

BUSINESS | INNOVATION | TRAVEL

pax
MAGAZINE

THE 2019
CRUISE GUIDE

DISCOVER

CHANTILLY, DOMINICA,
FIJI, GRENADA

THE LANGUAGE
OF TRAVEL

*Wolf
Pannic*

PRESIDENT, TRAFALGAR CANADA

+

SPECIAL FEATURE

FIGHTING AGAINST FRAUD
IN THE TRAVEL INDUSTRY

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Letter from the publisher



Honouring excellence

It's been 14 years since *PAX* began celebrating the hard work of travel professionals across Canada.

The travel industry, of course, has had its share of challenges: generational (hello, social networks), weather (hello, hurricanes) and commercial (hello, online direct bookings). But despite these obstacles, we continue to celebrate the people who devote themselves to the industry every day so that their clients can travel with peace of mind and a smile on their face.

These individuals are exceptional people and it is the duty of their peers and colleagues to highlight their achievements, year after year, which is why we hold our annual Awards of Excellence contest.

Our 2018 Awards of Excellence contest concluded just before the holidays. The awards featured six categories and hundreds of nominations across Canada. In fact, we had so many votes that for the first time in the contest's history, we declared a tie in our Representative of the Year category!

I would like to extend my personal congratulations to all the 2018 winners:

Travel Agent of the Year: Kelly Klassen, Travel Professionals International (TPI)

Representative of the Year: Brian Joseph, AMResorts; Diane Pedroso, Air Canada Vacations

Reservations Agent of the Year: Hilary Arsenault, G Adventures

Social Media Guru: Lori Gold, Twil Travel

Rookie of the Year: Bruno Muñoz, Transat

Personality of the Year: Bruce Lidberg, TravelBrands

In the February 2019 edition of *PAX magazine*, several articles will catch your eye, including our interview with Trafalgar Canada's Wolf Paunic, who reflects on his illustrious career that has spanned two continents and three decades.

You also won't want to miss our *2019 guide to ocean cruising*. Chock-full of valuable information, this feature will undoubtedly become your reference tool for future sales.

Finally, you may have noticed that your *PAX magazine* got quite the makeover during the holidays. While we remain the largest print publication in the Canadian travel industry to date, we are not resting on our laurels as we continue to optimize our products. With a revised graphic grid and a new catalogue of fonts, including an overhaul of our diverse sections, *PAX magazine* has never been more attractive, current and relevant.

Happy reading!

President & CEO,
PAX Global Media

Contents

February 2019, No 48

Business

- 3 **Publisher's Note**
- 6 **Business Meeting**
Wolf Paunic, President of Trafalgar Canada
- 12 **Business Sense**
Multichannel and omnichannel: the sales process revolution
- 14 **Numbers of the Month**
Tying the knot
- 18 **MICE**
Creating a trade show to increase sales
- 23 **Special Feature**
Fraud in the travel industry



Travel

- 28 **Vogue**
Meet the robots of the travel industry
- 32 **Cruise Industry**
The 2019 Cruise Guide
- 47 **Destinations to Discover**
Chantilly, Dominica, Fiji, Grenada
- 56 **Experience**
Toy Story Land: the joy of being a toy
- 60 **Hotel Visit**
Two all-inclusive Victorian resorts to discover in Puerto Plata
- 64 **Aviation**
Crisis Medical Management onboard



Innovation

30 The Digital Age Social media and security



Extra

66 My Suitcase PAX picks for a great trip



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THE LANGUAGE OF

Travel

Whether leading tours or leading a business, Trafalgar Canada's **Wolf Paunic** reflects on a storied career spanning two continents and three decades

By Blake Wolfe | Photos by Geoff Fitzgerald

It's safe to say that most travel industry stories don't involve eating lunch before heading into the heart of the former Soviet Union; then again, it's been anything but an ordinary travel career for Trafalgar Canada President Wolf Paunic.

"I was travelling by train to Ostend via Brussels, where my best friend lived at the time," recalls Paunic, reflecting on his travel industry beginnings. "The train stopped for 10 minutes so I called him

from Switzerland and I asked him to buy a book on each of the seven countries I was going to be working in – and a sandwich as well. He runs next to the train with a big bag full of guidebooks and a huge baguette sandwich.

"There I went, off to the Soviet Union, to see what Gorbachev was up to!"

Majoring in language – specifically Arabic and Turkish – at the University of Belgrade in the former Yugoslavia (now Serbia), →





Paunic was set to take on an interpreter's job in Libya, training local workers for a construction company; it was when the business' contract unexpectedly fell through that Paunic, left without work, turned his eye to the world of travel, working two summers with Yugoslavian tour operator Yugotours.

Life of a polyglot

What was to just be a summer job selling coach tours throughout Central Europe soon blossomed into a career as a tour guide, Paunic tells *PAX*, after joining Cosmos as a travel director. And just as his linguistics background once generated a job lead in Libya, Paunic – speaking seven languages, including fluent Russian – now found himself offered a unique opportunity from Cosmos, leading what he jokingly dubbed “vodka tours” through parts of Soviet-controlled Eastern Europe and Scandinavia in the waning days of the U.S.S.R., when Mikhail Gorbachev's policy of perestroika slowly began opening the country to the West after decades of isolation.

With the aforementioned sandwich and guidebooks in tow, Paunic embarked on his new journey as a tour guide; however, a little more than two years into this role, war broke out in Yugoslavia and as the holder of a Yugoslavian passport, Paunic found travel became increasingly difficult in Europe, as the countries in which he operated now required additional visas to enter.

Paunic was now faced with a decision.

“I went back home to ensure that my family and friends were doing well and having realized that the situation is not going to get better in my lifetime, I applied for a landed immigrant visa in

Canada,” he recalls. “Very quickly, my wife and I received our visas and came to Canada in 1993.”

A passion for guided vacations

Landing in Canada in October 1993 – “the day after the Toronto Blue Jays won the World Series that year,” Paunic notes – he quickly found work with Globus' Canadian branch. There he led tours of Ontario and Quebec, eventually taking on the role of national sales and marketing director in 1995 and staying with the company until 2008, during which he was among the early proponents of the then-nascent river cruise industry. Paunic then struck out

on his own for a few years as a travel industry consultant under the name Wolfe Inc., a role which, through his consulting work, eventually led to two separate job offers from brands under The Travel Corporation. For Paunic, it was an easy decision.

“I opted for Trafalgar because when I was doing consulting, I realized that guided vacations were my true passion.”

“Everything changes”

In much the same way that the map of Europe was being redrawn at the outset of his travel career, so too does the travel industry, Paunic notes. →





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“The biggest lesson is that everything changes and it changes very quickly. If you’re passive or complacent, it doesn’t guarantee you a future... Not only does one require a strong work ethic, but a drive to continuously learn and adapt. The benefits are twofold: it keeps you inspired and striving for more, while keeping you plugged into your business. It’s really about keeping a very broad spectrum and being sensitive to anything going on in the world and how it will affect you.”

Of these changes, one of the biggest is the way in which travel is both purchased and promoted in North America. While Paunic says that in the 1990s, Canadians differed from their European counterparts in terms of when and why they travelled, over the last few decades those differences have shrunk, with North Americans travelling earlier in life and seeing travel as a lifestyle choice.

“When I came here, most of the travellers were likely closer to retirement,” he says. “Now the industry has changed so much and there’s also the changes in communications plus the access to rich content that is very inspiring. People view travel as part of their everyday life.”

Much of that rich content is generated in the form of storytelling, a process which Paunic has employed since his early days in travel and which can be seen across Trafalgar as an overall brand, from the pages of its brochures to its guides on the ground.

“When taking Anglophones to former Eastern Europe, storytelling was a very important tool,” Paunic recalls. “What they saw may have been below their expectations – very rarely above – because they were coming to a world where the landscapes, infrastructure and cities looked very different. In order to bring it closer to



them, so they had no hesitation or fear, you had to tell a story rather than be factual.

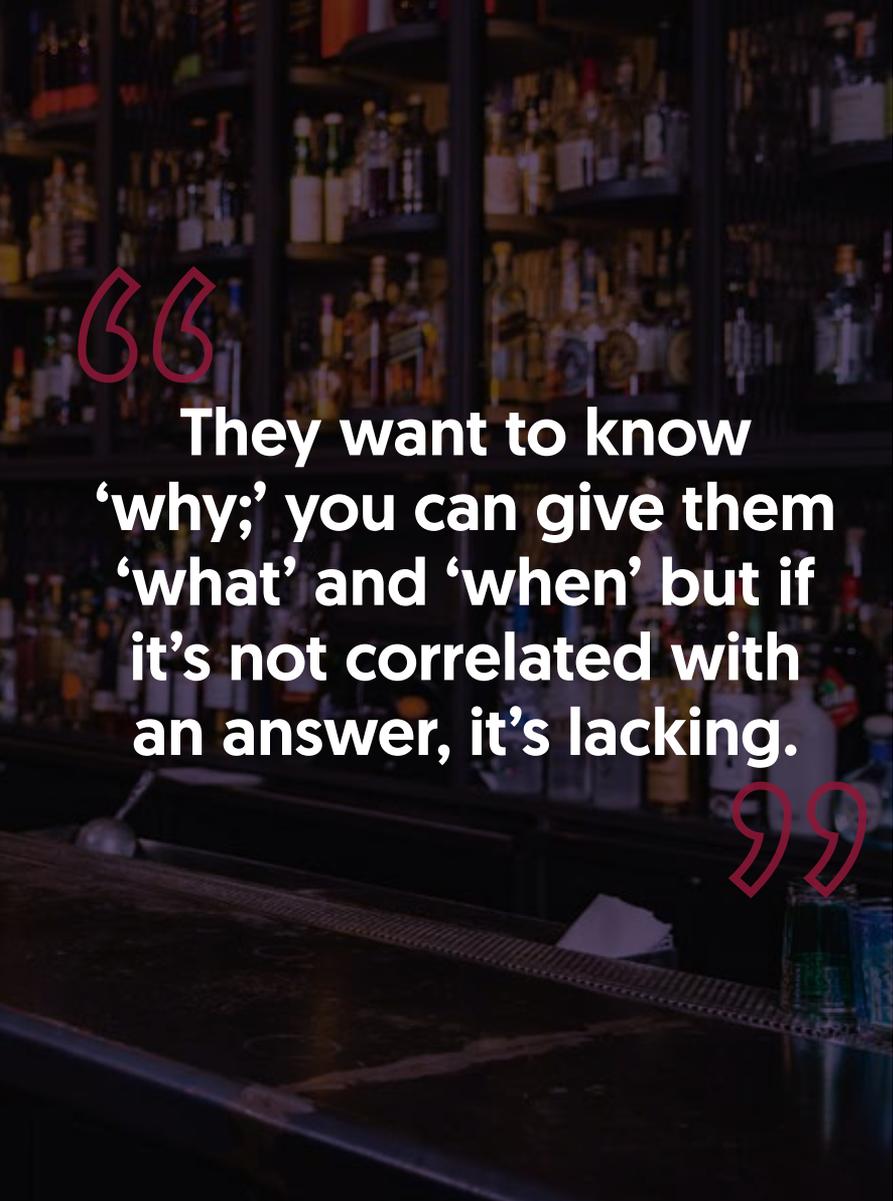
“You can treat it as history and give them dates, such as when the Battle of Kulikovo was fought, but a story gives them the ‘why.’ People want to know ‘why;’ you can give them ‘what’ and ‘when’ but if it’s not correlated with an answer, it’s lacking. The best answer is to give them a story.”

With the customer at heart

Also evolving in travel is the approach to customer service, which is moving increasingly away from product to personalization.

“The whole industry has evolved from the customer being delivered what we would call a ‘product’ delivered in a brochure in the form of a contract. That has changed dramatically. To have a brochure as a form of contract and the benchmark of delivery is expected; the customer doesn’t think about that. What we’re focusing on is what the customer needs as an individual.”

For Paunic and Trafalgar, while technology has provided numerous ways of connecting with travellers, there’s no substitute for face-to-face interaction, such as through the tour



They want to know ‘why;’ you can give them ‘what’ and ‘when’ but if it’s not correlated with an answer, it’s lacking.



operator’s Love To Talk Travel events for agents and their clients. It’s here that Paunic is truly in his element, sharing that joy of travel which has been a constant through his career, from leading tour groups behind the Iron Curtain to leading a top tour operator’s Canadian division.

“I love these as much as when we started them. I have a chance to speak with someone, provide inspiration and respond to their questions. They then make a decision and travel,” he says. “They then come back and I often receive a note describing the time they

had. I then do the travel talks again and speak with those same travellers and they give me their feedback.”

“They need to know they’re making a good purchase decision and to do that, you need to surpass their expectations and you need to continue nurturing that relationship.” ●

Special thanks to Byblos for providing a photo shoot location for this month’s cover story.

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TRICKS OF THE TRADE

The world of travel was much different 30 years ago – especially in an Eastern Europe on the brink of a major transformation.

Paunic recalls an historic moment from his Cosmos tour guide days in Europe.

“I took the first group from West Germany to East Germany on the day they abolished the border. You could still see the burning cigarette butts in the no-man’s-land after both armies had left – just hours before. One of my dearest souvenirs is the photo we took of that group – we stopped in the middle of no-man’s-land and took a picture, which I still have. This was before digital photography and it’s my fondest memory of those days.”

Paunic also attributes the strict bureaucracy of the Soviet Union’s border crossings as the impetus for an early lesson in providing top-notch customer service.

“After a few crossings, you learn the tricks of the trade, as you didn’t want your guests sitting there for hours; you wanted it to be as comfortable as possible for them and not to deal with any of the bureaucracy. You wanted to iron out any wrinkles that they would impose on our guests’ aspirations to see the world.

“At some point, I realized that having a case of Belgian beer – left inconspicuously on the coach, of course, along with a couple of jars of coffee and a carton of cigarettes – would speed up the process!”

MULTICHANNEL AND OMNICHANNEL: the **sales process** **revolution**

By Jean-François Venne

With the rise of the Internet, consumer behaviour has gradually begun to change. What was initially seen as a simple move towards online shopping has proven to be much more complex; companies today continue to develop sales and marketing strategies to adapt to these changes.

The two strategies we hear of most often are multichannel and omnichannel, which are very easy to confuse. There are, however, major differences between the two approaches. “Multichannel is about making our products or services available in different sales channels, such as the physical store and the online store,” explains Agustin Vazquez-Levi, founding president of AOD Marketing, “but the omnichannel goes a lot further, ensuring that the physical and the digital function together in a completely integrated way.”

Points of contact on more and more platforms

The main goal of multichannel was simply to be present wherever the customer

was. Its emergence was mainly related to the fear of losing consumers who would turn away from physical stores to make their purchases online. With the advent of smartphone and tablet applications, companies have striven to develop points of contact on more and more platforms.

“Multichannel is about making our products or services available in different sales channels, such as the physical store and the online store, but the omnichannel goes a lot further.”

