

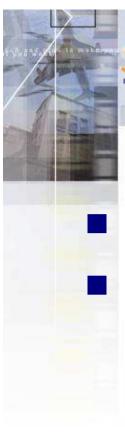
he travel technology consultancy

## Online and Onsale

## **Paul Richer**

paul.richer@genesys.net Skype: paul.richer

**Genesys – The Travel Technology Consultancy** www.genesys.net



#### Genesi's - the travel technology consultancy

## **Today's Topics**

Don't forget the basics Social media



www.genesys.ne

# Basics - the five point plan

At the start – match the expectation

1.

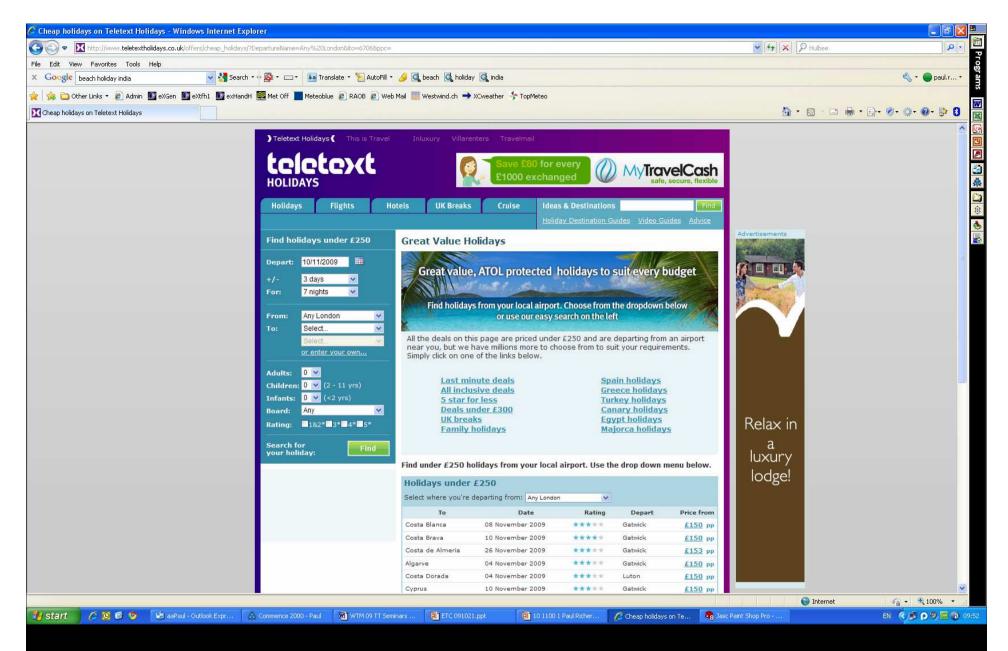
- 2. Provide all the information needed to make the sale
- 3. Clearly signpost the information journey
- 4. Give the customer confidence to do the deal
- 5. Make sure the booking process is as simple and clear as possible

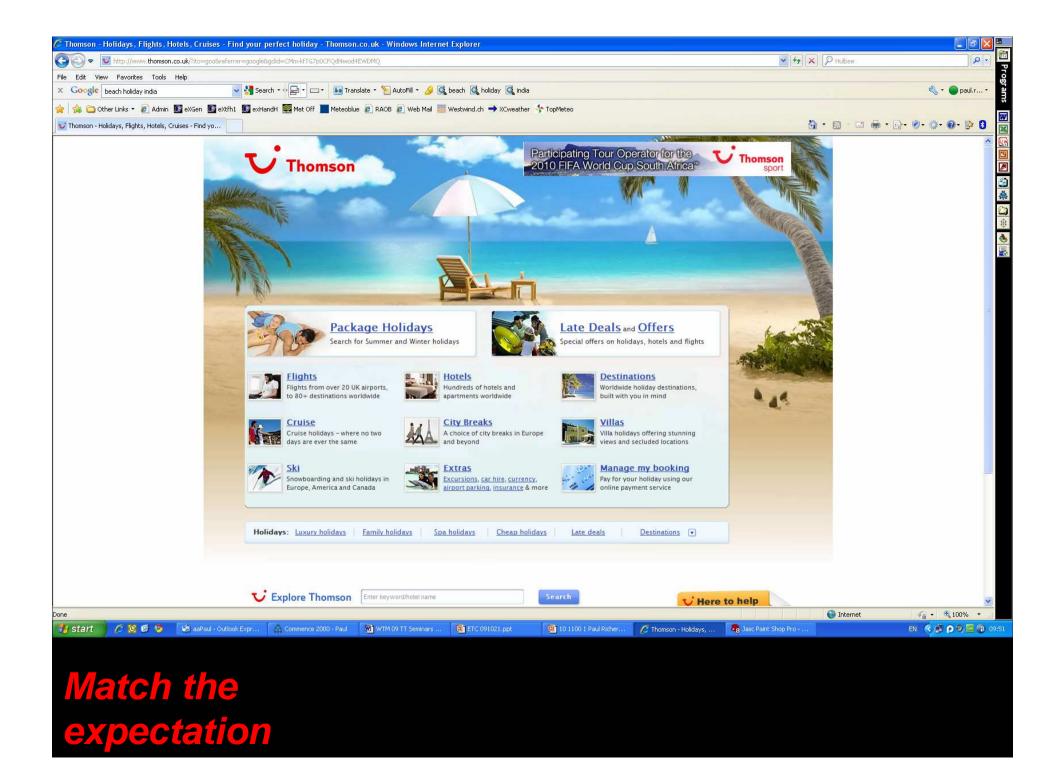


Genesis the travel technology consultancy www.genesys.net

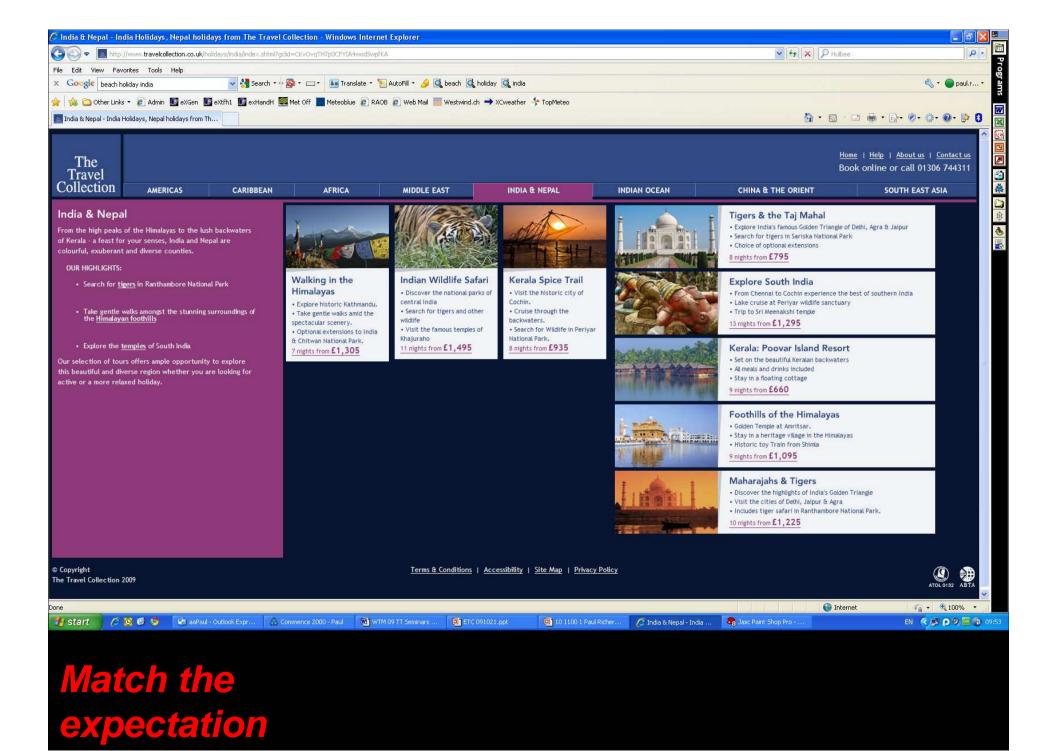
🔆 beach holiday india - Google Search - Windows Internet Explorer			
🔆 🕞 🗢 🛂 http://www. <b>google.com</b> /search?source=ig&hl=en&rlz=&q=beach+holiday+india&aq=f&oq=&aqi=		Hulbee	
File Edit View Favorites Tools Help			្តី
🗴 🖸 😪 😴 Search + 🖓 🐨 🖘 🖓 Search + 🖓 🐨 🖘 🐨 🖓 AutoFill + 🌽 🔩 beach 🥵 hol	iday 🛃 india		Programs
🎽 🍰 🗀 Other Links 👻 🖉 Admin 💽 eXGen 💽 eXtfh1 💽 exHandH 🗱 Met Off 📃 Meteoblue 🖉 RAOB 🔊 Web Mail 🚃 Westwind.ch 🕯	🕈 XCweather 🔸 TopMeteo		
beach holiday india - Google Search		🙆 • 🗟 · 🗆 👼 •	<u>⊡- ⊘- @- ₽ 8</u>
Web Images Videos Maps News Shopping Mail more V		paul.richer@genesys.r	net   <u>Settings</u> 🔻   <u>Sign out</u> 🖄 🙆
Google beach holiday india Search Advanced Search			
Web 🗄 Show options Results 1 - 10 of about 2	2,970,000 for beach holiday india (0.26 seconds)		
Fantastic Trips To India       Sponsored Links         www.travelpack.com/IndianHoliday       Great Choice Of Organised Trips To India Full Itinerary's Here         Beach holiday india       Travelcollection.co.uk/IndiaBeach       A Diverse Range of Relaxing Beach Holidays In India Bk Online & Save         Page & Moy India       www.PageandMoy.com/India       45 years experience in tours to India. Book with the experts now.         Beaches in India.Beach       Holidays, Indian Beaches, Beach Tours, Beach          Beaches in India - India Beaches Portal providing information on beach holidays to India, indian beach tours, beach tours of India, beach travel packages,       Popular Beaches of India - Romantic Beaches - Exotic Beaches         Www.indianbeachesportal.com / - Cached - Similar - O INS       Popular Beaches in India, Beaches Famous in India, Popular Beaches         Popular Beaches In India, Beaches, Kerala Beaches and Other Indian States When it comes to beach holidays in India the choice is unending       www.indianbeachesportal.com/india-popular-beaches/ - Cached - Similar - O INS <ul> <li>Show more results from www.indianbeachesportal.com/</li> <li>India + Beach holidays   Travel   guardian.co.uk</li> </ul> <ul> <li>Similar + Beach holidays   Travel   guardian.co.uk</li> </ul>	Sponsored Links Travel India Tailor-made trips to India High quality travel www.Enchanting-India.com Our Cheapest Holidays 2010 Holiday Prices Slashed ! Deals From Manchester Airport Directline-Holidays.co.uk/Local Beaches Luxury Holidays Book a Luxury included@ Holiday to Our Beach Resorts in the Caribbean. www.BeachesResorts.co.uk Thomson Holidays To Over 100 Destinations From 24 UK Airports! www.thomson.co.uk India Holidays and Tours		
Om Beach, Gokama, Karnataka, India 18 Apr 2009: Why blow your budget on a two-week         holiday when it could last six months, says serial escapee Piers Moore         www.guardian.co.uk/travel/india+beach - <u>Cached</u> - <u>Similar</u> -          India Beach Holiday, Indian Beach Holidays on Beaches of India         India Beach Holiday offers information about the famous beaches in india, indian beaches, family beaches, popular beaches in india, indian beach holidays,         www.india-beach-holiday.com/ - <u>Cached</u> - <u>Similar</u> -	Tailor-made holidays to India Escorted groups and private tours www.onthegotours.com Holidays In India Discover India As Never Before Book Private Trip to India With Experts. www.IndiaVacationOnline.com		
Indian Beach,Indian Beach Holidays.India Beach Holidays Beach Tour Operator offering packages of indian beach like : indian beach holidays, india beach holidays, indian beach tour, indian beach travel, indianbeachholidays.com/ - Cached - Similar - Image: Im	Teletext Holidays Beach, City, Ski and Cruise. Great value holidays from only £169 TeletextHolidays.co.uk/GreatValue Holiday India Personal service - expert advice Luxury Tailor-made Tours www.AudleyTravel.com/India		•
		🛞 🌍 Internet	🖓 🕶 🗮 100% 💌
🛃 Start 🛛 🖉 🧐 🧐 🎯 🕼 aaPaul - Outlook Expr 🐇 Commence 2000 - Paul 🛛 🗐 WTM 09 TT Seminars 🗐 ETC 091	021.ppt 🕘 10.1100.1 Paul Richer 🖉 beach holiday india	asc Paint Shop Pro	EN 🤹 🖉 🖗 🧐 🧰 🔞 09:50

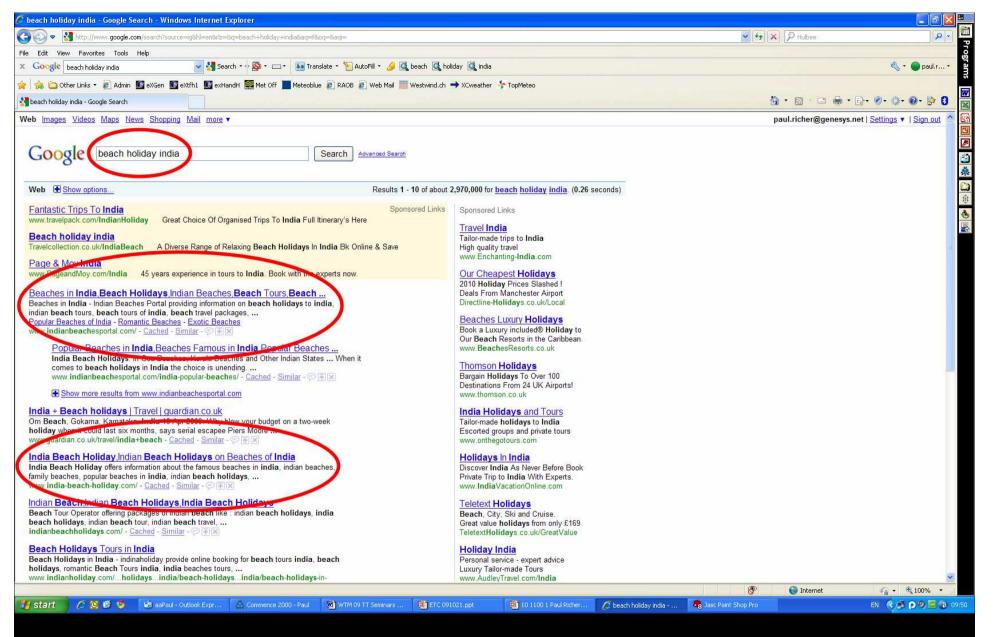
beach holiday india - Google Search - Windows Internet Explorer			
🗿 🕢 💌 🚼 http://www.google.com/search?source=ig&h =en&rlz=&q=beach+holiday+india&aq=f&oq=&aqi=		💌 😽 🗙 👂 Hulbee	P -
ile Edit View Favorites Tools Help			Progr
🗴 🖸 😪 😵 Search + 🖓 🕸 + 🗔 + 🚳 Translate + 🍗 AutoFill + 🌽 🕵 beach 🥵 t	holiday 🛃 india		🖏 + 🥥 paul.r +
🍦 🎭 🗀 Other Links 👻 🖉 Admin 📓 eXGen 📓 eXtfn1 📓 exHandH 🧱 Met Off 📕 Meteoblue 🖉 RAOB 🔊 Web Mail 🗮 Westwind.ch	n 🔿 XCweather 🔸 TopMeteo		
beach holiday india - Google Search		<b>≬</b> • <b>◎</b> - □ <b>♣</b> •	Br Ør Ør Ør 📴 🛿
Web Images Videos Maps News Shopping Mail more ▼		naul richer@genesvs n	net   Settings 🔻   Sign out 🔺 [
Google beach holiday india Search Advanced Search		rG3J	
Web 🗄 Show options Results 1 - 10 of about	tt 2,970,000 for beach holiday india. (0.26 seconds)		
Fantastic Trips To India       Sponsored Links         www.travelpack.com/IndianHoliday       Great Choice Of Organised Trips To India Full Itinerary's Here         Beach holiday india       Travelcollection.co.uk/IndiaBeach       A Diverse Range of Relaxing Beach Holidays In India Bk Online & Save         Page & Moy India       www.PageandMoy.com/India       45 years experience in tours to India. Book with the experts now.         Beaches in India - India Beache Holidays, Indian Beaches, Beach Tours, Beach       Beaches in India - India Beaches Portal providing information on beach holidays to India, indian beach tours, beach tours of India, beach travel packages,         Popular Beaches of India - & Romantic Beaches - Exotic Beaches          Www.indianbeachesportal.com/ - Cached - Similar - Pierro          Popular Beaches in India, Beaches Famous in India, Popular Beaches          India Beach Holidays in India the choice is unending          www.indianbeachesportal.com/India -popular-beaches/ - Cached - Similar - Pierro          ® Show more results from www.indianbeachesportal.com          India + Beach holidays In Tavel   quardian.co.uk          Om Beach, Gokama, Kamataka, India 18 Apr 2009: Why blow your budget on a two-week       Moliday when it could last six months, says serial escapee Piers Moore         www.guardian.co.uk/travel/india+beach - Cached - Cached - Pierro	Travel India         Tailor-made trips to India         High quality travel         www.Enchanting-India.com         Our Cheapest Holidays         2010 Holiday Prices Slashed !         Deals From Manchester Airport         Directline-Holidays.co.uk/Local         Beaches Luxury Holidays         Book a Luxury included® Holiday to         Our Beach Resorts in the Caribbean.         www.B. chorecent to guk         Thomson Holidays To Over 100         Destinations From 24 UK Airports!         www.thomson.co.uk         India Holidays and Fours         Tailor-made holidays to India         Escorted groups and private tours         www.onthegotours.com		
India Beach Holiday, Indian Beach Holidays on Beaches of India         India Beach Holiday offers information about the famous beaches in india, indian beaches, family beaches, in india, indian beach holidays,         www.india-beach-holiday.com/ - Cached - Similar - ♥ ★ ★         Indian Beach, Indian Beach Holidays, India Beach Holidays         Beach Tour Operator offering packages of indian beach like : indian beach holidays, india beach holidays, indian beach travel,         indianbeachholiday.com/ - Cached - Similar - ♥ ★ ★         Beach Holidays Tours in India         Beach Holidays Tours in India         Beach Holidays, India - indianholiday provide online booking for beach tours india, beach holidays, romantic Beach Tours india, india beaches tours,         www.indianholiday.com/holidaysindia/beach-holidays	Holidays In India Discover India As Never Before Book Private Trip to India With Experts. www.IndiaVourtin Online.com Teletext Holidays Beach, City, Ski and Cruise. Great value holidays from only £169 TeletextHolidays.co.uk/GreatValue Holiday India Personal service - expert advice Luxury Tailor-made Tours www.AudleyTravel.com/India		
		😚 🌚 Internet	🖓 - 🔍 100% -
🗗 Start 🛛 🖉 🕲 🧐 🕼 aaPaul - Outlook Expr 🎄 Commence 2000 - Paul 🖉 WTM 09 TT Seminars 📑 ETC C	091021.ppt 🕘 10 1100 1 Paul Richer 🖉 beach holiday india	asc Paint Shop Pro	EN 🤇 🔊 🍳 🚾 🔞 09:50

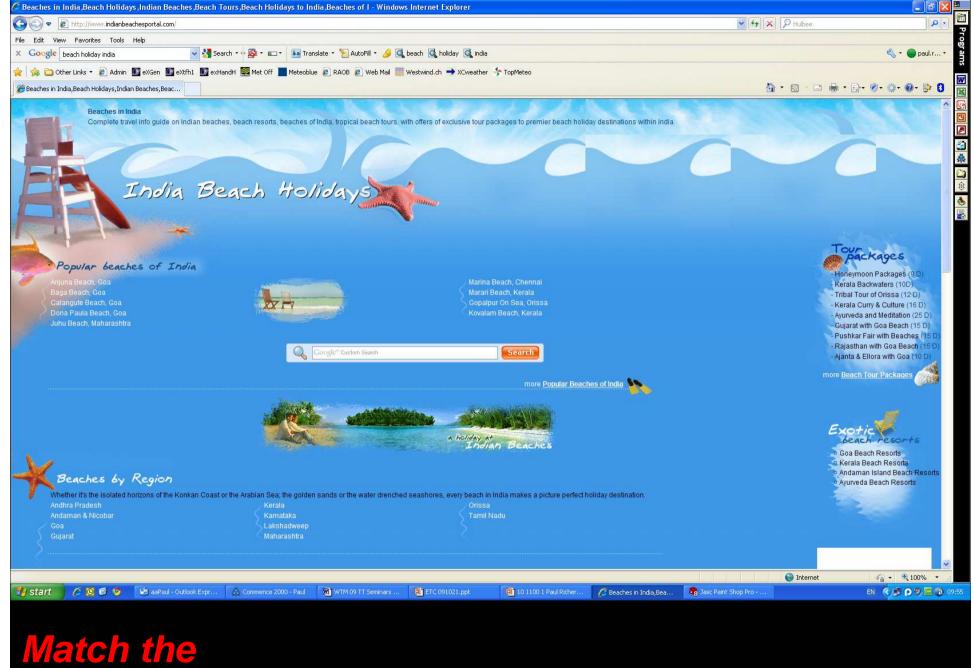




🖉 beach holiday india - Google Search - Windows Internet Explorer			
🗿 💿 💌 🚷 http://www.google.com/search?source=ig&hl=en&rlz=&q=beach+holiday+india&aq=f&aq=&aqi=		💌 😽 🗙 🔎 Hulbee	P -
File Edit View Favorites Tools Help			
🗴 Google 🛛 beach holiday india 🔤 🔧 Search + 🖓 🕸 + 🗔 + 🚺 Translate + 🦻 AutoFill + 🌽 🔍 beach 🕵 h	oliday 🛃 india		👋 🔹 🔵 paul.r *
👷 🚖 🗀 Other Links 🔹 🔊 Admin 💽 eXGen 📓 eXtfh1 🔝 eXHandH 🧱 Met Off 📕 Meteoblue 🔊 RAOB 🔊 Web Mail 🚃 Westwind.ch	🔿 XCweather 🛛 🦩 TopMeteo		
🔧 beach holiday india - Google Search		👌 • 🗟 - 🗉 👼 •	B- Ø- 0- 0- B 8
Web Images Videos Maps News Shopping Mail more V		paul.richer@genesys.n	net   Settings 🔻   Sign out 🔺 [
Google beach holiday india Search Advanced Search			
Web 🗄 Show options Results 1 - 10 of about	2,970,000 for beach holiday india. (0.26 seconds)		
Fantastic Trips To India       Sponsored Links         www.traveleest.committeenHoliday       Great Choice Of Organised Trips To India Full Itinerary of Here         Beach holiday india       Travelcollection.co.uk/IndiaBeach       A Diverse Range of Relaxing Beach Holidays In India Bk Online & Save         Page or Moving       www.PageandMoy.com/India       49 years experience in toore or india. Door with the experts now.         Beaches in India Beach Holidays.Indian Beaches, Beach Tours, Beach       Beaches in India - Indian Beaches Portal providing information on beach holidays to India, indian beach tours, beach tours of India, beach travel packages,         Popular Beaches of India - Romantic Beaches - Exotic Beaches       Stories experiences         www.indianbeachesportal.com/ - Cached - Similar - (*) (*) (*)       Stories	Travel India Tailor-made trips to India High quality travel www.Enchanting-India.com <u>Our Cheapest Holidays</u> 2010 Holiday Prices Slashed ! Deals From Manchester Airport Directline-Holidays.co.uk/Local <u>Beaches Luxury Holidays</u> Book a Luxury included® Holiday to		
Popular Beaches in India, Beaches Famous in India, Popular Beaches India Beach Holidays. in Goa Beaches, Kerala Beaches and Other Indian States When it comes to beach holidays in India the choice is unending www.indianbeachesportal.com/india-popular-beaches/ - <u>Cached</u> - <u>Similar</u> - ♥ 承 ≫	Our Beach Resorts in the Caribbean. www.BeachesResorts.co.uk Thomson Holidays Bargain Holidays To Over 100 Destinations From 24 UK Airports! www.thomson.co.uk		
India + Beach holidays   Travel   quardian.co.uk Om Beach, Gokarna, Karnataka, India 18 Apr 2009: Why blow your budget on a two-week holiday when it could last six months, says serial escapee Piers Moore www.guardian.co.uk/travel/india+beach - <u>Cached</u> - <u>Similar</u> - ♡ 承 💌	India Holidays and Tours Tailor-made holidays to India Escorted groups and private tours www.onthegotours.com		
India Beach Holiday,Indian Beach Holidays on Beaches of India India Beach Holiday offers information about the famous beaches in india, indian beaches, family beaches, popular beaches in India, indian beach holidays, www.india-beach-holiday.com/ - Cached - Similar - P T X	Holidays In India Discover India As Never Before Book Private Trip to India With Experts. www.IndiaVacationOnline.com		
Indian Beach Indian Beach Holidays India Beach Holidays Beach Tour Operator offering packages of indian beach like : indian beach holidays, india beach holidays, indian beach tour, indian beach travel, indianbeachholidays.com/ - <u>Cached</u> - <u>Similar</u> - P IN	Teletext Holidays Beach, City, Ski and Cruise. Great value holidays from only £169 TeletextHolidays.co.uk/GreatValue		
Beach Holidays Tours in India Beach Holidays in India - indinaholiday provide online booking for beach tours india, beach holidays, romantic Beach Tours india, india beaches tours, www.indianholiday.com/holidaysindia/beach-holidaysindia/beach-holidays-in-	Holiday India Personal service - expert advice Luxury Tailor-made Tours www.AudleyTravel.com/India		V
		😚 🌍 Internet	🖓 🕶 🔍 100% 🔹 🚲
🦺 start 🔰 🖉 🕲 🧐 aaPaul - Outlook Expr 🎄 Commence 2000 - Paul 📓 WTM 09 TT Seminars 📵 ETC 09	91021.ppt 🧧 10 1100 1 Paul Richer 🖉 beach holiday india	📲 Jasc Paint Shop Pro	EN 🤇 🖉 问 🧐 🤷 🔞 09:50







expectation





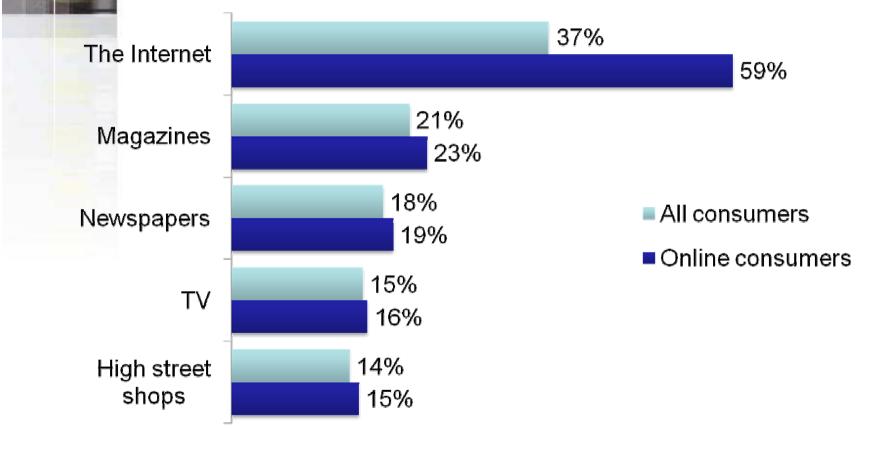
Genesis the travel technology consultancy www.genesys.net



