be committed because there is no system in place to check agents' backgrounds. She said currently when

Advantage receives membership applications, it does its own

10 travelweekly.co.uk 6 October 2016

"People play the game because they know there are gaps in the system"

bankruptcy and financial checks. However, she says there is no easy way of knowing if a member has committed fraud or had their contract terminated in controversial circumstances at other consortia previously, meaning these agents could continue to operate.

Lo Bue-Said wants to see a central portal set up that would require all consortia, as well as Abta and the CAA, to report suspected fraud, and for a register

to be kept of fraud convictions. Any information relating to suspected fraud would be passed on to police to investigate, and consortia would be able to consult the portal when they receive applications from agents and make a decision based on their findings.

Advantage is working with anti-fraud group Profit to set

by Amie Keeley Oct 6th 2016, 08:47

f ♥ in G+

Profit in talks will consortia and Ci of London Police

The Prevention of Fraud in Travel (Profit) group has bee working with Advantage and City of London Police to set the portal.

Chairman Barry Gooch said ould be modelled on a simi hub used in the telecoms industry to stamp out fraud. As well as being a mechani to report suspected fraud. the portal will include details of disqualified directors and relevant information pulled from Companies House so it can be found in one location. Gooch said he was also speaking with The Travel Network Group and law firm Field Fisher to set up the hub "Our aim is to reduce the ri consortia and business

Sandals D

Advantage

Travel Partnership

NEWS ▼ IN DEPTH ▼ DESTINATIONS PHOTOS & VIDEO COMPETITIONS EVENTS JOBS

Special Report: Advantage calls for watch list to counter agent fraud

The

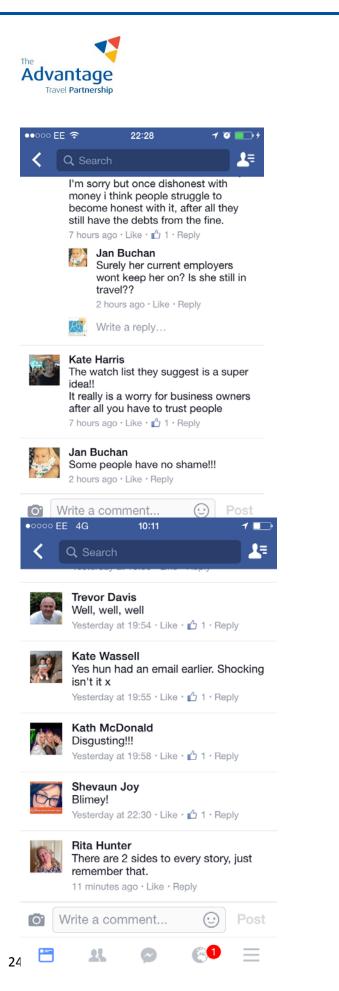
The boss of Advantage Travel Partnership is calling on consortia and industry bodies to back calls for a new watch list to prevent agent members committing fraud.

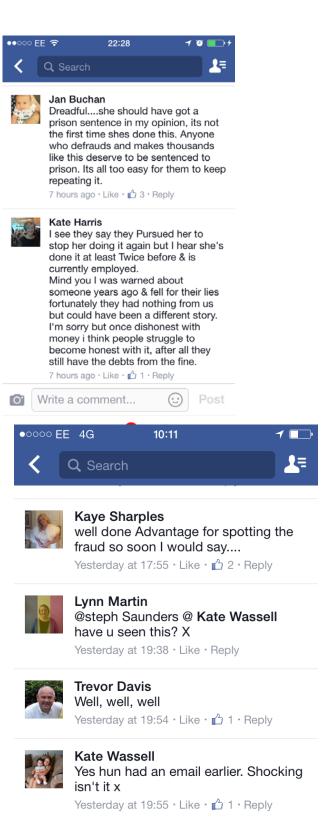
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Gooch said he was also speaking with The Travel Network Group and law firm Field Fisher to







Kath McDonald Disgusting!!! Yesterday at 19:58 · Like · ௴ 1 · Reply

O Write a comment...