— Agustin Vazquez-Levi, founding president, AOD Marketing

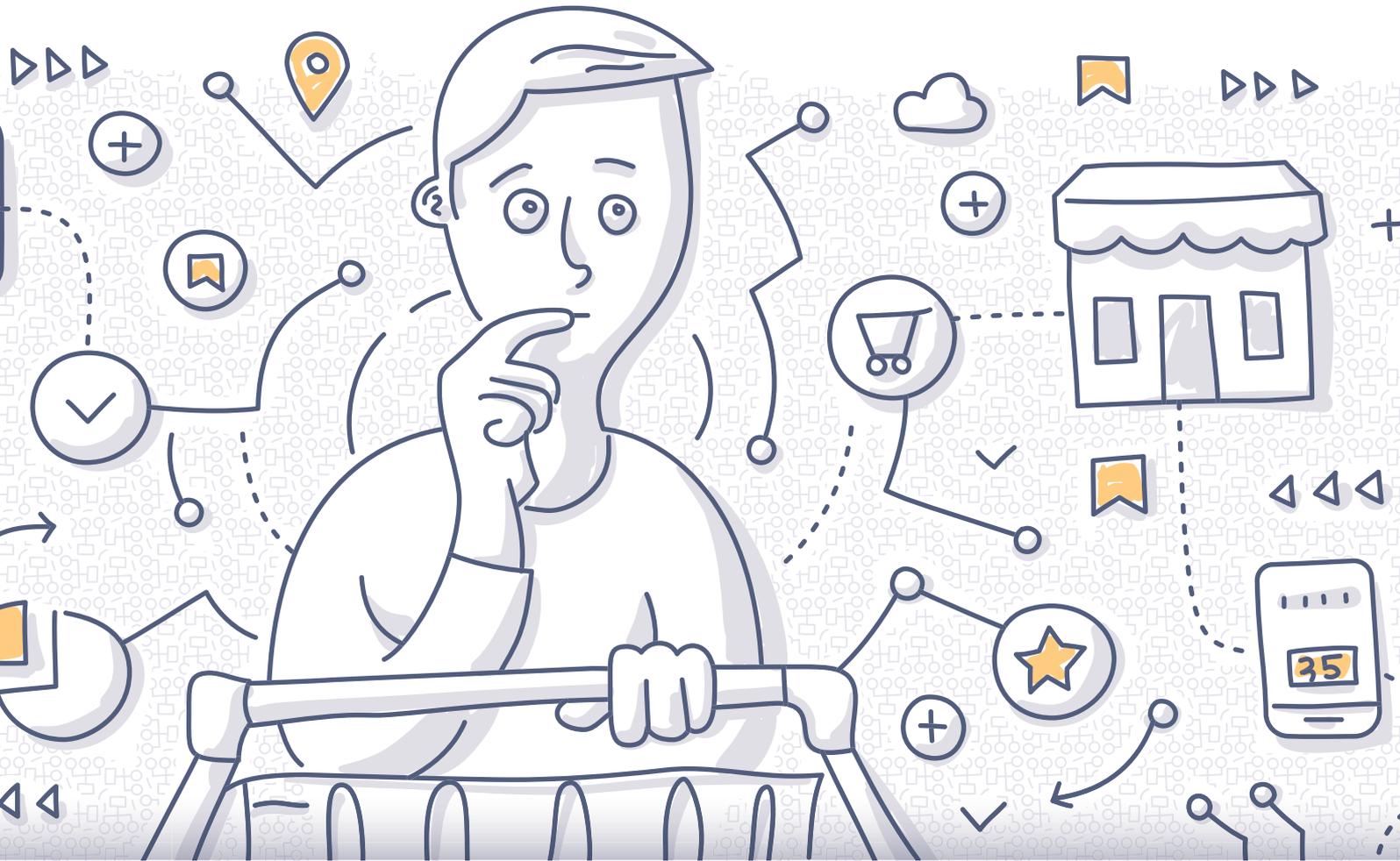
Complex purchasing behaviour

However, this quickly caused two major problems. The solution developed into a silo issue and became a management challenge,



especially in terms of inventories. But above all, the behaviour of customers did not take the direction initially envisaged, and their expected wholesale migration to online consumption did not transpire. Instead, it was discovered that customers still want to have choices: to shop online, purchase in-store, buy online but receive the item in the store or at home, or shop in-store, but finalize the purchase on their own phone or computer – to give just a few examples.

Travel agents are familiar with this phenomenon. How many customers visit



a travel agency nowadays having already done their fair share of research and price comparisons by themselves? How many others speak with a travel agent, but are still tempted to finalize their purchase by themselves online?

“The omnichannel is trying to meet that desire,” says Vazquez-Levi. “It’s not just about creating the same consumer experience whether you’re in a store, or on a website or mobile app, but also about making sure that switching from one point of contact to another can be

done easily, and without complicating the purchase process.”

Enhancing the customer’s omnichannel journey

Many companies that have started online have also opened brick-and-mortar stores among other ventures to enhance their customers’ omnichannel journey. Frank & Oak, whose online success has often been featured in the news, inaugurated its first men’s boutique in Montreal in 2014. Warby Parker Online Eyewear has opened about 60 stores,

including two in Toronto. Amazon opened a store in Seattle in addition to buying Whole Foods.

Creating an omnichannel customer journey is not always easy. Employees must all be trained to ensure a seamless experience from one point of contact to another. In some cases, it is also necessary to invest in IT or management tools. However, embracing the omnichannel approach can help meet the expectations of customers – and, crucially, keep them coming back to you. ●

TYING THE KNOT

14 The percentage of Canadian couples who plan to get married abroad. In 2015, this figure represented 22,445 of the 160,324 Canadian couples who wed that year.

10,000

The average price (in Canadian dollars) of a destination wedding. Compared to the average cost of a traditional wedding – more than \$30,000 and increasing! – a destination wedding can be a good deal!

25 The percentage of couples who will get married in a destination wedding between November and April. With these months bookending the traditional winter travel season in Canada, many seem to be opting for sun destinations to tie the knot!

129

The average number of guests at a wedding in Canada. While destination weddings tend to be smaller, agents can still cash in on group bookings.

8.8 The average number of days Canadian newlyweds will honeymoon for. Travel agents, take note – 66 per cent of brides say they will opt for all-inclusive resorts, while 21 per cent are considering a cruise.

Sources: Weddingbells



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Just think of Arcs Panorama and Samoëns Morillon in Grand Massif, which have recently opened their doors, or Arcs Extreme – the only ski resort that's exclusively for adults.

Several new offerings on the horizon include Alpe d'Huez, which will be completely transformed into a 4-Trident resort for the 2020 winter season. Located at the heart of the slopes and enjoying more than 300 days of sunshine per year, the resort will offer amazing views over the surrounding summits with more than 1000 m² of south-facing terraces.



AN ATTRACTIVE PROGRAM FOR AGENTS

Good to know: the rates proposed and contracted by travel agents are protected. For example, if an agent signs a group in February 2019 for a stay in March 2020, the rate remains the one he or she signed – even if the client doesn't register until July 2019. Note that stays are payable in \$CAD before departure. Finally, by selling an all-inclusive stay, Club Med's travel partners receive a commission on the full service, which is more advantageous than à la carte stays. This is a great opportunity to generate additional revenue.



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JENNIFER BROUSSEAU, SPORTVAC VOYAGES

We have been working with Club Med for several years now for ski trips in Europe. The popularity of the all-inclusive ski formula has definitely exploded in the last years. Customers ask for it and as I know the formula, the different Club Med resorts and ski areas, it is a real pleasure to offer it. This formula has undoubtedly several added values, such as food of exceptional quality and ski instructors who allow us to ski without fear of getting lost on the gigantic European domains. Guests can enjoy their vacation to the fullest, while being in resorts offering high standard and premium services. We offer several group departures each year, and each time they fill up early in the season. People realize more and more that the value for money of Club Med is excellent. I am happy and proud to be a Club Med partner and able to work with them to make my clients' travels a success!

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CREATING A **TRADE SHOW** TO INCREASE SALES

By Aurore Bonvalot



Do you want to distinguish yourself from your competitors, attract potential customers, retain those you already have, or generate new sales? The solution could be to organize a B2B or B2C mini-fair.

Choosing a concept

Many agencies organize parties or tours for brochure launches, but you can stand out by holding a trade show over the course of one or two days.

Choose an appropriate theme – for example, a cruise lounge. Look for Enroll exhibitors who match these themes. Have them create a special promotion available exclusively for visitors to your trade show.

Be visible and operational

Make sure your agency has a central kiosk for customers to visit and book their next vacation, after they have checked out the exhibitor booths. Plan and staff the booth accordingly, and make sure your reservation systems are operational.

Make your show profitable

Kiosk spaces are usually 10 x 10 each, but some companies may be interested in booking two or three units in order to have a larger kiosk. Consequently, it would be good practice to reward them with appropriate visibility in your communication tools by including their logos, for example.



It's a good idea to get co-op budgets from exhibitors. They are your partners and are here to support you in your event. It's a win-win situation, as you will also be promoting the sale of their products.

An effective communication plan

- Make sure to utilize different communication tools to generate buzz about your next trade show: social media, your company website, and newsletters.
- Send invitations to your existing customers, place advertisements in local newspapers and magazines, and inform tourism media in order to spread the word. →



“ Make sure to utilize different communication tools to generate buzz about your next trade show ”

- Also think about your post-show communications. Thank your customers and showcase what the show achieved. Conduct a survey to find out what they liked and ways to improve your upcoming events. During the show, make videos and broadcast them; this will generate interest for the next one.

Components of your trade show

- Conferences: These can be led by industry experts such as journalists, writers or bloggers. Vary the themes to attract more customers.
- Why not liven up your kiosk with an activity that engages visitors? For example, if your show focuses on Asia, you could feature an artist who writes the names of participants in Chinese.
- A rest area where people can relax, network and have a coffee.
- Gifts and contests: everyone loves these! Organize a contest with one of the exhibitors which will give customers even more reasons to come to your show. ●

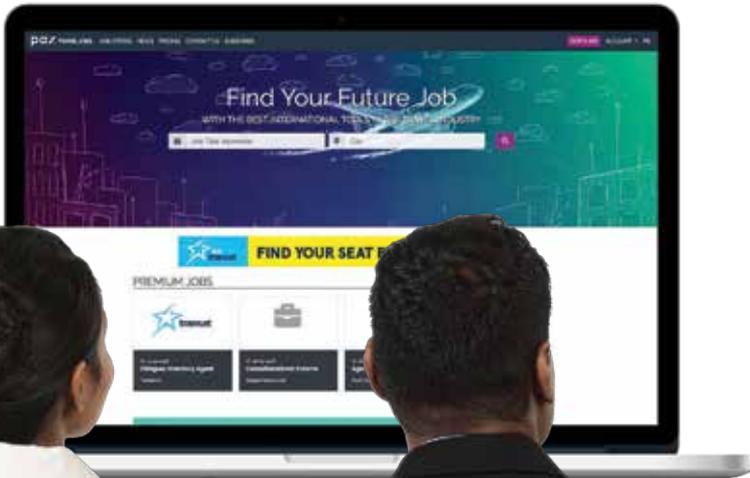
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A person wearing a dark blue hooded jacket is shown from the chest up, typing on a laptop keyboard. The person's face is obscured by the hood. The background is dark and out of focus.

FIGHTING BACK

**Travel industry fraud
isn't going away.
Here's what you need
to know.**

By Blake Wolfe

The travel industry is not exempt from its share of scams. And fraudsters target businesses and consumers in equal measure.

The International Air Transport Association (IATA) found that in January 2016, payment fraud cost the travel industry an estimated \$858 million U.S. per year. Airlines absorbed roughly \$639 million of those losses, while travel agents and other travel providers accounted for the remaining \$219 million. →

More recently, IATA calculated annual fraud losses to be in excess of \$1 billion U.S. for air carriers alone.

Meanwhile, the American Hotel & Lodging Association (AHLA) found that the percentage of travellers bilked by fraudulent websites nearly quadrupled in just two years, from six per cent in 2015 to 22 per cent in 2017, a year in which scammers racked up 55 million hotel bookings worth almost \$4 billion.

And while there are no definitive estimates of travel agency losses, the Association of Canadian Travel Agencies says that a number of individual agents admit they have been tricked into processing fraudulent transactions worth \$20,000 or more.

“Fraud isn’t getting better – if anything, it’s getting more sophisticated,” warns Richard Smart, president & CEO of the Travel Industry Council of Ontario (TICO). “Whether we’re talking about travel agencies, airlines or tour operators, there’s no business that isn’t experiencing fraud to some extent.”

How it’s happening

According to both TICO and ACTA, the main form in which fraud is committed in the travel industry is through Card Not Present (CNP) transactions, when scammers use stolen credit card numbers to fraudulently purchase travel. Figures quoted by the Canadian Bankers Association and IATA found that in 2015, more than \$537 million was lost in this manner, while it’s estimated that more than \$1 billion was stolen this way in 2017.

For businesses, a fraudulent purchase made via a stolen credit card can result in chargeback by the credit card company,



“Fraud isn’t getting better – if anything, it’s getting more sophisticated. There’s no business that isn’t experiencing fraud to some extent.”

- Richard Smart, president & CEO, TICO

requiring the merchant to repay the amount charged.

And it’s not just credit cards, either. Among the findings presented at the May 2018 meeting of the Canada Travel Fraud Prevention Group (an industry group led by ACTA and IATA) was an upswing in loyalty program fraud, in which frequent flyer miles and travel reward points are being stolen and treated like currency.

Heather Craig-Peddie, ACTA’s vice-president of advocacy and member relations, tells *PAX* that the anonymity of the online world has provided the perfect environment for these frauds to multiply.

“With the advent of the Internet, traditional ‘walk-in’ travel customers are few these days,” Craig-Peddie says. “Fraud, therefore, naturally increases simply due to your inability to meet every client in person.”

Smart adds that these fraudulent transactions could be just the most visible part of a larger problem.

“We see credit card numbers stolen and misused and we see valid credit card numbers used through identity theft,” he says. “I suspect that there’s a lot of smaller unregistered players getting

involved in organized credit card fraud as part of a larger organized crime. There’s more organization behind a lot of these cases than just the one or two individuals that we’re dealing with.”

Buyer beware

The Canadian Anti-Fraud Centre says that CNP scams are often used to purchase airfare which is then fraudulently resold to consumers at a lower price through third-party websites, netting a profit for the scammer at the expense of both the airline and the end-user, as airlines often immediately cancel tickets determined to be fraudulently purchased.

Smart says that this is one example where consumers motivated solely by price can run into trouble.

“Know who you’re booking with and don’t book on price alone,” he says. “It could just be in Ontario but the tendency to press ‘confirm’ on the lowest price is a real issue – you can’t go back and reverse that transaction.”

One of the biggest red flags consumers should watch for is a travel seller that directs electronic payment to a personal email address, Smart says.