CHESUS - the travel technology consultancy

## Which of the following information sources do you depend upon for holiday/travel information?

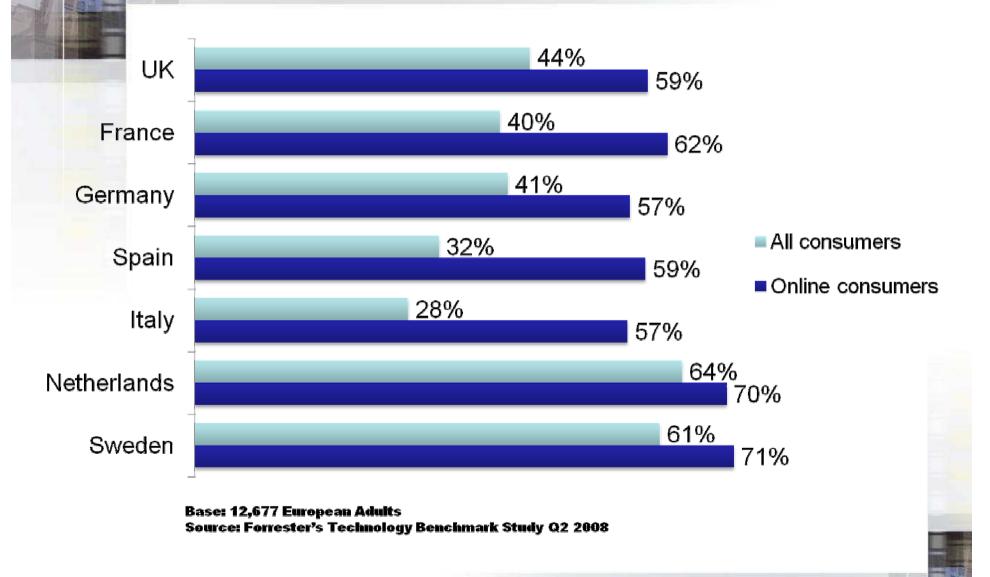
www.genesys.ne



#### Base: 12,677 European Adults Source: Forrester's Technology Benchmark Study Q2 2008

Genesi's - the travel technology consultancy

#### % of consumers who depend on net for travel information



www.genesys.ne

#### ICHESUS - the travel technology consultancy

## Sources of travel information

Use a general search engine (e.g. Google)

Use a high street travel agency website (e.g. thomascook.co.uk)

Use the website of an airline, hotel or other travel supplier (e.g. Novotel.com, Ryanair.com)

Use a Web-based travel agency (e.g. lastminute.com, Expedia)

Visit, call, or email a high street travel agent

Visitor call a travel provider directly (e.g. call an airline or a hotel, or go to a rail or airline ticket office)

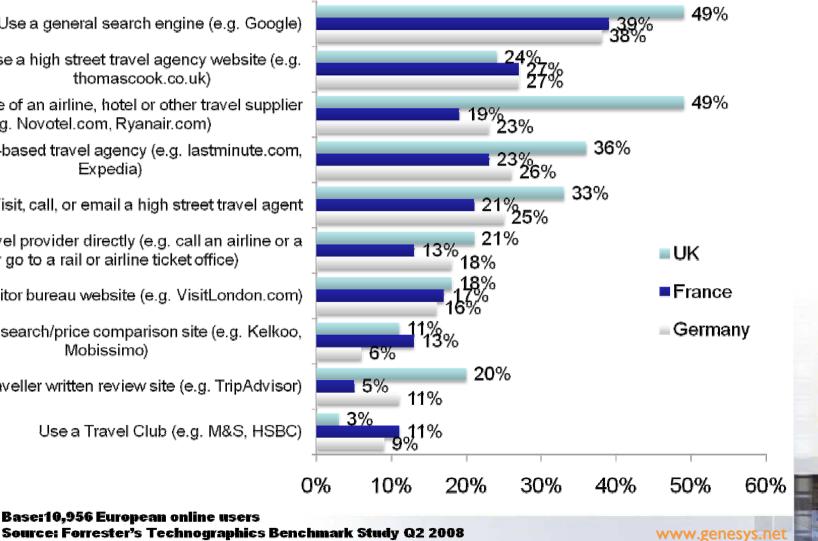
Use a tourist/visitor bureau website (e.g. VisitLondon.com)

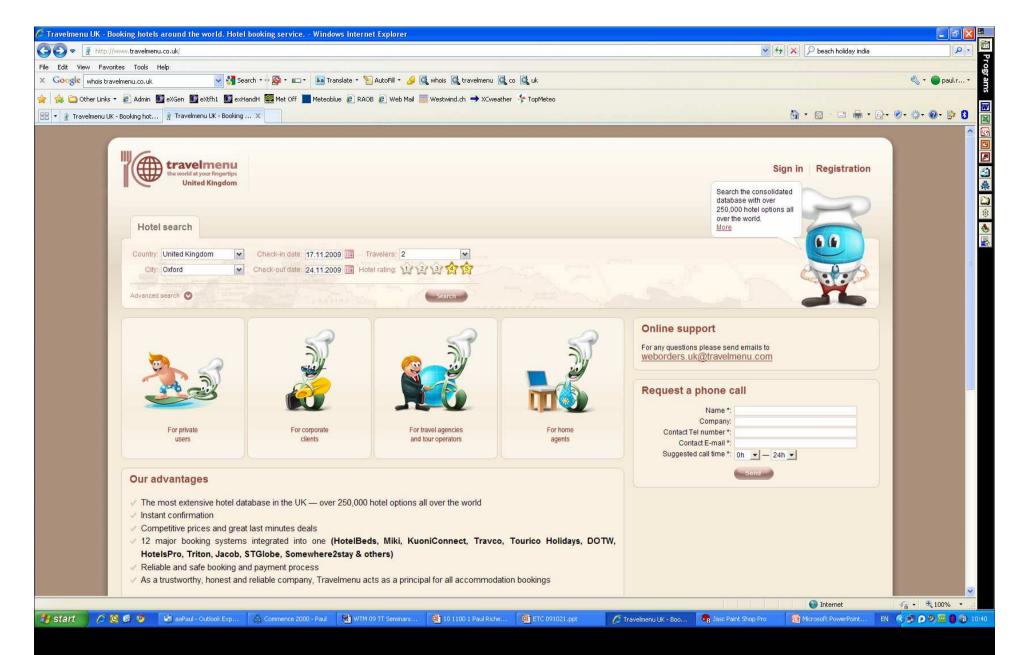
Use a travel search/price comparison site (e.g. Kelkoo, Mobissimo)

Use a traveller written review site (e.g. TripAdvisor)

Base:10.956 European online users

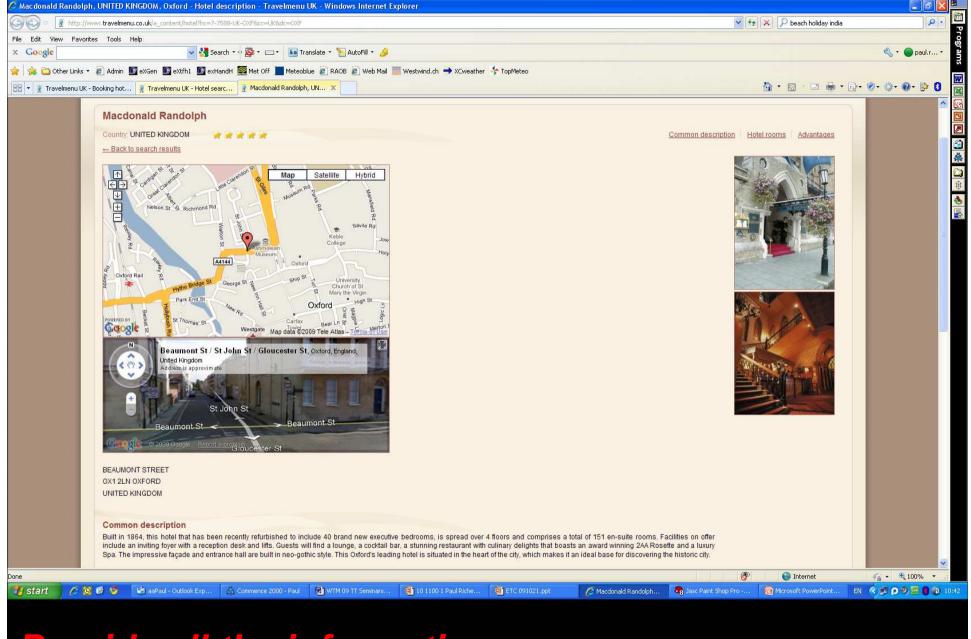
Use a Travel Club (e.g. M&S, HSBC)



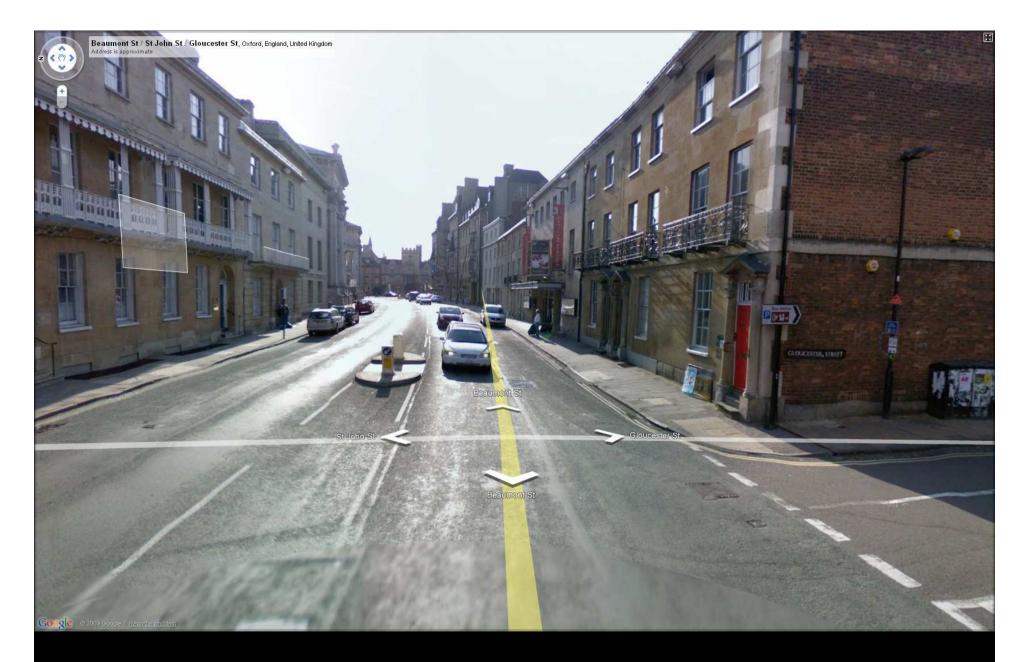


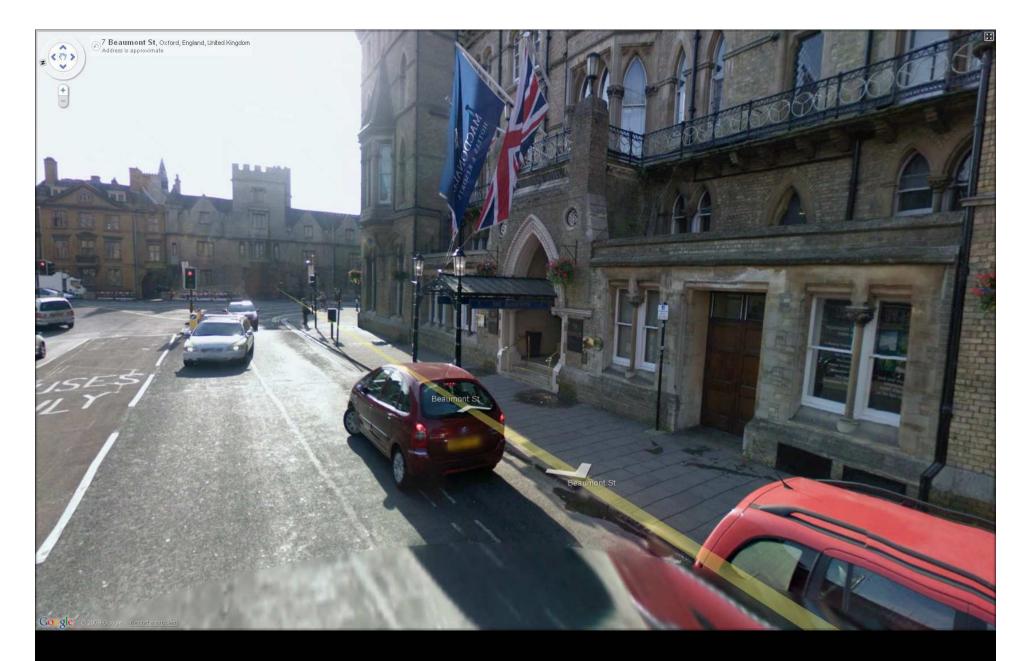
e Edit View Favorites Tools Help Google whois travelmenu.co.uk (construction) (construct	V V Search • V S • - • S Translate • Y AutoFill • 3 C whois C Start • • S • AutoFill • 3 C whois C S • • • • • • • • • • • • • • • • • •			
Admin 💽 eXGen	📓 extfh1 📓 extlandH 🙀 Met Off 📕 Meteoblue 🔊 RAOB 🔊 Web Mail 🦉 Westwin			
		nen en la companya de la companya d		🔌 + 🔵 paul.r +
👔 💌 🗿 Travelmenu UK - Booking hot 🧕 Trave		d.ch 🔫 XCweather 🤺 TopMeteo		
			👌 • 🗟 - 🗆 👼 • 🗗 •	Ø• Ø• Ø• 📴 🖇
	Class: The Rest of Class: Clas	Show details and book Hotel description		
National Astronomy	Oxford belfry	£933		
2 has	Location: United Kingdom, Oxford Accommodation: 17.11.2009 – 24.11.2009 (7 nights) Code: GBH574C1F3AE	Show details and book Hotel description		
	Macdonald randolph hotel	£1218		
	Location: England, Oxford	Show details and book		
	Accommodation: 17.11.2009 – 24.11.2009 (7 nights) Code: GBH90D637775	Hotel description		
	Macdonald randolph Class: 🖈 🖈 🖈	£1227		
	Location: UNITED KINGDOM, Oxford Accommodation: 17.11.2009 – 24.11.2009 (7 nights) Code: GBH37CFA42A4	Show details and book Hotel description		
	Macdonald randolph hotel	£1371 - £1380		
	Location: United Kingdom, Oxford	Show details and book		
and the second sec	Accommodation: 17.11.2009 – 24.11.2009 (7 nights) Code: GBH970135C5D	Hotel description		
بحاذين	Macdonald randolph	£1462		
	Class: Cl	Show details and book		
	Accommodation: 17.11.2009 – 24.11.2009 (7 nights) Code: GBH89481B616	Hotel description		
	Malmaison	£1482		
	Class: Location: UnitedKingdom, Oxford	Show details and book		
	Accommodation: 17.11.2009 – 24.11.2009 (7 nights) Code: GBH3B4AF7230	Hotel description		
	Malmaison	£1706		
	Clace		Internet	<i>4</i> 0 • € 100% •

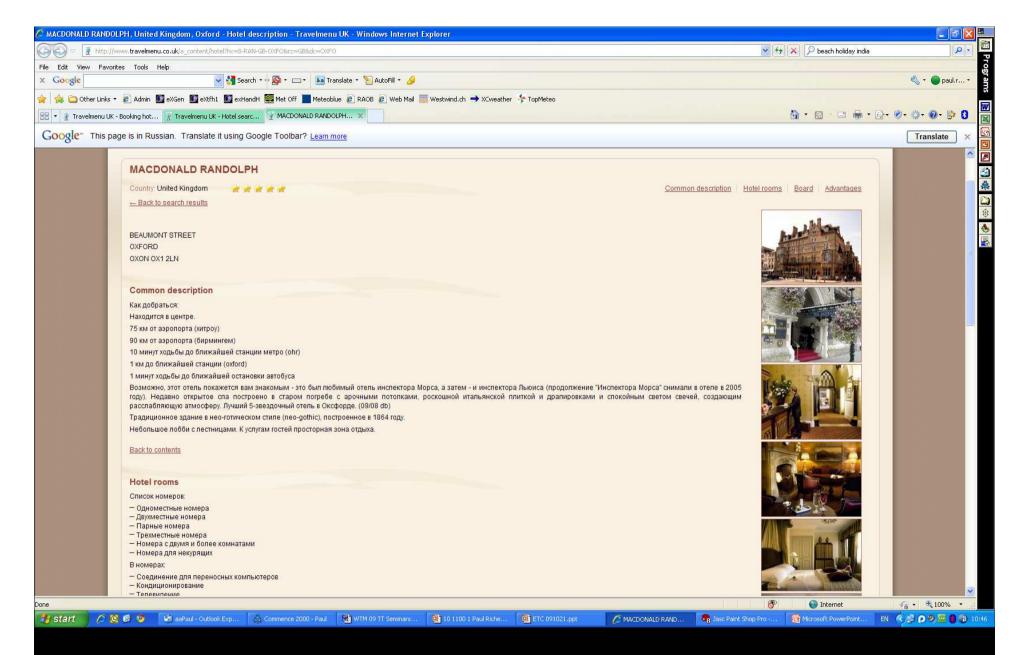
🕥 🗢  http://www.tr	ravelmenu.co.uk/a_content/hotel?hc=23-6702-0	B-449628.cc=gb8.dc=44962		😼 😽 🗙 🔎 beach holiday india	Q
lit View Favorites					
oogle		🔊 🐼 🔹 📼 🔹 🧯 Translate 🔹 🧏 AutoFill 👻 🌽			🔌 🔹 🔵 paul.r
		Ant Off The Meteoblue 👂 RAOB 🍙 Web Mail 🌉 Web	akuind ak 🛋 Wuunnkhay 🌾 TanMakan		
	ing hot 👔 Travelmenu UK - Hotel searc		scwind.ch — xcweatner - Topmeteo	<u>}</u> • ⋒ - ⊡	·· Ø· Ø· Ø· 🖟
			al University Museum and Union Debating Society. It is ic telephone and central heating. The hotel has 1 restauran		
A 	Back to contents Advantages - Television Satellite - Restaurant - 1 - Direct Dial Telephone - Hairdryer - Tea/Coffee Making Facilities - Trouser Press - Conference Facilities				
	- Disabled Facilities in Public Areas - Minibar - Modem Connection - Radio - Spy hole - Double Glazing - Bars - 2 - Elevators - Lounge Area - Bathroom with bath				
	- Bathroom with shower Bidet Fax - Room Service - 24 hour Toiletries - Disabled Facilities in some Rooms - Iron & Board - Concierge - Razor electrical socket - Bathrobes Some Rooms				
				😚 🚱 Internet	🕢 • 🔍 100% •

