

Business Traveller ^{Poland}

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THE CARIBBEAN

*Life after
hurricanes*

BANGKOK

Best hotel picks

BUSINESS

*Luxury real estate -
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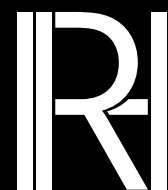
PLUS

*Hotel, restaurant,
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Istanbul Airport

THE WORLD'S MEETING POINT



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THE AIRPORT OF THE 21ST CENTURY

The construction of one of the most innovative and largest airports in the world - the Istanbul Airport - was by no means a small undertaking. The airport was constructed in Turkey, which by itself is a truly interesting country. With its strategic location as a gateway to both Europe and Asia, Istanbul Airport will serve more than 350 destinations worldwide. Ultimately, the Europe's largest transit hub will be six times the size of Atatürk Airport, covering as many as 7,597 hectares of land, which will include six runways, 233 aircraft parking stands and 500+ check-in desks across four terminals. The world's largest Duty Free shop (53,000 square-meter) will host over 400 domestic and foreign brands together. The site will also hold Europe's largest parking lot, able to accommodate approximately 70,000 vehicles. The airport has already won a number of design and accountability awards, including 2016 International Architecture Award for the 90-metre Air Traffic Control tower, and Infrastructure - Future Project of the Future Award 2016 from the World Architecture Festival (WAF). Upon completion of the final phase, the largest international flight hub will incorporate offices, residences, hotels, a health centre, culture and art buildings, a shopping mall, designer outlets, an EXPO convention centre, as well as meeting and training facilities on site. Follow our cover article for details and enjoy your reading!

Marzena Mróz

MARZENA MRÓZ
EDITOR-IN-CHIEF



VILLA
GLAMOUR



Luxury apartments in ♥ of Jurata

DIRECT FLIGHT FROM MIAMI TO WARSAW



LOT'S NEW SERVICE

LOT Polish Airlines has launched its most anticipated connection this summer. Passengers can now fly directly from Warsaw to the sunny state of Florida. The flights will be operated four times a week by Boeing 787-8 and 787-9 Dreamliner. Miami is the ninth US destination served by the Polish national carrier.

The inbound and outbound services will be operated every Monday, Wednesday, Friday and Saturday. Departures from Warsaw Chopin Airport are scheduled for 12:05 and the arrival in Miami is planned for 17:30 (local time). The return flights from Florida will take off in the evening at 20:05 to arrive in Warsaw at 12:15 the following day. Flight from Warsaw to Miami will last 11 hours and 25 minutes. The connection will be operated by state-of-the-art narrow-body Boeing 787 Dreamliners aircraft. Poland may soon join the Visa-Waiver Program, enabling Poles to travel to the USA without visa.



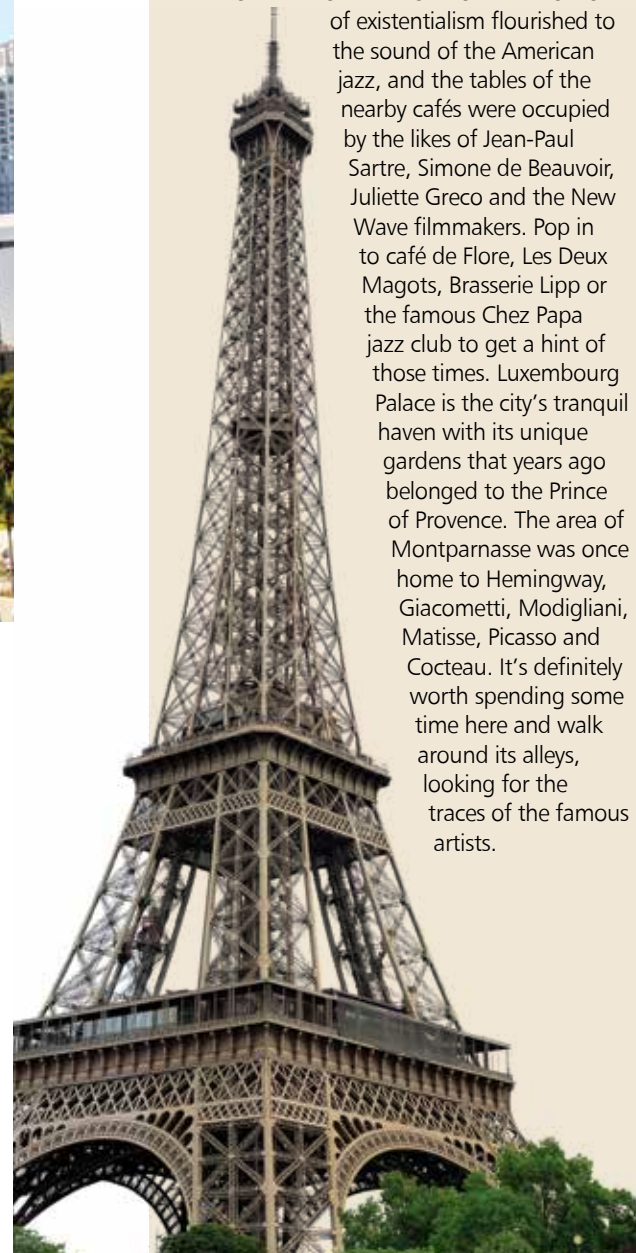
Cusco – the centre of the world

This ancient capital of the Incas, located 3,300 meters above sea level, is the jewel of the Inca and colonial architecture, as well as a city of numerous churches, and a mecca of... modern day hippies who hang out in this resplendent place for months, gorging in the local delicacies (e.g. fried guinea pig) and sipping pisco sour. In the language of Quechua qosqo literally means the navel of the world, and the Incas believed that their beautiful city was the source of life. It's worth visiting the town's several churches, including the cathedral which is an example of Spanish Renaissance and the local style with an altar made of pure silver. One of the most interesting places is the church of the Dominicans, formerly called "Qoricancha", that is "the Temple of the Sun", whose walls were once covered with 700 sheets of gold studded with emeralds and turquoise. In the past, the courtyard featured cast in gold life-size statues of llamas, the sculptures of trees, and flowers, as well as ears of wheat. Although the wealth of the Inca temple is quite legendary, its architecture still arouses admiration. It's a good idea to plan a trip to Cuzco this summer.