£

Post



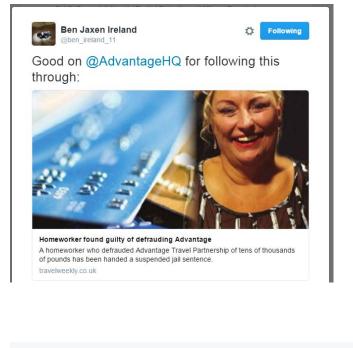


Amie Keeley @amiekeeley · Oct 6 Homeworker Rita Hunter found guilty of defrauding Advantage Travel Partnership



Homeworker found guilty of defrauding Advantage A homeworker who defrauded Advantage Travel Partnership of tens of thousands of pounds has been handed a suspended jail sentence. travelweekly.co.uk

0



Jan Buchan Surely her current employers wont keep her on? Is she still in travel??

Like · Reply · 6 October at 20:19

Write a reply...



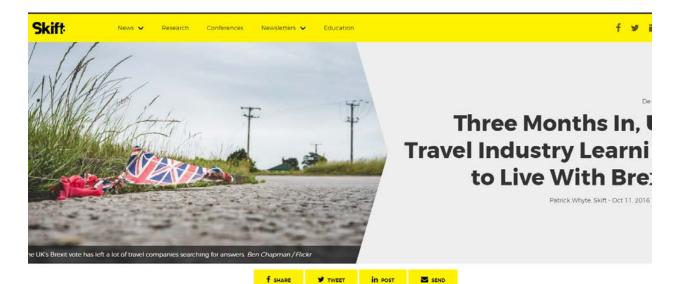
Kate Harris The watch list they suggest is a super idea!! It really is a worry for business owners after all you have to trust people Like · Reply · • 1 · 6 October at 15:01



Karen Hogan I can't believe she hasnt learned her bloody lesson! i do hope she can never work in the travel industry ever again! Dreadful! Like · Reply · 7 October at 11:40



Published: 11 October 2016 Publication: Skift - the largest industry intelligence platform providing MEDIA, INSIGHTS and MARKETING to key sectors of travel. <u>Website</u>. Content: Julia Lo Bue-Said talks about the effect of Brexit. Link to article



Three months have passed since the UK voted to leave the European Union and still no-one is certain what Brexit will mean.

What has become clearer – especially in light of the governing Conservative Party's recent conference – is that publicly at least the politicians in charge of pushing it through are <u>determined</u> to play hardball with the rest of the continent.

There has been an escalation in <u>anti-immigrant rhetoric</u> and any possibility that Britain could remain loosely tied to the EU through retaining some form of <u>loose trade association</u> through the access to the single market seems remote.

This leaves the travel industry in a very difficult position. <u>Many businesses</u> in the UK backed "remain" and are now having to plan for a future that has yet to take shape.

GET YOUR TICKETS TO SKIFT GLOBAL FORUM: EUROPE NOW

Issues such as how UK airlines will access the <u>single aviation market</u> and whether the new <u>Package Travel Directive</u>, which update rules on the sale of holidays, will ever be implemented, remain up in the air.

Last week EasyJet, Europe's second largest airline, once again <u>blamed</u> the impact of the Brexit vote for its poor performance in 2016 (other travel firms such as **TUI** and **Saga** have seen no adverse effect).

Elsewhere, though, people and companies are trying to put on a brave face.

At a recent panel discussion on the topic at the Elman Wall Travel Directors' Summit in London there was a sense of forced optimism about the current situation.

"There is going to be opportunity. It's going to be great for the industry in some shape or form but actually what is that going to look like, we just still don't know and we're not going to know for some time," said Julia Lo Bue-Said, who serves as Managing Director of **The Advantage Travel Partnership**, the UK's largest travel agent membership organisation.