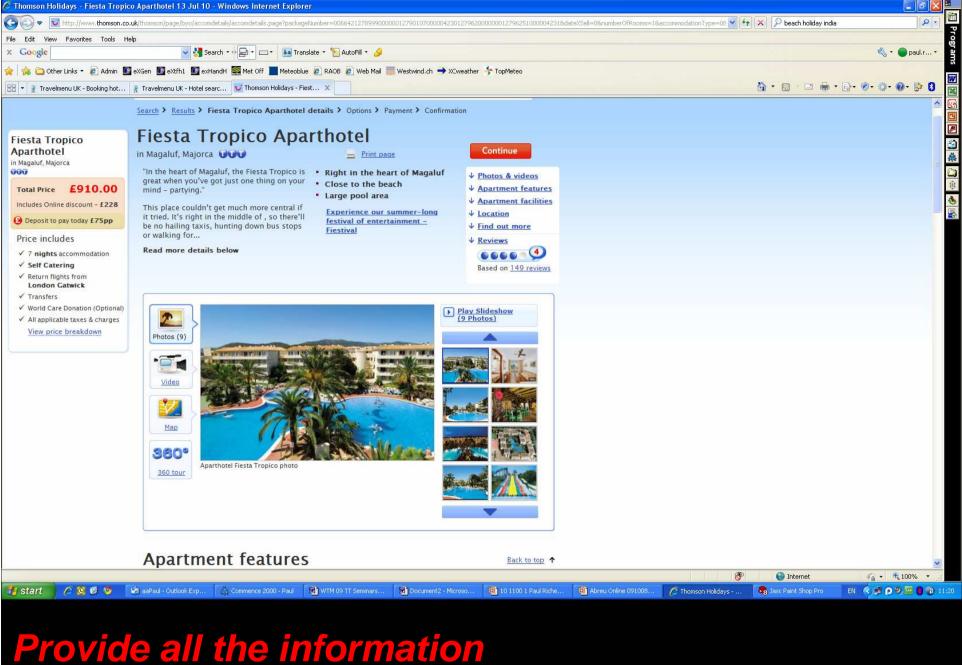






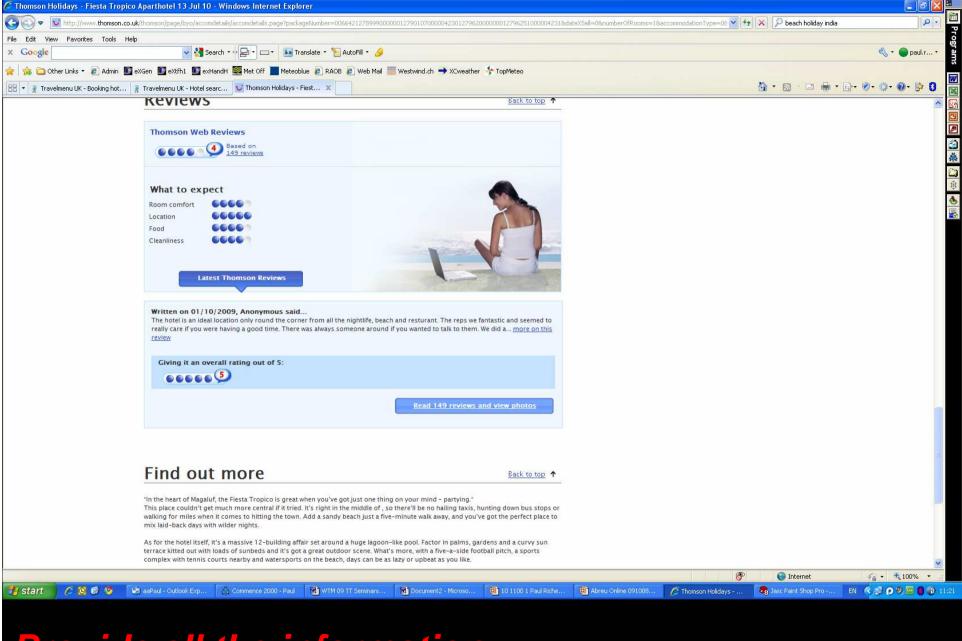


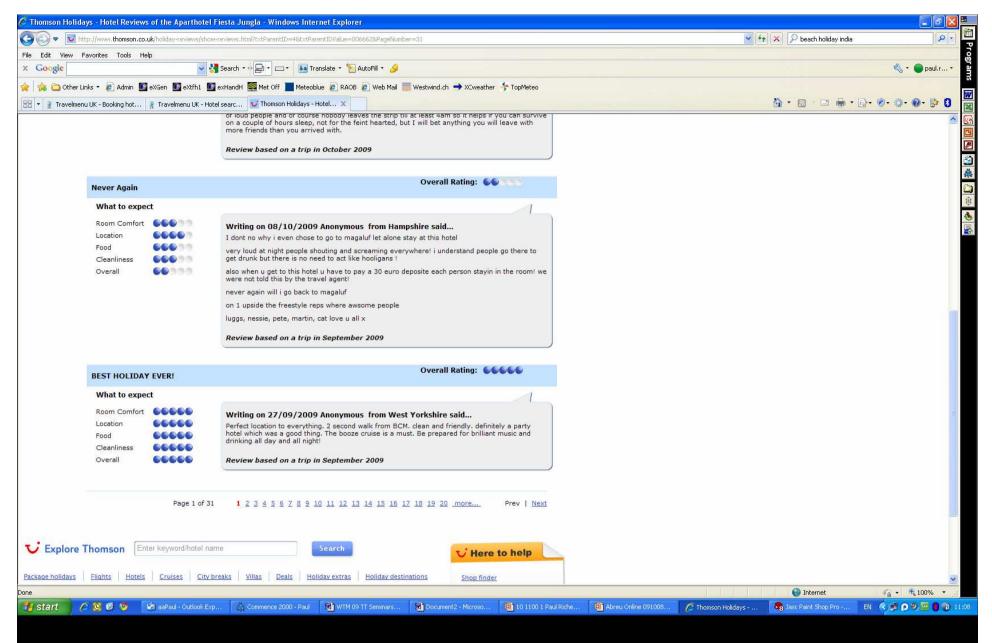


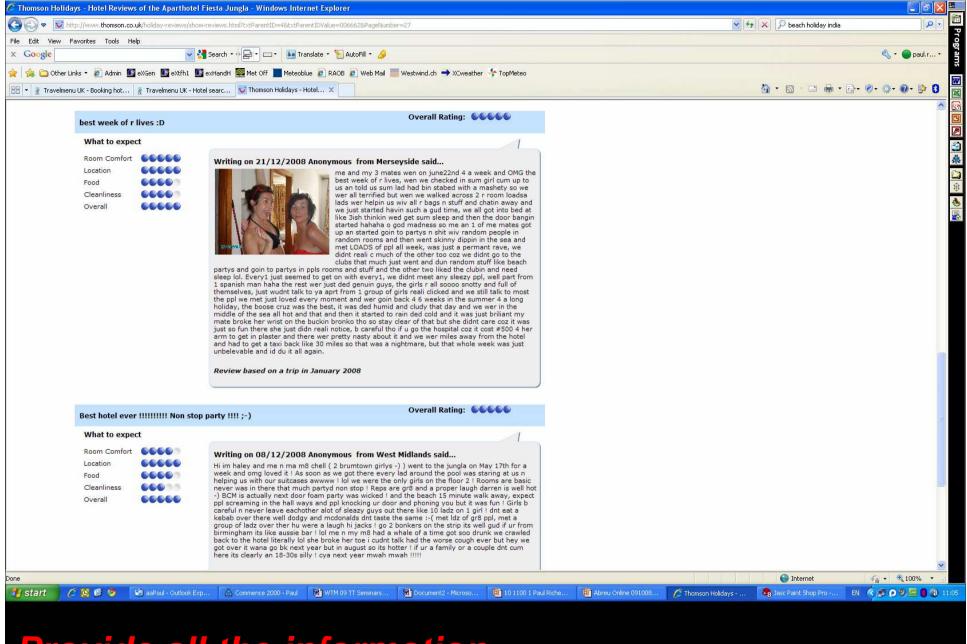


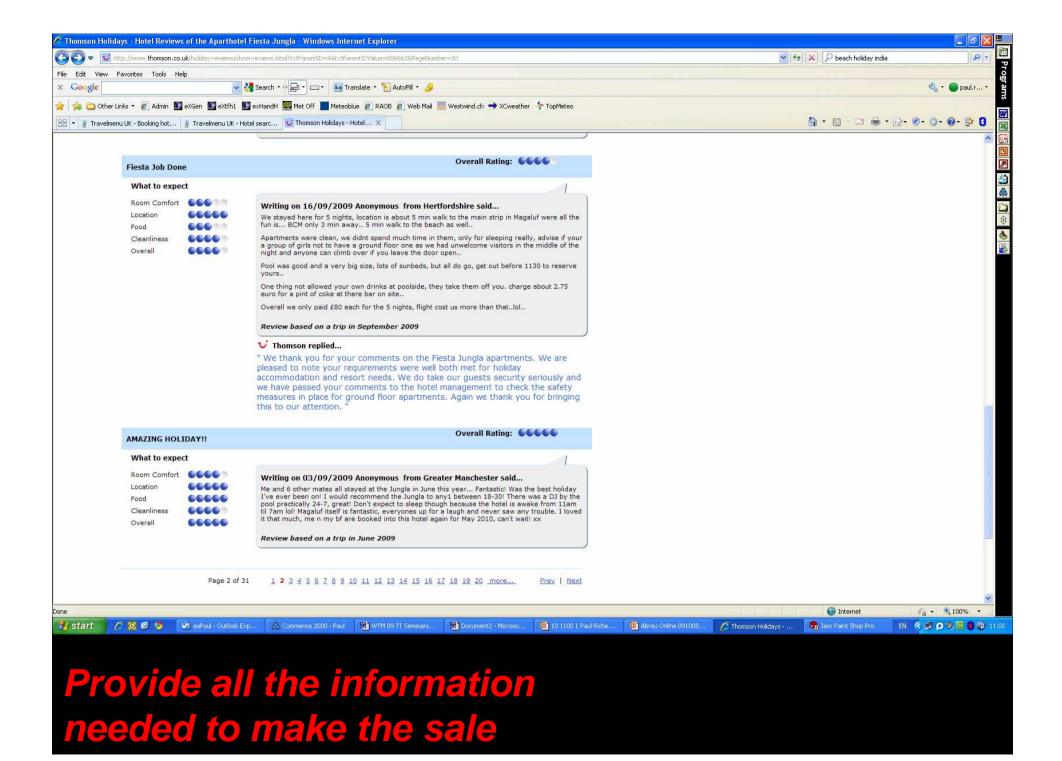
🖉 Thomson Holidays - Fi	esta Tropico Aparthotel 13 Jul 10 - Windows Internet Explorer		
🗿 🗢 🔽 http://www	v thomson.co.uk/thomson/page/byo/accomdetails/accomdetails.page?packageNumber=006642127899900000012790107000004230127962000000012796251000004231&dateXSell=0&numberOFRooms=	=1&accommodationType=0& 😪 😽 🔀 🔎 beach holiday india	
File Edit View Favorites	Tools Help		
× Google	😪 🛂 Search 🕫 🖓 🗖 - 🖂 - 🛐 Translate - 🦌 AutoFill - 🌽		🔌 🔹 🔵 paul.r +
🚖 🚖 🚞 Other Links 🔹 🕯	🔋 Admin 🛐 eXGen 🛐 eXtfh1 💽 exHandH 🧱 Met Off 📕 Meteoblue 🗃 RAOB 🗃 Web Mail 🚃 Westwind.ch 🔿 XCweather 🦩 TopMeteo		
88 💌 🛞 Travelmenu UK - Bo	oking hot 👔 Travelmenu UK - Hotel searc 😈 Thomson Holidays - Fiest 🗙	🙆 • 🗟 - 🖻 🖷 •	· 🗗 • • • • • • • •
			E
	Apartment features		
	Meals		4
	Cantina Chihuahua serving breakfast, International and Mexican style snacks and meals		6
	а на селото на селото и и селото и селото на селото на селото селото селото на селото на селото селото селото с Селото селото		
	Flexible dining		
	Available on all holidays and must be booked in the UK, prior to departure – 7 breakfasts and 3 dinners for £40 per person. Dinner must be taken on one of the days breakfast is also taken. The restaurant is in the Fiesta Sahara, 50m across the road.		
	Swimming pool		
	Free-form pool     Sun terraces		III
	<ul> <li>Sun terraces</li> <li>Pool snack bar</li> </ul>		
	Limited supply of sunbeds		
	Entertainment		
	Fiesta entertainment team organising great daytime activities		
	<ul> <li>This property also features Fiestival – a full daytime and evening entertainment programme</li> </ul>		
	Activities		
	Pool table		
	Games arcade		
	Table tennis		
	<ul> <li>Astroturf 5-a-side football and volleyball pitch</li> <li>Sports complex nearby with several tennis courts, equipment not provided</li> </ul>		
	Watersports available on the beach		
	Other facilities		
	Coin-operated internet facilities		
	This aparthotel is suitable for young couples and groups of friends. Bookings for under 17s will not be accepted. Special conditions		
	apply for 17 year olds – please refer to the A-Z Guide.		
	Some facilities may incur extra local charges, please see the A-Z Guide		
	Exclusivity		
	Exclusive to Thomson Group customers in the UK	🛞 🌚 Internet	<b>X</b>
📲 start 🛛 🖉 🥘	💈 🦻 🕼 aaPaul - Outlook Exp 🦂 Commence 2000 - Paul 📓 WTM 09 TT Seminars 📓 Document2 - Microso 🗐 10 1100 1 Paul Riche 🗐 Abreu Online 091008.		EN 🔇 💐 🖓 💭 🛄 🚺 11:2
🐉 start 🛛 🤌 🔯 🛛	а. 🔊 🔊 авгаш - Окроск схр 👸 Солшенсе 2000 - Раш 👜 М 19 09 11 зешнатях 🕲 Госиленса - містово 🕲 10 1100 1 Раш Кіслел 🕲 Могец Оліле U91006.	🦉 Thomson Holidays 🔤 🐴 Jasc Paint Shop Pro	

Solution in the province of th	
X Coogle State Coogle State Coogle State Coople State Coo	9
	🗞 🔹 🥥 paul.r 🔹 🤷
👷 🍰 Other Links 🔻 🖉 Admin 📓 eXGen 📓 eXtfh1 📓 exHandH 🧱 Met Off 📕 Meteoblue 🖉 RAOB 😰 Web Mail 🚃 Westwind.ch 🔿 XCweather 🤸 TopMeteo	
🔀 🔻 👔 Travelmenu UK - Booking hot 👔 Travelmenu UK - Hotel searc 💟 Thomson Holidays - Fiest 🗴	)• • • • • • • •
You get all the great benefits of Thomson 24/7 plus a Holiday Advisor will regularly call in to your accommodation.	<u> </u>
Tour operator rating	1
3	2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2
Official Rating	1
3 star	C
No. of lifts	ŧ
	4
No. of apartments 328 in 12 blocks	
Anartment facilities	
Apartment facilities	
Apartment facilities	
<ul> <li>All apartments have a twin bedroom, lounge with sofa beds</li> </ul>	
<ul> <li>Kitchenette with 2 electric rings, fridge, kettle and toaster, bath/shower and WC, internal phone, ceiling fan in lounge and bedroom and a balcony or terrace</li> </ul>	
<ul> <li>Accommodation is arranged on both sides of the blocks – some rooms with pool view</li> </ul>	
<ul> <li>With only 3 floors there's no need to request a low room</li> </ul>	
<ul> <li>Apartments are cleaned and towels changed 3 times a week, linen is changed every week including arrival day</li> </ul>	
Location Back to top 1	
In the centre of Magaluf, with plenty of shops, bars and cafés	
<ul> <li>300m to the beach</li> </ul>	
<ul> <li>Close to the resort of Palma Nova with 2 more sandy beaches</li> </ul>	
<ul> <li>1km to a choice of waterparks</li> </ul>	
Your guide to Magaluf, Majorca	
"The ultimate holiday resort for those who want fun, sun and to party till dawn"	
Ever popular Magaluf needs no introduction. Along with its neighbour <u>Palma Nova</u> , it's Majorca's best-known resort. And it's one of the biggest, too. It's packed with bars, cafes, restaurants, discos and nightclubs.	
The beach is also the largest on this	
More on Magaluf, Majorca 🚺	
🔗 🔮 Internet ୶	• • • 100% •
🚰 Start 🖉 🐼 🚱 🧐 aaPaul - Outlook Exp 💩 Commence 2000 - Paul 📓 WTM 09 TT Seminars 📓 Document 2 - Microso 🗐 10 1100 1 Paul Riche 🗐 Abreu Online 091008 🌈 Thomson Holidays 🖣 Jasc Paint Shop Pro EN 🍫	

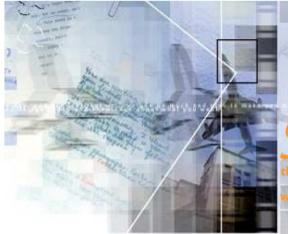








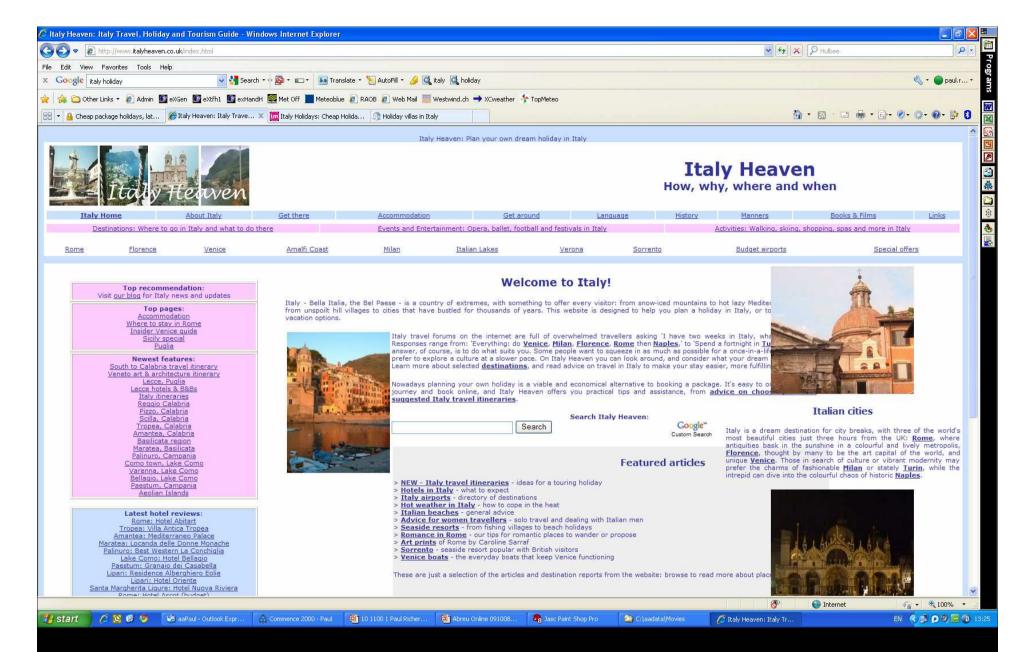




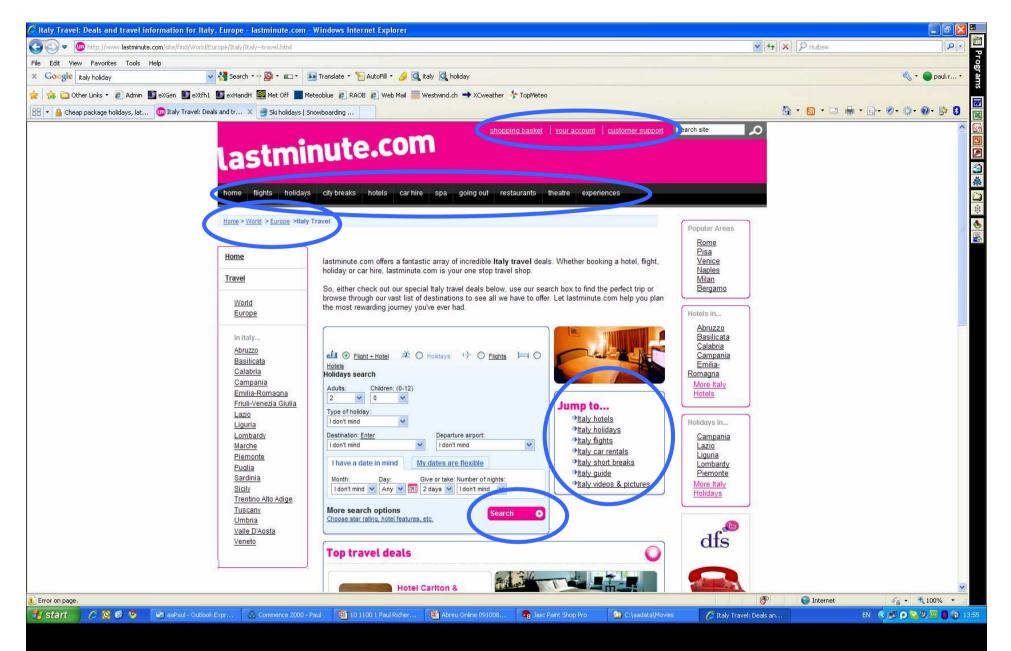
Genesis the travel technology consultancy www.genesys.net

# Clearly signpost the information journey

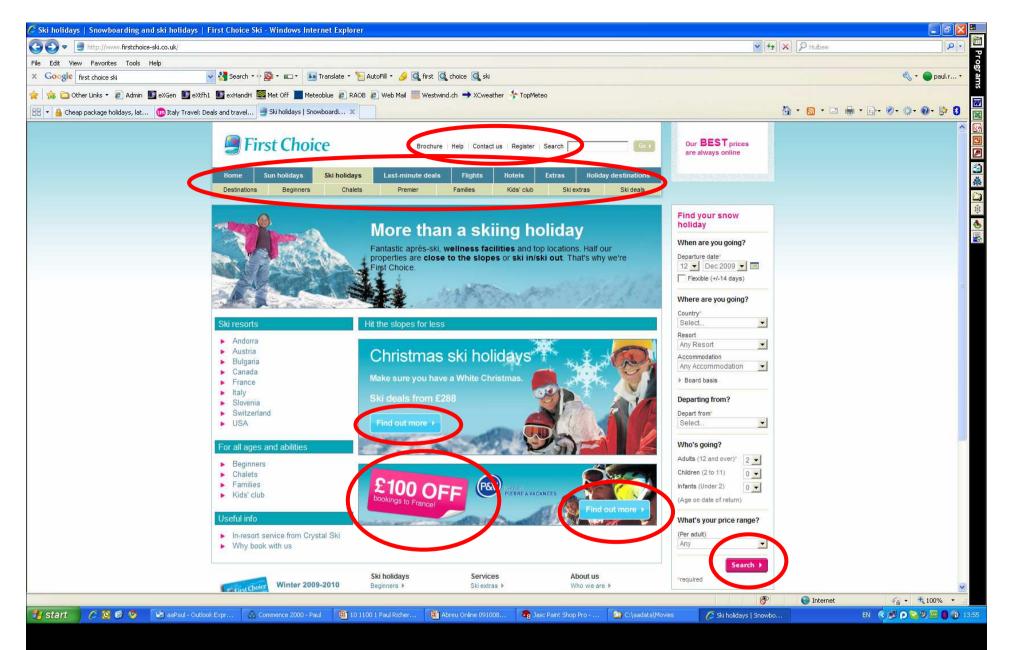




Clearly signpost the information journey

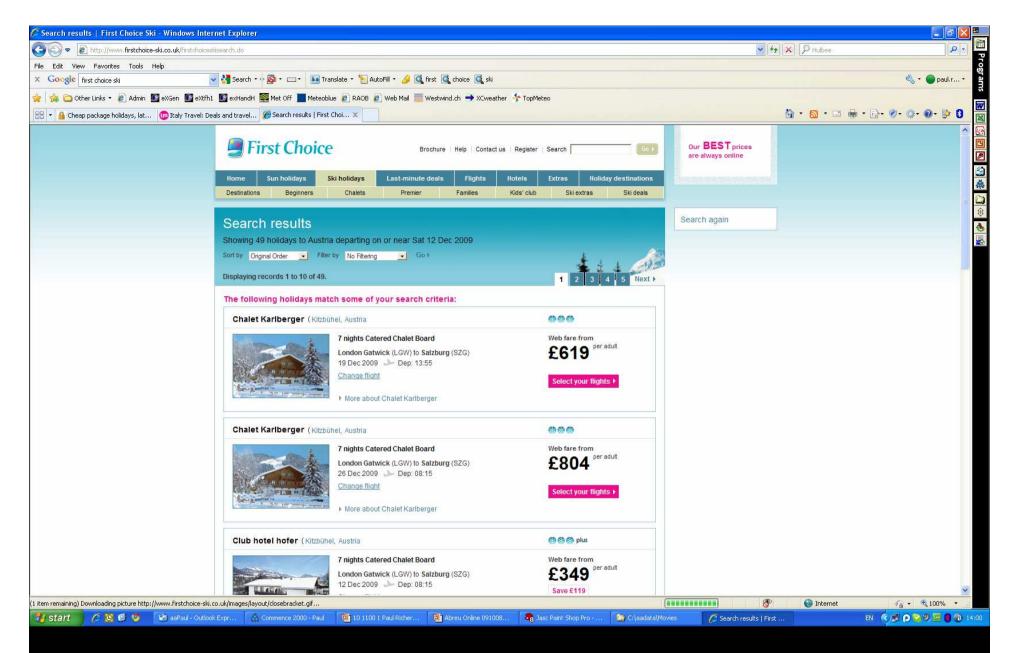


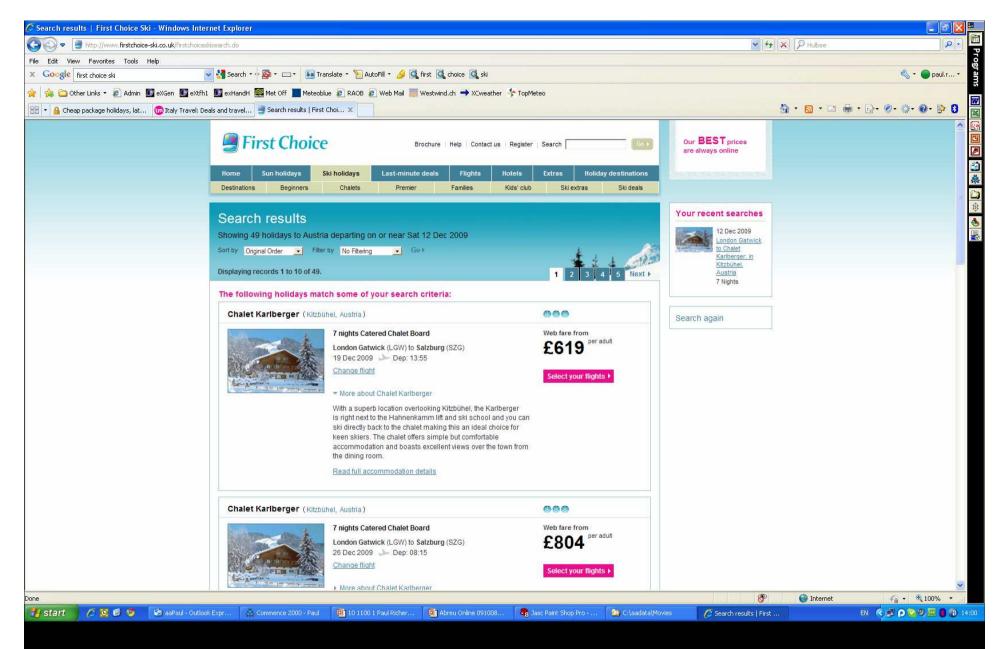
## Clearly signpost the information journey