“The number of consumers that will make payment to a Gmail or Hotmail account is staggering,” he says. “Where we see →



WARNING SIGNS

Not sure what a fraudulent booking may look like? ACTA has provided agents with the following list of red flags to watch out for:

- Client uses a religious/medical title (“Pastor Robert” or “Doctor Smith”) to establish credibility or empathy
- Client purchases high-priced tickets for a third party
- Highly-flexible travel schedule or budget
- First point of contact – client is new to your agency
- Client can’t or won’t fill out a credit-card authorization form
- Credit card, driver’s license, or passport can only be faxed/e-mailed
- Flights are international-to-international
- Spelling errors
- Client references airport codes instead of city names (e.g. asking for YYZ to LOS instead of Toronto to Lagos, Nigeria)
- Non-local area code
- Passenger is not the cardholder
- Fictitious address or phone number (Google everything!)
- They refuse to verify the billing address of the credit card being used
- Can only ever leave a message
- Client uses a single credit card to book several routings, travel dates, and passenger last names
- Watch for when the booking is being made. Fraud is most likely to take place between 2 a.m. and 6 a.m. when fraud victims are sleeping.
- Client uses multiple credit cards to pay for the trip and/or offers multiple credit cards for payment if the first card is rejected

the losses is when they've sent money to JoeSmith@gmail.com. If that's not a red flag, I don't know what is."

In the case of loyalty program fraud, ACTA advises consumers to keep closer tabs on their point balances and to change passwords frequently.

Avoiding trouble

Fraud is not just the domain of thieves using stolen credit cards, Smart says, explaining that a business owner who finds themselves unable to cover their bills, but continues to take customers' money without providing service, is just as guilty.

In early 2018, the owner of T & T Travel in Kindersley, Saskatchewan was convicted on fraud charges of more than \$1 million, after she continued to take bookings despite a downturn in business.

"Although they may not start out planning to defraud a consumer, through their lack of internal control and good business practices – or even the lack of resources needed to run an organization well – they fall into trouble," he says.

"It's a very thin-margin business – and getting thinner all the time – so there isn't a lot of cushion in these businesses with large surpluses of cash. If they start using one customer's trust money to pay

for another customer's and you multiply that through hundreds of thousands of transactions, you run into problems."

Regardless of whether it was planned or not, however, fraud is fraud, he adds.

"At the end of the day, if a consumer doesn't receive what they paid for and we've revoked the operator's licence, I see it as non-criminal fraud resulting from a business loss."

Risk and responsibility

For businesses, no credit card transaction is completely risk-free.

While the fraudsters can often be weeded out from the actual customers (telltale signs include bookings made at odd hours and multiple trips booked by the same card at one time), Craig-Peddie says travel agents need to decide for themselves whether a purchase is legitimate or not.



If it goes unreported, no one's going to do anything about it. There's a shared responsibility for every stakeholder in the industry.

- Sgt. Guy-Paul Larocque, RCMP, acting officer in charge for the Canadian Anti-Fraud Centre

"It's the agent's responsibility to determine what level of risk they are comfortable with prior to issuing and releasing a ticket," she says. Faxed or emailed images of credit cards, driver's licenses, passports or credit card authorization forms are not sufficient documentation to receive chargeback protection."



“It’s the agent’s responsibility to determine what level of risk they are comfortable with prior to issuing and releasing a ticket.”

- Heather Craig-Peddie, ACTA's vice-president of advocacy and member relations

Reporting and prevention

While the prevention of fraud may seem a daunting task, that process is only hindered further when instances of fraud go unreported.

Sgt. Guy-Paul Larocque of the Royal Canadian Mounted Police, the acting officer in charge for the Canadian Anti-Fraud Centre, tells *PAX* that the travel industry carries a shared responsibility to draw attention to fraud as it happens.

"If it goes unreported, no one's going to do anything about it," he says. "There's a shared responsibility for every stakeholder in the industry; it's in everyone's interest to tackle the issue and prevent these frauds from happening."

"It is for the betterment of the whole industry to report fraud as it happens," says Craig-Peddie. "Understanding what

the fraudsters are doing allows ACTA and the industry to try and get in front of them and stop crime - both large scale [syndicates] and minor fraud. Reporting can help ACTA and the industry to better equip agents with fraud prevention tools and it helps to prevent agents receiving agency debit memos." ●

🔒 PASSWORD PROTECTION

Whether you're making or taking a travel booking, it's always a good idea to take precautions regarding your passwords. Here's some more advice from ACTA:

- Don't use personal information such as your name, age, birth date, child's name, pet's name, or favorite colour/song, etc.
- When 32 million passwords were exposed in a recent breach, almost 1% of victims were using "123456." The next most popular password was "12345." Other common choices are "111111", "princess", "qwerty", and "abc123."
- Do not share your password with anyone.
- Always log off at the end of the day and lock your computer when you go on a break.
- Avoid entering passwords on computers you don't control.
- Follow the password policy that your IT department has given you and ask them for a copy if you can't find it. Remember that you will be asked to change your password every 90 days.
- In general, it's good practice to avoid entering passwords when using unsecured Wi-Fi connections.
- It's okay to write down your passwords as long as you put it in your purse or wallet and not near your computer, and don't indicate that it's your password. You could store passwords in an unmarked note on your cellphone.

Meet the robots of the **travel industry**

By Blake Wolfe

The future is here: more and more these days, robots are becoming a familiar fixture of various industries – and travel is no different! Say hello to some of the robots who are already working in the travel and hospitality sectors around the world.



Knightscope for security

Billing its creations as the “Security Team of the Future,” Knightscope was launched in 2013 with a mission to “deter, detect and report – autonomously.”

The company’s four models of robots act as security guards, providing real-time audio and video to a team of human operators who analyze the information sent back from the remote sentries.

The Knightscope robots have been used at some airports to help security personnel detect concealed items, such as weapons.

Pepper, a humanoid robot at Munich International Airport

Designed by French technology firm Softbank Robotics, Pepper was created to “interact with and enrich people’s lives” through an ability to recognize facial expressions and voice.

In 2018, Lufthansa and Munich International Airport held a trial at the facility (where the robot was renamed Josie Pepper, in honour of the airport’s official name “Franz Josef Strauss”), in which the helpful automaton provided answers to questions about shops, restaurants and flight operations.

Pepper has also been tested by Amadeus at travel agencies, gathering preliminary information from clients and providing it to a human agent.



Connie, Hilton's new robot concierge

Named after Hilton founder Conrad Hilton, is Connie the future of the hotel concierge?

Based on NAO, a humanoid robot found everywhere from banks to hotels, and using IBM's Watson artificial intelligence platform, Connie is currently a pilot project at the Hilton McLean in Virginia, where the robot began interacting with guests in 2016.

Drawing on domain knowledge from Watson and WayBlazer to inform guests on local tourist attractions, dining recommendations and hotel features and amenities, Connie could one day be a fixture of the chain's hotels.



Animatronic dinosaurs at Henn-na Hotels

There aren't many hotels where animatronic dinosaurs check in guests and a robot porter brings bags to your room – but at Japan's Henn-na Hotels, it's just part of the experience!

With a company motto of “a commitment to evolution,” the aptly-named chain (which translates to both “strange” and “change” in Japanese) features six locations across Japan – expanding soon to 14 – primarily staffed by robots, which man the front desk and cloakroom, offer concierge services and even open guests' rooms, where they also manage light and temperature.

On average, the company's properties employ just 10 human staff members. ●

Social media *and* security

By Frédéric Gonzalo



Fraud and fraudulent messages have always existed, but how can we avoid these and other hacking attempts in the era of social media? Here are some tips to help you.

Change your password regularly

Not nearly enough people do it, but the truth of the matter is that we should all change our passwords on a regular basis... but how regularly? Some experts argue that this should be done quarterly. But how often do we really get around to it? Almost never. I recently changed my Google password and realized that I had not done so in two years. I also keep a record of all login info used on different platforms, and I tallied them up: altogether, I have 83 passwords and usernames. It should be said, however, that reusing the same username and password on several platforms is setting yourself up for a fall and should be avoided.

Tip 1: Use different passwords for all your platforms, but with a common word or theme. Only change one character (number or punctuation, for example) to differentiate each password.

Tip 2: Keep a log with usernames and passwords and print a copy on a regular basis. File this log in a binder that is not easily accessible and not necessarily close to your work computer.

Tip 3: Do not use passwords that are too easy to recognize, for example 123456 or QWERTY (don't laugh – it's estimated that this is the case for 40 per cent of passwords in circulation!). Be careful not to use your birthdate or any personal information that's easy to find in your wallet if it is stolen.

Rely on two (or more) administrators

Too often, I come across Twitter accounts, LinkedIn business pages, Facebook Pages or Google Analytics accounts that are only accessible by an external web agency or a freelancer; another problem is when only one employee has the login info for any or all of these platforms. Limiting access creates a potentially problematic situation if personnel changes occur within the company.

Tip 1: Ensure that at least two people have “admin” access to your social media and analytics accounts. In the eventuality that any of these admins leave the company (voluntary departure, dismissal, illness, etc.), your operations aren't compromised.

Tip 2: Revisit access parameters on your accounts and adjust accordingly. Is every person listed worthy of an administrator access? Facebook and Google Analytics, for example, offer multiple options for variable access levels: publisher, contributor, advertiser, analyst..

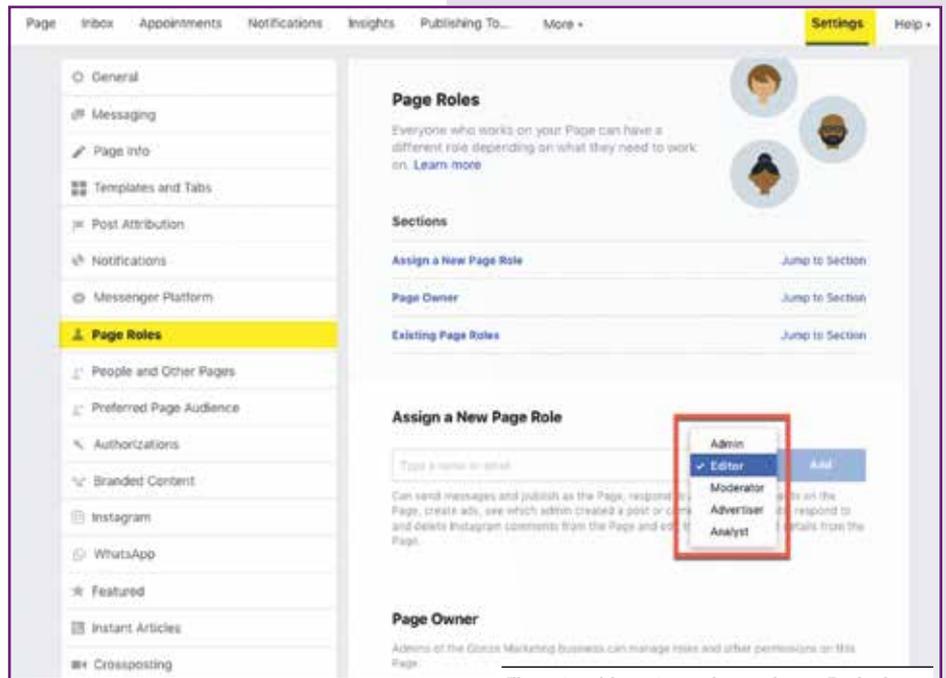


Illustration of the settings to change roles on a Facebook page

Tip 3: Enable the settings that you think are most relevant among those available. If notifications become too invasive or frequent, disable them as you go along and identify superfluous parameters.

Be vigilant

In the end, the best advice is probably the simplest: be vigilant! When an offer seems to be too good to be true, it's probably a scam.

Sign out: It is very important to sign out of your Facebook, Twitter or other social media account if the device – desktop, laptop, smartphone, tablet – is accessible by colleagues or family members. In the case of public access, for example in an internet café, there is no question:

you should make sure to always log out before leaving.

Don't click on suspicious links: The last tip is sometimes less obvious, but when a link seems suspicious, it is probably because it is. Be aware – sometimes suspicious links can come from a profile, person or company that you know. It is possible that the account has been hacked, so be careful not to click because often it gives access to software (malware) that affects your computer – not to mention potentially infecting your accounts on social media. ●





The 2019 Cruise Guide

FULL STEAM AHEAD

By Ming Tappin

The coming year will no doubt be another exciting one for the cruise industry. According to Cruise Lines International Association (CLIA), cruise passenger volume has been growing since it began tracking in 2009. Back then, just 17.8 million passengers cruised.

Nine years later, CLIA forecasted 28 million passengers to cruise in 2018. While the final numbers have not been released at time of press, it nevertheless has been a positive year-over-year growth.

This steady growth comes as no surprise, as cruisers have been consistently rewarding cruise lines with a satisfaction rate in the high 90s. The number one benefit of cruising is the ability to travel to several different destinations without checking in and out of hotels, sitting on coaches, or flying on airplanes. The inclusive nature of cruising looks after accommodations, meals, entertainment and activities at one price.

A ship also offers safety and consistency while travelling through remote or unfamiliar countries. Knowing that at the end of every day, a comfortable stateroom, English-speaking staff, and delicious cuisine await their return puts travellers at ease to explore areas of the world that otherwise would be unfeasible

or impossible to reach on their own, such as Papua New Guinea, Western Africa, or the Northwest Passage.

Here are a few cruise trends we are watching for in 2019.

Family and multi-generational travel will continue

Cruising has always been a great family vacation, and there has been an increased focus on family-sized accommodations. Elaborate family suites with multiple bedrooms and living areas are now amongst the most impressive accommodations on ships. In late 2018, Royal Caribbean introduced a 1,346-sq.-ft two-storey Ultimate Family Suite aboard *Symphony of the Seas*. The suite comes with built-in entertainment and activities for the entire family, including a slide, the latest video gaming devices, and a private cinema.

Children's programs onboard ships continue to flourish with large amounts of space dedicated to playrooms, with age-appropriate programming. →

Outdoor areas include extensive waterparks, slides, and kids' pools. Partnerships with well-known children's brands include Carnival with Dr. Seuss, MSC Cruises with LEGO, and Royal Caribbean with DreamWorks.

Luxury cruising makes tracks in the expedition market

Expedition cruising continues to be hot, as travellers who have been there and done that are now looking to cross off the last items on their bucket lists. While expedition ships have traditionally been basic, and some are working research vessels, luxury cruise lines are now penetrating the market. Crystal Cruises, Scenic, PONANT and Ritz-Carlton are all launching purpose-built vessels in the next several years, with sprawling suites, multiple dining venues, onboard helicopters and submersibles. Clients who want extra pampering, butler service, champagne and gourmet cuisine will have more choice than ever.

The most surprising fact about expedition cruisers is that many are first-time cruisers. They are looking to explore the destinations up close and personal, focusing on the geography, wildlife, local culture, and personal enrichment. These clients may not have expressed interest in cruising, but would consider

an expedition voyage to visit places they otherwise would not be able to reach by themselves.