This attempt to put a positive spin on something that is likely to hinder the travel industry was echoed by a fellow panelist Derek Moore, the chairman of the <u>Association of Independent Tour Operators</u>.

"Generally speaking our members are trying to be positive about it and not looking back, which I have to say I think is very important because as the remain people keep trying to talk down the horrors of what we've done it's going to be very difficult.



Published: 13 October 2016

Publication: TTG - the world's very first weekly travel trade newspaper. <u>Website</u>. **Content:** Julia Lo Bue-Said sits on a TTG moderated session about the effect of Brexit. <u>Link to article</u>







Warning over British xenophobia

Britain needs to fight fears that visitors from other countries feel unwelcome in the country following the Brexit vote, the chief executive of UKinbound has said. *Gary Noakes* reports.



In a session moderated by TTG Media managing director Daniel Pearce, Deirdre Wells, head of the trade body for inbound tour operators, said: "The perception of this country is xenophobic.

CONFERENCE Travel Directors' Summit

October 5 Arsenal Emirates Stadium, London UK

Accountancy firm Elman Wall held its 2016 Travel Directors' Summit last week. The one-day event, which took place at the Arsen: issues covered including sexism in the workplace and how the industry needs to adapt in the wake of the Brexit vote

'Fear and greed drive the market'



EADING BANKS have made

lifferent predictions about terling's value against a key

ext year

Warning over xenophobia

Gary Noakes

BRITAIN NEEDS to fight fears that visitors from other countries feel unwelcome in the country following the Brexit vote, the chief executive of UKinbound has said.

In a session moderated by TTG Media managing director Daniel Pearce, Deirdre Wells, head of the trade body for inbound tour operators, said: "The perception of this country is xenophobic. We have

to counter it. People were voting to leave the EU, they were not voting against European people."

Wells told of Polish group tours that had been cancelled following the Brexit vote and said the UK ranked fourth or fifth in the world as a tourism destination, but only 13th in terms of its we forme.

"We are already in a position where it is lower than it maybe should be, we have to overcompensate for that. The media and social media in particular don't help."

Wells added that the association's members were "passionately keen" to stay in the EU and acknowledged that the falling pound had helped counter the perception of the UK as being expensive.

"That has got the message out there that it's time to come to the



From left: 1776's Daniel Pearce; Deirdre Wells, UKinbound, Derek Muore, Alto; and Julia Lo Bue-Said, Advantage

UK, because we were worried whether there was a slightly senophobic message getting out." The discussion panel also included Aito chairman Derek Moore, who said many of his members had been upset about Brexit. He had been ambivalent, he said, adding: "I hate Brussels, but commercially it makes a lot of sense to remain." The Advantage Travel Partnership managing director Julia Lo Bue-Said added: "We got over the shock, life continues and people are still travelling, Our members are not seeing any immediate impact. "Is somebody not going to travel because the pound is at an all-time low? No. It may make them go allinclusive, but will it stop them? No."



Published: 13 October 2016 Publication: Travel Weekly - the UK's preferred travel trade weekly publication. <u>Website</u>. Content: Coverage of the Advantage Cruise Conference. Link to article

NEWS SPECIAL REPORT

Advantage

Advantage Cruise Champions Conference: Consortium unveils

Explore magazine and Cruise & More brochure to spur cruise sales. Natasha Salmon reports from Southampton





More than 65 members heard about Advantage's plans to boost cruise bookings at the Southampton event

Cruise magazine `to help boost sales in wave period'

Advantage Travel Partnership is launching a consumer magazine to help members boost sales during the wave period.

Explore will be launched in December and delivered direct to customers twice a year. Members were shown a preview version at the annual conference.

More than 65 members attended this year's Advantage Cruise Champions Conference in Southampton, which included a ship visit on Regent's Seven Seas Wayager, conference sessions and networking.