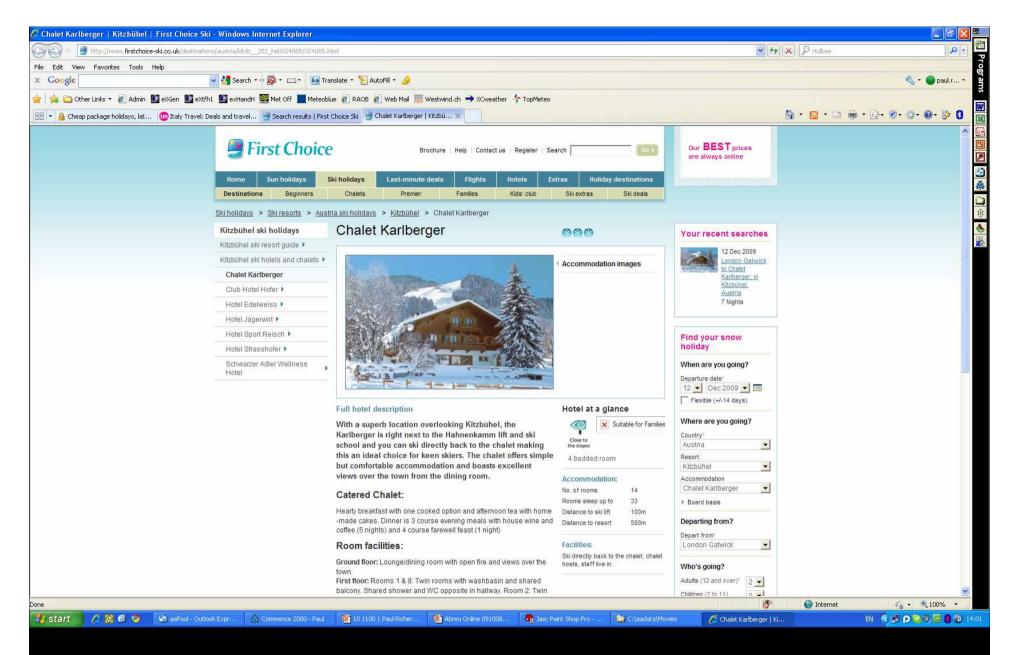


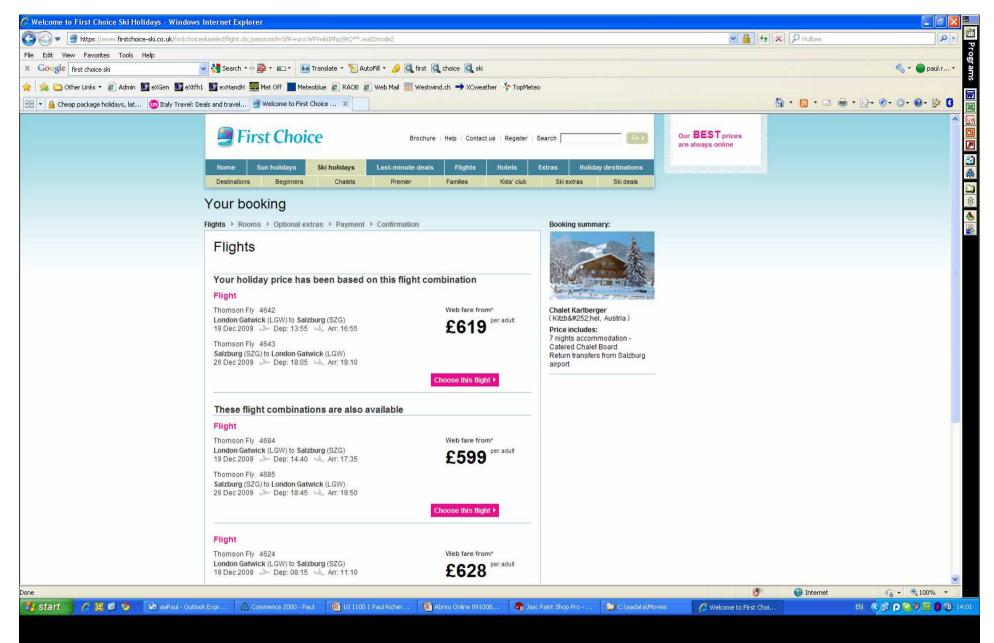
it View Favorites Tools He	telp.							
ogle First choice ski	👻 🔧 Search 🔹 🕂 👰 🔹	🗆 • 🛛 👸 Translate • 🧏 Aul	toFill + 🌛 🔍 first 🔍 choice 🔍 :	ski				🖏 🔹 🔵 pai
🖇 🛅 Other Links 🝷 🔊 Admin 📲	🛿 eXGen 📓 eXtfh1 🚺 exHandH 层 Met O	off 📕 Meteoblue 🙋 RAOB 🧧	🛯 Web Mail 🚃 Westwind.ch 🔶 XCv	veather 🔸 TopMete	i			
🔒 Cheap package holidays, lat	መ Italy Travel: Deals and travel 🎯 Dece	mber Ski Deals   Dec 🗙						B• 0• 0• 0•
	🛢 First (	Choice	Brochure Help Con	tact us Register	Search	Go 🕨	Our <b>BEST</b> prices are always online	
	Home Sun ho	olidays Ski holidays	Last-minute deals Flights	Hotels	Extras Holi	day destinations		
	Destinations	Beginners Chalets	Premier Families	Kids' club	Ski extras	Ski deals		
	Ski holidays > Ski de	als > December ski deals						
	December	r ski deals				Deneres	Find your snow holiday	
			New Year in the mountains will r great prices on ski holidays it		1. A A A A A A A A A A A A A A A A A A A		When are you going?	
		s before the end of the ye		r December and	t + + + +	No.	Departure date 12 - Dec 2009 -	
						TAL -	Flexible (+/-14 days)	
				ata A			Where are you going?	
	Departure date	Going to	<u>Flving from</u>	Price	Other mor	iths	Country	
	12 December 2009	Kitzbühel	London Gatwick	£289	January 🕨		Select	
		Austria						
				(7 nights)	February		Any Resort 💌	
	12 December 2009	Kitzbühel Austria	London Gatwick	£359			Accommodation	
		Austria		£359 (7 nights)			An a fine recommendation of the second	
	12 December 2009 12 December 2009		London Gatwick	£359	March 🕨		Accommodation Any Accommodation	
		Austria Alpe D'huez France St Anton		£359 (7 nights) £370	March ► April ► More ski	leals	Accommodation Any Accommodation   Board basis  Departing from?  Depart from'	
	12 December 2009 12 December 2009	Austria Alpe D'huez France St Anton Austria	London Gatwick	£359 (7 nights) £370 (7 nights) £399 (7 nights)	March ► April ► More ski ► Ski deal		Accommodation Any Accommodation Board basis Departing from?	
	12 December 2009	Austria Alpe D'huez France St Anton	London Gatwick	£359 (7 nights) £370 (7 nights) £399 (7 nights) £419	March ► April ► More ski ► Ski deal	leals s by airport	Accommodation Any Accommodation Any Accommodation Beart issue Departing from? Depart from Select. Who's going?	
	12 December 2009 12 December 2009	Austria Alpe D'huez France St Anton Austria St Anton	London Gatwick	£359 (7 nights) £370 (7 nights) £399 (7 nights) £419 (7 nights)	March ► April ► More ski ► Ski deal	ieals s by airport s by destination	Accommodation Any Accommodation Any Accommodation Beart from? Depart from? Select. Who's going? Aduts (12 and over)* 2	
	12 December 2009 12 December 2009 12 December 2009	Austria Alpe D'huez France St Anton Austria St Anton Austria	London Gatwick London Gatwick London Gatwick	£359 (7 nights) £370 (7 nights) £399 (7 nights) £419	March ► April ► More ski ► Ski deal ► Ski deal	ieals s by airport s by destination	Accommodation Any Accommodation Any Accommodation Beart from? Departing from? Depart from* Select Who's going? Adults (12 and over)* 2  Children (2 to 11) 0	
	12 December 2009 12 December 2009 12 December 2009	Austria Alpe D'huez France St Anton Austria St Anton Austria Verbier	London Gatwick London Gatwick London Gatwick	£359 (7 nights) £370 (7 nights) £399 (7 nights) £419 (7 nights) £478 (7 nights) £478 (7 nights) £479	March ► April ► More ski ► Ski deal ► Ski deal	ieals s by airport s by destination	Accommodation Any Accommodation Any Accommodation Beart ing from? Depart from? Belect Who's going? Adults (12 and over)* 2  Children (2 to 11) 0	
	12 December 2009 12 December 2009 12 December 2009 12 December 2009 12 December 2009	Austria         Alpe D'huez         France         St Anton         Austria         St Anton         Austria         Verbier         Switzerland         Tignes         France	London Gatwick London Gatwick London Gatwick London Gatwick London Gatwick	£359 (7 nights) £370 (7 nights) £399 (7 nights) £419 (7 nights) £478 (7 nights) £478 (7 nights) £479 (7 nights)	March ► April ► More ski ► Ski deal ► Ski deal	ieals s by airport s by destination	Accommodation Any Accommodation Any Accommodation Beart ing from? Depart from? Depart from? Select Who's going? Adults (12 and over)* Children (2 to 11) Infants (Under 2)	
	12 December 2009 12 December 2009 12 December 2009 12 December 2009	Austria       Alpe D'huez       France       St Anton       Austria       St Anton       Verbier       Switzerland       Tignes	London Gatwick London Gatwick London Gatwick London Gatwick	£359 (7 nights) £370 (7 nights) £399 (7 nights) £419 (7 nights) £478 (7 nights) £478 (7 nights) £479	March ► April ► More ski ► Ski deal ► Ski deal	ieals s by airport s by destination	Accommodation Any Accommodation ▼ ► Board basis Departing from? Depart from? Select ▼ Who's going? Adults (12 and over)* 2 ▼ Children (2 to 11) 0 ▼ Infants (Under 2) 0 ▼ (Age on date of return) What's your price range? (Per adult)	
	12 December 2009 12 December 2009 12 December 2009 12 December 2009 12 December 2009	Austria         Alpe D'huez         France         St Anton         Austria         St Anton         Verbier         Switzerland         Tignes         France         Val D'isère	London Gatwick London Gatwick London Gatwick London Gatwick London Gatwick	£359 (7 nights) £370 (7 nights) £399 (7 nights) £419 (7 nights) £478 (7 nights) £478 (7 nights) £479 (7 nights) £479	March ► April ► More ski ► Ski deal ► Ski deal	ieals s by airport s by destination	Accommodation Any Accommodation ▼ ▶ Board basis Departing from? Depart from* Select ▼ Who's going? Adults (12 and over)* 2 ▼ Children (2 to 11) 0 ▼ Infants (Under 2) 0 ▼ (Age on date of return) What's your price range?	

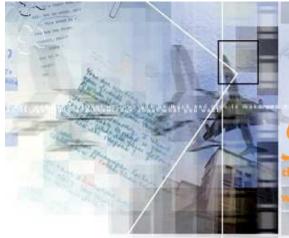
🦉 Check availability for holidays departing 12 Dec 2009 from London Gatwick to Kitzbühel, Austria - W	/indows Internet Explorer		
📀 💿 💌 📳 http://www.firstchoice-ski.co.uk/FirstchoiceskiSelectSpecialOffer.do?siteId=30&packageType=OfferOnly&page		accomCode=024085&night: 🗹 😽 🔀 🎾 Hulbee	
File Edit View Favorites Tools Help			Top
🗴 Google first choice ski 💽 🖓 Search 🔹 🎯 - 🗔 🔹 🚱 - Tanslate - 🧏 AutoFill -	🤌 🖳 first 🖳 choice 🔍 ski		🔌 🔹 🔵 paul.r 👻 🖉
👷 🚖 🚞 Other Links 🔹 🔊 Admin 📓 eXGen 📓 eXtfh1 📓 exHandH 🜌 Met Off 📕 Meteoblue 🖉 RAOB 🗿 Web	Mail 🚃 Westwind.ch 🔿 XCweather 🤸 TopMeteo		s
🔡 🔻 🔒 Cheap package holidays, lat 🧰 Italy Travel: Deals and travel 🔮 Check availability for holi 🗴		🏠 • 🔂 • 🖂 🖷	h • ⊡ • Ø • @ • Ø • 📴 🕄 🔛
Home       Sun holidays       Ski holidays       La         Bestinations       Beginners       Chalets         Check availability         Who's going?         Departure date       Adults (12 and over)*         12       Dec 2009       Children (2 to 11)         Flexbel (+I-14 days)       Infants (Under 2)         (Age on date of return       "required         Help         Booking online       At the airport:         Before you go       On holiday         Lugage       Taking with children         On your return       On your return	Why book with us?       Holiday extras       Sun holidays         Best for aduts       Holiday extras       Sun holidays         Best for children       Foreign exchange       Ski holidays         Lowest price guarantee       Excursions       Flights         Best for the environment       Excursions       Flights         Holiday sand flights shown are ATOL protected by the CAA. ATOL number 2524. ATOL       Presult	Our BEST prices are always online	
ABTA About us   Contact us   Help	Inters who book and pay in the UK.		
Done		🛞 🕥 Internet	🖓 - 🔍 100% -
🥑 start 🖉 🖉 🧐 🧐 aaPaul - Outlook Expr 🎄 Commence 2000 - Paul 📵 10 1100 1 Paul	Richer 💿 Abreu Online 091008 🔩 Jasc Paint Shop Pro 🖄 C:\aadata\Movies	Check availability for	EN 🤇 💐 🖓 😒 🧶 🔤 🎒 🛞 13:56
Clearly signpost the information journey			





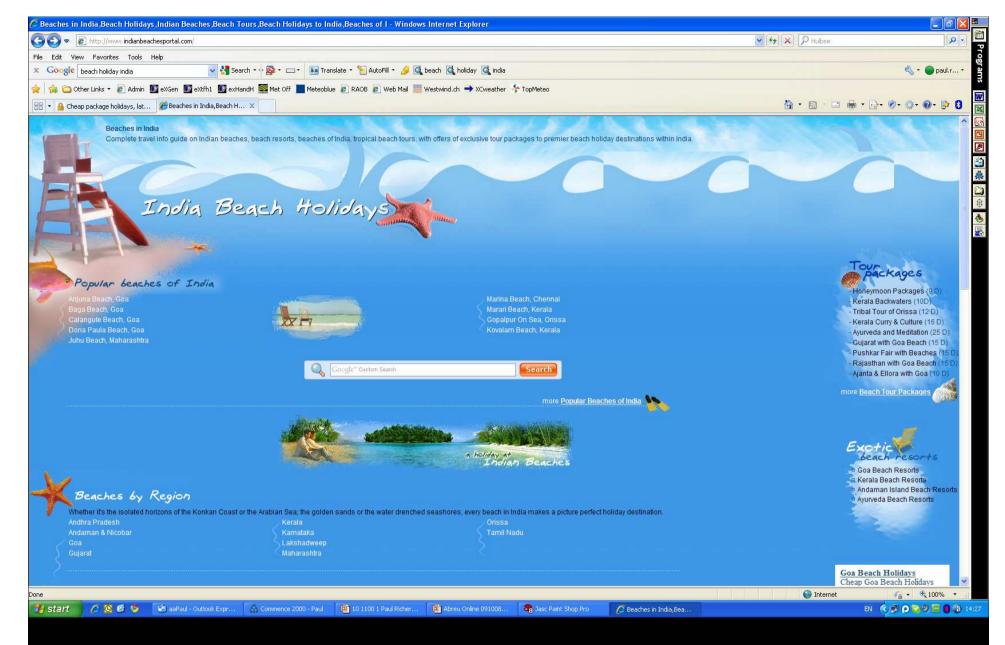


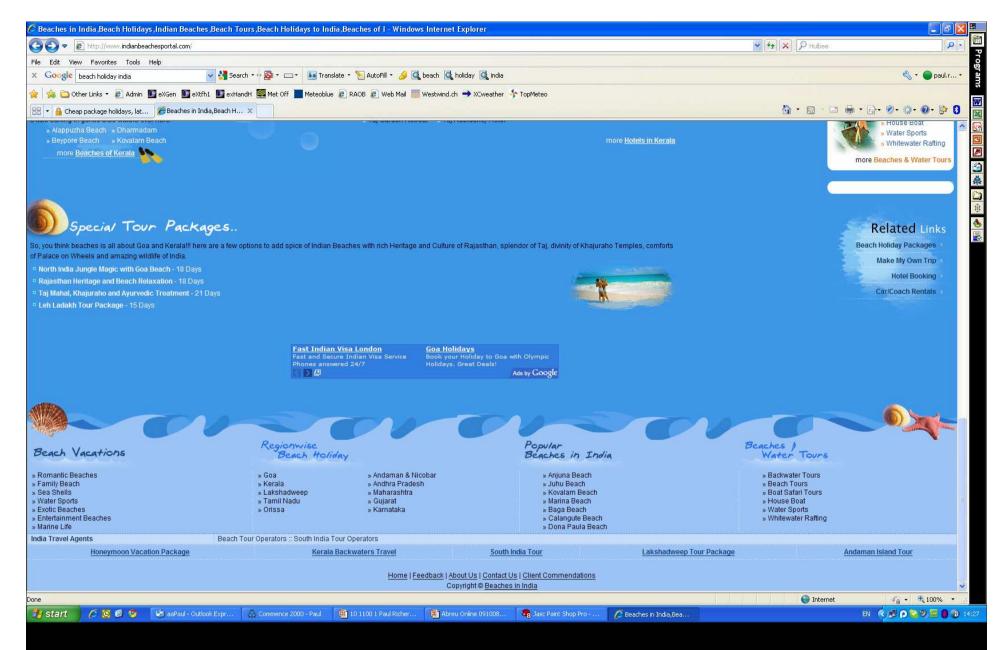


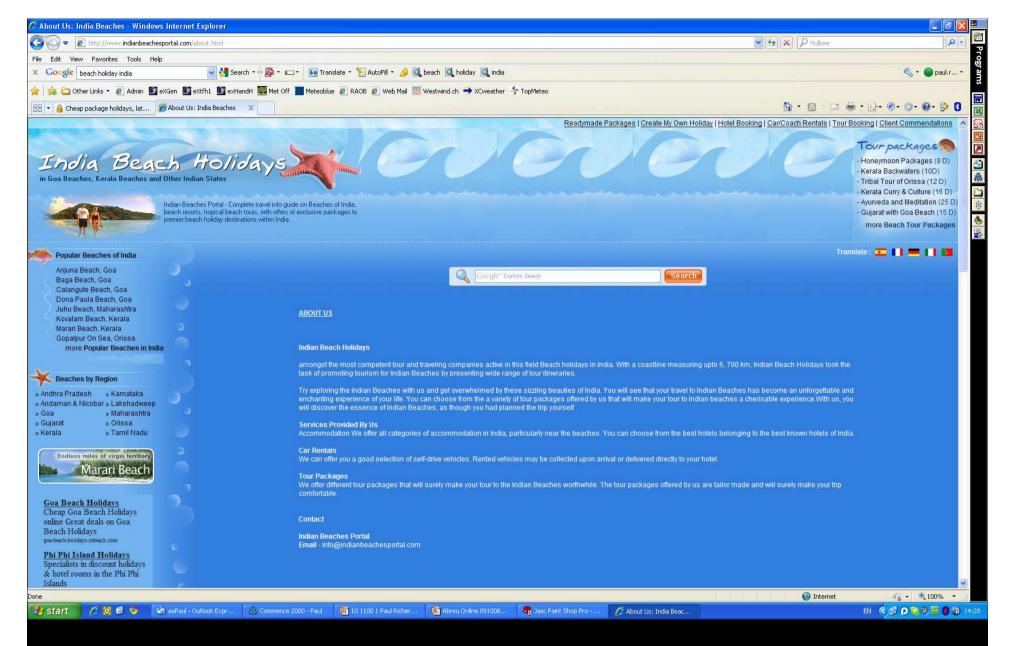


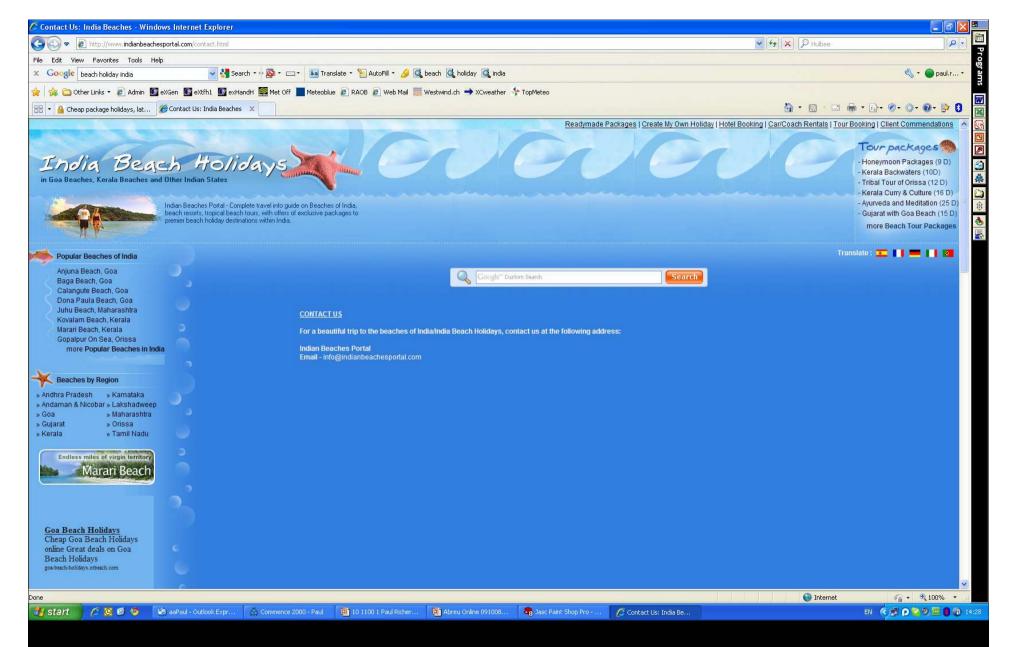
Genesis the travel technology consultancy www.genesys.net