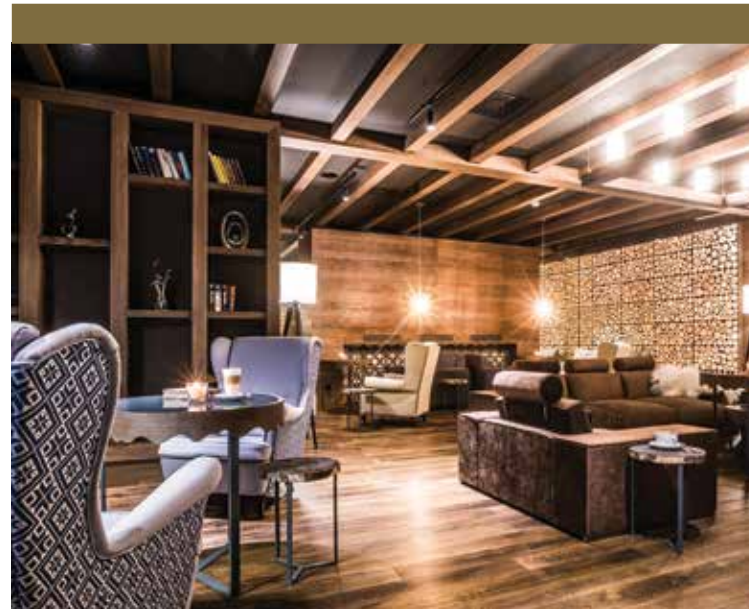
PARIS IN SUMMER

There is no reason, whatsoever, why you shouldn't visit Paris this summer. To truly feel the artistic spirit of this wonderful city, you must take a stroll through Saint-Germain-des-Prés, explore the Montparnasse district and the gardens of the Luxembourg Palace, as well as visit the Musee d'Orsay. That renowned museum housed in the building of a disused railway station, is especially adored by the lovers of impressionism. It was at the Saint-Germain-des-Prés that the ideas

of existentialism flourished to the sound of the American jazz, and the tables of the nearby cafés were occupied by the likes of Jean-Paul Sartre, Simone de Beauvoir, Juliette Greco and the New Wave filmmakers. Pop in to café de Flore, Les Deux Magots, Brasserie Lipp or the famous Chez Papa jazz club to get a hint of those times. Luxembourg Palace is the city's tranquil haven with its unique gardens that years ago belonged to the Prince of Provence. The area of Montparnasse was once home to Hemingway, Giacometti, Modigliani, Matisse, Picasso and Cocteau. It's definitely worth spending some time here and walk around its alleys, looking for the traces of the famous artists.



PRESS MATERIALS, FOTOLIA



MAGIC PLACE

GUBAŁÓWKA RESIDENCE For those seeking luxury and harmony in a natural environment, Gubałówka Residence offers 64 comfortable rooms and suites, decorated in a style combining Goral austerity with modern elegance. The property consists of four independent buildings connected by the public area located in the basement (comprising a restaurant, fireplace room, bar, children's playroom, and wellness zone with a swimming pool, jacuzzi, and saunas). The residence also offers fully equipped conference rooms, which can accommodate up to 130 people.

Fabulous mountain vistas, numerous hiking and cycling trails to picturesque Goral villages, close proximity to ski lifts, crystal clear mountain air - all of this you can enjoy amongst the beauty of the Tatra nature. For those seeking adrenaline and active forms of spending time, Gubałówka offers many attractions both in summer (rope parks, gravity slide, zorbing, shooting range, climbing wall) and in winter (snowpark, snow mobiles, snowshoe hikes, toboggan and snowboard tracks).

But in Gubałówka Residence you can feel the magic of the mountains not only on the trails. The cuisine served in the on-site Kyrnicka by Saguła restaurant delights with a whole range of natural Polish products, enriched with fresh herbs and a distinctive spices. Combining traditional flavours and sophisticated form of food presentation, a meal becomes an extraordinary culinary adventure.



ISTANBUL AIRPORT

THE WORLD'S MEETING POINT

Officially inaugurated on 29 October 2018, the impressive Istanbul Airport now boasts an annual passenger capacity of 90 million. This is, however, just the first phase, as eventually, when all the construction phases are completed, the airport will be able to handle as many as 200 million travellers annually.

WORDS MARZENA MRÓZ

Pasażerowie czekający
na międzynarodowym
lotnisku Jomo Kenyatta
w Nairobi.



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With its strategic location as a gateway to both Europe and Asia, Istanbul Airport will serve more than 350 destinations worldwide. The airport is widely acknowledged to be the centre of aviation in the region, providing a new travel experience for those visiting Istanbul with Turkish Airlines as it starts a new era at its new home.

CONSTRUCTION AND DESIGN

Impressive growth over the past 15 years by Turkish Airlines meant that Atatürk Airport, the original home of Turkish Airlines, was pushed beyond its physical capabilities and capacity. Since Turkish Airlines serves more countries than any other carrier, a new home was needed to support the airline's dynamic development with increased capacity and capabilities. With the support of President Recep Tayyip Erdoğan, the Ministry of Transport and Infrastructure, IGA consortium and numerous business partners, the idea of Istanbul Airport was born. The biggest construction project in the history of the Republic of Turkey started in May 2015.