Senior commercial manager Claire Brighton said: "The magazine will be packed with articles about various sectors in the industry such as luxary, river and ocean cruise.

"It will be ready to drop to customers during the first or second week of December to capitalise on the wave period.

"Explore will go out alongside a personalised letter to consumers, complete with agents' branding." The 30-page A5 magazine includes expert guides to the "We have seen cruise sales grow because of members having more knowledgeable staff"

newest and most popular ships, bucket-list cruise destinations, and interviews with river and ocean cruise companies.

The magazine also features a brief explanation, with package prices, of Advantage's Cruise & More product, whose new brochure was

unveiled at the conference. Head of commercial John

Sullivan said: "We have seen cruise sales continue to grow, some because of market growth but also because of members having more knowledgeable staff.

"Sales are steady but of course we always want to do more. Over time we will bring more coutent into the Cruise & More gateway, which has a clear free-year plan."

In May the consortium revealed Advantage Holidays, a tour operation that went live in August

Consortium honours cruise agents

Agents and cruise lines were honoured during the conference's awards ceremony, with winners voted for by Advantage members. The cruise agent of the year accolade was awarded to Travelux, part of Baldwins Travel Group.

Celebrity Cruises was a double winner, with Jonathan Peat and Bhavneeta Taylor accepting the gongs for cruise sales team of the year and cruise line partner of the year.

The specialist cruise line partner award went to Regent Seven Seas, which hosted a ship tour for Advantage members on Seven

Seas Voyager, during the Southampton conference. Agents also won a range of prizes from cruise lines, including a Fred Olsen cruise, a Bulgari hamper and a case of champagne.

First brochure for Cruise & More 'will ramp up bookings'

Advantage is hoping a new brochure will bolster sales through its Cruise & More offering following a "slow" start. Cruise & More was unveiled in April 2014 but last December Advantage joined forces with Jetline Cruises allowing members access to exclusive packages and expert advice. Jetline head of product Martin Tanner said the packages had seen steady growth.

"Since it started in December it has been slow but now is the time to ramp it up," he said.

"We have been holding members' meetings in Leeds and London this summer to

Increase the cruise focus." Claire Brighton, senior commercial manager at Advantage, said the brochure was the visual element that had been missing from the

Cruise & More campaign. "The average sale value so far is £4,900 but we're expecting bigger sales in the next year as product sales continue to grow." she added.

"We haven't had a brochure until now and I believe this is what we have been missing."

10 travelweekly.co.uk 13 October 2016



Published: 13 October 2016 Publication: TTG - the world's very first weekly travel trade newspaper. <u>Website</u>. Content: Coverage of the Advantage Cruise Conference. Link to article (page 16)

Cruise

For the latest cruise news, visit ttgmedia.com/cruise



The Advantage Travel Partnership held its fifth cruise conference in Southampton last week, with more than 120 agents attending the event which included a ship visit on Regent Seven Seas' Navigator, conference sessions and trade fair, and an awards presentation

Get more out of cruise

THE ADVANTAGE Travel Partnership has launched its first Cruise & More brochure, featuring commissionable cruise breaks packaged by Jetline Cruise under the operator's Atol. The consortium announced the

launch of the monthly brochure at the Advantage Cruise Conference in Southampton.

Packages featured in the programme include cruises with flights and hotel stays, such as the USA Grand Circle tour, which offers a return cruise on Cunard's Queen Mary 2 and round-trip rail tour across the US, from New York to LA and back via Chicago for £2,919. There is also a £1.879 (3-night US

Rockies Rail and Alaskan cruise on Princess, and a 12-night Southern Caribbean voyage on Holland America Line from \$1,399, Agents will receive 10%

commission on any package sold. Speaking at the event, Martin Tanner, head of product Jetline

Cruise, said the brochure offered unique deals for members' customers. He added that it could also boost agent relationships with the cruise lines.