Cruising is going greener

Recognizing the need to preserve the precious oceans they sail upon, cruise lines have implemented several environmentally-friendly initiatives. Shipboard operations include extensive recycling programs, the elimination of single-use straws, water bottles, and replacing disposable plastic bottles of in-room bath products with refillable dispensers.

“ This steady growth comes as no surprise, as cruisers have been consistently rewarding cruise lines with a satisfaction rate in the high 90s. ”

Shoreside power is another innovation adapted by major ports, including the Port of Los Angeles and Port Metro Vancouver. Ships plugging into shoreside power are able to turn off their engines and run full vessel operations using the port's electrical grid.



Cruise lines with LNG-powered ships currently on order

- AIDA
- Carnival Cruise Lines
- Costa Cruises
- Disney Cruise Line
- MSC Cruises
- P&O Cruises
- Princess Cruises
- Royal Caribbean International

THE CRUISE GUIDE 2019

Advanced shipboard technologies include scrubbers to reduce emissions, and the use of dynamic positioning – whereby a ship can hold its position in tendering ports with a combination of thrusters and propellers, without having to drop anchor in sensitive marine areas.

The latest initiative is the building of energy-efficient, low-pollution ships powered by liquefied natural gas (LNG), known as the cleanest burning fuel with close to zero emissions. LNG-powered ships will be entering the market in 2019. ●



NEW SHIPS COMING IN 2019

2019 will see more new ocean ships launched by the world's largest cruise lines, as well as specialty companies.

Cruise Line	Ship	Expected Launch Date	Tonnage	Guest Capacity
Carnival Cruise Line	<i>Carnival Panorama</i>	November	133,500	3,960
Celebrity Cruises	<i>Celebrity Flora</i>	May	5,739	100
Costa Cruises	<i>Costa Smeralda</i>	October	180,000	5,200
Costa Cruises	<i>Costa Venezia</i>	March	135,500	5,100
Hapag-Lloyd	<i>HANSEATIC nature</i>	April	15,650	230
Hapag-Lloyd	<i>HANSEATIC inspiration</i>	October	15,650	230
Hurtigruten	<i>Roald Amundsen</i>	May	21,000	530
MSC Cruises	<i>Bellissima</i>	March	167,600	4,500
MSC Cruises	<i>Grandiosa</i>	November	177,100	4,888
Norwegian Cruise Line	<i>Norwegian Encore</i>	November	167,800	3,998
PONANT	<i>Le Bougainville</i>	April	10,000	184
PONANT	<i>Le Dumont d'Urville</i>	August	10,000	184
Princess Cruises	<i>Sky Princess</i>	October	143,700	3,660
Royal Caribbean International	<i>Spectrum of the Seas</i>	April	168,666	4,426
Saga Cruises	<i>Spirit of Discovery</i>	June	58,250	999
Scenic	<i>Scenic Eclipse</i>	April	17,805	228
Viking Ocean Cruises	<i>Viking Jupiter</i>	February	47,800	930

THE CRUISE GUIDE 2019

PAX presents the 2019 Ocean Cruise Guide, a handy reference tool for growing your cruise business. The grid represents ships that have already been launched at time of press. Visit each cruise line's website for more details on each brand and ship.

Cruise Line	Number of Ships	Year Built	Guest Capacity	Crew Capacity	Registry	Tonnage
 CARNIVAL CORPORATION - WWW.CARNIVALCORP.COM	103					
AIDA Cruises www.aida.de/en	13					
<i>AIDAaura</i>		2003	1,266	389	Italy	42,289
<i>AIDAbella</i>		2008	2,050	607	Italy	69,203
<i>AIDAblu</i>		2010	2,192	607	Italy	71,304
<i>AIDAcara</i>		1996	1,180	369	Italy	38,557
<i>AIDAdiva</i>		2007	2,050	607	Italy	69,203
<i>AIDAluna</i>		2009	2,050	607	Italy	69,203
<i>AIDamar</i>		2012	2,194	607	Italy	71,304
<i>AIDanova</i>		2018	2,500	1,400	Italy	180,000
<i>AIDaperla</i>		2017	1,643	900	Italy	124,100
<i>AIDAprima</i>		2016	3,286	900	Italy	124,100
<i>AIDAsol</i>		2011	2,194	607	Italy	71,304
<i>AIDastella</i>		2013	2,194	607	Italy	71,304
<i>AIDavita</i>		2002	1,266	389	Italy	42,289
Carnival Cruise Line www.carnival.com	26					
<i>Carnival Breeze</i> (Dream class)		2012	3,690	1,386	Panama	130,000
<i>Carnival Conquest</i> (Conquest class)		2002	2,980	1,150	Panama	110,000
<i>Carnival Dream</i> (Dream class)		2009	3,646	1,367	Panama	130,000
<i>Carnival Ecstasy</i> (Fantasy class)		1991	2,056	920	Panama	70,367
<i>Carnival Elation</i> (Fantasy class)		1998	2,130	920	Panama	71,909
<i>Carnival Fantasy</i> (Fantasy class)		1990	2,056	920	Panama	70,367
<i>Carnival Fascination</i> (Fantasy class)		1994	2,056	920	Bahamas	70,367
<i>Carnival Freedom</i> (Conquest class)		2007	2,980	1,150	Panama	110,000
<i>Carnival Glory</i> (Conquest class)		2003	2,980	1,150	Panama	110,000
<i>Carnival Horizon</i> (Vista class)		2018	3,974	1,450	Panama	133,500
<i>Carnival Imagination</i> (Fantasy class)		1995	2,056	920	Bahamas	70,367
<i>Carnival Inspiration</i> (Fantasy class)		1996	2,056	920	Bahamas	70,367
<i>Carnival Legend</i> (Spirit class)		2002	2,124	930	Panama	88,500
<i>Carnival Liberty</i> (Conquest class)		2005	2,974	1,160	Panama	110,000
<i>Carnival Magic</i> (Dream class)		2011	3,690	1,367	Panama	130,000
<i>Carnival Miracle</i> (Spirit class)		2004	2,124	934	Panama	88,500
<i>Carnival Paradise</i> (Fantasy class)		1998	2,052	920	Panama	70,367
<i>Carnival Pride</i> (Spirit class)		2002	2,124	930	Panama	88,500
<i>Carnival Sensation</i> (Fantasy class)		1993	2,056	920	Bahamas	70,367
<i>Carnival Spirit</i> (Spirit class)		2001	2,680	910	Malta	88,500
<i>Carnival Splendor</i> (Splendor class)		2008	3,012	1,150	Panama	113,300
<i>Carnival Sunshine</i> (Sunshine class)		1996	3,002	1,040	Bahamas	102,853
<i>Carnival Triumph</i> (Sunshine class) - to be renamed <i>Carnival Sunrise</i>		1999	2,754	1,108	Bahamas	101,509

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Travel Brands Cruises

We give you Access to the world.™

by Encore Cruises

Did you know...



Silversea is the only cruise line to have recognized Relais & Châteaux restaurants on-board their ships established 60 years ago.



While most luxury lines these days are part of a multinational conglomerate, Silversea continues to be a family owned and operated business - the Lefebvres of Rome.



Smaller is better -Silversea maintains its commitment to the small, intimate ship experience. Silversea ships can glide into small, secluded harbours not yet on the radar screen.



This smaller ship commitment also means a commitment to personalized service. A staff-to-guest ratio of nearly 1:1 ensures that your clients every wish is fulfilled with earnest precision. On Silversea, every suite features butler service.

Silversea is an all-inclusive experience. - and as they say, it's not about how much you pay to get ON a ship, it's how much you pay to get OFF. When you factor in all-inclusive beverages, included gratuities, in suite dining, butler service and complimentary transportation into the heart of town, Silversea is an incredible value.



Not only does Silversea have the classic fleet featuring destinations all over the world, Silversea Expeditions takes clients to some of the most remote regions of the planet. It is for the curious traveller who wishes to immerse themselves in the culture, landscape and habitat of a region with the help of experts who can illuminate all they see. Silversea's expedition ships sail to all seven continents.



You will earn **2000 points** per stateroom on any 3-night + sailing when booking Silversea Cruises online or over the phone

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THE CRUISE GUIDE 2019

Cruise Line	Number of Ships	Year Built	Guest Capacity	Crew Capacity	Registry	Tonnage
<i>Carnival Valor</i> (Conquest class)		2004	2,980	1,180	Panama	110,000
<i>Carnival Victory</i> (Triumph class)		2000	2,754	1,100	Panama	101,509
<i>Carnival Vista</i> (Vista class)		2016	3,934	1,450	Panama	133,500
Costa Cruises www.costacruises.com	14					
<i>Costa Atlantica</i> (Atlantica class)		2000	2,680	897	Italy	85,619
<i>Costa Deliziosa</i> (Luminosa class)		2010	2,826	934	Italy	92,700
<i>Costa Diadema</i> (Diadema class)		2014	4,947	1,253	Italy	132,500
<i>Costa Fascinosa</i> (Concordia class)		2012	3,800	1,110	Italy	114,500
<i>Costa Favolosa</i> (Concordia class)		2010	3,800	1,100	Italy	114,500
<i>Costa Fortuna</i> (Fortuna class)		2003	3,470	1,027	Italy	102,587
<i>Costa Luminosa</i> (Luminosa class)		2009	2,826	1,050	Italy	92,700
<i>Costa Magica</i> (Fortuna class)		2004	3,470	1,027	Italy	102,587
<i>Costa Mediterranea</i> (Atlantica class)		2003	2,680	897	Italy	85,619
<i>Costa NeoRiviera</i> (Mistral class)		1999	1,800	622	Italy	48,200
<i>Costa NeoRomantica</i> (Classica class)		1993	1,800	622	Italy	56,769
<i>Costa Pacifica</i> (Concordia class)		2009	3,780	1,100	Italy	114,500
<i>Costa Serena</i> (Concordia class)		2007	3,780	1,100	Italy	114,147
<i>Costa Victoria</i> (Victoria class)		1996	2,394	790	Italy	75,166
Cunard Line www.cunard.com	3					
<i>Queen Mary 2</i>		2004	2,691	1,292	Bermuda	151,400
<i>Queen Victoria</i>		2007	2,057	981	Bermuda	90,000
<i>Queen Elizabeth</i>		2010	2,081	1,005	Bermuda	90,000
Holland America Line www.hollandamerica.com	15					
<i>Amsterdam</i> (Rotterdam class)		2000	1,380	604	Netherlands	62,735
<i>Eurodam</i> (Signature class)		2008	2,104	876	Netherlands	86,273
<i>Koningsdam</i> (Pinnacle class)		2016	2,650	1,036	Netherlands	99,500
<i>Maasdam</i> (Statendam class)		1993	1,258	569	Netherlands	55,575
<i>Nieuw Amsterdam</i> (Signature class)		2010	2,106	874	Netherlands	86,700
<i>Nieuw Statendam</i> (Pinnacle class)		2018	2,666	1,036	Netherlands	99,500
<i>Noordam</i> (Vista class)		2006	1,972	811	Netherlands	82,318
<i>Oosterdam</i> (Vista class)		2003	1,964	812	Netherlands	82,305
<i>Prinsendam</i> (Explorer class)		1988	835	499	Netherlands	38,100
<i>Rotterdam</i> (Rotterdam class)		1997	1,404	603	Netherlands	59,885
<i>Veendam</i> (Statendam class)		1996	1,348	574	Netherlands	57,092
<i>Volendam</i> (Rotterdam class)		1999	1,432	604	Netherlands	61,214
<i>Westerdam</i> (Vista class)		2004	1,964	812	Netherlands	82,305
<i>Zaandam</i> (Rotterdam class)		2000	1,432	604	Netherlands	61,214
<i>Zuiderdam</i> (Vista class)		2002	1,964	812	Netherlands	82,305
P&O Australia www.pocruises.com.au	3					
<i>Pacific Aria</i>		1994	1,260	602	United Kingdom	55,820
<i>Pacific Dawn</i>		1991	1,546	602	United Kingdom	70,285
<i>Pacific Explorer</i>		1997	1,998	924	United Kingdom	77,441
P&O Cruises www.pocruises.com	7					
<i>Arcadia</i>		2005	2,094	866	Bermuda	83,781
<i>Aurora</i>		2000	1,874	850	Bermuda	76,152

THE CRUISE GUIDE 2019

Cruise Line	Number of Ships	Year Built	Guest Capacity	Crew Capacity	Registry	Tonnage
<i>Azura</i>		2010	3,100	1,250	United Kingdom	115,055
<i>Britannia</i>		2015	3,647	1,350	Bermuda	143,000
<i>Oceana</i>		2002	2,016	890	Bermuda	77,499
<i>Oriana</i>		1995	1,880	760	Bermuda	69,840
<i>Ventura</i>		2008	3,078	1,205	Bermuda	116,017
Princess Cruises www.princess.com	17					
<i>Caribbean Princess</i> (Grand class)		2004	3,410	1,200	Bermuda	112,894
<i>Coral Princess</i> (Coral class)		2003	2,000	895	Bermuda	91,627
<i>Crown Princess</i> (Grand class)		2006	3,080	1,200	Bermuda	113,561
<i>Diamond Princess</i> (Grand class)		2004	2,670	1,100	United Kingdom	115,875
<i>Emerald Princess</i> (Grand class)		2007	3,080	1,200	Bermuda	113,561
<i>Golden Princess</i> (Grand class)		2001	2,600	1,100	United Kingdom	108,865
<i>Grand Princess</i> (Grand class)		1998	2,600	1,150	Bermuda	107,517
<i>Island Princess</i> (Coral class)		2003	2,200	900	Bermuda	92,822
<i>Majestic Princess</i>		2017	3,560	1,346	United Kingdom	143,700
<i>Pacific Princess</i> (R class)		2003	670	375	Bermuda	30,277
<i>Regal Princess</i> (Royal class)		2014	3,560	1,346	Bermuda	142,229
<i>Royal Princess</i> (Royal class)		2013	3,560	1,346	United Kingdom	142,229
<i>Ruby Princess</i> (Grand class)		2008	3,080	1,200	Bermuda	113,561
<i>Sapphire Princess</i> (Grand class)		2004	2,670	1,100	United Kingdom	115,875
<i>Sea Princess</i> (Sun class)		1998	2,000	910	Bermuda	77,499
<i>Star Princess</i> (Grand class)		2002	2,600	1,100	Bermuda	108,977
<i>Sun Princess</i> (Sun class)		1995	2,000	924	Bermuda	77,441
Seabourn Cruise Line www.seabourn.com	5					
<i>Seabourn Encore</i>		2016	600	418	Bahamas	40,350
<i>Seabourn Odyssey</i> (Odyssey class)		2009	458	332	Bahamas	32,000
<i>Seabourn Ovation</i>		2018	600	418	Bahamas	40,350
<i>Seabourn Quest</i> (Odyssey class)		2011	458	332	Bahamas	32,000
<i>Seabourn Sojourn</i> (Odyssey class)		2010	458	332	Bahamas	32,000
🏰 CELESTYAL CRUISES - WWW.CELESTYALCRUISES.COM	2					
<i>Celestyal Crystal</i>		1980	1,200	406	Malta	25,611
<i>Celestyal Olympia</i>		1982	1,664	540	Malta	37,584
🏰 DISNEY CRUISE LINE - WWW.DISNEYCRUISE.DISNEY.GO.COM	4					
<i>Disney Dream</i>		2011	4,000	1,458	Bahamas	130,000
<i>Disney Fantasy</i>		2012	4,000	1,458	Bahamas	128,000
<i>Disney Magic</i>		1998	2,600	950	Bahamas	84,000
<i>Disney Wonder</i>		1999	2,400	950	Bahamas	83,000
🏰 FRED OLSEN - WWW.FREDOLSENCRUISES.COM	4					
<i>Balmoral</i>		1988	1,325	510	Bahamas	43,537
<i>Braemar</i>		1993	924	371	Bahamas	24,344
<i>Black Watch</i>		1972	799	330	Bahamas	28,613