As the world's largest "built from scratch" airport, on completion of the final phase, the facility will have an annual capacity of 200 million passengers. Ultimately, the Europe's largest transit hub will be six times the size of Atatürk Airport, covering as many as 7,597 hectares of land, which will include six runways, 233 aircraft parking stands and 500+ check-in desks across four terminals. The World's largest Duty Free shop (53,000 square-meter) will host over 400 domestic and foreign brands together. The site will also hold Europe's largest parking lot, able to accommodate approximately 70,000 vehicles.



Turkish Airlines is one of the world's leading global airlines committed to connecting continents and cultures, flying travellers to more countries than any other airline. From Istanbul - the world's only city spread across two continents you can reach 41 countries in just three-hours!



The number of privileges offered to Business Class passengers is very impress

COVER STORY

COMFORT OF TRAVEL

TURKISH AIRLINES BUSINESS CLASS

Turkish Airlines takes Turkish hospitality to the skies with Business Class comprising excellent services and top products before, during and after the flight in order to create a unique and pleasurable travel experience for its guests.

Business Class passengers can forget about queues at the airport, as now they can check in at a dedicated Business Class counter. They are also entitled to an extra baggage allowance and with enjoy priority at baggage claim area. Importantly, if they are Miles&Smiles program members, they earn more points compared to other travel classes.

There are numerous privileges offered to Business Class passengers, some of services vary according to flight duration and aircraft type, such as the hanger service (cloakroom), full flat seat privilege (available depending on aircraft type), noise-cancelling headphones and free wifi use for BC Passengers (on aircrafts equipped with this technology).

Business Class seating has been specially designed to take passengers' comfort to the highest level with special features (available depending on aircraft type), such as lie-flat seats that recline into a 188cm bed, built-in massage feature and a special portable partition.

In Business Class, Turkish Airlines ensure that each trip is also a journey of tastes, with the most delicious on board dining service prepared by Turkish Do&Co. Turkish Airlines' flying chefs present the finest examples of Turkish and world cuisine, always prepared using fresh ingredients and served up on stylish porcelain tableware. In addition to a welcome drink, Business Class passengers can enjoy a hors d'oeuvres trolley service, wine selection, freshly prepared meal and dessert assortment, as well as well-stocked snack service for longer flights. A selection of wellness teas are also available to keep passengers well rested and comfortable during the flight.

EXCLUSIVE TURKISH AIRLINES LOUNGES

With the completion of "Great Move" to its brand new home base, Istanbul Airport, one of the most significant cornerstones of the Turkish aviation history, Turkish Airlines will open five passenger lounges available for Business Class, Miles & Smiles Elite Plus & Elite, Star Alliance Gold and Corporate Club passengers. Three of them are currently in operation: Turkish Airlines Business Lounge, Miles & Smiles Lounge and Domestic Lounge. The Exclusive Lounge and Arrival Lounge are planned to open in summer 2019.

The Turkish Airlines Business Lounge has an approximate area of over 60,000 square feet, seats 765 guests and features 13 private suites with showers. Turkish Airlines also designed a 130 square foot museum in here collaborating with the arts and cultural institution Istanbul Modern.

The Turkish Airlines Miles & Smiles Lounge is also over 60,000 square feet seating 765 guests, and offers 11 private suites with showers and space where guests can rest on comfortable couches, savour delicious and exclusive treats from Turkey along with international cuisine, or enjoy mobile massage services. There is also an entertainment area with gaming consoles, a golf simulator an a kids' zone, while a technology centre with 3D glasses and virtual reality is planned for the near future. The two lounges also provide meeting rooms, a library and prayer room.

The Turkish Airlines Domestic Lounge is accessible through a special entrance gate located outside the terminal so passengers can complete check-in procedures and transfer directly to the aircraft via buses. Lounge amenities include comfortable couches, Turkish cuisine, a large children's play area, media wall with multiple TV screens and a prayer room.

The overall design concept of the Business Class and Miles & Smiles Lounges reflect an Aegean theme, including designs depicting breezes from the Aegean region. The Ribbon wall, which is the most special figure in Turkish Airlines' lounges and inspired by a flow motif, consists of solid wood panels that undulate through all lounges.

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A modern, disability friendly, “green” airport with high recycling and rainwater utilization capacity, the main terminal building has been designed according to USGBC’s (US Green Building Council) LEED Certification scheme. The airport has already won a number of design and accountability awards:

- Infrastructure - Future Project of the Future Award 2016 from the World Architecture Festival (WAF)
- 2016 International Architecture Award for the 90-metre Air Traffic Control tower
- IDC Turkey – Best Cost Efficiency Award 2017, and
- 2017 Stevie International Business Awards – Social Responsibility Program of the Year 2017.

Upon completion of the final phase, the largest international flight hub will incorporate offices, residences, hotels, a health centre, culture and art buildings, a shopping mall, designer outlets, an EXPO convention centre, as well as meeting and training facilities on site.

THE GREAT MOVE
Atatürk Airport, after 86 years of serving as the home of Turkish Airlines, waved goodbye to its last passenger flight at 02:00 on April 6 with flight TK54 Istanbul – Singa-

Turkish Airlines serves more countries than any other carrier in the world.

pore being the last ever passenger flight to depart Atatürk Airport. The “Great Move” operations from Atatürk Airport to Istanbul Airport took approximately 33 hours, 12 hours earlier than the projected 45 hours plan. This was a truly monumental operation: over 10 thousand pieces of equipment weighing approximately 47,300 tons, which combined would cover the size of 33 football pitches equal to the freight of 5000 trucking rigs was moved from Atatürk Airport to Istanbul Airport. The distance covered by the rigs was calculated to be 400 thousand kilometres, equal to circling the Earth 10 times. Over 1800 personnel worked during this monumental operation. Atatürk Airport’s IST code was transferred to Istanbul Airport while Atatürk Airport, which currently hosts only cargo and VIP passenger flights, started to use ISL code.