Explore

"For any booking that agents make with Cruise & More, the cruise line

will get told that it was your agency that made the booking to help build up your standing with them," he said. He added that travel agents should look to capitalise on the economic uncertainty triggered by

the Brexit vote. "Inclusive agreements sell really well, especially in light of Brexit". Meanwhile, Advantage also announced the launch of a new consumer-focused cruise magazine, which the consortium will send out to its members' customers on

their behalf. It will include news snippets and features about destinations and cruise lines.

Senior commercial manager Claire Brighton said the magazine, entitled *Explore*, would be published six times a year, with members able to sign up and request it be sent to their database of customers.

"All agents will have to pay for is the postal costs," she said. "We can make it fully branded with that

agency and agents will be able to have it sent to specific sections of their database - such as just their high-end cruise customers." she added.

> TEAM WORK: The Advantage Cruise Conference rounded off the day with a series of awards voted for by consortium members, including Cruise Sales Team of the Year 2016 which was presented to Celebrity Cruises (dictored). From left: Jonny Peat, Celebrity Cruises: Claire Brighton and John Sullivan, Advantage: and Bhavneeta Taylor, Celebrity Cruises.

'Sector must alter image'

AGENTS AND the cruise industry must do more to improve their reputations if they wish to attract the younger generation into the sectors.

That was the message from a session at the Advantage Cruise Conference, which focused on targeting younger customers.

Advantage head of commercial John Sullivan interviewed 15-year-old cruise blogger Lewis Nunn in a bid to understand what agents should be doing more of to appeal to younger customers.

He urged agents to widen their social media reach. "The focus is too

much on Twitter and Facebook," he said. "You need to use Pintrest and Instagram". He also stressed that

his generation had different priorities when purchasing goods. "Young people don't really care about loyalty they care more about what

they can get for their money," he said. Nunn added the industry needed to do more to improve its image if it wanted to attract younger people to work in travel. "My perception before was that it was about low pay and long hours - you need to change that perception.

"YouTube is a good platform make a video about someone being a travel agent and it could go viral overnight," he said.

Nunn added that cruise also needed to do more to boost its reputation. "It still has the perception that it's for 70-year-olds and is about Bingo. Get people excited about cruising so that they want to get onboard."