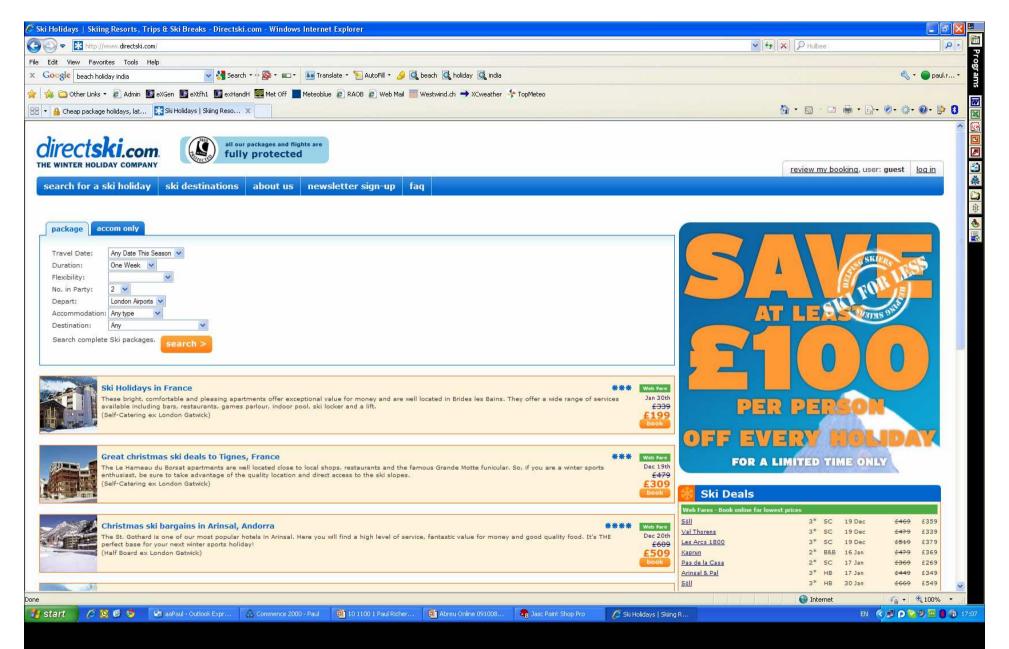








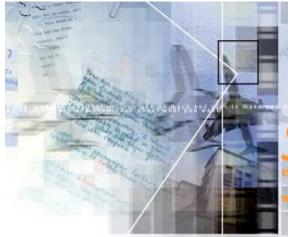




ritoridays   sking resolts, trips a ski bri	eaks - Directski.com - Windows Internet Explorer			
🕥 🗢 🔣 http://www.directski.com/			🖌 (+) 🗙 ()	PHulbee
idit View Favorites Tools Help				
beach holiday india	😪 🛂 Search 🕶 🥸 🗉 🚥 🔹 🧕 Translate 👻 🔚 AutoFill 🗧 🌽 🧟 beach 🔀 holiday 🗟 india			🔦 🔹 🔵 paul
😂 🧰 Other Links 👻 🙋 Admin 📓 eXGen 📓 e Admin package holidays, lat 🔀 Ski Holiday	xXtfh1 💽 exHandH 🧱 Met Off 📕 Meteoblue 🗃 RAOB 🖻 Web Mail 🚃 Westwind.ch 🌩 XCweather 🦩 TopMeteo		<u>ه</u> -	<u>S</u> · □ <b>⊕ ·</b> <u>B</u> • Ø• <b>0</b> • <b>₽</b>
(Half Board ex London Gatwi	ck)	£649	19990	
If you are looking for great of	te to ski Avoriaz this Winter! #### Jeals, short transfers as well as brilliant slopes then look no further. The Antares Avoriaz offers a combination of everything that you	book Web Fare Jan 30th	What's Included Unless otherwise stated, all our ski holid Direct flights Transfer to your resort	ays include: In-resort Reps All airport taxes
need to make your next ski (Self-Catering ex London Ga		£409 £299 book	Cheap Ski	Sava 5100
Fantastic duty free sk The Euro Esqui is a great, m entertained and excellent le (Half Board ex London Gatwi	odern hotel that's known for its warm and friendly atmosphere. It caters for all needs with a kiddie's playroom to keep children isure facilities to help you unwind after a day on the slopes.	Web Fare Jan 10th £509 £409 book	Accomodation 7 Nights from only £51	Save 2100 per person when you book on line <i>appplies to</i> - all packages
Les Jardins de la Balme offe	IS RESORT OF Val d'Isère, France *** r great value for money to those who want to ski the well known slopes surrounding Val d'Isère. They are located within walking distance as that the ski slopes are also located nearby! twick)	Web Fare Feb 6th £509 £359 book	LOW 250	- all dates Group Ski Deals
The moment you enter this I	deals to Zell am See, Austria **** hotel there is a great feeling of warmth and comfort. This feeling is even more enhanced with the great standard of personal service you place to base yourself for your next ski holiday. ck)	Web Fare Mar 13th £699 £599 book	deposit on all European Ski Holidays	- Free Places - Free Lift Passes More Details
	Need a hand? We're here to help you at 0800-358 0448. contact us   press room   what the papers say   ski holiday insurance   privacy policy   ski reps   ski groups   ski chalets   romantic ski breaks   first time skiers   night-owls   family ski holida			
5653	You may book in a choice of currencies - please select: <b>E v refresh</b>			
Deloitte				
Deloitte. Technology Fast50	The air holidays and flights on this site which depart from the UK are ATOL Protected by the Civil Aviation Authority.			
	Our ATOL number is ATOL 5653, ATOL Protection extends primarily to customers who book and pay in the United Kingdom.			
ECTER TATA Technology Fast50 WINNER				
ECTER TATA Technology Fast50 WINNER	Our ATOL number is ATOL 5653, ATOL Protection extends primarily to customers who book and pay in the United Kingdom.			
Technology Fast50 WINNER	Our ATOL number is ATOL 5653. ATOL Protection extends primarily to customers who book and pay in the United Kingdom. Click on the ATOL logo if you want to know more.			🙆 Toternet 🛛 🔬 y 🔿 10100.
Technology Fast50	Our ATOL number is ATOL 5553. ATOL Protection extends primarily to customers who book and pay in the United Kingdom. Click on the ATOL logo if you want to know more. © Site content copyright 2000-2009 Traveldev Ltd. All bookings are subject to our <u>Terms &amp; Conditions</u>	Holidays   Skiin		Internet <a></a> €N  €N  7 < 0 9 <

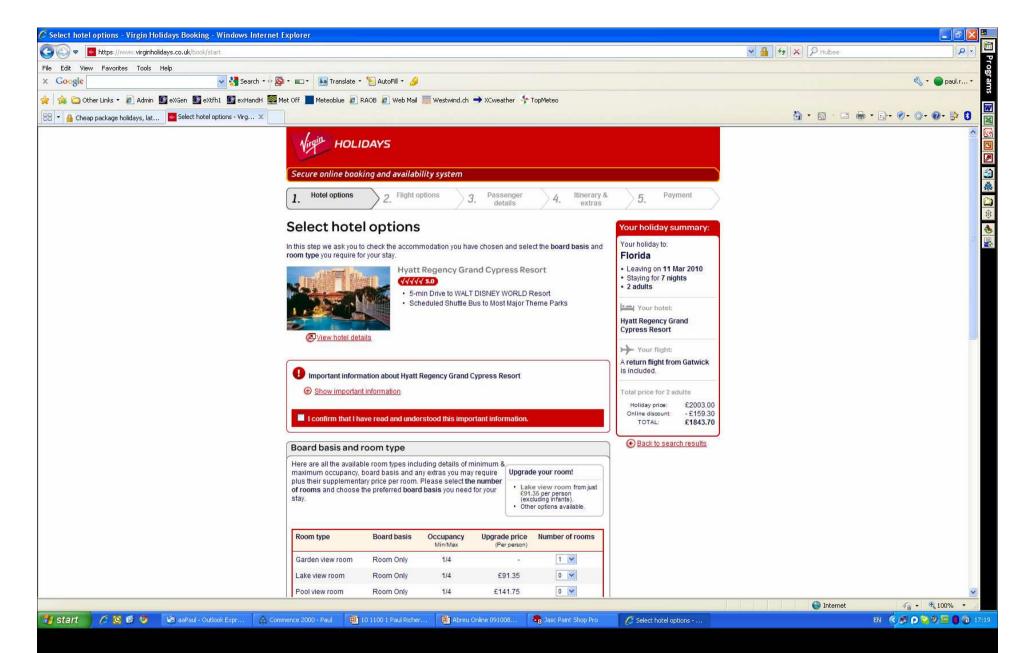
confidence to do the deal

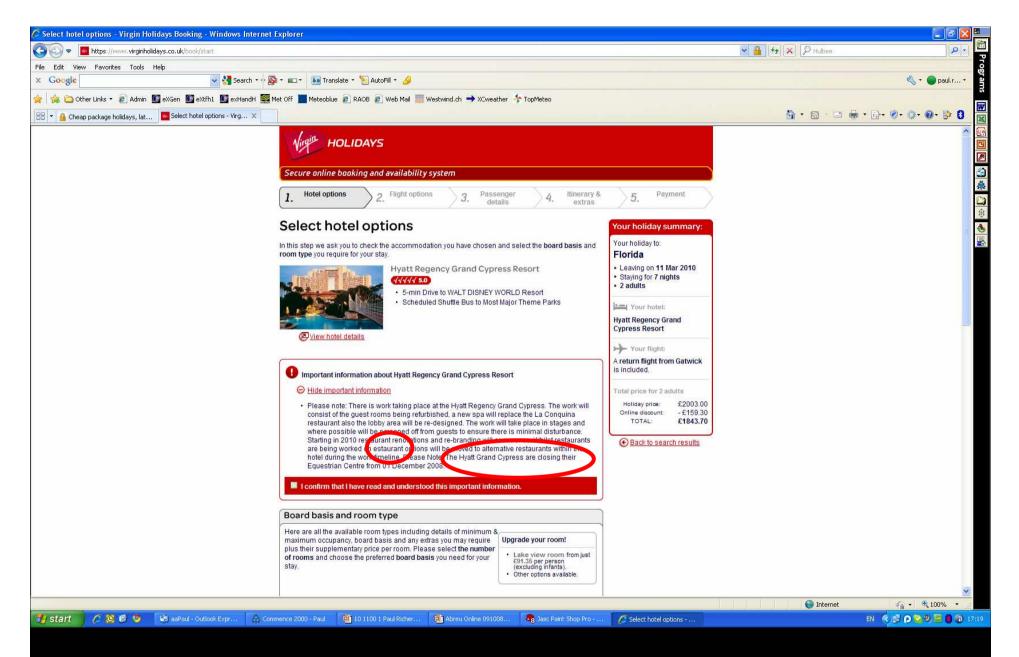
🖉 How to contact us - Directski.d	com - Windows Internet Exp	lorer							
😋 💽 🗢 🔣 http://www.directski	i.com/go/contact						🖌 😽 🗙 🔎 Hulbes	P	
File Edit View Favorites Tools	Help								Progr
x Google beach holiday india	👻 🔧 Sean	ch 🔹 💀 📚 🔹 📖 🔹 🧕 Tran:	slate 🔹 🎦 AutoFill 🔹 🌽 🔍	beach 💽 holiday 💽 india				👋 👻 🔵 paul.r	y am
🚖 🔓 🗀 Other Links 🔹 🔊 Admin	🚺 eXGen 📓 eXtfh1 🚺 exHar	ndH 쬝 Met Off 📘 Meteoblue	e 🙋 RAOB 🙋 Web Mail 🧮	Westwind.ch 🔶 XCweather 🗧	TopMeteo				5
🔠 👻 🔒 Cheap package holidays, lat.	🔣 How to contact us - Direc	x					🙆 • 🗟 · 🖂 🕯	🗟 • 🗗 • Ø• Ø• 🖗 🕻	
<b>Directski.co</b> THE WINTER HOLIDAY COMP Search for a ski holida	PANY	ar packages and flights are by protected about us news	sletter <i>s</i> ign-up fa	q			review my book	ting, user: guest log in	
Home > How to contact us									8
Sales									
	book online and this is where	you'll find our lowest prices	. However, perhaps you ne	ed some extra info or can't	quite find what you're lookin	g for. Don't worry, our team of helpfu	I staff would be delighted to help you	. They can be contacted as	
<ul> <li><u>sales@directski.com</u></li> <li>0800-358 0448</li> <li>+353 1 433 6202</li> </ul>									
Need a hand? We're here to help	p you at 0800-358 0448.								
Customer Service	es								
If you have any feedback, positi	ive or negative, on your recen	t holiday, please contact:							
<u>customerservice@directski.com</u>									
Tickets									
Tickets will be emailed 7 days be	efore departure. If you have n	ot recveived your ticket 2 d	days before departure, plea	se call us.					
Travel Emergence	cies								
On your day of travel, our repre	esentatives are available to hel	p you at the following locati	ions:						
Dublin Airport:	Tour Operators' Desk Next to Pharmacy in Depart Beside Check-in Area 3	ures Area							
Gatwick - South Terminal:	Skybreaks Desk Zone H +44 1293-555 700								
Gatwick - North terminal:	Skybreaks Desk Zone B +44 1293-507 182								
Manchester Airport:	Aiport Agencies Terminal 1 - Opposite Checl	k-in 30							~
							🔗 🌒 Internet	🖓 🔹 🔍 100% 🔹	
🐉 start 🛛 🤌 🔯 🕫 🦻	🏟 aaPaul - Outlook Expr	🐇 Commence 2000 - Paul	10 1100 1 Paul Richer	Abreu Online 091008	asc Paint Shop Pro	C How to contact us - D		en 🌾 🥵 o 😒 🧶 🔤 🌒 🐔	<b>)</b> 17:08



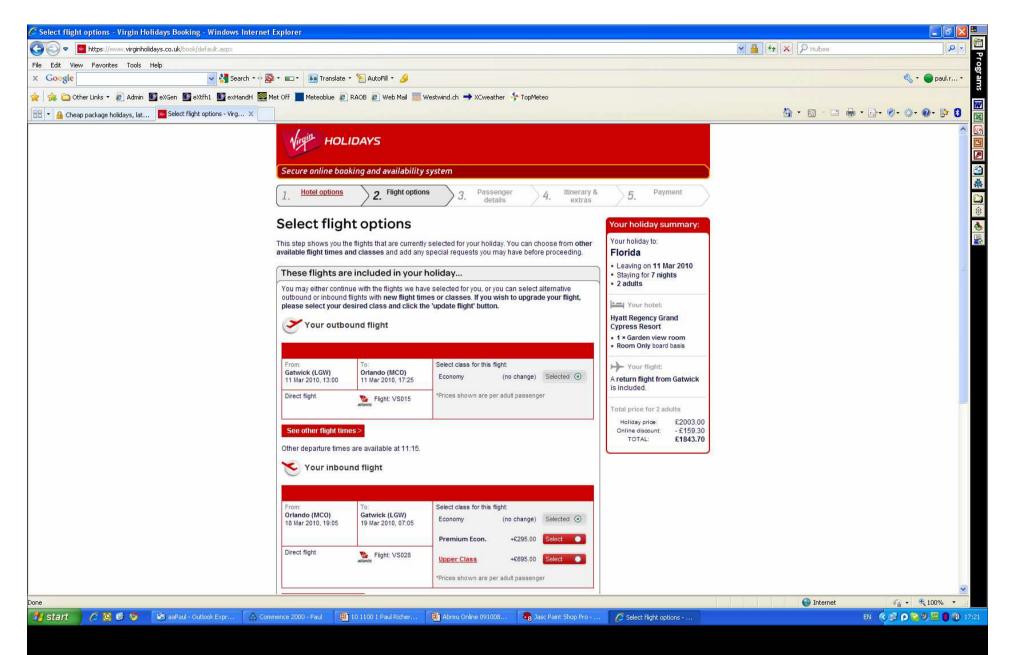
Genesis the travel technology consultancy www.genesys.net

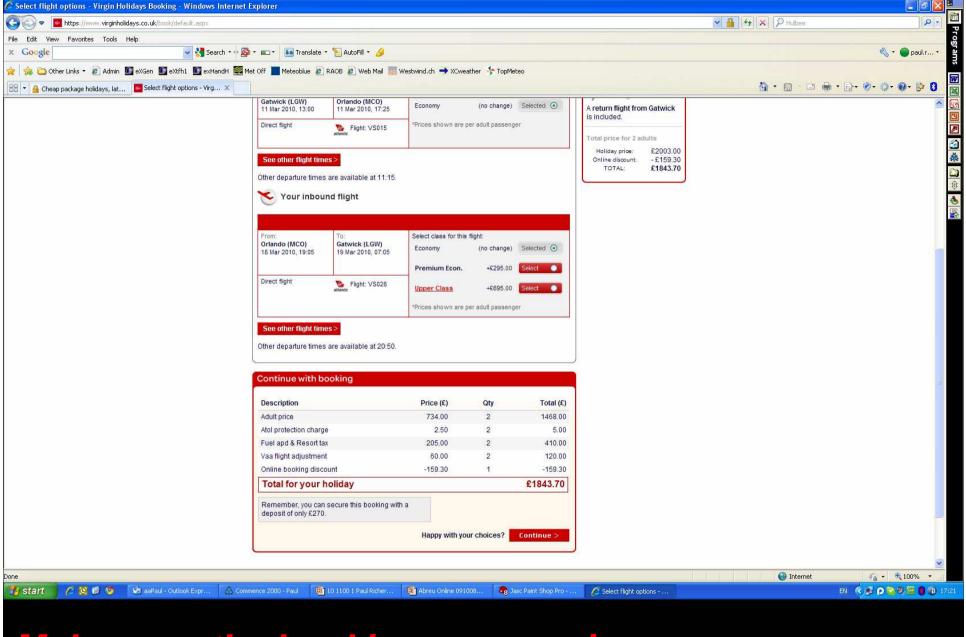


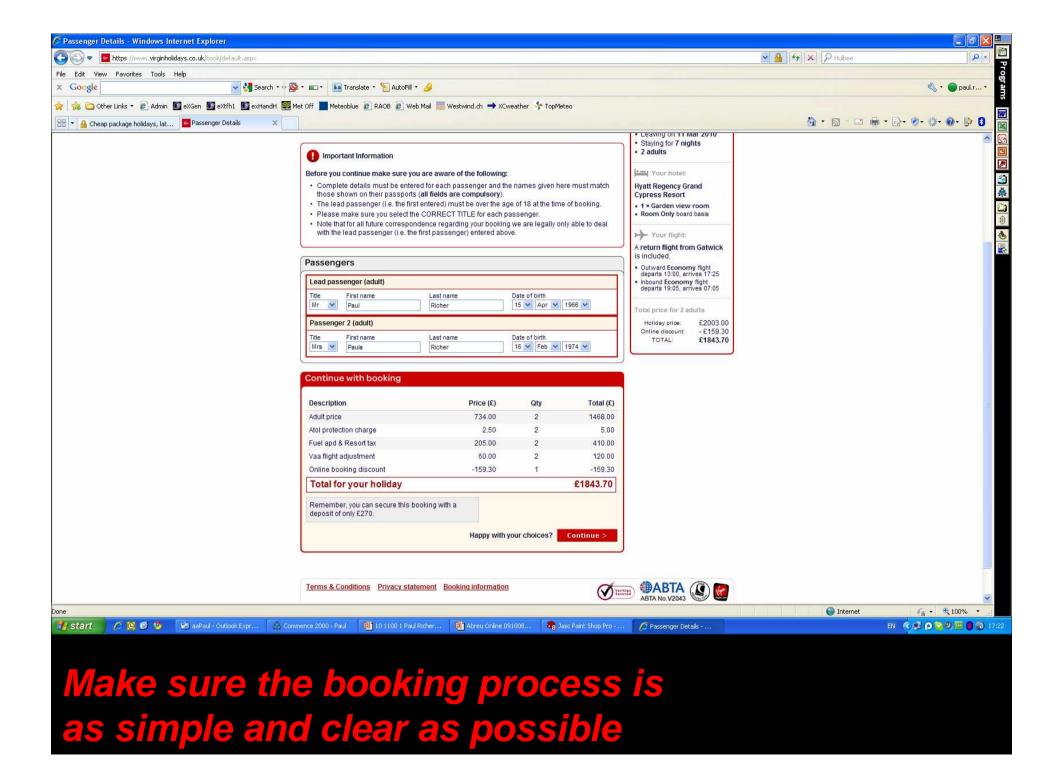


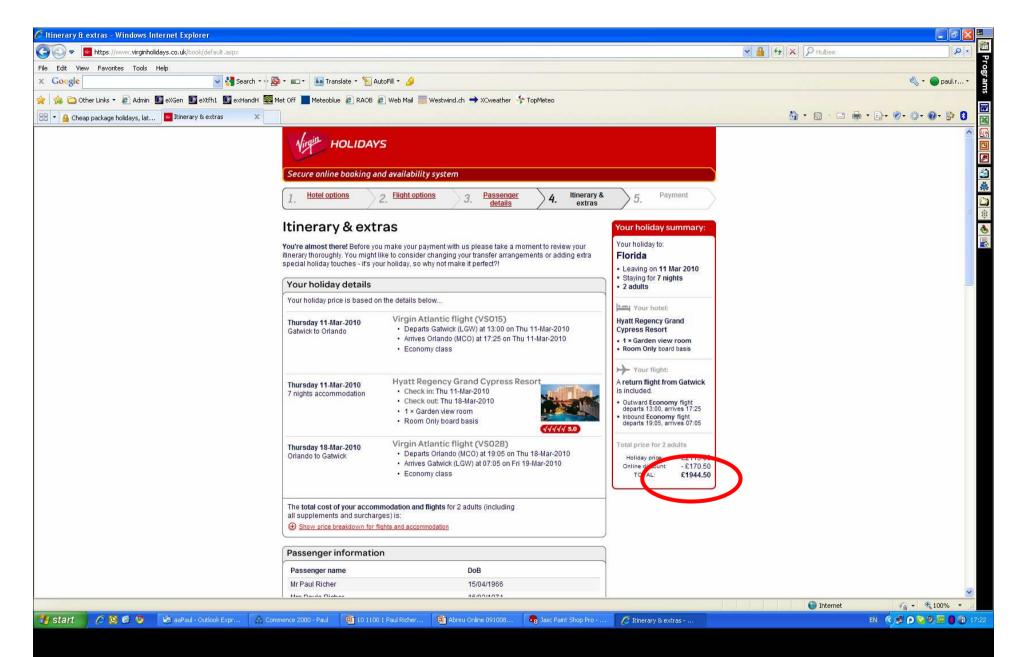


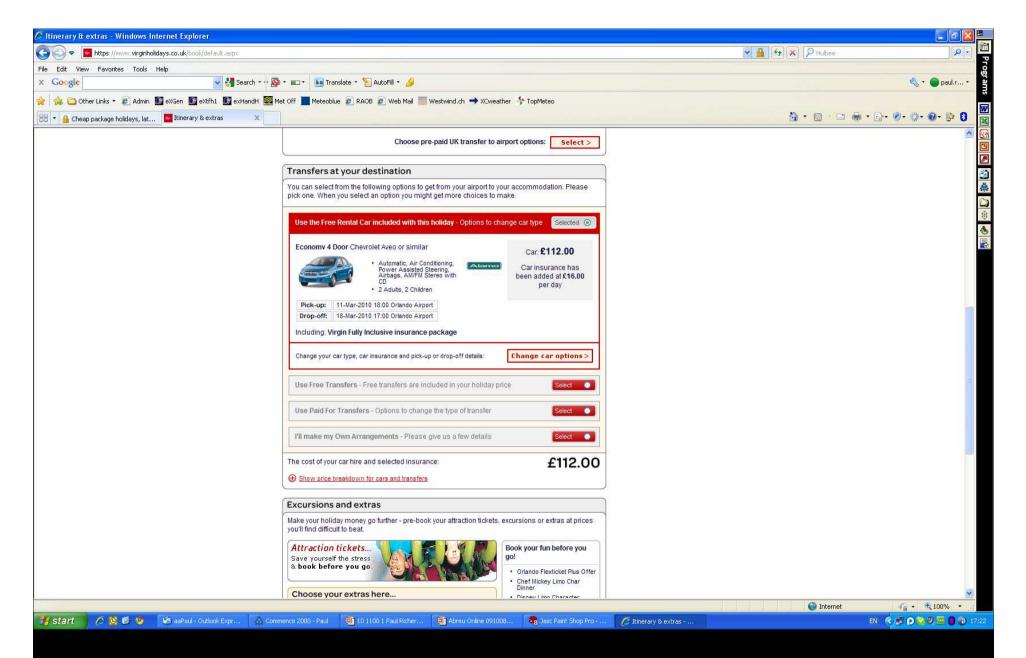
Select hotel options - Virgin Holidays Booking - Windows Interne	et Explorer					
🕞 🗢 🔚 https://www.virginholidays.co.uk/book/start	🕑 🔒 😽 🗙 💡	P Hulbes				
e Edit View Favorites Tools Help						
Google Search * 🕫	👰 🔹 📼 🕈 🔚 Translate 🔹 🔚 AutoFill 🔹 🌽					🔩 👻 🔵 paul.r
r 👍 🗀 Other Links 🔹 🔊 Admin 📓 eXGen 📓 eXtfh1 📓 exHandH 🜉	🛿 Met Off 📕 Meteoblue 🙋 RAOB 🙋 Web Mail 🧮 Wes	twind.ch 🔶 XCw	eather 🔸 TopM	eteo		
🗄 👻 🔒 Cheap package holidays, lat 🧧 Select hotel options - Virg 🗙					<u>ن</u> ا	⊠ - □ ⊜ • ⊡ • ⊘ • ⊕ •
	Show room info for Hyatt Regency Grand Cypress	Resort				
	Important notes:					
	The maximum occupancy may exceed the number of ad occupancy of 5 may accept 2 adults and 3 children but		e room. For exam	ple a maximum		
	Changing the total number of rooms will require a recald full occupancy, supplements may apply for under occup		ade costs. Upgrad	e prices based on		
	If you have changed your room selections above, click		ur holiday price" li	nk at the bottom of		
	the page to see updated prices.					
	Hotel special requests					
	If you have any special accommodation requests					
	enter the quantity where appropriate for all speci booking but cannot be guaranteed.	al requests you f	ave. These will	be added to your		
	Qty Special request					
	Terrentenginin provided			~		
	0 Smoking room if provided					
	0  Rollaway requested					
	0 Crib requested					
	0 Moneymoon couple					
	O Adjoining rooms requested Please note if you have a special medical request that	is not listed here	/ou can contact or	ur Customer Care		
	department using the form provided at the end of the bo	oking process.				
	Continue with booking					
	Description	Price (£)	Qty	Total (£)		
	Adult price	734.00	2	1468.00		
	Atol protection charge	2.50	2	5.00		
	Fuel apd & Resort tax	205.00	2	410.00		
	Vaa flight adjustment	60.00 -159.30	2	120.00 -159.30		
	Online booking discount	-108.00	S12	£1843.70		
	Total for your holiday			£ 1043.70		
	Remember, you can secure this booking with a deposit of only £270.					
		Hanny with y	our choices?	Contractor		
		nappy with y	our choices?	Continue >		
ne						🍚 Internet 🛛 🍫 🔍 100% 🔻
🚰 start 👘 🏉 🧐 🙆 🌝 🕼 aaPaul - Outlook Expr 🏾 🎄 Co	ommence 2000 - Paul 📴 10 1100 1 Paul Richer 🧯	Abreu Online 09	1008 🛛 🐻 )	lasc Paint Shop Pro 🥂	Select hotel options	en 🤹 🔁 🖓 🖾 🗿 🕄