A NEW ERA FOR TURKISH AIRLINES
The opening of Istanbul Airport, where represents the dynamism and energy of Turkish Airlines, ushered in a new

era for the carrier. As the airline that flies to more countries and international destinations than any other, Turkish Airlines is now able to further increase its network extension capacity and the opportunities for new routes and timings with more slots available, allowing a further growth in key regions for both passenger and cargo transportation. Passengers can now benefit from a completely redefined travel experience with three exclusive new lounges and a superbly laid out terminal designed from the ground up using the latest technologies and innovations. Istanbul Airport will play a key role for Turkish Airlines’ future growth strategy to reach 2023 goals to serve 120 million passengers with a fleet of over 500.

TURKISH AIRLINES CORPORATE CLUB
As a leading global airline for business travellers, Turkish Airlines offers award-winning services and products to corporate passengers with the Turkish Airlines Corporate Club. The program was set up to provide time-saving benefits to corporate clients, thus ensuring their travel is made easier, faster and more profitable. Companies benefit from exclusive fare discounts, flexible ticketing, exclusive and generous baggage allowance as well as many other pre-boarding benefits including access to the Business Class lounge. Membership is simple for companies to sign up to with no joining fee.

TURKISH AIRLINES - NEW DESTINATIONS
Turkish Airlines is one of the world’s leading global airlines committed to connecting continents and cultures, flying travellers to more countries than any other airline. In just three-hours you can reach 41 countries from the world’s only city spread across two continents! Last year, Turkey’s national carrier expanded its flight network to include, such destinations as Freetown (Sierra Leone), Samarkand (Uzbekistan), Aqaba (Jordan), Krasnodar (Russia), Moroni (Comoros), Banjul (Gambia) and Lusaka (Zambia). Also this year, the airline continues its dynamic expansion into all continents from its new home, Istanbul Airport. The newly launched or planned routes include flights to Marrakech (Morocco), Sharjah (UAE), Port Sudan, Luxor (Egypt), Rovaniemi (Finland) and Bali (Indonesia).

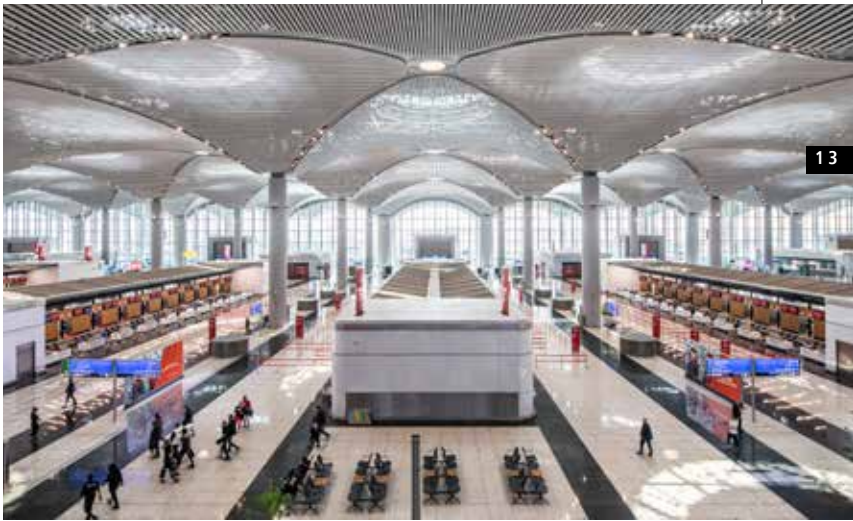
The airline’s first service to Mexico is set to launch in summer 2019 with a triangle route from Istanbul (IST) to Mexico City (MEX) and Cancun (CUN). The route will be operated three times a week with passengers enjoying the airline’s recently received new B787-9 aircraft, which débuts a new Business Class product.

Also this summer Turkish Airlines will connect the Indonesian island of Bali and Istanbul. From 17 July, the Star Alliance member airline will operate three per week, with the frequency increased to once per day starting 8 August 2019. This will connect the ever-expanding flight points of Turkish Airlines with the tropical island, which continues to be a global favourite offering with its spectacular beaches, temples and national parks to explore, easy for solo

The opening of Istanbul Airport, where represents the dynamism and energy of Turkish Airlines, ushered in a new era for the carrier.

travellers and popular among honeymooners. The wealth of nature, from volcanic mountains to diverse wildlife, as well as hospitable people, make Bali a perfect destination for those seeking a relaxing and inspiring break.

Two flights a week will connect the airline’s home city of Istanbul and the official home of Santa Claus, Rovaniemi in Finland starting winter 2019. A popular destination for winter tourism when the region becomes a winter wonderland, Rovaniemi appeals to travellers worldwide who come here to experience unforgettable moments in nature such as the magical Northern Lights with wild reindeer and huskies. This is also the official home of Santa where visitors can visit him and enjoy a myriad of activities and winter sports. ■



CALM WATERS

WORDS NIGEL TISDALL

As destructive as they were, the Caribbean hurricanes of 2017 have provided a chance for the islands to rebuild and renew

At first it seems like just another convivial ferry crossing in the Caribbean. Tourists are lapping up the sunshine, a cheery crew dispenses beers and rum punches, Bob Marley's singing *Coming in from the Cold*. Yet as we sail out of Simpson Bay Lagoon in St Maarten, bound for the paradise beaches of Anguilla, I sense things aren't quite right. Why don't those yachts have masts? What's that shipping container doing in the water? How does a car get so mangled? →

It was a great blessing when the 2018 hurricane season passed without further catastrophe.

It was a devastating double tragedy for the region, but as the Caribbean Tourism Organisation pointed out, more than 70 per cent of it remained open for business, including destinations such as Barbados, Jamaica, Grenada and St Lucia. Down the centuries, however, every island here has felt the sour kiss of malevolent weather, and it says everything that the word “hurricane” was born in these tropical climes – derived from hurakan, meaning “god of the storm” in the language of the indigenous Taino people.

No one doubts there are more 185mph winds and terrifying storm surges to come, and climate change seems to be making things worse. “The warmer the upper ocean, the more powerful a hurricane can become,” a study by the Pacific Northwest National Laboratory concluded in May last year.