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THE CRUISE GUIDE 2019

Cruise Line	Number of Ships	Year Built	Guest Capacity	Crew Capacity	Registry	Tonnage
<i>Boudicca</i>		1972	881	329	Bahamas	28,388
🏰 GENTING HONG KONG - WWW.GENTINGHK.COM/						
	10					
Crystal Cruises www.crystalcruises.com	3					
<i>Crystal Esprit</i>		1988	62	90	Bahamas	3,370
<i>Crystal Serenity</i>		2003	980	655	Bahamas	68,870
<i>Crystal Symphony</i>		1995	848	566	Bahamas	51,044
Dream Cruises www.dreamcruiseline.com	3					
<i>Genting Dream</i>		2016	3,352	2,000	Bahamas	150,695
<i>World Dream</i>		2017	3,376	2,000	Bahamas	150,695
Star Cruises www.starcruiises.com	5					
<i>Superstar Aquarius</i>		1993	1,507	700	Bahamas	51,309
<i>Superstar Gemini</i>		1992	1,526	700	Bahamas	50,764
<i>Superstar Pisces</i>		1990	1,136	750	Panama	40,053
<i>Superstar Virgo</i>		1999	1,868	1,300	Panama	75,338
<i>The Taipan</i>		1989	64	25	Panama	3,370
🏰 HAPAG LLOYD CRUISES - WWW.HL-CRUISES.COM						
	3					
<i>Bremen</i>		1990	155	100	Bahamas	6,752
<i>Europa</i>		1999	400	285	Bahamas	28,890
<i>Europa 2</i>		2013	500	370	Malta	42,830
🏰 HURTIGRUTEN CRUISES - WWW.HURTIGRUTEN.COM						
	14					
<i>MS Finnmarken</i>		2002	919	150	Norway	15,690
<i>MS Fram</i>		2007	318	75	Norway	11,647
<i>MS Kong Harald</i>		1993	590	70	Norway	11,204
<i>MS Lofoten</i>		1964	400	40	Norway	2,621
<i>MS Midnatsol</i>		2003	970	75	Norway	16,151
<i>MS Nordkapp</i>		1996	590	76	Norway	11,386
<i>MS Nordlys</i>		1994	590	70	Norway	11,204
<i>MS Nordnorge</i>		1997	590	70	Norway	11,384
<i>MS Nordstjernen</i>		1956	149	40	Norway	2,191
<i>MS Polarlys</i>		1996	619	70	Norway	11,341
<i>MS Richard With</i>		1993	590	70	Norway	11,205
<i>MS Spitsbergen</i>		2009	335	80	Norway	7,344
<i>MS Trollfjord</i>		2002	822	75	Norway	16,140
<i>MS Vesteralen</i>		1983	490	50	Norway	6,261
🏰 LINDBLAD EXPEDITIONS - WWW.EXPEDITIONS.COM						
	9					
<i>Lord of the Glens</i>		1985	54	20	United Kingdom	729
<i>National Geographic Endeavor II</i>		2005	96	64	Chile	2,176
<i>National Geographic Explorer</i>		1982	162	70	Bahamas	6,471
<i>National Geographic Islander</i>		1995	50	27	Ecuador	1,021

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Cruise Line	Number of Ships	Year Built	Guest Capacity	Crew Capacity	Registry	Tonnage
<i>National Geographic Orion</i>		2003	106	75	Bahamas	3,984
<i>National Geographic Quest</i>		2017	100	35	U.S.A.	2,906
<i>National Geographic Sea Bird</i>		1982	70	24	U.S.A.	630
<i>National Geographic Sea Lion</i>		1982	70	24	U.S.A.	630
<i>National Geographic Venture</i>		2018	100	35	U.S.A.	2,906

MSC CRUISES - WWW.MSCCRUISESUSA.COM

15

<i>MSC Armonia</i> (Lirica class)		2004	2,679	721	Panama	65,542
<i>MSC Divina</i> (Fantasia class)		2012	4,345	1,388	Panama	139,072
<i>MSC Fantasia</i> (Fantasia class)		2008	4,363	1,370	Panama	137,936
<i>MSC Lirica</i> (Lirica class)		2003	1,984	721	Panama	65,591
<i>MSC Magnifica</i> (Musica class)		2010	3,223	1,038	Panama	95,128
<i>MSC Meraviglia</i> (Meraviglia class)		2017	4,488	1,540	Panama	171,598
<i>MSC Musica</i> (Musica class)		2006	3,223	1,014	Panama	92,409
<i>MSC Opera</i> (Lirica class)		2004	2,150	728	Panama	65,591
<i>MSC Orchestra</i> (Musica class)		2007	3,223	1,014	Panama	92,409
<i>MSC Poesia</i> (Musica class)		2008	3,223	1,039	Panama	92,627
<i>MSC Preziosa</i> (Fantasia class)		2013	4,345	1,388	Panama	139,072
<i>MSC Seaside</i> (Seaside class)		2017	5,331	1,413	Malta	153,516
<i>MSC Seaview</i> (Seaside class)		2018	5,331	1,413	Malta	154,000
<i>MSC Sinfonia</i> (Lirica class)		2005	2,679	721	Panama	65,542
<i>MSC Splendida</i> (Fantasia class)		2009	4,363	1,370	Panama	137,936

NORWEGIAN CRUISE LINE HOLDINGS

26

Norwegian Cruise Line www.ncl.com	16					
<i>Norwegian Bliss</i>		2018	3,996	1,716	Bahamas	167,800
<i>Norwegian Breakaway</i>		2013	3,963	1,657	Bahamas	145,655
<i>Norwegian Dawn</i>		2002	2,340	1,032	Bahamas	92,250
<i>Norwegian Epic</i>		2010	4,100	1,724	Bahamas	155,873
<i>Norwegian Escape</i>		2015	4,266	1,733	Bahamas	164,600
<i>Norwegian Gem</i>		2007	2,394	1,070	Bahamas	93,530
<i>Norwegian Getaway</i>		2014	3,963	1,646	Bahamas	145,655
<i>Norwegian Jade</i>		2006	2,402	1,037	Bahamas	93,558
<i>Norwegian Jewel</i>		2005	2,376	1,069	Bahamas	93,502
<i>Norwegian Joy</i>		2017	3,883	1,821	Bahamas	167,725
<i>Norwegian Pearl</i>		2006	2,394	1,072	Bahamas	93,530
<i>Norwegian Sky</i>		1999	2,004	899	Bahamas	77,104
<i>Norwegian Spirit</i>		1998	2,018	912	Bahamas	75,904
<i>Norwegian Star</i>		2001	2,348	1,031	Bahamas	91,740
<i>Norwegian Sun</i>		2001	1,936	906	Bahamas	78,309
<i>Pride of America</i>		2005	2,186	927	U.S.A.	80,439
Oceania Cruises www.oceaniacruises.com	6					
<i>MS Insignia</i> (Regatta class)		1998	684	400	Marshall Islands	30,277
<i>MS Marina</i> (Oceania class)		2011	1,250	800	Marshall Islands	66,084

THE CRUISE GUIDE 2019

Cruise Line	Number of Ships	Year Built	Guest Capacity	Crew Capacity	Registry	Tonnage
<i>MS Nautica</i> (Regatta class)		2000	684	400	Marshall Islands	30,277
<i>MS Regatta</i> (Regatta class)		1998	684	400	Marshall Islands	30,277
<i>MS Riviera</i> (Oceania class)		2012	1,250	800	Marshall Islands	66,084
<i>MS Sirena</i> (Regatta class)		1999	684	400	Marshall Islands	30,277
Regent Seven Seas Cruises www.rssc.com	4					
<i>Seven Seas Explorer</i>		2016	750	542	Marshall Islands	55,254
<i>Seven Seas Mariner</i>		2001	700	445	Bahamas	48,075
<i>Seven Seas Navigator</i>		1999	490	345	Bahamas	28,803
<i>Seven Seas Voyager</i>		2003	700	447	Bahamas	42,363
PAUL GAUGUIN CRUISES WWW.PGCRUISES.COM	1					
<i>Paul Gauguin</i>		1997	332	217	Bahamas	19,200
PONANT WWW.PONANT.COM	7					
<i>L'Austral</i>		2011	264	140	France	10,944
<i>Le Boreal</i>		2009	264	140	France	10,944
<i>Le Champlain</i>		2018	184	110	France	10,038
<i>Le Lapérouse</i>		2018	184	110	France	10,038
<i>Le Lyrial</i>		2015	260	140	France	10,992
<i>Le Ponant</i>		1991	64	32	France	1,443
<i>Le Soléal</i>		2013	264	140	France	10,992
QUARK EXPEDITIONS WWW.QUARKEXPEDITIONS.COM	6					
<i>50 Years of Victory</i>		1993	128	140	Russia	23,439
<i>Kapitan Khlebnikov</i>		1981	110	70	Russia	12,288
<i>Ocean Adventurer</i>		1976	132	87	Bahamas	4,617
<i>Ocean Diamond</i>		1974	189	144	Bahamas	8,282
<i>Ocean Endeavour</i>		1981	199	124	Bahamas	12,907
<i>Ocean Nova</i>		1992	78	38	Bahamas	2,183
ROYAL CARIBBEAN INTERNATIONAL WWW.ROYALCARIBBEAN.COM	54					
Azamara Club Cruises www.azamaraclubcruises.com	3					
<i>Azamara Journey</i>		2000	690	408	Malta	30,277
<i>Azamara Pursuit</i>		2001	690	408	Malta	30,277
<i>Azamara Quest</i>		2000	690	408	Malta	30,277
Celebrity Cruises www.celebritycruises.com	13					
<i>Celebrity Constellation</i> (Millennium class)		2002	2,184	1,022	Malta	90,940
<i>Celebrity Eclipse</i> (Solstice class)		2011	2,850	1,286	Malta	122,000
<i>Celebrity Edge</i> (Edge class)		2018	2,918	1,320	Malta	129,500
<i>Celebrity Equinox</i> (Solstice class)		2009	2,850	1,290	Malta	122,000
<i>Celebrity Infinity</i> (Millennium class)		2001	2,170	1,024	Malta	90,940
<i>Celebrity Millennium</i> (Millennium class)		2000	2,158	1,024	Malta	90,940

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Cruise Line	Number of Ships	Year Built	Guest Capacity	Crew Capacity	Registry	Tonnage
<i>Celebrity Reflection</i> (Solstice class)		2012	3,030	1,293	Malta	126,000
<i>Celebrity Silhouette</i> (Solstice class)		2011	2,886	1,285	Malta	122,000
<i>Celebrity Solstice</i> (Solstice class)		2008	2,850	1,284	Malta	122,000
<i>Celebrity Summit</i> (Millennium class)		2001	2,158	1,027	Malta	90,940
<i>Celebrity Xpedition</i> (Xpedition class)		2001	100	64	Ecuador	2,842
<i>Celebrity Xperience</i> (Xpedition class)		2017	48	35	Ecuador	1,610
<i>Celebrity Xploration</i> (Xpedition class)		2017	16	12	Ecuador	320
Pullmantur Cruises www.pullmantur.travel	4					
<i>Horizon</i>		1990	1,442	620	Malta	46,811
<i>Monarch</i>		1991	2,733	820	Malta	73,937
<i>Sovereign</i>		1988	2,733	820	Malta	73,592
<i>Zenith</i>		1992	1,828	620	Malta	47,413
Royal Caribbean Cruise Line www.rccl.com	25					
<i>Adventure of the Seas</i> (Voyager class)		2001	3,114	1,185	Bahamas	137,276
<i>Allure of the Seas</i> (Oasis class)		2010	5,400	2,100	Bahamas	225,282
<i>Anthem of the Seas</i> (Quantum class)		2015	4,180	1,500	Bahamas	168,666
<i>Brilliance of the Seas</i> (Radiance class)		2002	2,142	848	Bahamas	90,090
<i>Empress of the Seas</i>		1990	1,602	668	Bahamas	48,563
<i>Enchantment of the Seas</i> (Vision class)		1997	2,252	852	Bahamas	82,910
<i>Explorer of the Seas</i> (Voyager class)		2000	3,286	1,185	Bahamas	137,308
<i>Freedom of the Seas</i> (Freedom class)		2006	3,782	1,360	Bahamas	154,407
<i>Grandeur of the Seas</i> (Vision class)		1996	1,992	760	Bahamas	73,817
<i>Harmony of the Seas</i> (Oasis class)		2016	5,400	2,193	Bahamas	226,963
<i>Independence of the Seas</i> (Freedom class)		2008	3,858	1,440	Bahamas	154,407
<i>Jewel of the Seas</i> (Radiance class)		2004	2,191	852	Bahamas	90,090
<i>Liberty of the Seas</i> (Freedom class)		2007	3,798	1,360	Bahamas	154,407
<i>Majesty of the Seas</i> (Sovereign class)		1992	2,350	912	Bahamas	74,077
<i>Mariner of the Seas</i> (Voyager class)		2003	3,344	1,200	Bahamas	139,863
<i>Navigator of the Seas</i> (Voyager class)		2002	3,686	1,213	Bahamas	138,279
<i>Oasis of the Seas</i> (Oasis class)		2009	5,400	2,100	Bahamas	225,282
<i>Ovation of the Seas</i> (Quantum class)		2016	4,905	1,500	Bahamas	168,666
<i>Quantum of the Seas</i> (Quantum class)		2014	4,152	1,500	Bahamas	168,666
<i>Radiance of the Seas</i> (Radiance class)		2001	2,143	894	Bahamas	90,090
<i>Rhapsody of the Seas</i> (Vision class)		1997	1,998	765	Bahamas	78,491
<i>Serenade of the Seas</i> (Radiance class)		2003	2,416	848	Bahamas	90,090
<i>Symphony of the Seas</i> (Oasis class)		2018	5,518	2,200	Bahamas	228,081
<i>Vision of the Seas</i> (Vision class)		1998	2,050	742	Bahamas	78,340
<i>Voyager of the Seas</i> (Voyager class)		1999	3,286	1,176	Bahamas	137,276
Silversea Cruises www.silversea.com	9					
<i>Silver Cloud</i>		1994	254	212	Bahamas	16,800
<i>Silver Discoverer</i>		1989	116	100	Bahamas	5,218
<i>Silver Explorer</i>		1989	144	118	Bahamas	6,072
<i>Silver Galapagos</i>		1990	100	75	Ecuador	4,077
<i>Silver Muse</i>		2017	596	417	Bahamas	40,700
<i>Silver Shadow</i>		2000	382	302	Bahamas	28,258
<i>Silver Spirit</i>		2009	608	412	Bahamas	39,519