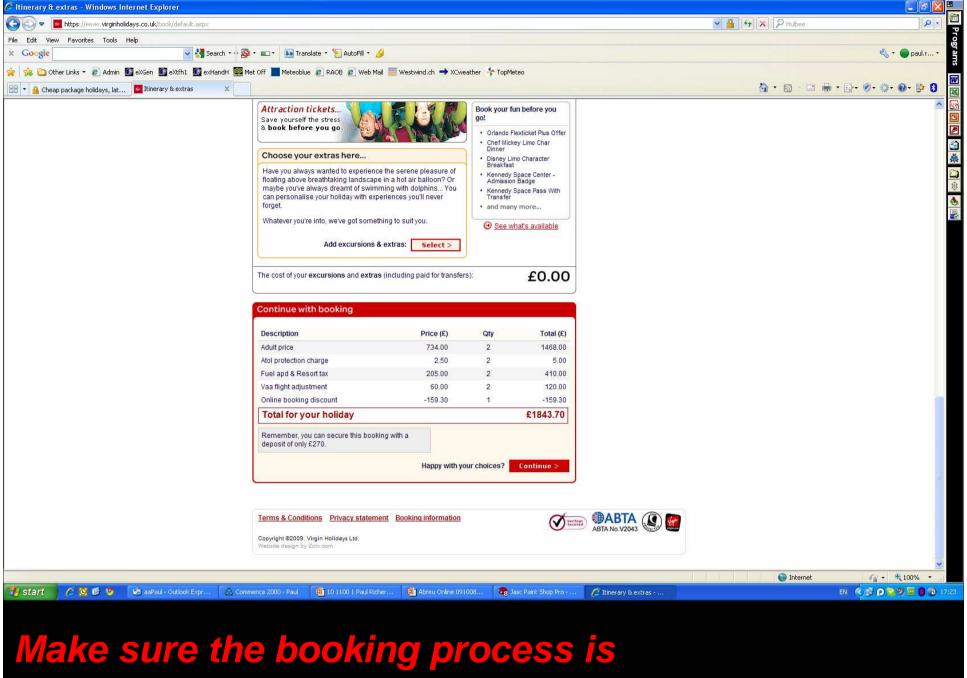




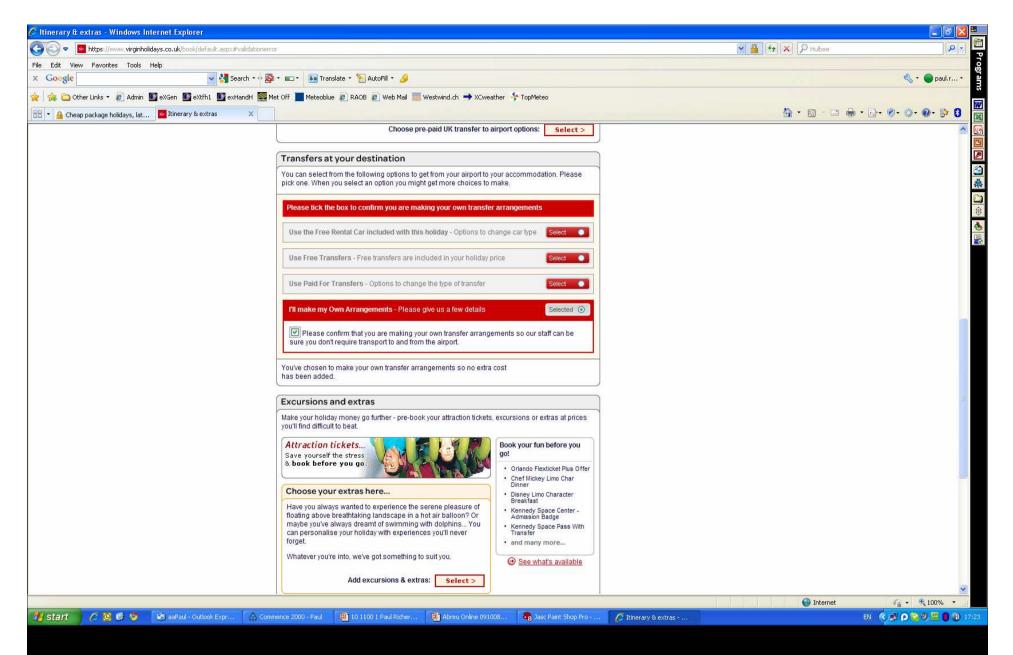






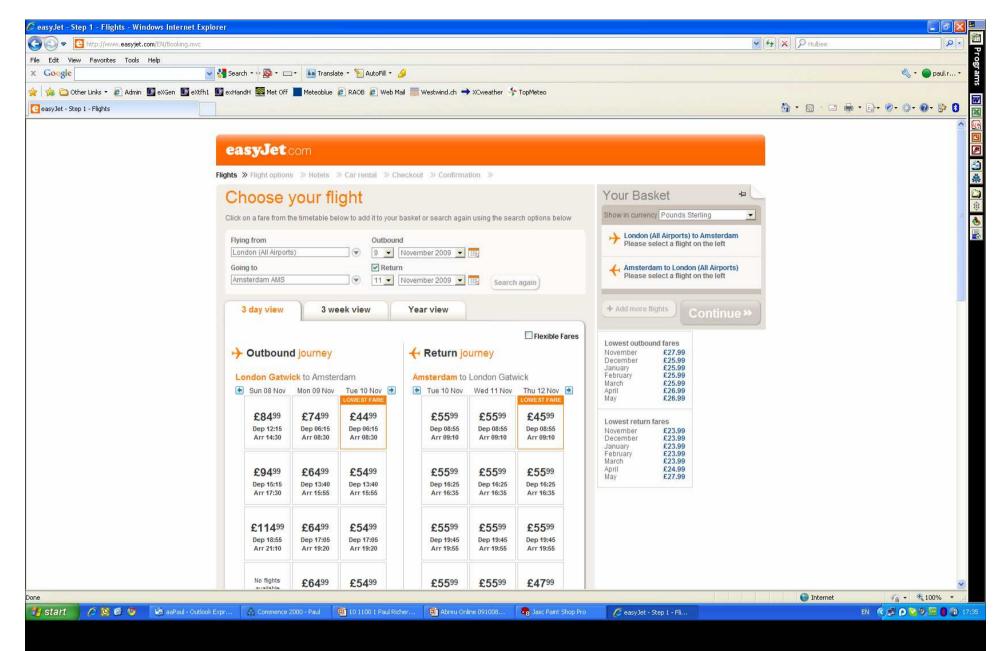


as simple and clear as possible



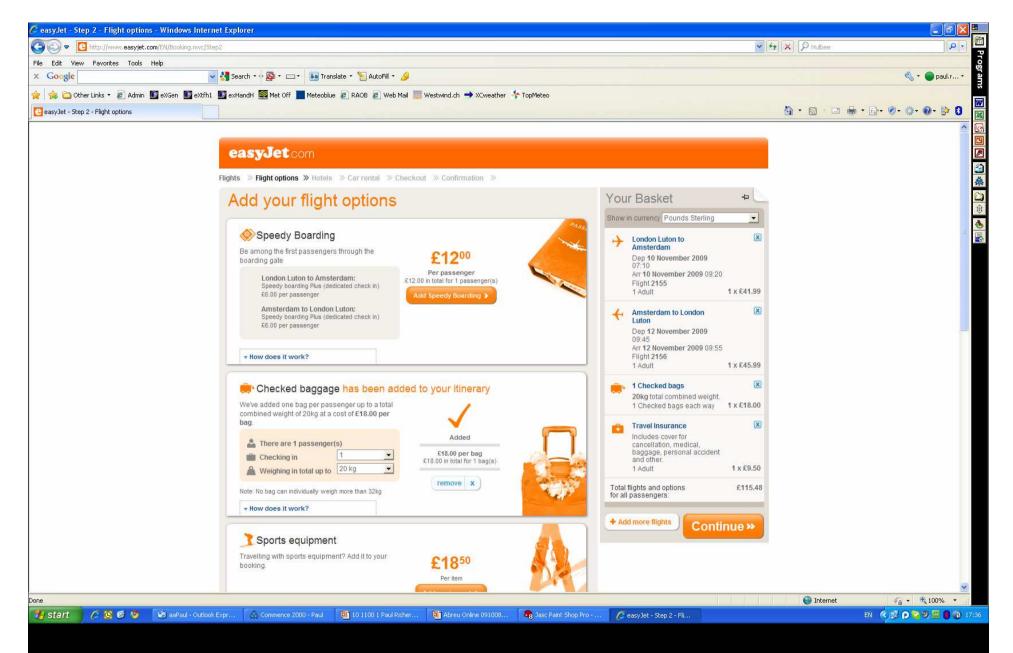
🖉 Payment - Windows Internet Explorer				
🚱 🕞 🗢 📔 https://www.virginholidays.co.uk/book/default.aspx			🔒 😽 🗙 🔎 Hulbes	
File Edit View Favorites Tools Help				rog
🗴 Google 🧹 😽 Search -	- 🕂 🔊 - 📖 - 🛛 🝓 Translate - 🍾 YautoFill + 🌽			🔦 + 🔵 paul.r +
🙀 👍 🗀 Other Links 🔹 🔊 Admin 📓 eXGen 📓 eXtfh1 📓 exHandH	🧱 Met Off 📕 Meteoblue 😰 RAOB 🔊 Web Mail 🚃 Westwind.ch 🔿 XCweather 🦩 TopMeteo			
🔠 🕶 🔒 Cheap package holidays, lat 🧧 Payment 🛛 🗶			👌 • 🗟 · 🗆 🖶 •	· 🗗 · Ø · Ø · Ø · 📴 🛛
	1. /2. /J. details /4. extras	- / 3 /		
	Make your payment	Your holiday summary:		
	Congratulations! Your holiday is fully planned! Please review the pricing summary shown below and then complete your payment and contact details to secure your booking.	Your holiday to: Florida		
	Total holiday price	Leaving on 11 Mar 2010     Staying for 7 nights		
	The total cost of your holiday is shown in the table below. A summary of your holiday is displayed on the right.	• 2 adults     Your hotel:		100 III - 100 IIII - 100 IIII - 100 III - 100 III - 100 III - 100 III - 100
	Description Price (£)	Hyatt Regency Grand		
	Package holiday (total for accommodation and flights) 2003.00	Cypress Resort		
	Online booking discount -159.30	A × Garden view room     Room Only board basis		
	Total cost of your holiday         £1843.70	Your flight:		
	Your payment and contact details	A return flight from Gatwick is included.		
		Outward Economy flight departs 13:00, arrives 17:25		
	Your contact details	<ul> <li>departs 13:00, arrives 17:25</li> <li>Inbound Economy flight departs 19:05, arrives 07:05</li> </ul>		
	Your address: Please enter your postcode and click the "find address" button, then choose your address from the list shown.	Transfers:		
	Enter your postcode: FIND ADDRESS	Own arrangements		
		Holiday price: £2003.00		
	Address line 1*	Online discount: - £159.30 TOTAL: £1843.70		
	Address line 2 Town*			
	County			
	Telephone and Email:			
	We also need your phone number and email address so that we can contact you if necessary and so we can send you confirmation of your booking when completed.			
	Telephone: Preferred Contact Number*			
	Secondary Contact Number			
	Email:			
	Email: Email address*			
Done			🕥 Internet	
🛃 start 🖉 🙆 🕲 🧐 🕼 aaPaul - Outlook Expr 💰	a Commence 2000 - Paul 🧧 10 1100 1 Paul Richer 🖳 Abreu Online 091008 😽 Jasc Paint Shop Pro -	🧰 🖉 Payment - Windows I		EN 🤇 🔊 🖸 🔽 🧶 🔤 🚺 17:24

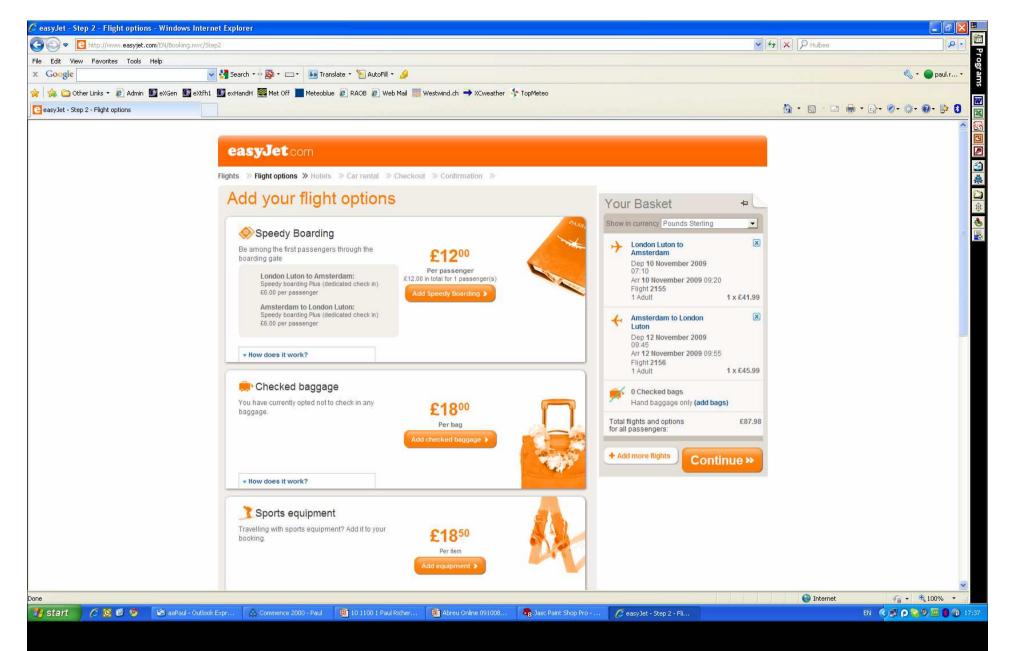
directlineholidays Your holiday search engine					VeriSign Secured
Book by Phone Book by Phone Bo	2 people sharing 1 room		Basic Price: Occupancy Supplement ( <u>?)</u> Total Online discount		£410.00 £140.00 £550.00 - <b>£25.00</b>
tonight. • Help and advice • Additional rooms • Room upgrades • Car hire • Easy payment options	<u>     Back to search results         </u>	» <u>Search agai</u>	Your online total		£525.00 er person = £262.50 Print this quote
Aquasol 3brm8	0 1 STEP ONLINE BOOKIN One easy step to get your Passenger Details		count		
	Adult 1 Select 💌	rst Name			And
Accommodation (2)	Adult 2 Select V Optional Extras Would you like a hotel tran	isfer?			● Yes ○ No ○ Yes ● No
Three bedroom apartment, minimum occupancy 2, maximum 8. Facilities include: Cot space Resort Name	Add Travel Insurance for y Click the <u>policy summary</u> to see th Payment Details - Your security is our priority	rour party? Please e key features of the policy	enter passenger details first and the <u>important medical requirem</u>	ents	
Palma Nova       Star Rating       Board Type       Self Catering       Nights	<ul> <li>Correspondence will be sent to c</li> <li>All your details are secured by V</li> <li>Your holiday is covered by ATOL</li> </ul>	erisign	dress		ERIFY
Outbound Flight Departing Gatwick, 04 Oct 10, 06:15	Payment today £52 Card number *	5.00	(this should be 15-19 d	15 (161)	
Arriving Palma De Mallorca, 04 Oct 10, 09:30 Return Flight	Cardholder name *	nth - 💙 Year - nth 11 💙 Year 20	(as it appears on the ca (leave this blank if it's (lease select)		
Departing Palma De Mallorca, 11 Oct 10, 10:45 Arriving	Security code *		(What's this?) ard statement.		
Gatwick, 11 Oct 10, 12:10 We Accept	Address line 1 * Town/City Postcode *		Address line 2 County Telephone *		
VISA Verified by VISA (VISA) MasterCard (MasterCard)	Email address *	ess is correct and have	read & accept <u>tour operator i</u>	important informa	tion and <u>terms</u>
	241) 'sol	CLICK TO	MAKE YOUR PAYMENT		

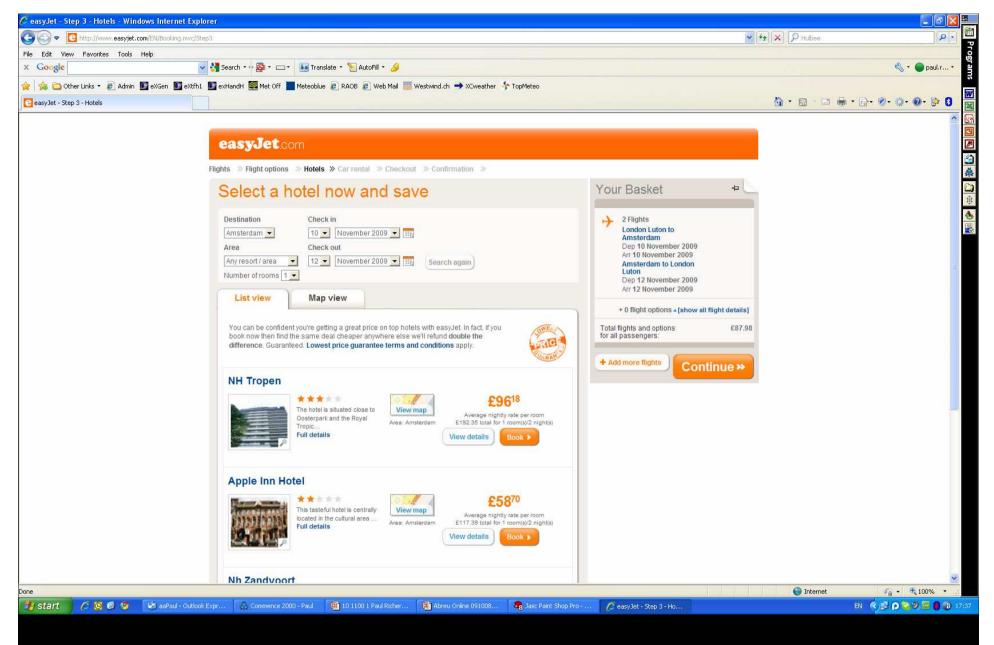


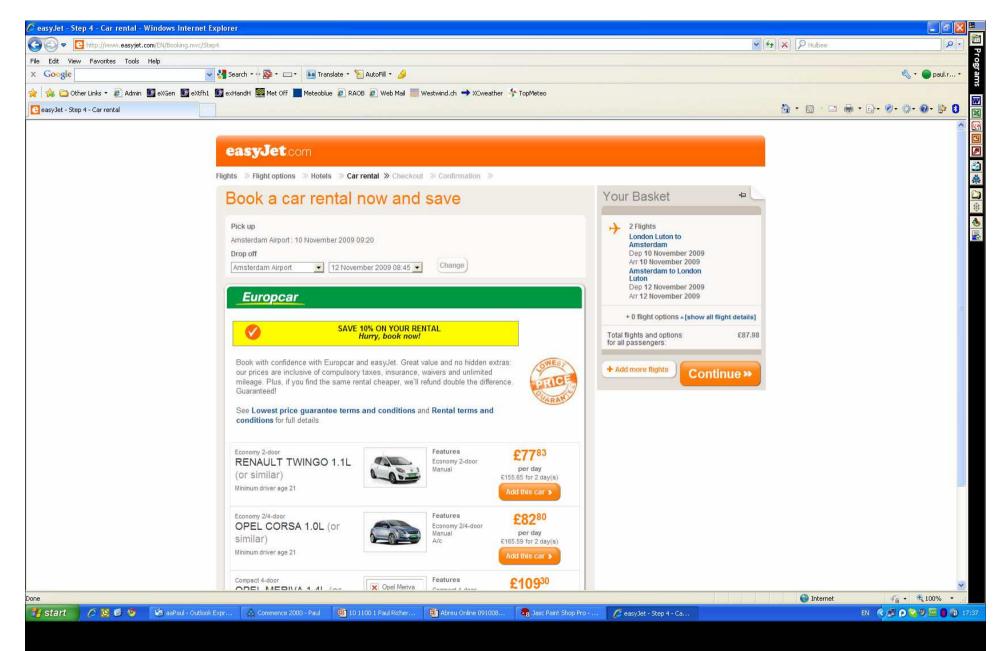
✓ ✓ Control http://www.easyjet.com/EN/Booking.mvc Edit View Favorites Tools Help								Hulbee	
	🗸 🛂 Search 🔹 🖓 🔹 🖂 •	🧃 Translate 🔹	📔 AutoFill 🔹 🍐	1					🖏 🔹 🔵 paul.r
👍 🛅 Other Links 👻 🔊 Admin 📓 eXGen 📓 eXtfh	1 🔝 exHandH 🐖 Met Off 📕 I	Meteoblue 🔊 F	RAOB 🔊 Web Mai	il 📕 Westwind.ch 🔿	XCweather 🤸	TopMeteo			
asyJet - Step 1 - Flights								🙆 • 📾 · 🖂 (	🖶 • 🕞• Ø• 🔯• Ø• 📴 🛿
2 X X 2	Arr 21:10 A	Arr 19:20	Arr 19:20	Arr 19:55	Arr 19:55	Arr 19:55			
							Your Basket	+ <u> </u>	
	No flights	E6499	£5499	£55 <sup>99</sup>	£55 <sup>99</sup>	£4799	Show in currency Pounds Sterling	×	
	D	ep 18:35	Dep 18:35 Arr 20:50	Dep 21:30 Arr 21:40	Dep 21:30 Arr 21:40	Dep 21:30 Arr 21:40	London (All Airports) to Amster	dam	
	P	AFT 20:50	ATT 20:50	ATT 21:40	ATT 21:40	ATT 21:40	Please select a flight on the left		
	London Luton to	Amsterdam		Amsterdam to	l ondon l utor	n	Amsterdam to London (All Airp	orts)	
		on 09 Nov T	ue 10 Nov 🛃	💽 Tue 10 Nov	Wed 11 Nov	Thu 12 Nov 💽	Please select a flight on the left		
	00400		OWESTFARE	LOWEST FARE	LOWEST FARE	LOWEST FARE			
			£4199 Dep 07:10	£45 <sup>99</sup> Dep 09:45	£4599 Dep 09:45	£4599 Dep 09:45	+ Add more flights Contin	iue »	
			Arr 09:20	Arr 09:55	Arr 09:55	Arr 09:55			
		LO	OWESTFARE	LOWEST FARE	LOWEST FARE	LOWEST FARE	Lowest outbound fares November £27.99		
	£81 <sup>99</sup> £	E6199	£41 <sup>99</sup>	£45 <sup>99</sup>	£4599	£45 <sup>99</sup>	December £25.99 January £25.99		
			Dep 14:00 Arr 16:10	Dep 16:40 Arr 16:50	Dep 16:40 Arr 16:50	Dep 16:40 Arr 16:50	February £25.99 March £25.99		
	LOV	VESTFARE LO	OWESTFARE	LOWE ST FARE	LOWEST FARE		April £26.99 May £26.99		
	No flights		£4199	£4599	£4599	£55 <sup>99</sup>	Lowest return fares		
	available	ep 18:10	Dep 18:10	Dep 18:15	Dep 18:15	Dep 18:15	November £23.99 December £23.99		
	A	Arr 20:20	Arr 20:20	Arr 18:25	Arr 18:25	Arr 18:25	January £23.99 February £23.99		
	London Stansted	to Amsterda	am	Amsterdam to	London Stan	sted	March £23.99 April £24.99		
		on 09 Nov T	ue 10 Nov 🛃	Tue 10 Nov	Wed 11 Nov	Thu 12 Nov 📑	May £27.99		
			OWESTFARE	LOWEST FARE	LOWEST FARE	LOWEST FARE			
		55026	£46 <sup>99</sup> Dep 07:00	£4599 Dep 09:30	£4599 Dep 09:30	£4599 Dep 09:30			
			Arr 09:05	Arr 09:35	Arr 09:35	Arr 09:35			
		LO	OWESTFARE	LOWEST FARE					
	and State Second State	Rectariance I and	£46 <sup>99</sup>	£45 <sup>99</sup>	£55 <sup>99</sup>	£55 <sup>99</sup>			
			Dep 15:50 Arr 17:55	Dep 18:20 Arr 18:20	Dep 18:20 Arr 18:20	Dep 18:20 Arr 18:20			
			DWESTFARE	LOWEST FARE	LOWEST FARE				
	£10199 £		£4699	£4599	£4599	£5599			
	Dep 18:50 D	ep 18:50	Dep 18:50	Dep 21:20	Dep 21:20	Dep 21:20			
	Arr 20:55 A	Arr 20:55	Arr 20:55	Arr 21:20	Arr 21:20	Arr 21:20		) Internet	🐔 🔹 🔍 100% 🔹