“Irma was so powerful,” sighs Kenroy Herbert, an Anguillian who runs a lifestyle management company on this tiny British Overseas Territory. “No one could prepare for something as strong as that.” Every islander here has a tale to tell and it’s a grim montage – children huddled under propped-up mattresses, villagers forming human chains, 4x4s flying through the air.

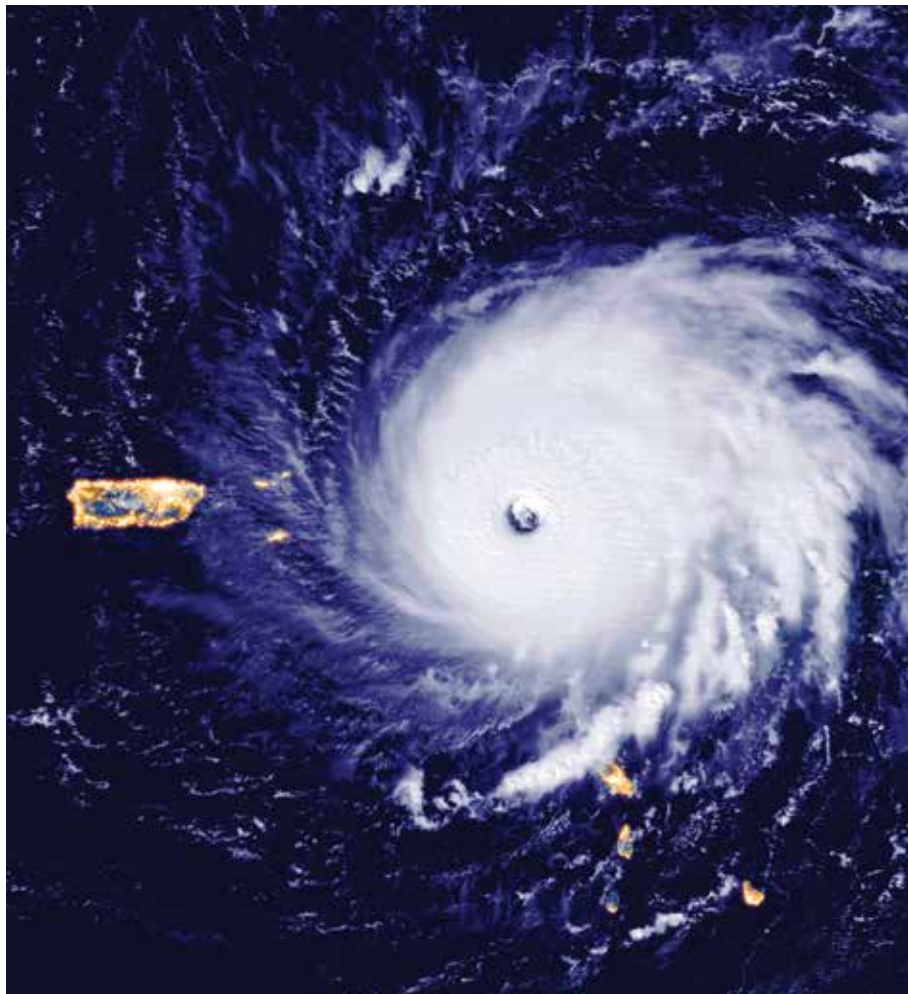
Tim Foy, governor of Anguilla, had taken up his post only a few weeks before Irma hit. He is proud of the UK government’s response. “We paid for 40 Canadian linesmen to help restore power, and we’ve put close to £70 million into the island’s recovery,” he says.

Foy explains to me how a hurricane is not just about the physical damage that dominates the news reports – there’s the economic loss, too. For a high-end holiday island with a short season such as Anguilla, it was essential to reopen the airport quickly to welcome the private jets that traditionally flock here over Christmas and New Year. A makeshift control tower was ingeniously fashioned out of upended shipping containers, and within a month the vital flights were coming in.

OPEN FOR BUSINESS

Strange as it seems, such hard blows can have their positive side. Once calm descends, you are left with an unscheduled opportunity to rebuild and improve. This was the case for Cuisinart Golf Resort and Spa on Anguilla’s south-west coast. “We had to close for a year of reconstruction,” says managing director Stephane Zaharia, as he proudly shows me a dazzling all-white beach resort with a host of “new bells and whistles”. These include 91 suites and a state-of-the-art children’s “Splash Pad” playground.

It’s a similar story on the miniscule French playground of St Barths, where Irma’s blasts were so strong that they broke all of the machines for recording wind speed. “I felt I was being suffocated,” recalls Gary Monteremard, a chery valet working at Hotel Le Toiny. He admits that the



EYEWITNESS ACCOUNT

What’s it like to be in a Category Five hurricane?

Eleven-year-old Najique Davis, a pupil at Anguilla’s Valley Primary School, will never forget the night that Irma struck:

“I was awoken at around midnight by the rattling of my bedroom window. My uncle had put down sandbags but there was still an inch of water on the living room floor. The house was vibrating like a bass drum and we stayed in the kitchen because it only has small windows.

“The hurricane lasted a couple of hours. The next morning I found tyres, wood and cement blocks in the garden had been blown away. I drove around town with my uncle and saw men queueing up at the gas station with their cars and arguing who was first in line. Some people had to live in tents and I didn’t go to school for months because the roof had blown off and the buildings had to be pulled down.

“If another hurricane comes, I’ll probably be a bit more nervous, because as global warming increases they’ll be even stronger and more devastating.”

ensuing days were “very scary” because of the shortage of food and water.

Some 20 months on, visitors today will see little sign of damage here. Most hotels have reopened, with only a few, such as Eden Rock and Le Guanahani, taking longer to get back to the superlative standards demanded by their well-heeled customers.