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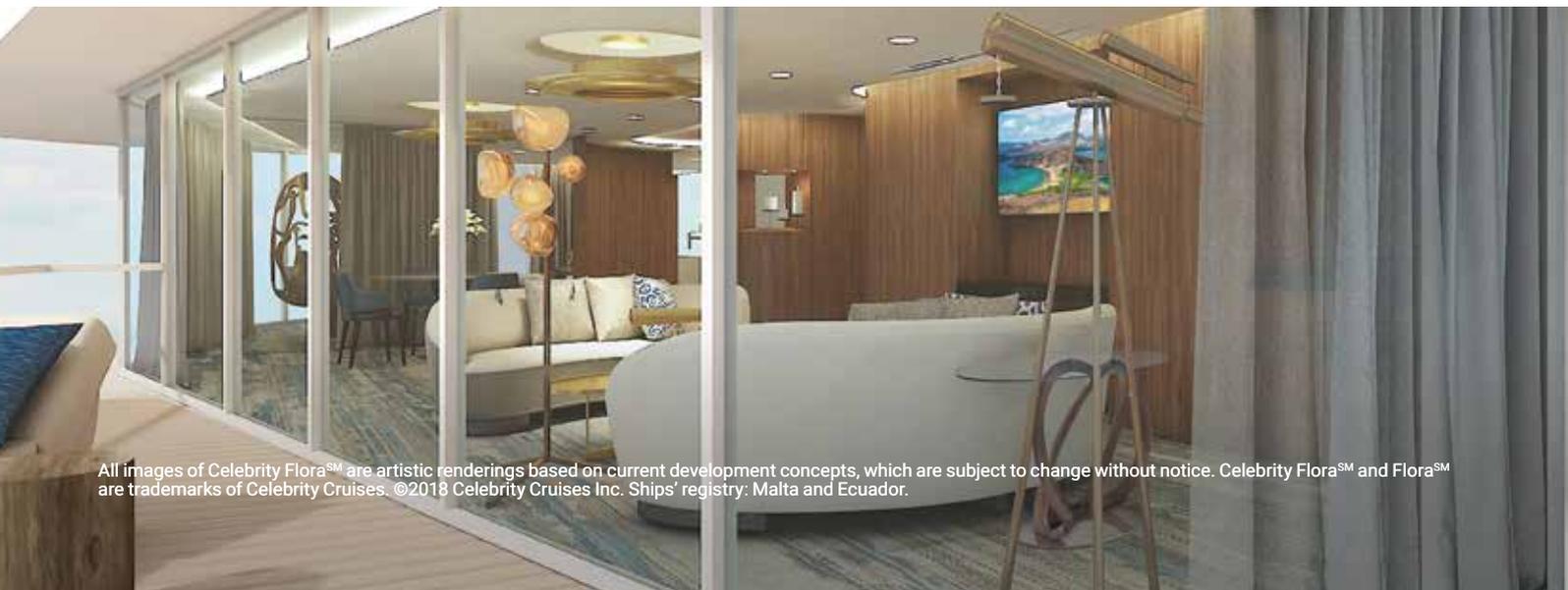
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Cruise Line	Number of Ships	Year Built	Guest Capacity	Crew Capacity	Registry	Tonnage
<i>Silver Whisper</i>		2001	382	302	Bahamas	28,258
<i>Silver Wind</i>		1995	296	222	Bahamas	17,400
SAGA CRUISES WWW.SAGACRUISES.COM						
	2					
<i>Saga Pearl II</i>		1981	449	252	Bahamas	18,591
<i>Saga Sapphire</i>		1981	720	415	Malta	37,301
SEA DREAM YACHT CLUB WWW.SEADREAM.COM						
	2					
<i>Sea Dream I</i>		1984	112	95	Bahamas	4,253
<i>Sea Dream II</i>		1985	112	95	Bahamas	4,253
STAR CLIPPERS WWW.STARCLIPPERS.COM						
	3					
<i>Royal Clipper</i>		2000	227	106	Malta	4,425
<i>Star Clipper</i>		1992	170	72	Malta	2,298
<i>Star Flyer</i>		1991	170	72	Malta	2,298
UNCRUISE ADVENTURES WWW.UNCRUISE.COM						
	9					
<i>La Pinta</i>		1989	48	27	Ecuador	1,438
<i>S. S. Legacy</i>		1984	88	35	U.S.A.	96
<i>Safari Endeavour</i>		1983	84	34	U.S.A.	99
<i>Safari Explorer</i>		1998	36	14	U.S.A.	97
<i>Safari Quest</i>		1992	22	9-11	U.S.A.	97
<i>Safari Voyager</i>		1982	62	29	St. Kitts	1,195
<i>Wilderness Adventurer</i>		1984	60	25	U.S.A.	89
<i>Wilderness Discoverer</i>		1992	76	26	U.S.A.	99
<i>Wilderness Explorer</i>		1976	74	27	U.S.A.	94
VIKING OCEAN CRUISES WWW.VIKINGCRUISES.COM						
	5					
<i>Viking Orion</i>		2018	930	550	Norway	47,800
<i>Viking Sea</i>		2016	930	550	Norway	47,800
<i>Viking Sky</i>		2017	930	550	Norway	47,800
<i>Viking Star</i>		2015	930	550	Norway	47,800
<i>Viking Sun</i>		2017	930	550	Norway	47,800
WINDSTAR CRUISES WWW.WINDSTARCRUISES.COM						
	6					
<i>Star Breeze</i>		1988	212	150	Bahamas	9,975
<i>Star Legend</i>		1990	212	153	Bahamas	9,975
<i>Star Pride</i>		1988	212	151	Bahamas	9,975
<i>Wind Spirit</i>		1988	148	101	Bahamas	5,736
<i>Wind Star</i>		1986	148	101	Bahamas	5,307
<i>Wind Surf</i>		1989	310	201	Bahamas	14,745

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to Destinations **Discover**



Chantilly, the Duke of Aumale's residence

Photo by Jérôme Houbert

Chantilly

and its castle: the other Versailles

By Antoine Stab

It goes without saying that the Palace of Versailles is a must-see in the Paris region. In the shadow of this architectural giant, however, are other treasures that are perhaps less-known, but equally worthy of interest. One of these is hidden about 50 km north of the French capital: the Chantilly estate, famous for its dream castle, flamboyant gardens and decadent cream.

The castle will attract your attention at first sight, with the imposing building giving the impression of being moored like a ship in the middle of a series of artificial lakes and vast, grassy terraces.

It's no wonder that the property managed to seduce the world's most famous secret agent, James Bond. The castle was used as a filming location for the 1985 Bond film *A View to a Kill*, featuring Roger Moore as 007.

The name's Aumale...

Although many aristocratic princes and families lived in Chantilly, one name in particular stands out: Henri d'Orléans, Duke of Aumale and son of King Louis-Philippe, France's last king. After

becoming the property's owner in 1830, he set about rebuilding the castle, which had been partially destroyed in a series of revolutionary episodes.

Considered one of the greatest collectors of his time, the Duke used Chantilly to show off his numerous manuscripts, works of art and the second-largest collection of old paintings after the Louvre.

Today, the new castle is home to the Condé museum, which allows visitors to admire

works by Raphael, Poussin, Botticelli and Ingres – hung in the style of the 19th century, with the paintings taking up all available space on the walls of the large rooms. Indeed, one could be forgiven for believing that the paintings are watching and observing the visitors, rather than the other way around!

A walk through the gardens

The other name associated with Chantilly is that of the gardener André Le Nôtre – a renowned figure whose designs include



The impressive collection of antique paintings, the second largest after the Louvre

Photo by Sophie Lloyd

the gardens of the Palace of Versailles, Tuileries, and Fontainebleau. By his own admission, however, Chantilly remains his favourite.

Everything that forms the essence of a French garden can be admired from the heights of the terrace: a beautifully-crafted path, perfect symmetry between flowerbeds and groves, unique viewpoints and perspectives opened by the alleyways, the 2.5-km-long Grand Canal, and vast mirrors of water reflecting the sky.

With a total area of 115 hectares, the castle park has two other gardens, each with radically different styles: there's a romantic English garden with curved alleys and an Anglo-Chinese garden which, with its dense vegetation, is an imitation of nature's wild side.

In the latter can be found the Hameau, a charming little village straight out of another time. Nestled in the woods, these five rustic houses would inspire Marie-Antoinette's Petit Trianon at Versailles. There's another treasure contained within one of these houses – of the gastronomic variety.

The origins of Chantilly cream

The invention of Chantilly cream is often wrongly attributed to François Vatel, the property's butler in 1671. In fact, its origins remain mysterious.

The quality of the cream, however, has nevertheless been praised and recognized over time, and it's served in all its glory in Hameau – consisting of raw cream, vanilla sugar and icing sugar, all whipped vigorously.

Tradition and quality, then, remain as important today as ever. Quite simply, you won't taste anything comparable



elsewhere. To taste the real Chantilly is to take a step towards decadence; you'll never be able to eat industrial whipped cream again without shedding a small tear.

Must-see

Chantilly is also known for being an equestrian capital. Near the castle stand the Grandes Écuries; these were built, at the time, to accommodate 240 horses and 300 hunting dogs, as well as groomers and equipment.

Today, they are converted into the Horse Museum (Musée du Cheval), where you'll be able to attend live demonstrations and admire the grace of horses during their training, which is the highest level of equestrian training in France.

Finally, the racecourse also hosts many international competitions, including the prestigious Prix de Diane, which takes place in June each year. ●



Good to know

How to get there?

From Paris, go to Gare du Nord and take the Regional Express Train (TER), getting off at the "Chantilly-Gouvieux" stop. The castle is a 20-minute walk from the train station.

A free bus can also take you there. Line 15 of the DUC (Desserte Urbaine Cantilienne) operates seven days a week in high season, from the end of March to the end of October, from 10 a.m. to 6 p.m., and every day except Tuesday in low season from 10 a.m. to 5 p.m.

Prices

\$26 for the whole estate (castle, park and stables); \$12 for the park only in high season (\$8 in low season); \$46 for a domain ticket and equestrian show.

Information

domainedechantilly.com

Dominica

Getting back to Nature

By Blake Wolfe

Although the tiny island was hit hard in 2015 and 2017 by Tropical Storm Erika and Hurricane Maria respectively, 'The Nature Island' has rebounded and is looking to entice more Canadians in search of a unique and authentic island escape.

Known as one of the Caribbean's best-kept secrets and covering just 750 sq. km, Dominica has plenty of surprises in store for visitors.

Hot spot

At 26 million years, Dominica is the youngest of the islands in the Lesser

Antilles, and the forces of nature which formed the land are still at work today.

This geothermal history can be seen in the green slopes dominating Dominica's topography, making it the most mountainous island in the Lesser Antilles, as well as in the lowlands below. This is best exemplified in one region ominously dubbed the Valley of Desolation, found in Morne Trois Pitons National Park (a UNESCO World Heritage Site) where steam from can be seen rising through the earth from the magma located below the surface.



A walk through this valley eventually leads to Boiling Lake, a flooded fumarole (literally a hole in the surface of the earth) where water meets lava; it's the second largest hot lake in the world, second only to New Zealand's Frying Pan Lake.

Cool pools

Ready to cool off? Take a dip in the Emerald Pool. Located in Morne Trois Pitons National Park not far from its boiling counterpart, the pool is surrounded by lush vegetation and fed by a 40-ft waterfall of clean mountain spring water – the very embodiment of paradise. Not surprisingly, the Emerald Pool is a popular spot for Instagrammers, wedding photographs and film shoots, including the Pirates of the Caribbean series.

Dominica's unspoiled scenery extends into the surrounding waters, providing ample diving opportunities for visitors.

The island's Champagne Reef is home to a vista of coral, sponges and water lilies, through which a wide range of aquatic

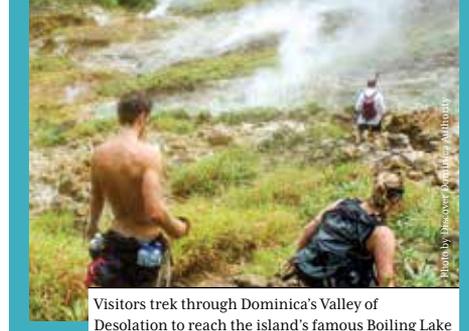


The village of Scotts Head in southern Dominica



Boiling Lake – Water meets lava at Boiling Lake, the second-largest hot lake in the world

Photo by Roseau | Dominica Authority



Visitors trek through Dominica's Valley of Desolation to reach the island's famous Boiling Lake

Photo by Roseau | Dominica Authority

in a hillside infinity pool overlooking the ocean.

Unique tastes

Dining options abound across Dominica, offering local flavours and ingredients

Advertised with orange signs across the island, Poz Restaurant & Poolside Bar at Calibishie Gardens in Dominica's north offers a mix of Caribbean, Cajun & Creole while not too far to the west, The Coral Reef Restaurant can be found inside a local supermarket, offering ocean views and specializing in short ribs.

Looking for seafood? Head west to the Lobster Palace at Sunset Bay Club in Batalie Beach, where lobster is king on a menu offering European and Creole dishes.

Heading east, Islet View Restaurant & Bar offers 50 varieties of homemade rum – and fellow restaurant patrons will be all too happy to suggest their favourites!

Getting there

With no direct flights from Canada, getting to Dominica involves a little legwork for Canadian travellers.

Flights into Dominica's two airports arrive from hubs in Antigua, Barbados, St. Maarten, Puerto Rico, Guadeloupe and St. Lucia, on flights by regional Caribbean airlines. Several of these airlines have codeshares or interline agreements with North American and European carriers including:

- Leeward Island Air Transport (codeshares with JetBlue and British Airways), with connections from Antigua and Barbados
- Windward Islands Airways (codeshares with United, Air

Caraibes, Air France, British Airways, and KLM) with four weekly connections from Guadeloupe

- Air Antilles (interline and codeshare agreements with Air France) twice-weekly service from Guadeloupe in cooperation with Windward Islands Airways
- Seabourn Airlines (codeshares with American, Delta and JetBlue) provides four weekly connections from Puerto Rico.

Have clients travelling to Dominica by air? Passengers are advised to verify policies of the regional airlines regarding the number of bags/baggage weight, as many of the smaller carriers servicing the destination use aircraft with limited cargo space and weight restrictions.