Http://www.easyjet.com/EN/Booking.mvc			Malbee 🖌 🖌 🔛 Hulbee	
dit View Favorites Tools Help				
oogle	Search 🔹 🌚 🔹 🗔 🔹 🛐 Translate 🔹 📔 AutoFill 🔹	<i>9</i>		🔦 🔹 🔵 paul.r
🚖 🛅 Other Links 🔹 🔊 Admin  📓 eXGen  📓 eXt	fh1 📓 exHandH 🗱 Met Off 📕 Meteoblue 🔊 RAOB 🔊 Web	1ail 🚃 Westwind.ch 🔶 XCweather 🤸 TopMeteo		
yJet - Step 1 - Flights			🙆 • 🗟 - 🗆 🖶 • 🕞	• 🔊 • 🖗 • 🖗 📴
	Arr 21:10 Arr 19:20 Arr 19:20	Arr 19:55 Arr 19:55 Arr 19:55		
			Your Basket	
	No flights £6499 £5499	£5599 £5599 £4799	Tour Busilot	
	Dep 18:35 Dep 18:35	Dep 21:30 Dep 21:30 Dep 21:30	Show in currency Pounds Sterling	
	Arr 20:50 Arr 20:50	Arr 21:40 Arr 21:40 Arr 21:40	Amsterdam	
	Landan Lutan to Ametodam	Ameteoria to London Luton	Dep 10 November 2009	
	London Luton to Amsterdam Sun 08 Nov Mon 09 Nov Tue 10 Nov	Amsterdam to London Luton Tue 10 Nov Wed 11 Nov Thu 12 Nov 💽	07:10 Arr 10 November 2009 09:20	
	LOWESTFARE	LOWEST FARE LOWEST FARE	Flight 2155 1 Adult 1 x £41.99	
	£81 <sup>99</sup> £71 <sup>99</sup> £41 <sup>99</sup>	£45 <sup>99</sup> £45 <sup>99</sup> £45 <sup>99</sup>	👍 Amsterdam to London 🗵	
	Dep 14:40         Dep 07:10         Dep 07:10           Arr 16:50         Arr 09:20         Arr 09:20	Dep 09:45 Dep 09:45 Dep 09:45 Arr 09:55 Arr 09:55 Arr 09:55	Luton	
	LOWEST FARE	LOWEST FARE LOWEST FARE	Dep 12 November 2009 09:45	
	£8199 £6199 £4199	£4599 £4599 £4599	Arr 12 November 2009 09:55 Flight 2156	
	Dep 17:30 Dep 14:00 Dep 14:00	Dep 16:40 Dep 16:40 Dep 16:40	1 Adult 1 x £45.99	
	Arr 19:40 Arr 16:10 Arr 16:10	Arr 16:50 Arr 16:50 Arr 16:50	Total flights and options £87.98 for all passengers:	
	LOWEST FARE LOWEST FARE	LOWEST FARE LOWEST FARE	in an passing is.	
	No flights £4199 £4199	£45 <sup>99</sup> £45 <sup>99</sup> £55 <sup>99</sup>	+ Add more flights Continue >>	
	Dep 18:10 Dep 18:10 Arr 20:20 Arr 20:20	Dep 18:15 Dep 18:15 Dep 18:15 Arr 18:25 Arr 18:25 Arr 18:25	Continue	
			Lowest outbound fares	
	London Stansted to Amsterdam	Amsterdam to London Stansted	November £27.99 December £25.99	
	💽 Sun 08 Nov 🛛 Mon 09 Nov 🛛 Tue 10 Nov 🖻		January £25.99 February £25.99	
		LOWEST FARE LOWEST FARE LOWEST FARE	March £25.99 April £26.99	
	£6699 £6699 £4699 Dep 08:00 Dep 07:00 Dep 07:00	£4599 £4599 £4599 Dep 09:30 Dep 09:30 Dep 09:30	May £26.99	
	Arr 10:05 Arr 09:05 Arr 09:05	Arr 09:35 Arr 09:35 Arr 09:35	Lowest return fares	
	LOWEST FARE	LOWEST FARE	November £23.99 December £23.99	
	£86 <sup>99</sup> £56 <sup>99</sup> £46 <sup>99</sup>	£45 <sup>99</sup> £55 <sup>99</sup> £55 <sup>99</sup>	January £23.99 February £23.99 March £23.99	
	Dep 15:15 Dep 15:50 Dep 15:50 Arr 17:20 Arr 17:55 Arr 17:55	Dep 18:20 Dep 18:20 Dep 18:20 Arr 18:20 Arr 18:20 Arr 18:20	April £24.99 May £27.99	
	LOWEST FARE	LOWEST FARE LOWEST FARE	muy ALLIOD	
	£101 <sup>99</sup> £56 <sup>99</sup> £46 <sup>99</sup>	£4599 £4599 £5599		
	Dep 18:50 Dep 18:50 Dep 18:50	Dep 21:20 Dep 21:20 Dep 21:20		
	Arr 20:55 Arr 20:55 Arr 20:55	Arr 21:20 Arr 21:20 Arr 21:20	🕥 Internet	🐐 • 🔍 100%
start 🖉 🙆 🗐 🈏 🕼 aaPaul-Out	look Expr 🏾 🎄 Commence 2000 - Paul 🛛 🗐 10 1100 1 Paul R	cher 🔲 Abreu Online 091008 🛛 😽 Jasc Paint Shop Pro-		0000000









🖉 easyJet - Step 5 - Checkout - Windows Internet Explo	irer			
😋 💽 🗢 📴 https://www.easyjet.com/EN/secure/Booking.mvi	/Step5		EASYJET AIRLINE COMPANY LIMITED [GB]	
File Edit View Favorites Tools Help				
× Google 🗸 🗸	Search 🔹 💀 🖛 📼 🔹 🧃 Translate 🍷 🎦 AutoFill 👻 🌽			
👷 👍 🗀 Other Links 👻 🔊 Admin 🚺 eXGen 📓 eXtfh1 🚺	exHandH 鱰 Met Off 📕 Meteoblue 🔊 RAOB 🔊 Web Mail 🚃 Westw	wind.ch 🔿 XCweather 🔸 TopMeteo		
easyJet - Step 5 - Checkout				🟠 • 🕤 · 🖂 🖶 • 🗗 • 🔗 • 🍈 • 🚱 •
	Tell us about your trip         At easy/et we are atways looking to improve our service to you. Please help us by telling us the reason you are booking this trip?         • Please select the reason for your trip -         • Please select the reason for your trip -         • Please select the reason for your trip -         • Please select the reason for your trip -         • Please select the reason for your trip -         • Please select the reason for your trip -         • Please select the reason for your trip -         • Please select the reason for your trip -         • Please select the reason for your trip -         • Please select the reason for your trip -         • Please select the reason for your trip -         • Please select the reason for your trip -         • Please select the reason for your trip -         • Cardholder's name as written on card         • Please select the reason for your card security code is a three of our digit number. For most cards, including Visa and Musice and three of our digit printed on the signature stip on the back of the card.         • For American Express, the card becard.         • For American Express, the card becard.         • The back.	Please check this box to confirm you have read, understood, and accept the easyJet terms and conditions and easyJet Travel Insurance services, terms and conditions which is underwriten by Mondial Assistance Europe N. V through its United Kingdom Branch (address and details can be found in the terms and conditions). <b>Book Now&gt;</b> The next screen you view may be part of a credit card verification process.	Pay by Credit Card, K39.26 Online Savings By making this booking online you are saving \$7.50 per seat per person over our telephone prices. For this booking that's a total of: \$15.00 saved! If you need to change your booking before travel, further savings can be made by changing online.	
🛃 start 👘 🖉 🞯 🧐 🕼 aaPaul - Outlook Exp	r 🎄 Commence 2000 - Paul 📵 10 1100 1 Paul Richer 👰	Abreu Online 091008 🛛 🕞 Jasc Paint Shop Pro -	🖉 easyJet - Step 5 - Ch	EN 🌾 🛃 🜔 💁 🧶 🐻 👔 17:
	The commence source and the rest on the Rules	Render of miller de trademini age asservaire en op aro-	C cosyder-step s-ch	



GENESUS he travel technology consultancy www.genesys.net

# **Social Media**







# Genesis - the travel technology consultancy Social Media

Blog Voice Video

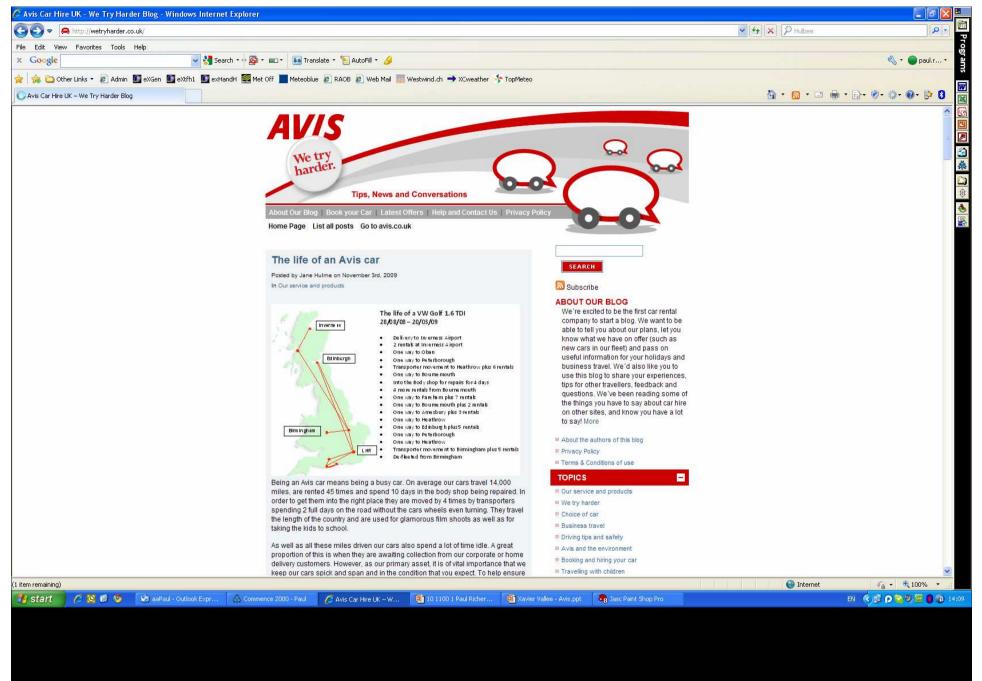
www.genesys.ne



Genesi's - the travel technology consultancy

Speak to your customers
Person to person
Let them get to know you
Let them know you are listening to them

www.genesy



About the authors          For the authors         <	<ul> <li></li></ul>
Coogle Search + De real de la construir de la	
Other Links • ② Admin S eXGen S eXth1 S extland! Met Off Meteoble @ RAOB @ Web Mall Westwind.ch * XCweather * TopMeteo       Advis Car Hire LK - We Try Harder Blog > About the au       About the authors       About the authors       Robut the autho	
Avis Car Hire UK – We Try Harder Blog » About the a) About the authors About the author About the about the author About the about the author About the about the about the about the about the about About the about the about the about the about the about About the about the abou	: ♣ · ⊡• Ø• ∲• Q• ╠ (
About the authors For White Marketing Manager, Avis UK Unioned Avis in 2002 fresh out of university having previously spent a year out from my studies to work at the company as a placement student. I have sinced moved between a couple of different roles and have now settled into my position as Product and Marketing Intelligence Manager. One of my job highlights is working on this blog. Customers and it represents an important step for Avis. I believe that with all of the conversations and information sharing that the Internet facilitates, there really is over a good road trip and I don't think you can beat driving the open road in the stunning South Island in New Zealand or the spectacular Utah and Arizona in the USA. Lalse lowe musics can due two tooks the find me upunion Market in the information staring that the place find me upunion Market in the place find me upunion Market in the informet find me upunion Market in the informet find me upunion Market information staring the find me upunion Market information staring the find me upunion Market information staring the find me upunion Market information staring that the informet find me upunion Market information staring the informet find me upunion Market information staring the informet find me upunion Market information staring the informet inf	i ∰ • ⊡• Ø• Q• Q• № (
Rob White       Marketing Manager, Avis UK         Ljoined Avis in 2002 fresh out of university having       Toined Avis in 2002 fresh out of university having         previously spent a year out from my studies to work at the       Compared avis in 2002 fresh out of university having         previously spent a year out from my studies to work at the       Compared avis in 2002 fresh out of university having         previously spent a year out from my studies to work at the       Compared avis in 2002 fresh out of university having         wine accoupte of different roles and have now settled       Into my position as Product and Marketing Intelligence         Manager. One of my job highlights is working on this bland       We're excited to be the first car rental         Namager. One of my job highlights, there really its       Now what we have on offer (such as         new cars in our fleet) and pass on       New cars in our fleet) and pass on         new cars in our fleet) and pass on       New fleet work I do         love a good road trip and I don't think you can beat driving the open road in the       Start travelers, feedback and         Lists Lists love wrunsic and wrun can other find me impring       Stor other travelers, feedback and         uset his blog to share your experiences,       uset his blog to share your experiences,         uset this blog to share your experiences,       uset his blog to share your experiences,         uset his blog to share your travelers, feedback and	
Marketing Manager, Avis UK         I joined Avis in 2002 fresh out of university having         previously spent a year out from my studies to work at the         company as a placement student. I have sinced moved         between a couple of different roles and have now settled         into my position as Product and Marketing Intelligence         Marketing this kind of dialogue with our         customers and it represents an important step for Avis. I believe that with all of the         no excuse for companies not to listen to their customers. Outside of work I do         love a good road trip and I don't think you can beat driving the open road in the         stunning South Island in New Zealand or the spectacular UBah and Arizona in the         USA Lalse love wruns company for start and to my consoling of wing for find me upwing not fi	
around to the music in Brixton Academy or kicking a ball in anger for the Avis team in the local 5-a-side league. the local 5-a-side league. the things you have to say about car hire to say! More	
Other Blog Founders   About the authors of this blog  Privacy Policy	
Fibhlin Payne       Former Head of Customer Support and Head of Region       TOPICS       Image: Conditions of use         South, Avis UK       Image: Customer Support and South avis instrumental in the launch of the blog, ensuring it's integration into the Customer Support and Service Excellence teams. This was vital to the effective managment of customer gueries posted on the blog and to ensure feedback was correctly channelled. After 4 years heading the Customer Support team, she moved into to provide the blog with a unique perspective on life on the front-line'. In september 2008, Eibhlin left Avis to take up an exciting new role in her native ireland with a well-known mobile telecommunications company.       Image: Topic S	
Stephen Spiers       Former Intranet Webmaster, Avis UK       I Location         Stephen, along with Elbhin, represented the Customer       I Location       I Location         Support team on the blog, playing key role in it's day to day management. He has been one of the blog's biggest contributors as both an author and in responding to comments. His role in the Service Excellence function of the Customer Support team also put him in the ideal position to utilise customer feedback from the blog to in Comments to the rental experience for our customers.       I Car hire tips         identify and implement improvements to the rental experience for our customers.       I Audi A4 and A6 now in our Select Series       I Avis Abroad – Renting in Venice	
Xavier Vallee       III What's included in your quote         Former Head of Marketing, Avis UK       IIII Replacing your UK driving licence         Along with Rob White, if it wasn't for the perseverence and       IIIII Replacing your UK driving licence	<i>√</i> 2 <b>▼</b> ₹ 100% <b>▼</b>
en remaining)	

			Book early	for Christm	as!	
Avis takes part in BA Fun Run			Posted by Vicki Wilson on October 14th, 2009			
Posted by Rob White on October 3rd, 2009			In Booking and hirir	ng your car, Car hire tip	05	
In Announcements, We try harder						
	Act on CO2 - Smarter driv Posted by Rob White on October 20th, 2009		iving tips		shops this weekend it hit me that there ou need to hire a car over the Christmas oking one as soon as possible. It is one	
	In Announcements			enerally sell out very quickly. Also, not		
				Avis belnin		
5 540 M 540 M 199 m	I recently read Tim Flannery's "The Weather Makers", whic					
	that the burning of fossil fuels is having on climate change consequences of this. The evidence presented overwhelm					
	the burning of fossils is havi			In Announcements, E	Business travel	
	continue to produce, the pote		omic, social and he im that I know or un	And have produce	d a white paper on Duty of Car who require members of there	
Christmas shopping in the L	IK		or verify his analysi	Dusiness (SMLS)	who require members of there	s stall to traver for work.
osted by Vicki Wilson on October 30th, 2009 h			ner tackle a problem	de a problem FACT: 200 drivers are killed or injured each week whilst travelling on co		
In Best Of British, Location			on if Flannery and hi	business*		
The state	I've always considered the switching on of lights in		our CO2 output, it co		gure, but the law of averages s Es simply because they emplo	
	official kick off to the fest	The life	of an Avis c	ar		
ATTACA AND AND AND AND AND AND AND AND AND AN	and this morning it was Posted by Jane Hulme on Nover			ver 3rd, 2009		ctor which is least av
	on the radio that lights c		and products			er's safety and for the
	arrived at the office, read					ee is involved in, or o
	my new found Christma					ь.
	of my colleagues pointe			The life of a VW 28/08/08 – 20/03		ected to adopt a road
	way ahead of me, as he	1.1	in verne 🗤	20/00/00-20/03	105	ng on company busir
already finished his Christmas shopping. Th conversation about the best places in the UK				<ul> <li>Delivery to Inv</li> <li>2 rentais at Inv</li> </ul>		rosecution.
our favourites. Let us know what you think an				One way to Ob	And the second	
		5-	Edinburgh	One way to Per     Transporter pr	terborough overnent to Heathrow plus 6 rentals	
Westfield shopping centre – London		-107		<ul> <li>One way to Box</li> </ul>	이상 가슴 집에 집을 것을 알았는 것이 아프 이야기에서 여러가 가지 않는 것이 아프 이야기.	
This is one of my favourites; it is one of the la with over 275 shops for you to choose from. I			111		hop for repairs for 4 days	
Tiffany's or Next it's all there for you to choose					from Bourne mouth re ham plus 7 rentals	
restaurants and the fact that it's open until 9p				· · · · · · · · · · · · · · · · · · ·	ume mouth plus 2 rentals	
whole day of it.		5	N/	<ul> <li>One way to An</li> <li>One way to He</li> </ul>	nesbury plus 3 rentals athrow	
		Eirm in d		5mm3 0500 003	inburghplus5 rentab	

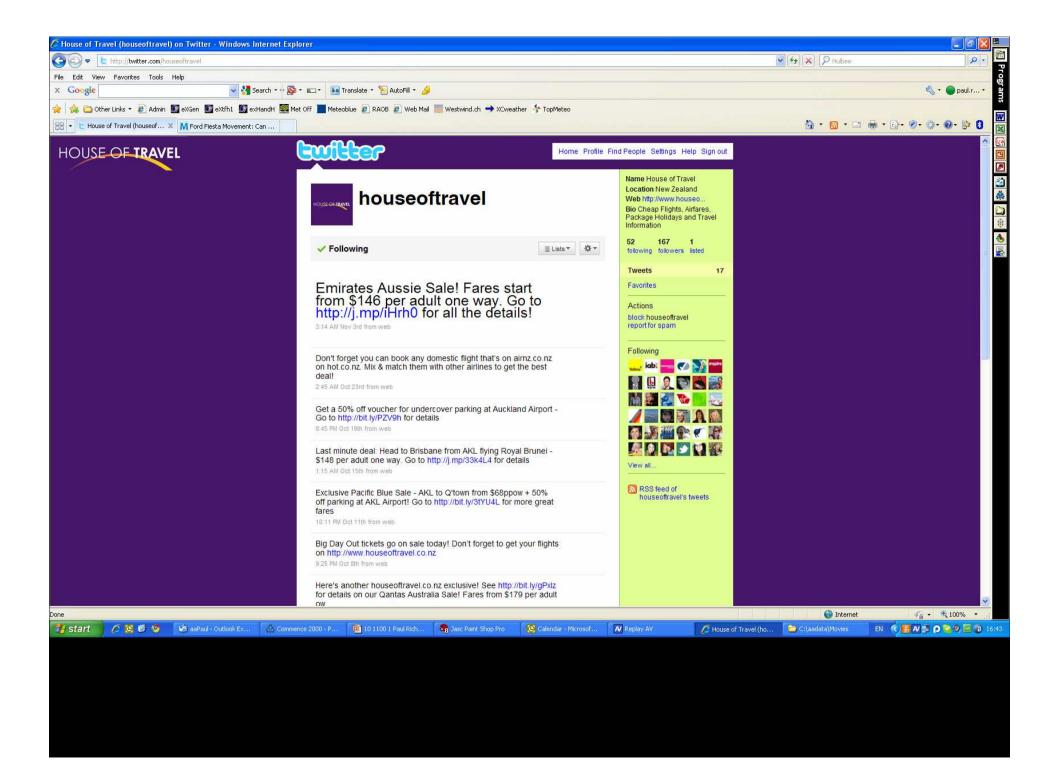


#### Done, but with errors on page

🐗 🔹 🔍 100% 👻

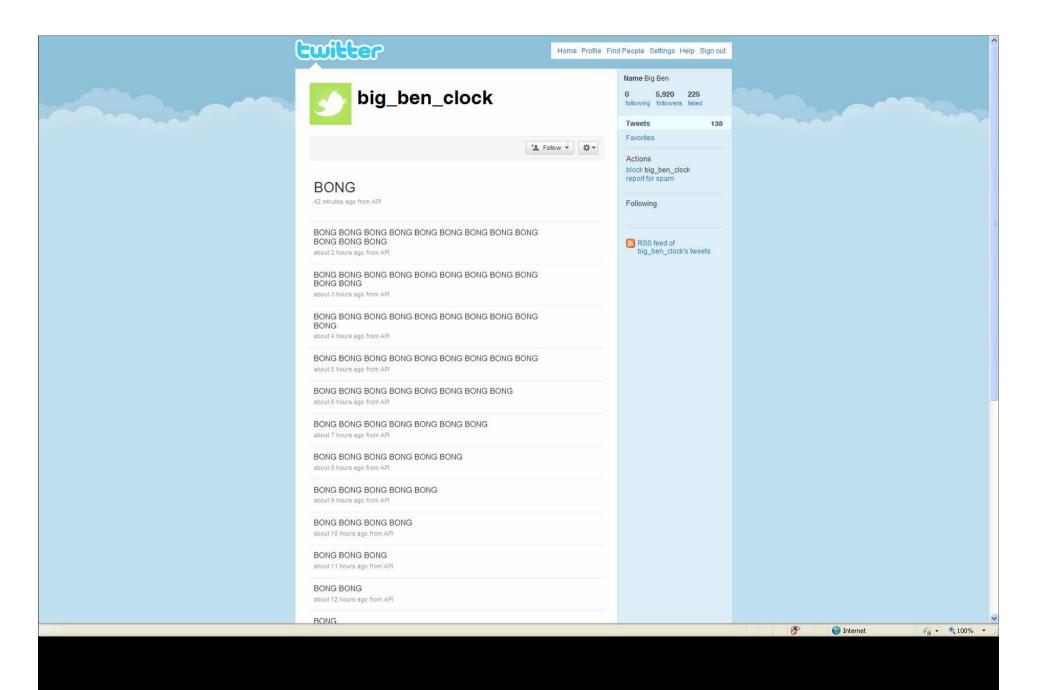
P

Internet





EN 🔇 🛃 🗛 🗭 🖸 😒 🧶 🔤 🚯 16:47

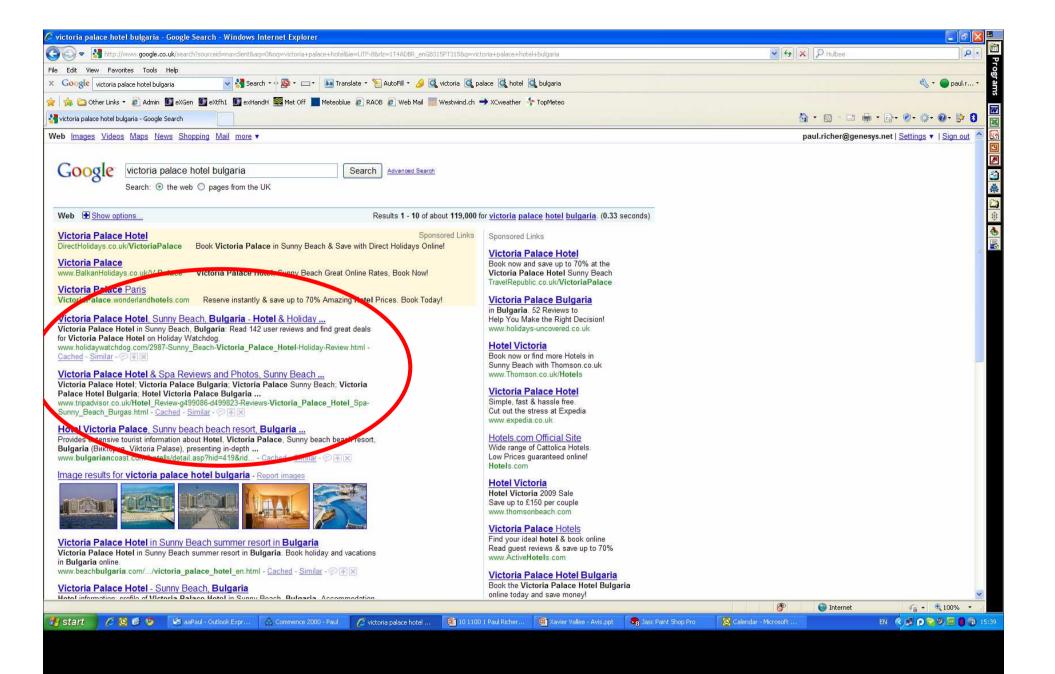


# Genesys - the travel technology consultancy

Your customers have something to say
 They may be talking about you whether you like it or not

www.genesy

Listen and respond



#### "NOT FOR FAMILIES "

BOOK IT

Submitted By: shenanigan

I read most of the reviews before we went, but as a freind had been last year and enjoyed her stay there plus i had seen her photos i booked myself, partner and 7 yer old son anyway, it is lovely hotel but the service lets it down. When we got to the ... read more

Advice: Nothing there for children Activities: None i can think of Good for: Beach

#### Was this review helpf

Date of Holiday: May 2009 Board Basis: Half Board Tour Operator: Balkan holidays

#### "Flabbergasted! "

Submitted By: Flabbergasted!