Ironically, while tourism figures on the hurricane-hit islands inevitably took a dent for the 2017-18 winter season, some now boast the most stylish and attractive escapes in the Caribbean. Belmond La Samanna on St Martin, Auberge Resorts’ Malliouhana on Anguilla and Secret Bay on Dominica are some starry examples.

JOINT EFFORT

Another positive legacy is the sense of community that is born when islanders come together to face a crisis. Within hours, fishermen from Guadeloupe had launched their boats to speed essential supplies to St Barths, while Anguillians proudly relate how they didn’t wait for outside help but just got straight on with the clearing up. Nature seemed to offer support, too. On Dominica, where

POWYŻEJ:
FROM Top:
Hurricane Irma
arriving in Barbuda

Maria stripped the trees as bare as the bristles on a toothbrush, islanders were amazed at how quickly the rainforest burst back into life, and there was joy when the endangered sisserou, an endemic parrot that forms the centrepiece of their national flag, was finally sighted 13 hours after the storms had passed.

Today, tourism is booming in many parts of the Caribbean. In February the Anguilla Tourist Board announced that visitor numbers had hit a 26-year high, while Antigua, Jamaica and Grenada have also reported record growth.

It was a great blessing when the 2018 hurricane season passed without further catastrophe, and the likelihood of further natural disasters has done little to stop the cranes swinging over new developments such as Kempinski’s 160-room Cabrits Resort in Dominica, which is due to open late this year, or to deter major carriers such as American Airlines and Delta Air Lines from launching new flights.

CONTINGENCY PLANNING

Is the Caribbean ready for the next big one? I witness preparations at many levels, from back-up power supplies be-



This is the grotesque debris that lingers from the onslaught of Irma, the Category Five hurricane that stormed across the northern Caribbean on September 6, 2017, causing more than 40 fatalities and US\$14.8 billion worth of damage. Some 12 days later, the equally strong Hurricane Maria brought a similar misery to the south, pounding Dominica, the US Virgin Islands and Puerto Rico, where just under 3,000 people died.

PRESS MATERIALS: FOTOLIA



Some of the islands affected now boast the most stylish and attractive escapes in the Caribbean

"It took us eight months to get it back in shape," says Barbara Petit, the French co-owner of Barbuda Belle, a barefoot luxury escape on the north coast. After 27 years here and with 14 local staff to support, even a mighty puff like Irma wasn't going to make her give up.

As we stroll along the blissfully deserted beach, she sees me staring with astonishment at a strange, rosy glow beneath our feet. "We didn't have pink sand here before the hurricane," Petit explains, and it's impossible not to see this enchanting blush, which is created from millions of shell fragments, as just another form of rainbow. Irma was a beast, for sure, but she also left a little beauty. ■

PRESS MATERIALS



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BUILT TO LAST

Long known for its heavy industry, Pittsburgh has reinvented itself as a thriving tech hub

WORDS TOM OTLEY

Pittsburgh deserves its moniker of the Steel City, even now that the steel works have moved away. First, there are the 446 bridges, many made of the material, that span its three rivers – the Allegheny, the Monongahela and the Ohio. Then there is the Steel Building – at 64 storeys, one of the tallest in the city, and displaying its dark steel exterior as a badge of pride. Even its NFL team, the Pittsburgh Steelers, is named after the city's best-known export.

More than any of these, there's the character of the people – friendly, welcoming and yet pragmatic, no-nonsense, and with a touch of toughness; a bit of steel, you might say, coming from the shared heritage of this industrial city. This was a tough, hard-working place, and you get the sense that no one wants to forget that history. Why should they, when it has left such a legacy for today's citizens?

For Pittsburgh is the city that made America. Its steel went into rails that open →

ned up the continent, and provided the skeleton frames for the skyscrapers that came to define its cities. As that industry moved abroad, Pittsburgh suffered, although not as badly as many other places, and today it has been reborn as a high-tech centre, meaning visitors see regeneration rather than decay.

PROUD PAST

Walk around Downtown and you quickly find yourself examining brick and stone-cast frontages of 19th-century commercial and office buildings, many now converted into apartments. Grand civic buildings slow your step, while the huge theatres dating from a century ago – and refurbished many times since then – still welcome audiences.

Historic buildings have also been renovated by several hotel companies – the Distrikt Hotel (distrikthotel-pittsburgh.com), for example, part of Hilton's Curio Collection, is an impressive reimagining of an old Salvation Army hostel, with the restaurant in the former gym. There is no sense of faded grandeur to Pittsburgh; the city is celebratory of the past, but very much looking forwards.

Domestic tourism is increasing, but for international visitors direct flights are a big help. The city welcomed the return last month of British Airways, which is operating a four-times weekly service from London Heathrow. The smiles weren't just because of the route's commercial importance. BA's return was viewed as a vote of confidence in a city that has seen many ups and downs, but for the past decade has most definitely been on the up.

ROOM TO GROW

The airport is a good symbol of this growth. At its peak, in the 1990s, Pittsburgh International served 100-plus destinations with more than 600 flights per day and 20.5 million passengers annually. At its lowest, in 2013-14, this fell to 37 destinations and 7.8 million passengers – a decline that was completely out of the hands of the airport and the city. US Airways, which used it as one of its hubs, moved

away. The effect was instantaneous. "When the hub left, the airport was in pretty big trouble," says airport chief executive Christina Cassotis. She points out that Pittsburgh wasn't alone: "The entire Midwest lost its hubs: Cleveland, Cincinnati, Minneapolis, St Louis, Memphis, Nashville. It's just that Pittsburgh was the first to go."

When she joined in 2015, Cassotis was clear that the airport's future was in point-to-point traffic, and in that it is succeeding. Of those 21 million passengers back in the nineties, 15 million were on connecting flights, so the 9.7 million point-to-point travellers of today represent an increase. The airport is also building for the future, breaking ground on a US\$1.1 billion terminal designed by Luis Vidal (responsible for Heathrow's Terminal 2), which will open in 2023.