Several cruise lines call in Dominica's ports including Carnival, Celebrity, HollandAmerica Line, Princess, Seabourn and Windstar. ●



Good to know

- Found only on Dominica, the Sisserou parrot is the island's national bird, featured on the country's flag.
- Christopher Columbus, sailing for Spain, named the island Dominica after the Latin term dies Dominica for Sunday, the day on which the Spanish first saw it in November 1493.

life swims including octopus, rays, hawksbill turtles, seahorses and more.

Boutique stays

In a departure from many other Caribbean destinations, Dominica has eschewed the sprawling all-inclusive approach to its hospitality sector, instead offering guests a wide selection of boutique properties.

Among the most visually striking of these is the Atlantique View Resort & Spa, a 35-room property in the community of Anse de Mai on the island's northern shores. Painted in a pale green from ground to roof, the hotel is situated on a hillside overlooking the Atlantic Ocean and the black-sand beach at the foot of the property.

Billed as offering a 'nano-resort experience,' Mango Island Boutique Resort in Roseau is comprised of multiple individual lodges near Dominica's southwestern shores, each equipped with a private deck and all surrounded by lush tropical gardens. Guests can also unwind

Four ways to discover

Fiji

By Ariane Arpin-Delorme



With its long white sandy beaches lined with majestic fruit trees, lagoons with crystal-clear waters, stunning seabed and lush hills of dense jungle, Fiji is strongly associated with idyllic landscapes. With more than 333 islands to discover travelling solo, with a partner or your family, it offers incredible choice and variety. Welcome to paradise!

1. Fiji underwater

With your mask and snorkel in hand, you can venture off to explore miles of glowing soft coral inhabited by multicoloured fish species, small sharks and rays. Go scuba diving to discover wrecks full of stories.

♥ FAVOURITES

- Island of Taveuni: nicknamed the "Island of Green Gardens", it's simply one of the top diving spots in the archipelago. Do not miss the Rainbow Reef, including the beautiful White Wall. The Paradise Taveuni Resort comes highly recommended for their unparalleled underwater expertise.

- Savusavu: located on the northern island of Vanua Levu, you can dive with groups of various species of dolphins.
- Kadavu Island: The Great Astrolabe Reef, the fourth largest barrier reef in the world, offers passages through natural canyons, arches and crevices.
- Rakiraki: accessible by road from the north of Viti Levu Island, this is one of the most popular diving destinations. VoliVoli Beach Resort is a great option as far as value accommodation go.
- Island of Beqa: this small island, located south of the main island, is a favoured location for divers in search of adventure.

Good to know: The visibility of the water is optimal from June to August.

2. Fiji as a family

Located on the island of Vanua Levu in Savusavu, the luxury Jean-Michel Cousteau Resort is ideal for both leisure

and relaxation stays. Its award-winning children's club offers children the opportunity to participate in mangrove plantation projects and even learn how to cook. For a more affordable family vacation, opt for the Octopus Resort located in the Yasawa Islands. While parents enjoy the adult-only pool, kids can experiment with activities like tree-lined ziplines. There are also interesting accommodation options in the Mamanuca and Malolo Islands Group. If you're a surfing, rafting or sailing enthusiast, head for Pacific Harbour on the island



Photo by: Jean-Michel Cousteau Resort



The luxury Jean-Michel Cousteau Resort is located on the island of Vanua Levu.

Photo by: Jean-Michel Cousteau Resort

of Viti Levu, considered a paradise for adrenaline junkies.

Highly recommended: The turtle nurseries and sanctuaries are very entertaining, in addition to being essential to the protection of the marine fauna.

Good to know: South Sea Cruises ferries offer a varied schedule and affordable rates for travel from Viti Levu to Mamanuca and Yasawa Islands.

3. Romantic Fiji

Popular destinations for weddings and honeymoons, or just a romantic getaway, are abundant in Fiji. One can, for example, picnic on a private beach off Taveuni

or stay in luxury on a private island such as Kokomo. Fiji also has some of the best spas in the world, including the jungle at Koro Sun Resort. In nature or near the sea, why not treat yourself to a banana leaf wrap or a coconut scrub?

♥ FAVOURITES

- Namale Resort & Spa, a resort popular with honeymooners, offers secluded villas, each equipped with a private pool.
- The luxurious tree bungalows of Mantangi Private Island Resort offer the unique experience of hanging over a lush forest.

Good to know: There are several adult resorts, notably in the Yasawa Island group – including Navutu Stars Resort.

4. Gourmet Fiji

Visiting Fiji is also about discovering flavours. Start the day with a guided tour of Nadi Market on Viti Levu Island, followed by a cooking class at the Flavours of Fiji Institute where you will learn traditional cooking techniques from Fijian- and Indo-Fijian-inspired dishes.

♥ FAVOURITES

- The *lovo*, a traditional dish, wrapped in palm leaves and cooked under the ground.
- The vegan and vegetarian menu of the Jean-Michel Cousteau luxury resort is both surprising and varied.

Good to know: You're likely to be welcomed at your hotel by a kava ceremony – based on a relaxing drink made from a root and presented as a gift. However, you should try to spend time with a local family; the experience will be much more authentic. ●



Photo by: Tourism Fiji



More to do in Fiji

- Learn some traditional *meke* dance steps.
- Visit a pearl farm where you will learn how these precious goods become beautiful jewels. The project connected to the Jean-Michel Cousteau Resort is among the most eco-friendly.
- The Savasi Private Island Hotel offers guests the opportunity to spend the night on the famous *Serenity* sailboat, which had been stranded and is now permanently installed in their small marina.



The public market of Saint-Georges

Authentic Grenada

By Karine Rochdi

Aptly named the Spice Island, Grenada is a destination that's rich in flavour and colour. Less developed than its neighbours in the West Indies, it's managed to retain its authenticity: with its friendly people, beaches with translucent waters and mountainous landscapes of volcanic origin, Grenada offers a real change of scenery. Here are some of the unmissable features you can discover during your stay.

The beaches of Grand Anse, Magazine Beach and Seaglass

Grand Anse is one of the most popular and most-visited beaches on the island. It stretches for three kilometres and offers a superb view of Saint-Georges; here, the low height of the hotel infrastructure preserves the location's natural character.

Magazine Beach is ideal for snorkelling enthusiasts, with coral reefs full of multicoloured fish just a short swim away. The site remains intimate and relatively untouched, only featuring the Grenadian by Rex Resorts hotel and

the Aquarium restaurant linked to the Maca Bana boutique hotel.

Seaglass Beach, meanwhile, is appropriately named: the beach is full of multicoloured sea glass that sparkles in the sand. Most of these pieces come from pirate ships stranded in the creek since as far back as the 15th century.

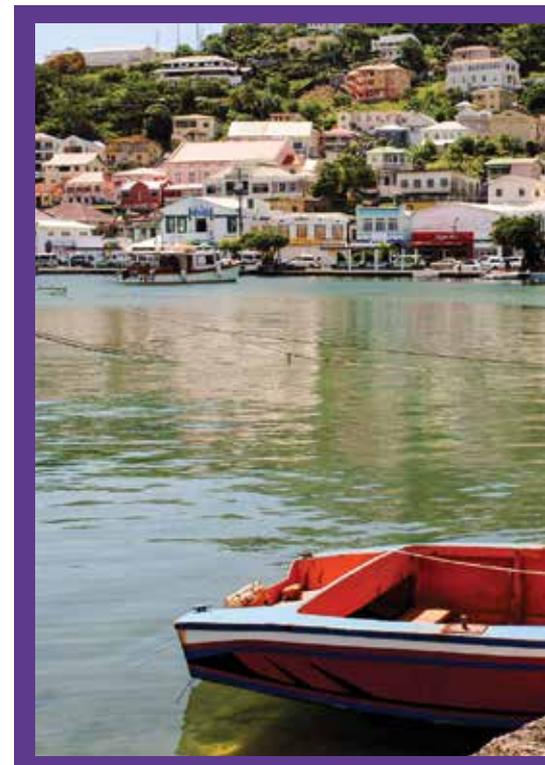
The Saint-Georges market

This is a very lively place, filled with locals and tourists alike. The colourful stalls feature plenty of spices including the famous nutmeg that is collected in abundance on the island and that flavours everything from ice cream to stew and jam to ti punch. The sellers are very friendly and are happy to help you discover the riches of their land.

Fish Fry Friday

Every Friday, the villagers meet at Fish Fry Friday in Gouyave, where fish dishes are prepared in small canteens. For travellers, this is the perfect place to sample fish in all its forms washed down with a fresh Caribe, the local

beer. The tuna kebab, fish lasagne and queen conch soup are exquisite. It takes at least an hour driving from the capital to get there by the small roads;



it's also a delight to be able to eat at street kiosks.

Rainforest

Grenada is not just about beaches; the island is also composed of majestic mountains and lush, tropical forests. Criss-crossing the winding roads reveals stunning falls and villages on the mountainside. Grenada is also a paradise for hikers, who will relish the rainforest trails. Some of these lead to a series of falls and gorges, such as Seven Sister Falls at Grand Etang National Park and Forest Reserve. The park includes a bird sanctuary and an interpretation centre for vegetation and wildlife.

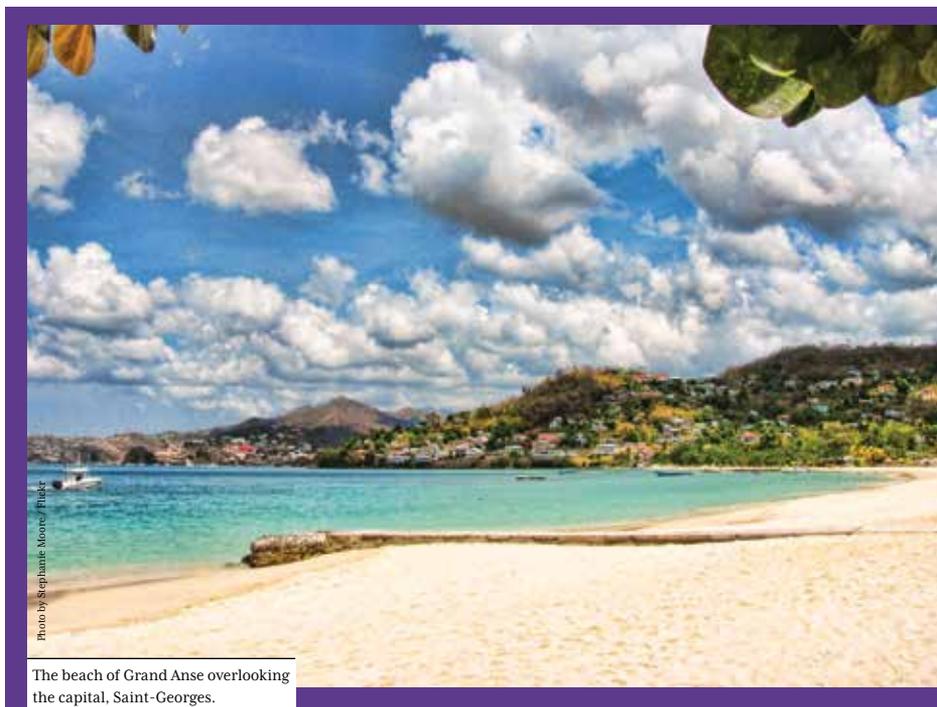
Chocolate

In addition to nutmeg, Grenada also produces cocoa. The Belmont Estate is an authentic 17th-century plantation that offers visitors the chance to participate

in and observe its functions. You can also visit an organic farm, a museum, and cocoa-processing facilities.

The Diamond Factory makes organic Jouvray chocolate on a former rum distillery founded by French monks in 1774. Here, everything is done on site.

At Douglaston Spice Estate, time appears to have stopped, where everything seems suspended in time at the 250-year-old venue. Nutmeg and cocoa are still produced here, with a detailed explanation provided on the origins and processing of these spices. ●



Did you know?

- Jason deCaires Taylor, a British sculptor, diver and ecologist, created underwater sculptures at the Grenada Underwater Sculpture Park in Molinere Bay. Over the years, the sculptures, deposited at a depth of up to eight metres, were partially covered with corals. Inaugurated in 2006, this place was the first underwater sculpture museum in the world.
- The typical national dish is oil-down. It contains chicken, beef or salt pork, breadfruit, green bananas, onions, carrots, and spinach. Everything is simmered in coconut milk seasoned with allspice, curry and thyme.
- The island has 45 white sand beaches and nine black sand beaches.

TOY STORY LAND

The Joy of Being A Toy

From Sheriff Woody to Buzz Lightyear, the gang's all here! PAX joins Air Canada Vacations in experiencing the magic of Walt Disney World's newest theme park: Toy Story Land.

By Michael Pihach

“Sir, yes sir!”

A trio of plastic toy soldiers had magically come to life and began marching towards us wielding red and blue crayons the size of tree logs. Green Army Men, as they're known, typically measure no more than four inches tall, yet today, they'd sprung to human size.



Sheriff Woody welcomes all the new toys at the entrance of Toy Story Land.



Green Army Men reporting for duty at Toy Story Land.

Left, left, left, right, left! The platoon paraded onwards, passing scattered toy blocks, stray dominos and lamp posts made of Tinkertoys. The hot Orlando sun reflected off their glossy jungle-green uniforms. The leader of the pack spoke first. “I need you to stand still for second,” he ordered, pointing the giant red crayon he was holding at my colleague (who also happened to be wearing a red t-shirt that day).

With military precision, the soldier proceeded to “colour” on my colleague’s

red shirt, holding our belief, if only for a few moments, that it was all pretend. “The colours were rubbing off of your shirt, ma’am!” the soldier replied with a firm salute. That’s when we knew we were one of them: honorary toys, bound by Disney magic, in Andy’s very own backyard.

This is where the magic begins at Toy Story Land, Walt Disney World’s newest theme park inspired by Pixar Animation Studios’ wildly popular Toy Story films.

A supersized world

Located at Disney’s Hollywood Studios in Orlando, Florida, the 11-acre park is a colourful achievement with a magical storyline: Andy (the little boy who owns the toys in the *Toy Story* films) has been called indoors by his mother, leaving his toys – that includes you – scattered around his backyard.

As a visitor, you shrink to the size of a toy and become immersed into a supersized world run by larger-than-life *Toy Story* characters that fans of all ages know and love. Sheriff Woody, Buzz Lightyear, Jessie, Rex, Slinky Dog... the gang’s all there.

Creating magical moments

“We’re taking what we do best – creating magical experiences and combining them with the heart, humour and adventure of *Toy Story*,” Bob Chapek, chairman of parks, experiences and consumer products at Walt Disney Company, told media at the park’s dedication ceremony, which PAX attended last June with Air Canada Vacations.

Actor Tim Allen, who voices Buzz Lightyear in the *Toy Story* films, was also at the opening. “I’ve been part of this great movie for 20 years... and you can’t ever imagine that somehow you’d be able to play in Andy’s backyard. This is



Actor Tim Allen attends the dedication ceremony for Toy Story Land at Walt Disney World in Orlando, Florida.