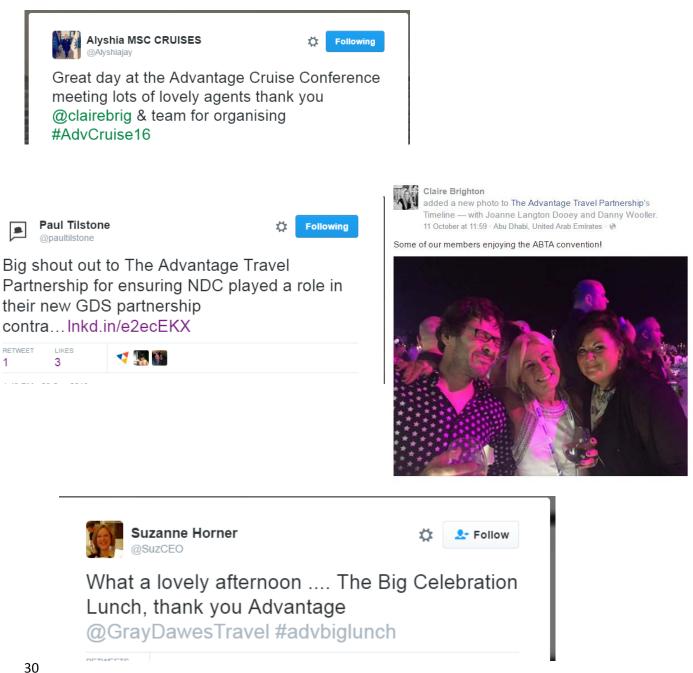


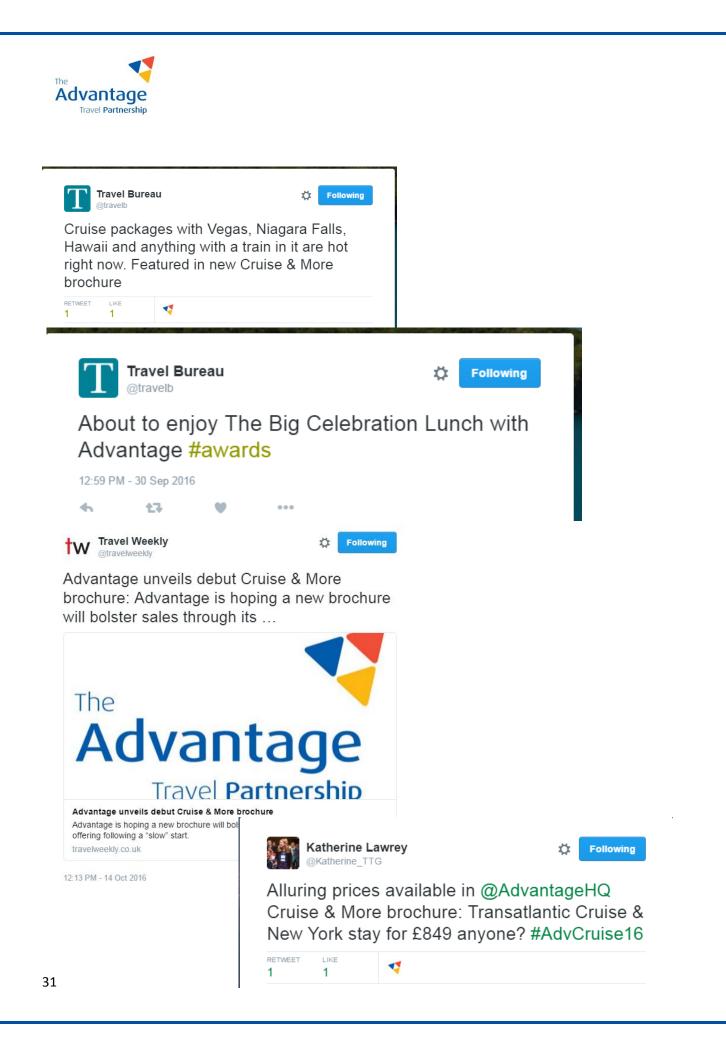
16 TTG 13.10.2016



twittery

A selection of some of the top tweets are pictured below:



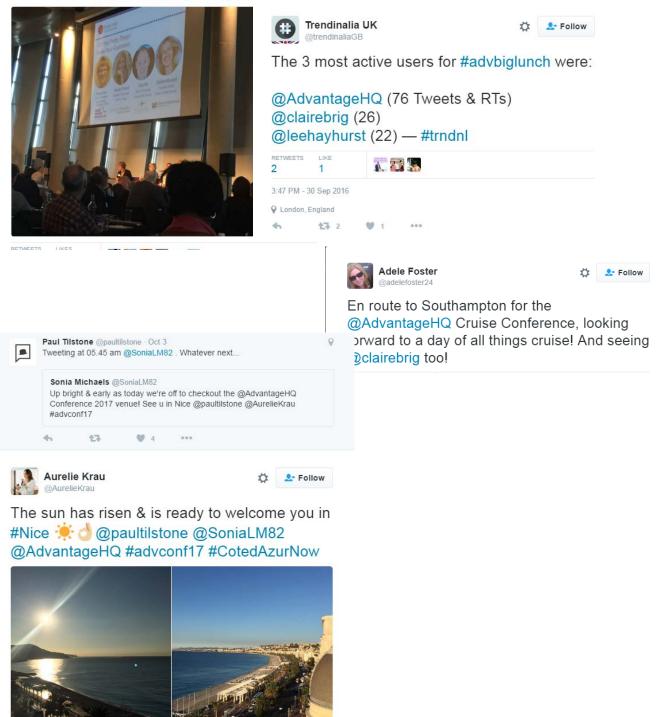






🗘 💄 Follow

Looking forward to discussing life post-Brexit in the tourism industry with Julia Lo Bue-Said & Derek Moore #ews16 @jlo_said @AITOHQ