There is certainly room for expansion. "We have 3,500 hectares of land," Cassotis says, "making us the seventh-largest airport in the US, and we have four working, maintained runways." The airport is building a 79-hectare "Innovation Campus" inspired by Amsterdam Schiphol, featuring office and

industrial space plus a "town centre" with shops and restaurants. With the discovery of shale gas on airport land, the intention is to build a micro-grid to subsidise its operations and lower the cost of airlines using the airport, encouraging further services.

"We also have the advantage of the whole airport being a foreign trade zone, meaning companies can manufacture and assemble without paying duty if they ship out," Cassotis explains. "Everything we can do to lower the cost of someone moving there will be an incentive."

BUSINESS FRIENDLY

This practical focus on providing companies with what they need to stay

in the city or set up here is emphasised by its elected officials. "Pittsburgh, probably of any US city, has the most to offer for the cost of doing business," says Rich Fitzgerald of the Allegheny County Executive. "If you go to

Pittsburgh is the city that made America. Its steel went into rails that opened up the continent.



San Francisco or Boston, you're paying US\$800,000-US\$1 million for a house and a lot for square footage for commercial premises. In Pittsburgh, that house is US\$200,000, so [the likes of] Google can afford to attract talented people into their operation at a competitive price. That's why we've got so many companies wanting to have operations here."

Of the companies that have remained in the city, Pittsburgh Plate Glass is one of the best known. Founded in 1883 and headquartered in an unmistakable building that looks like a cathedral made of glass, it is now one of the world's leading manufacturers of paint, coatings and special materials, manufacturing several products for the B787 Dreamliner, including its electrochromic windows.

"Pittsburgh is our historic home," says Arthur Pang, in charge of government affairs for the company. "We've never left, but the reason we are still here is because the city has a great workforce thanks to Carnegie Mellon University [CMU] and the University of Pittsburgh."

It also has little problem attracting workers to the city. "I'm an example of that," Pang says. "I moved from New York City several years ago, and in my mind there's no doubt that Pittsburgh has a higher standard of living and a much lower cost."

The new BA link is welcome because the company has more than 2,000 workers in Pennsylvania, predominan-

Eventually, the blast furnaces moved away, to be replaced by mills and warehouses. Now, after a period of decline, the technology companies are taking over the former warehouses.

tly in Pittsburgh, and another 2,000 in the UK. Pang also points out that the city has "a regional proximity to lots of places" and that the transport connections beyond the airport are excellent.

Another long-time company here is ATI (Allegheny Technologies Incorporated), which employs 7,000 people in the US – 1,500 in the Greater Pittsburgh area – as well as 1,500 overseas, 250 of them in the UK, in Sheffield and Birmingham.

"We have been incorporated in Pittsburgh for more than 100 years," says senior vice-president and chief commercial and marketing officer Kevin B Kramer. "We were originally a steel company and now supply the titanium for the B787 and the nickel super-alloys for the General Electric GENx engines."

He adds: "Part of the robustness of why we've grown is that we have remained in Pittsburgh. Not just because of the lineage – it's the connection with other businesses, the elected officials, the education, and access to CMU and the University of Pittsburgh."

TECH HUB

Then there are the companies moving to the city, or starting up here. The Strip District north-east of Downtown is a good place to explore to get a sense of this. Taking its name not from any nefarious activities that may have taken place here but from the fact it is a

strip of land bordered by high bluffs, it was a place of heavy industry throughout the 1900s. In 1927 US journalist HL Mencken described it as "a scene so dreadfully hideous, so intolerably bleak and forlorn that it reduced the whole aspiration of man to a depressing joke". Pittsburgh was "hell with the lid taken off".

Eventually, the blast furnaces moved away, to be replaced by mills and warehouses. And now, after a period of decline, the technology companies are taking over the former warehouses.

Uber, for example, has based its Advanced Technologies Group here. Walk around and you might see one of the company's autonomous vehicles being tested out, easily spotted by the LiDAR (light detection and ranging) technology on their roofs. I was tempted to run out in front of one of them to see if it stopped, but although they are driverless, there's always someone inside, perhaps not with their hands on the steering wheel but monitoring the car's performance.

Uber isn't the only big name in the district. Last month it was announced in the Pittsburgh Post-Gazette that Fortune 100 company Honeywell was taking 2,300 sqm of space, joining Apple, Argo AI, Bombardier and Facebook. Not all of these organisations advertise their presence with logos on the front of their buildings, but I was told several times that "everyone knows they are here". Such reticence might partly be down



to when Uber first moved into the city and controversially poached 40 university staff to start the autonomous vehicles initiative. Since then, Uber, and all other companies, have chosen to work with the various educational institutions rather than simply employing their staff on higher salaries. Still, graduates of Carnegie Mellon with expertise in robotics can command salaries of more than US\$200,000 per year, a far cry from the workers who toiled away in these warehouses pre-conversion.

CULTURAL CENTRE

As younger people have moved to the city, they bring with them expectations of the sort of amenities they want nearby, whether that's coffee shops, or bike lanes, or good restaurants. This has meant that Pittsburgh was recently voted the second most liveable city in the US in the Economist Intelligence Unit's Global Liveability Index (Honolulu was first).

Stefani Pashman is chief executive of the Allegheny Conference on Community Development, which was set up by the city's leaders during the Second World War to solve problems for business and the city such as air pollution. "We are a 75-year-old civic leadership organisation that focuses on ensuring the Pittsburgh region is a great place to do business and to live," she explains. "So we spend a lot

The city is celebratory of the past but very much looking forwards

of time investing in civic problem solving. We focus on attracting businesses to the region and we are the front door for them, but we also have the Chamber of Commerce under our auspices."

Pashman emphasises the continuity in what Pittsburgh offers. "We sell ourselves on the knowledge economy, but we also make things so we have a robust manufacturing and energy history."