Never in my wildest imagination would this I as 5\*, it tends to be insulting to a 3\* hotel. I reviews state. The rooms are sparse and filt fleas are jumping out of the carpets, beds st read more

Advice: be careful using currency exchange booths - they offer misleading rates Activities:

90

#### " hotel from hell "

Submitted By: mrs p ward

just got back from victoria palace ? they get better treatment in prison, we checked in at 4am and where given a bag each with a dried up sandwich a warm bottle of water and some fruit we where amazed there wasn,t anything to make a hot drink in room .... read more

Advice: its ok if you just want to sunbath ,shop, drink, and eat Activities: sightseeing what sightseeing, my favourite restaurant was friends next door to hotel

#### Was this review helpful? Yes | No

Date of Holiday: Sep 2009 Board Basis: Half Board Tour Operator: Booked Independently

#### BOOK IT

User Rating:

1/10

#### s review helpful? Yes | No

#### e holidavs

Holiday from Hell " Submitted By: Kenmar

My Advice to everyone Please Please dont go to the Victoria Palace. This is a 4 star + on the outside but not even a 2 Star on the inside

the rooms are dirty and dont get cleaned my bathroom was not touched for 6 days until i complained. We went ... read

#### more

Advice: Its not a nice place to visit full of tatty shops Activities: The only thing we enjoyed was khan tent Good for: Beach

#### Was this review helpful? Yes | No

#### BO

Submitted By: wendbill@hotmail.co.uk

The Victoria Palace, should be renamed the hotel from hell. like many other holiday makers, we have been holidaying allover the world for the last 25 vears with our friends, but never have we had a hotel as bad

as this one. The food was ... read more

Advice: dont bother going Activities: Nesabar was o/k

grim "

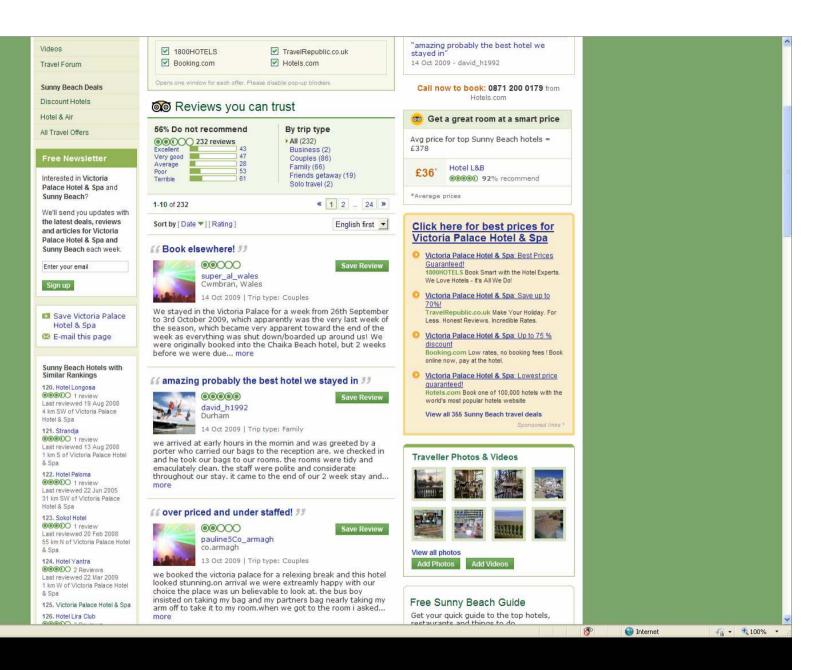
#### Was this review helpful? Yes | No

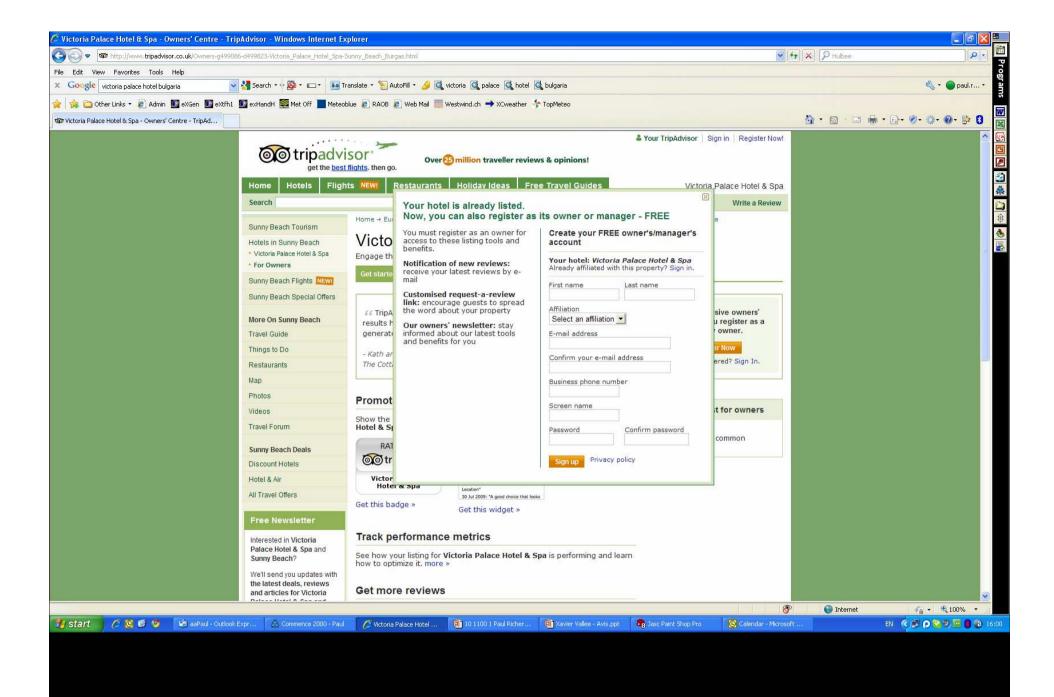
Date of Holiday: Sep 2009 Board Basis: Half Board Tour Operator: Thomson

User

BOOK I

User Ratin





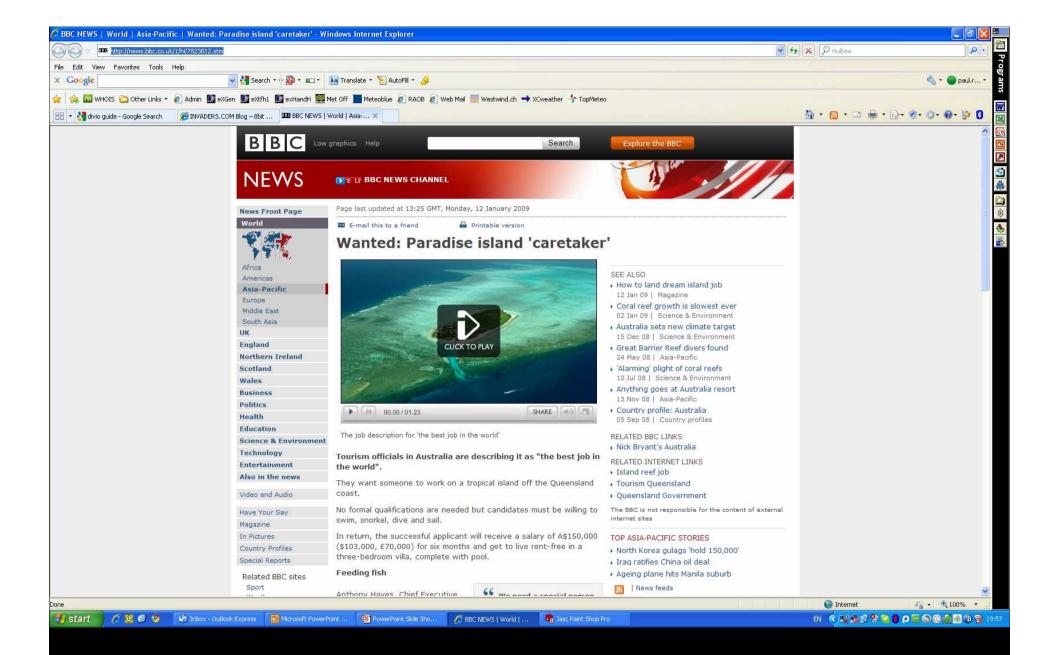


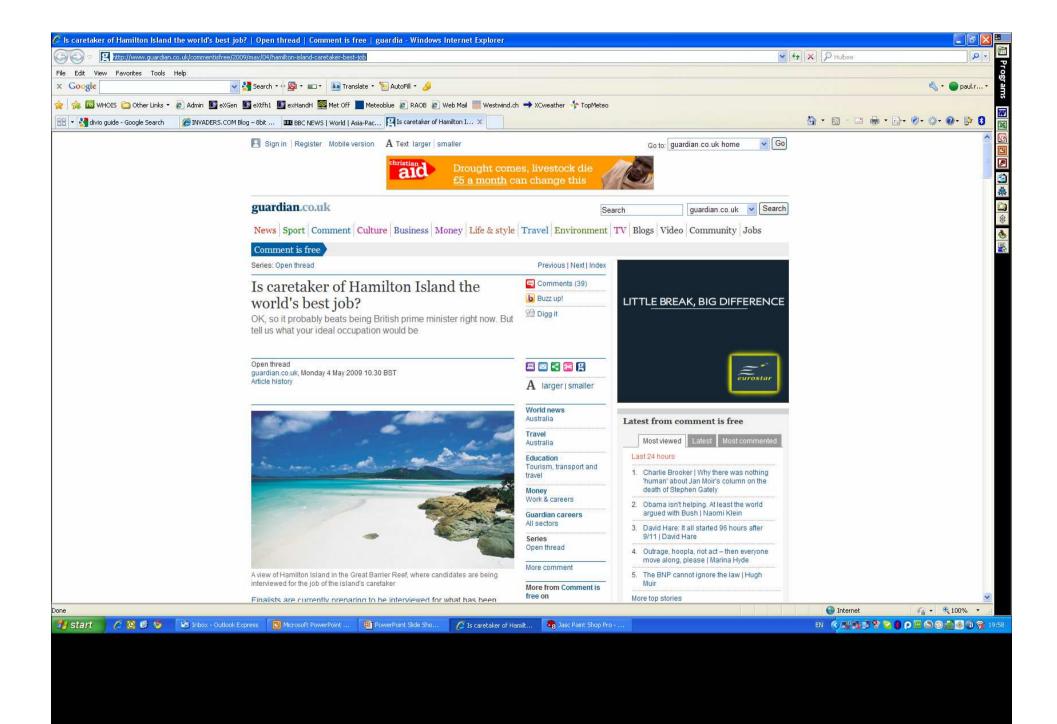
#### Genesis - the travel technology consultancy

Video

## Get others to contribute

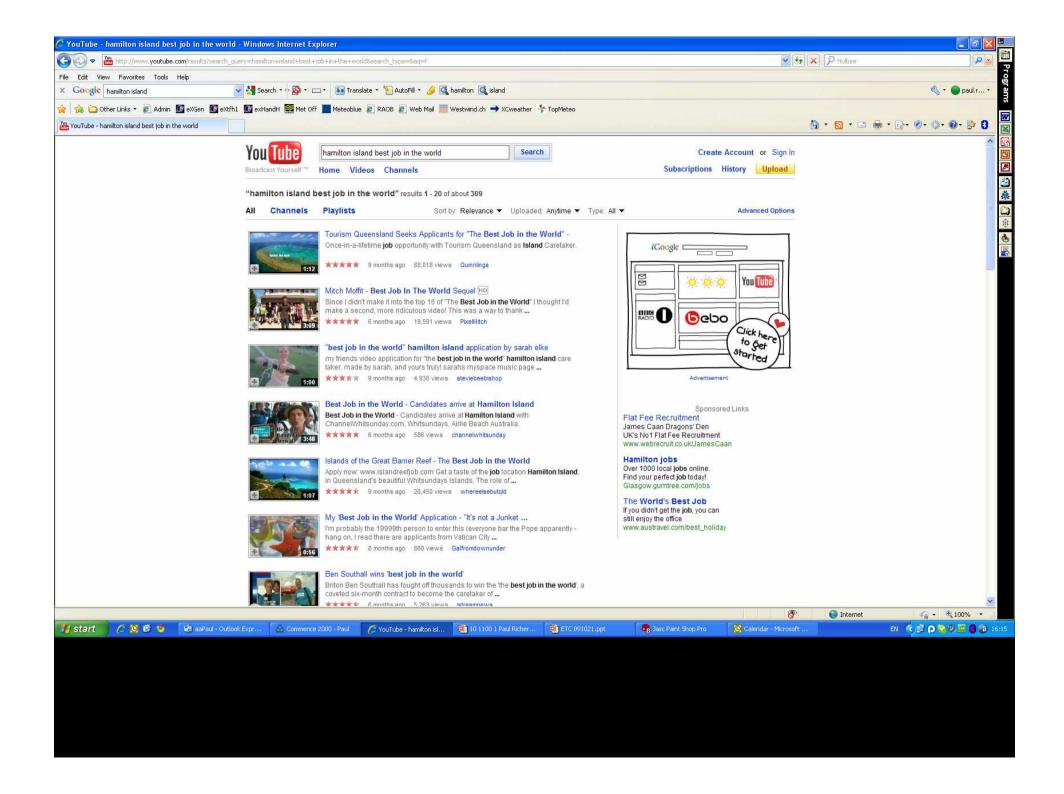
- Build a community
- Spark viral marketing



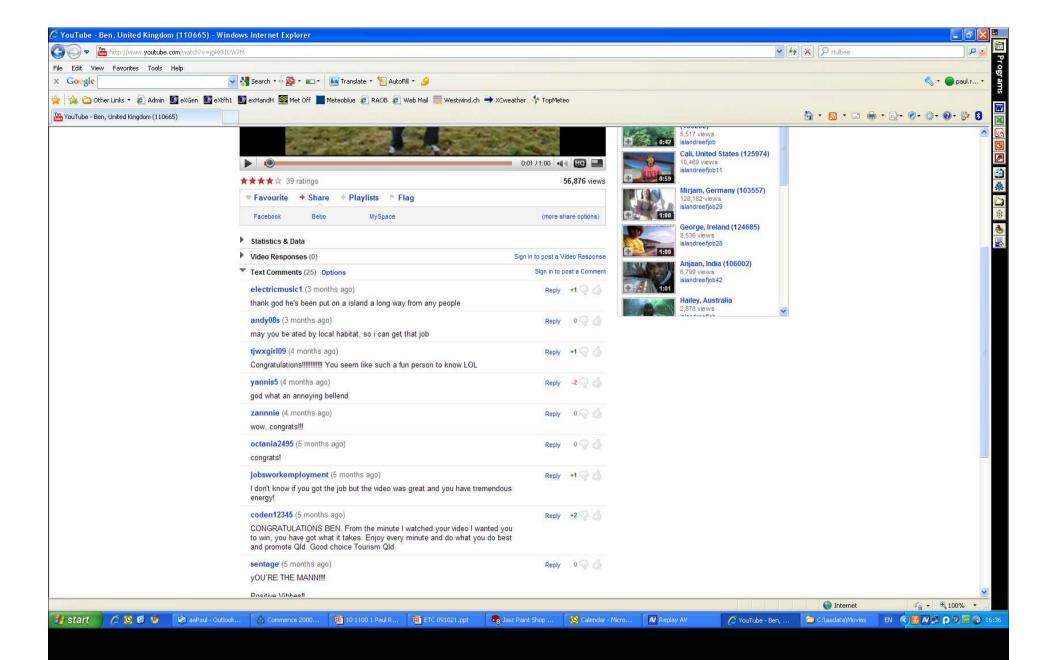


	ensland) - Wikipedia, the free encyclopedia - Windows Internet Explorer	0	
9 1	wikipedia.org/wiki/Hamilton_Island_(Queensland)#The_Best_Job_In_The_World	P Hulbee	۶
Edit View Favorit			å <b>a</b> .
oogle hamilton isl			🔩 🔹 🔵 paul.r.
🖇 🛅 Other Links 🔻	🔊 Admin 🗕 eXGen 📓 eXtfh1 📓 eXHandH 쬝 Met Off 📕 Meteoblue 🔊 RAOB 🔊 Web Mail 🚃 Westwind.ch 🔿 XCweather 🥎 TopMeteo		
nilton Island (Queens	nd) - Wikipedia, the free en	• 📓 • 🖻 🛛	🖶 T 🗗 T 🖉 T 🧭 T 🚱 T
	Tourism	+1	- Australia
t links here		State (	Queensland
ted changes ad file	Unlike most islands off the east coast of Australia, Hamilton Island is used almost exclusively for tourism. However the island is catering for a growing number of residents, both employees of the various businesses on the island and also those people choosing to retire and enjoy the lifestyle. The island is on long term lease from the Commonwealth Government by the Oatley family. The Oatleys own and		Whitsunday Regional Council
ial pages	run Hamilton Island Enterprises which operates the majority of accommodation and businesses on the island.		Demographics
able version	Hamilton Island Airport is the only airport in the Whitsunday Islands that is big enough to cater for larger commercial aircraft. Hamilton Island is also catered for by several ferry services, which can only	Population	1347 <sup>[1]</sup> (as of 2006)
hanent link this page	carry passengers. Mainland motor vehicles are prohibited on the island with the exception of those for tradespeople. [ <i>citation needed</i> ] Transport needs are mostly served by a fleet of golf buggies, available to		
es	tourists for rent.		
tsch	and the second		
çais			
no erlands			
語			
	Panorama of Whitsunday Island from Hamilton Island.		
	Visitors can catch glimpses of migrating whales as they make their way through the warm waters of the Whitsundays around July-September each year.		
	Caretaker promotion		[edit]
			1
	The Best Job In The World		[edit]
	In 2009, Tourism Queensland promoted the Great Barrier Reef as a global tourism destination with a website encouraging people worldwide to apply for "The Best Job In The World:", to be a "Caretaker of the set	he Islands" to "	house-sit" the islands of the
	Great Barrier Reef for half a year, based on Hamilton Island. <sup>[2][3][4]</sup>		
	Job benefits included a large salary, free lodging in a multi-million dollar villa, and transportation there and around the islands. The application process required a web video to be submitted, available publicly		
	duties listed were primarily publicity-related with web videos, blogging, and photo diaries. The submission web site crashed two days following the launch of the campaign, from excessive visits and applicat	Care of the second states and	25 28 DA 36 243
	Interest continued for months. On February 11, 2009, Christopher Grima jumped off the South Causeway Bridge in Fort Pierce in Florida. The police report said that he "wanted to capture a video of himself		
	recruiters" for this job. He quickly received a summons for breach of the peace / disorderly conduct. <sup>[6][7]</sup> More marketing-sawy applicants created blogs and established Facebook groups to create buzz ab interest. "The biggest winner, though, is Tourism Queensland, which reckons that for US\$1m, it generated US\$70m of global publicity" just one month after the campaign's launch. <sup>[6]</sup>	out themselves	. I wo hoaxes also fueled
	Over 34,000 applications were received from over 200 countries, and whittled down to 16 finalists (including one chosen by an on-line vote). Finalists came from Australia (two), United States (two),	Gingdom Cana	a Ireland the Netherlands
	Germany, New Zealand, Taiwan, India, China, Lease, Stance and South Korea. Ten were male and their ages ranged from 20 to 39. The candidates were interviewed on the Island stations May 2, 2009. The		
	charity first size and ostrich-rider from Petersfield, Hampshire, UK, was appointed as the new caretaker of the island on May 6, 2009. <sup>[9][10]</sup>		
	By the campaign's end, it has generated more than \$200 million in global publicity value for Tourism Queensland. <sup>[11]</sup> Brisbane advertising agency CumminsNitro [6] & was awarded three top awards at the (		
	<sup>[13]</sup> . Public relations experts have expressed awe at the success of the campaign. <sup>[14]</sup> The campaign received PR support in North America from Quinn & Co. Public Relations [7] @ <sup>[15]</sup> , and in the United Ki	ngdom from Hil	Is Balfour Synergy [8] 🗗 <sup>[16]</sup> .
	mula planning duties in North America went to Criterion Global International Media Buying [3] 📴 🖙		
	New developments		[edit]
	In 2009 there are two key infrastructure and tourism developments due for completion on the Island. The Harmon Island Yacht Club will be opened during Hamilton Island Race Week and is due to be com	nleted in late 2	009 <sup>[18]</sup> and the Hamilton Island
	Golf Club is new Championship resort course which open an August 2009. The 18 hole course an neighbouring Dent Island measures 6,715 yards/6,140 metres and is billed as the only championship isla		
	See also		[edit]
			Tearl
-		🕒 Internet	🖌 👻 🔍 100%

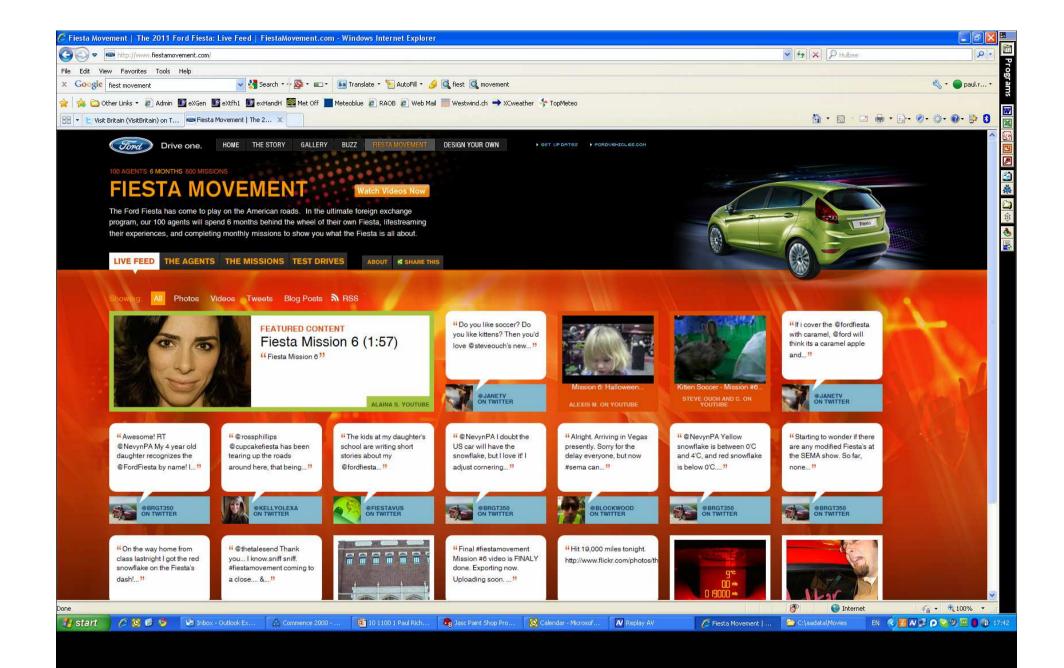
# By the campaign's end, it has generated more than \$200 million in global publicity value for Tourism Queensland.













GENESUS he travel technology consultancy nww.genesys.net

# Thank you for listening

### Paul Richer

paul.richer@genesys.net Skype: paul.richer Twitter: @paulricher

Genesys – The Travel Technology Consultancy www.genesys.net