🔅 💄 Follow

@AdvantageHQ @NoradGroup Fresh from Spain victorious again at Selsdon Park thank you #virginatlantic



Fred Olsen Travel @FredOlsenTravel C Following

Lovely lunch with @AdvantageHQ our award will have pride of place at FOT HQ. @MarkDurdenSmith top host 😃 #advbiglunch







Oh wow. Great surprise! 😁

Advantage Travel @AdvantageHQ

Congratulations to @PaulClark81 - @AvisUK for winning Business Travel Account Manager of the Year (Non-Air) 2016 #AdvBigLunch





Following

Throwback to Tuesday eve with the best quiz team EVER (obviously) @AdvantageHQ @SagaUK @jetlinecruise Robbed of first place by half a point



North America Travel

Following

Day 8 NATS exclusive @AdvantageHQ Canada fam, final day in @vancouver visiting @grousemountain @capsuspbridge #capbridge #NATScanadafam



Collowing

We're hearing from real life river cruise customers Pat and David at #AdvCruise16 @AdvantageHQ. Interesting points for agents & operators





Chantal Tomlinson @Chan2710 Discrete Following

Great evening at the Advantage Leeds member dinner @FlexibleAutos @AdvantageHQ #leedsmemberdinner







C Following

Love my job as I'm always learning. Meeting this evening with suppliers and @AdvantageHQ. Learnt so much from @Intrepid_Travel. Thank you



C Following

Fab venue to meet our @AdvantageHQ members tonight #LeedsMemberDinner



Following

We're talking @SuperbreakAgent our big capital city, Theatre, & how best to sell @visitlondon with @AdvantageHQ from 1100 #TravelTalkADV

Scott James @scottjames1984 Join me and @gbalmy talking all things London #TraveITalkAdv twitter.com/AdvantageHQ/st...



DEDIRETTO LIVEO

facebook



Denise Hodgson ► The Advantage Travel Partnership 16 September · Uga, Spain · ●

To September Oga, Spain @

My windmill has travelled to Lanzarote !





My daughter Eva playing with her windmill on the beach in Menorca 🙂



Michelle Van Sprang ► The Advantage Travel Partnership 21 September at 14:49 · €

An afternoon spent with Sandra @ Preston Travel the team are now all set up and ready to go with Mail Chimp!! Are you making the most of your customer data?





Claire Brighton > The Advantage Travel Partnership 1 October at 14:51 · London · 🕤

Window posters looks great this month!



1 The Advantage Travel Partnership and Paula Lacey





Claire Brighton
The Advantage Travel Partnership
28 September at 12:35 · City of Bradford · ©

Great to see the team at Idle Travel this morning! Shop looks fab!



🍿 Like Page

Claire Brighton
The Advantage Travel Partnership
27 September at 16:31 · Leeds ·

Great day with the Yorkshire focus group! Loving the Cruise & More brochure!





The Cruise Portfolio in **Q** Southampton. 10 October at 11:04 · **G**

And this is our Week One winner - well done to Denise at Travel The World 2 who grabbed a quick pic with Mick at the The Advantage Travel









Nicole Freer 🕨 The Advantage Travel Partnership 30 September at 13:11 - London · 🕒

Hilarious welcome to the Big Celebration Lunch from Mark Burden-Smith



Claire Brighton added a new photo to The Advantage Travel ~~Partnership's Timeline - with Andy Baker. 7 October at 11:03 · London · 🕞

Delighted to have received our Hot 100 certificate from Holiday Taxis today! #partnerships



Omega World Travel a 30 September at 20:27 · @ Omega World Travel added 2 new photos. 🖆 Like Page

Omega World Travel - UK Business Travel Consultant Victoria won the Best Staff of the Year award at The Advantage Travel Partnership #advbiglunch #soproud





Danny Wooller.