Photo by Michael Pihach

amazing,” Allen told media with a grinning life-sized Buzz Lightyear character by his side.

Get ready to play big

The park’s entrance immediately transports you into the Toy Story universe as guests are greeted by a 20-foot-high statue of Woody (the film’s gangling, pull-string protagonist), leaning on a tower of blocks with lasso in hand. “*Howdy! You must be the new toys!*” the cowboy exclaims in a pre-recorded message.

A few feet ahead is a giant statue of rootin’-tootin’ cowgirl Jessie, standing high on a pile of blocks, throwing a lasso of twinkle lights around Rex (Andy’s anxious green T-Rex) as the dinosaur carefully balances atop a classic Jenga tower. The park taps into all sorts of gaming nostalgia as jumbo-sized versions of other classics, such as the Rubik’s Cube, Scrabble letters and playing cards, are utilized everywhere.

A backyard fence borders the land, creating the illusion of actually being in Andy’s backyard. “The challenge was scale – making toys larger than life.” →

“ We’re taking what we do best – creating magical experiences and combining them with the heart, humour and adventure of Toy Story. ”

– Bob Chapek, chairman of parks, experiences and consumer products at Walt Disney Company.

Ivan Chan, a project manager at Walt Disney Imagineering, told *PAX* of the park, which was five years in the making.

Weaving around Jessie and Rex is Slinky Dog Dash, a new roller coaster modelled after Andy's floppy-eared dachshund slinky toy. Entertaining for both kids and adults, the soaring ride includes a "power booster," a feature whereby the coaster stops halfway around the track, slowly winds backwards, and then catapults forward – *to infinity and beyond!* – through a set of flashing rings and cosmic sounds.

Deeper into the park is another new addition to Disney's ride roster: Alien Swirling Saucers. With a towering statue of Buzz Lightyear standing proudly at the entrance, this swirl-and-whirl ride (inspired by the prize Andy won at Pizza Planet in the film) invites guests to step into rocket ships piloted by Toy Story's famous three-eyed green aliens and blast into "deep-dish space" while "The Claw" dangles overhead.

When mealtime hits (because even toys get hungry), there's Woody's Lunch Box, which serves on-the-go items such



Photo by Matt Simchane, Disney

Slinky Dog Dash rollercoaster whizzes past Jessie and Rex at Toy Story Land.

as grilled three-cheese sandwiches and BBQ brisket melts.

Being a kid again

Toy Story Land joins the pre-existing and recently enhanced Toy Story Mania ride, a midway style, 4D shooting game starring

popular *Toy Story* characters that opened at Hollywood Studios in 2008.

The sights and sounds in the park will keep your camera shutter busy, but those Green Army Men will steal the show on your Instagram faster than you can say faith, trust and pixie dust. The characters can be seen marching (sometimes with drums) throughout the land at any given time; their realistic toy movements and playful candour with guests easily make them the stars of the park.

"This land is about connecting you back to these characters that you love, these toys you grew up with," Brandon Peters, a Walt Disney World Ambassador, told *PAX*. "It connects us back to being a kid again." ●

Vacation packages to Walt Disney World are available through Air Canada Vacations. Visit vacations.aircanada.com for more info.



Alien Swirling Saucers.

Photo courtesy of Disney

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Two remarkable, all-inclusive
Victorian resorts to discover
in Puerto Plata

By Christine Hogg

Outside of the resorts, Victorian architecture runs rampant in Puerto Plata, Dominican Republic. Shops and houses in the city's historic centre still embody the era of British influence on the island.

At the VH Atmosphere Adults Only Resort and Beach Club and its kid-friendly sister property, the VH Gran Ventana Beach Resort, Victorian-style influence is alive and well, and it's what makes both resorts, just two minutes apart, stand out from the other all-inclusive offerings in the Dominican Republic.

Gone are the intense lime green and orange colours in the rooms, and flashy performances put on by staff. Instead,

guests can expect muted tones, calming views, wrought iron details, and ornate décor that looks more European than Caribbean, all the while providing the all-inclusive perks guests love while vacationing down south.

**VH Atmosphere:
an escape for adults**

Palladian arch windows that cut into lofty white ceilings send natural light streaming in all directions throughout the lobby. To the right, a fountain resembling



a large white bowl, set inside robin's egg blue and white tiles, spills water over the sides, while live plants, suspended above, sway gently every time a breeze passes through.

"This place is small and intimate, which is exactly how guests like it," says Spyros Vazdekis Hernandez, VH Hotels & Resorts' sales director.

The main infinity pool offers unobstructed views of both the Pico Isabel de Torres, a 793-metre-high mountain within Puerto Plata, as well as the famous Playa Dorada Golf Club. Directly above, the outdoor terrace is home to the Vintage Club



The lobby at
VH Atmosphere



VH Atmosphere
exterior terrace



bar, which serves high-end spirits in a timeless setting.

"This isn't a place where you come to drink and party," Vazdekis Hernandez explained. "VH Atmosphere is for people who want to relax, but are also into practicing self-care, and certain amenities, like our Adults Only Beach Club and Vintage Club for Royal members take care of that." →



VH Gran Ventana
pool grounds

VH Gran Ventana: a source of inspiration

Much of the Victorian architecture in the VH Atmosphere is also found inside the VH Gran Ventana, including a spectacular wrought iron chandelier dangling in the entrance of the lobby. This property has raised the bar for several resorts operating in the Caribbean – the concept of a vintage bar originated at this very resort.

The VH Gran Ventana is where beach house meets all-inclusive resort; it's modern and upscale like the VH Atmosphere, but it's still got that spacious and energetic all-inclusive feel to it. With more pools and bigger restaurants than the VH

Atmosphere, this resort is perfect for big groups, families, and weddings, where all guests are welcome, and can expect a cozy, relaxing, and affordable stay, courtesy of it being a family-run hotel.

The royal treatment

Both the VH Atmosphere Adults Only Resort & Beach Club and the VH Gran Ventana Beach Resort offer their guests the option of a Royal package. For guests who opt in, a series of luxury perks, like exclusive access to the Vintage Club, free high-speed Wi-Fi at VH Gran Ventana, and private beach access can all be enjoyed, alongside regular all-inclusive services. ●



VH Gran
Ventana lobby



MAJOR HIGHLIGHTS

VH Gran Ventana



Family-friendly (babysitting services available on-site)



506 rooms, junior suites, and penthouses (all with balconies or terraces)



20 minutes from Puerto Plata International Airport



5-minute drive from historic city centre



All-inclusive plans available



4 restaurants (3 a la carte, 1 buffet)



5 bars (swim-up bar, Tiki bar, pool bar, beach bar, lobby bar)



3 pools (children's pool, quiet pool, swim-up bar pool)



Quick shuttle access to Playa Dorada Golf Club



Beach Club (\$)



Children's Club (\$)



Wedding packages and gazebo (\$)



Wi-Fi can be purchased for a fee (1 hour = \$3 USD, 1 day = \$10 USD, 4 days = \$25 USD, 1 week = \$35 USD)

VH Atmosphere



Newly-renovated, adults-only (18 and up)



193 rooms (70 Garden, 57 Superior, 50 Junior Suites, 16 Honeymoon Suites)



25 minutes from Puerto Plata International Airport



10-minute drive from historic city centre



All-inclusive plans available



4 restaurants (1 buffet, 3 a la carte)



5 bars (including Vintage Club bar for Royal members only)



Direct access to Playa Dorada Golf Club



2 pools (1 main infinity pool overlooking Pico Isabel and 1 quiet pool for Royal Members only)



Free Wi-Fi throughout the resort



Beach Club for Premium and Royal guests only

“Is there a doctor on board?”

How medical emergencies are handled 30,000 feet in the air

By Marie-Eve Vallières | Photos courtesy of Air Transat

It's like something out of the movies: you're flying, when suddenly you hear, "Is there a doctor on board?"

Medical emergencies do happen on board, and to get a better idea of how to best manage incidents while flying over the Atlantic, *PAX* interviewed Daniel Picanco, cabin safety and training director at Air Transat.

What kind of training do flight attendants and cabin crew members receive?

"Agents and flight directors have access to the same standardized information regarding emergency procedures, first aid, cabin safety, even customer service," Picanco says.

on their uniforms for the first time. Throughout their career, they will then have to undergo annual training to be medically qualified to intervene should an emergency occur.

What is the procedure in case of death or serious medical incident?

"In the case of a serious incident, it's hard to know at first sight that it's serious," Picanco explains. "We provide first aid and evaluate the patient while the cockpit calls Medlink, our ground medical service, which will help us diagnose the problem. Recently, a child began to suffocate on board and thanks to this process, we were able to revive him."

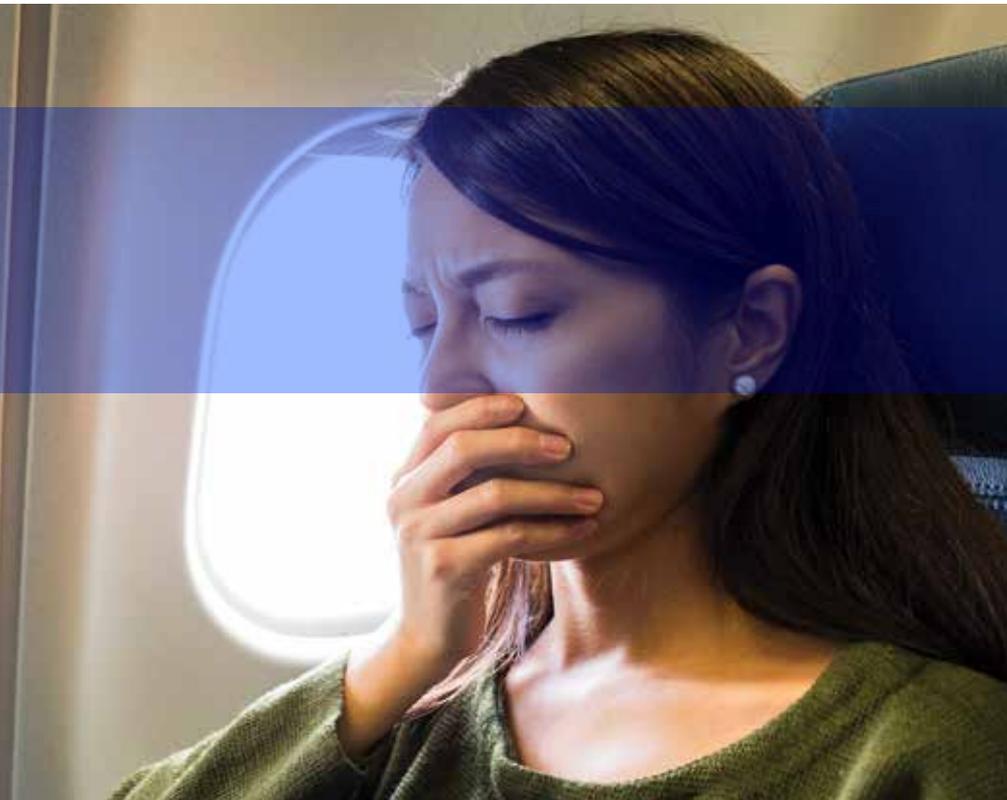
Medlink is a large worldwide organization dedicated to aeronautical medical assistance. They not only have access to a team of general practitioners and

It should be noted that these trainings are supervised by various organizations in health and safety.

For example, first aid training is provided by the Heart and Stroke Foundation of Canada; while on the other hand, cabin management training is strictly regulated by Transport Canada.

Flight attendants return to school for four weeks to perfect their knowledge of the subject prior to putting





“In Canada, the law of the Good Samaritan prevails”

specialists but can also access the technical information of each aircraft including medical equipment and layout; this allows them to get a complete vision of the situation, taking into account the 300 or so other passengers on board.

However, in the event of death, it is more complex.

"It's not up to the flight attendants to decree a death," Picanco said. "We will provide care until a doctor tells us to stop. Additionally, some passengers travel with a 'Do Not Resuscitate' mention

or document; while it is necessary to validate this information beforehand it is very, very complex to confirm it without a doubt. If a doubt does subsist, care will continue."

If a health care professional is on board, should they intervene, and are they held responsible for their actions?

In Canada, the law of the good Samaritan prevails, and protects health professionals: thus, a doctor who volunteers in an emergency will not be held responsible for his or her actions.

Regarding the obligation to intervene, Picanco insists that regulations vary from one country to another.

"On-board health care professionals will only be called in if the passenger has symptoms that go beyond our area of expertise. If necessary, the doctor on board will be able to assist us, always in collaboration with Medlink."

Do these types of incidents happen often?

"It is Medlink who will decide the seriousness of the situation and in the end, they will dictate whether it's urgent, depending on the facilities available nearby and the authorizations of local authorities," Sachdeva said. "In the end, it is the commander who will make the decision to change direction or not."

Fortunately, most medical incidents can be handled aboard the aircraft by the cabin crew and the volunteer health professionals.

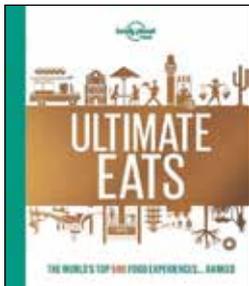
The last serious incident that was reported on board an Air Transat aircraft dates back more than a year ago.

What is the most common type of medical incident?

As Picanco explains, the most types of malaise all circle back to common everyday disrupters like lack of sleep, or unbalanced eating habits a few days prior.

"The passengers are excited to be travelling, and that's normal!" he says. "They sometimes forget to hydrate or eat well. They are thirsty and hungry, often in addition to being tired and stressed by departure. In this we are all the same!" ●

MY SUITCASE



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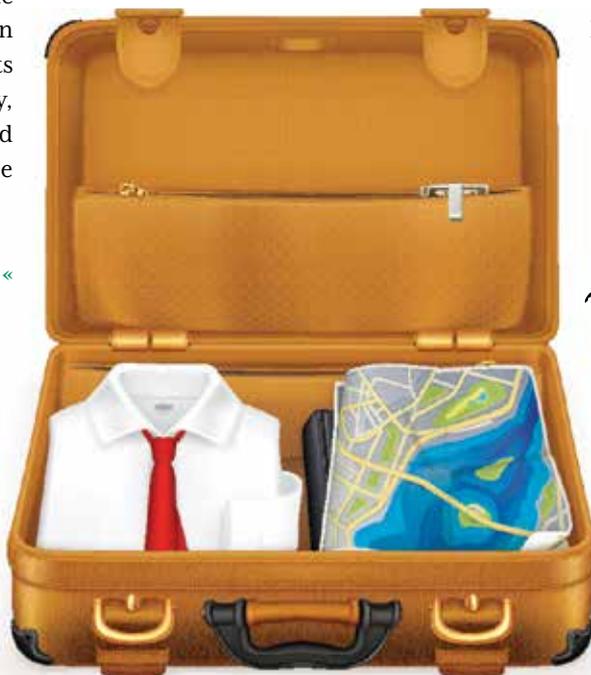
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