Claire Brighton added a new photo to The Advantage Travel Partnership's Timeline — with Joanne Langton Dooey and

11 October at 19:59 · Abu Dhabi, United Arab Emirates · 🕞

Some of our members enjoying the ABTA convention!







The Advantage Travel Partnership This morning, Advantage MD, Julia Lo Bue-Said will be presenting on the subject of 'Agents in a Digital-Centric Future' at the TTI Digital Travel conference in London. Good luck Julia!



Organic 🕜

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756	0	2	0.26%
impressions	clicks	interactions	engagement
impressions.	CIICKS	Interactions	engagement

The Advantage Travel Partnership We're getting ready for the start of the Business Travel Symposium. From 11am this morning we will be hearing from a range of speakers, looking forward to seeing those of you joining us! #ADVBTSYMP



The Advantage Travel Partnership For the first time ever, Advantage is holding a standalone event celebrating members and their successes, The Big Celebration Lunch! We want to celebrate you! Register your interest in attending now, by following this link. http://ow.ly/uZSM303bjy8





The Advantage Travel Partnership Thank you to everyone who attended the Business Travel Symposium and the BT BBQ yesterday, it was a fantastic day with some great industry discussions, content and networking. Visit the Advantage Facebook page to see more photos!





The Advantage Travel Partnership It's been a fantastic day of sessions with some excellent speakers. Our final session will look at data, analytics and payment solutions. Lee Jackson from WEX starts the discussions. #ADVBTSYMP



I Organic @ Targeted to: All Followers

The Advantage Travel Partnership The morning sessions have got off to a great start with some excellent speakers. We're looking forward to see what this afternoon brings! #ADVBTSYMP

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The Advantage Travel Partnership Congratulations to The Travel Concept who are celebrating 10 years in the travel industry. The Travel Concept are one of our AMS members and TTG have given them some great coverage. Find out how with a little help from Advantage, they have gone from being known as the "two girls in the garage" to a successful business http://ow.lv/1ro73049MpO

Celebrating 10 years of the Travel Concept



ow.ly · Once known as the two girls in the garage, owners Tracy Felstead and Bianca Wassell are experiencing their best



1.82%

engagement

Add a comment.

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771

impressions

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Sponsor update

8

clicks

6

interactions



Like (3) * Comment * Pin to top * 26 days ago

💧 Paula Horne, Glenn Watson and A.K. Kiwedde



Recent Updates

The Advantage Travel Partnership Advantage members, register for our next set of Business Travel Forums now. We'll be visiting London, Manchester and Glasgow this November! Contact andyb@advantagebusinesstravel.com for more info.



The Advantage Travel Partnership Special report, Advantage Managing Director, Julia Lo Bue-said is calling for action against counter agent fraud. Read more in Travel Weekly UK here: https://lnkd.in/dgBtq9d



Special Report: Advantage calls for watch list to counter agent fraud

travelweekly.co.uk · The boss of Advantage Travel Partnership is calling on consortia and industry bodies to back calls for a new watch list to prevent agent members committing fraud.

The Advantage Travel Partnership We're proud to announce Sir Chris Hoy MBE as keynote speaker for the Advantage Conference 2017 at Club Med Opio en Provence. Read more here: https://lnkd.in/dbDWaQn



Advantage announces keynote speaker for Conference 2017

advantagemembers.com · The Advantage Travel Partnership has announced Sir Chris Hoy MBE as the keynote speaker at the 2017 Conference, which takes place between 12 and 15 May at Club Med Opio en Provence in the south of France. Chris Hoy is an eleven-time world champion...

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