You can learn more about the history of Pittsburgh and its illustrious companies in the superb seven-storey Senator John Heinz History Centre in the Strip, recognisable by the neon Heinz Ketchup bottle sign on its exterior. Its exhibits tell the stories of the famous industrialists who helped to

build the city and then donated much of the money they made for future civic projects – Andrew Carnegie, Henry Clay Frick and the Mellon family. It is one of several world-class museums in the city, including the Carnegie Museums of Art and Natural History, and the Carnegie Science Centre, as well as the outstanding Andy Warhol Museum.

For most of the year there will also be sports to watch. The Pittsburgh Steelers are the best known of the city's teams, but there's also ice-hockey squad the Pittsburgh Penguins and baseball side the Pittsburgh Pirates. The last of these plays at PNC Park, which offers superb views of the Roberto Clemente bridge and the Downtown skyline.



The city's food offering ranges from traditional dishes that kept manual employees going through their punishing workdays to cuisine that is the match of any major US city. Union Standard, for instance, has a daily selection of oysters, clams and scallops as well as wood-grilled steaks – perfect washed down with a local beer such as Penn Pilsner – and makes a big play on the provenance of its produce. It is located in the beautiful Union Trust Building, erected by Frick in 1915 as a shopping arcade and featuring a huge rotunda in its centre; it's next to the Omni William Penn hotel.

Down on the Strip, you'll find many third- and fourth-generation establishments serving everything from authentic Italian cured meats to Greek delicatessen, and the much-loved Stamoolis Brothers supermarket. Then there are the famous Sunseri sandwiches, more than a foot long, and the Primantis chain of restaurants (also known for its sandwiches), which includes a new branch that has opened airside at the airport.

For visitors, one of the joys of Pittsburgh is its rich cultural scene. "From our old industrial days, we have a great symphony, ballet, theatre museum, sports teams and all of the things that a big city has, but at a much lower price," Fitzgerald says. Pittsburgh may be marketing itself as a gateway city to Pennsylvania state, but to those visiting, the real challenge will be in leaving a city that has so many places to visit and so much to offer.

visitpittsburgh.com

WORLD TOUR

For a taste of Pittsburgh and the cuisines of generations of immigrants, take a tour of the Strip District with Burgh Bits and Bites (burghfoodtour.com). Recommended stops include Mancini's Bakery (mancinibread.com) to try its cinnamon bread; Parma Sausage (parmasausage.com), which specialises in Italian pork products; Labad's for Mediterranean and Middle Eastern cuisine; the Enrico Biscotti Co (enricobiscotti.com); Colangelo's for Italian pastries; S&D Polish Deli (sdpolishdeli.com) for pierogies (filled dumplings); and the Kingfly Spirits distillery (kingflyspirits.com) for craft spirits including rum and vodka.

New beds in BANGKOK



The Thai capital has long offered an excellent range of hotels – often at great value compared with the likes of Singapore or Hong Kong – and an influx of new properties is adding even more choice to the mix. At the same time, some of its long-standing ad-

resses are reinventing themselves. Here is a selection of new and forthcoming openings.

NEW...

Rosewood

The newest luxury addition to the capital is Rosewood Bangkok, a 30-storey building

inspired by the wai gesture of Thai greeting (slight bow, palms pressed together) on Ploenchit Road. Directly connected to the BTS Skytrain station, the hotel opened at the end of March and has 159 rooms and suites. Standout options are the Sky Pool studios and three “Houses”, which come with outdoor terraces and plunge pools.

Reception can be found seven floors up, along with European brasserie Lakorn. Signature Chinese restaurant Nan Bei is on the 19th floor; its interior design is inspired by the Chinese legend of the Weaver Girl and the Cowherd, and includes an illuminated “bridge of magpies” sculpture suspended in the atrium. A waterfall cascades →

Every year many new hotels debut in the capital of Thailand.



down ten floors underneath the sculpture into the outdoor pool on level nine, where there is also a Sense Spa and a café. Lennon's speakeasy is on the 30th floor. rosewoodhotels.com

Hotel Nikko

Set in an area known as "Japan Town", it's no surprise which demographic is a key focus for Hotel Nikko. Part of the same Japanese group that is behind the Okura Prestige, only a few stops away on the BTS Skytrain, it opened in mid-January. As with all of the brand's hotels, the concept of Japanese omotenashi hospitality runs throughout. Alongside the 301 rooms and suites is

a signature Japanese restaurant with a sake and tempura bar, a pool and fitness centre, and meeting facilities. nikkobangkok.com

Hyatt Regency

Hyatt has quadrupled its portfolio of Bangkok hotels in the past few years. Two years ago it opened a 222-room Park Hyatt on top of the Central Embassy luxury shopping mall on Wireless Road, around the corner from sibling Grand Hyatt Erawan. Among its facilities are the Penthouse Bar and Grill with a hidden Whiskey Room on floors 34-36 and a spa with an outdoor pool overlooking the city. Later in 2017, it added Hyatt Place Bangkok Sukhumvit, with 222 rooms and suites,

a 24/7 grab-and-go outlet, and a 28th-floor rooftop bar.

At the end of last year, a fourth property arrived in the form of Hyatt Regency Bangkok, also located in Sukhumvit. It has 273 rooms and suites (accessible using your phone) plus a 27th-floor Regency Club lounge, a pool and gym, and meeting space including a ballroom for 850 people. Market Café is a casual Thai restaurant, while Spectrum Lounge and Bar is set across the top three floors and focuses on seafood and meat. hyatt.com

Waldorf Astoria

There isn't much space on Ratchadamri Road, which is lined with hotels and re-

sidences facing the green expanse of the Royal Bangkok Sports Club. Nonetheless, Waldorf Astoria Bangkok opened in summer last year between the Grand Hyatt Erawan and Anantara Siam hotel, part of the 60-storey mixed-use Magnolias development. True to the Waldorf Astoria brand, the Peacock Alley serves light meals and afternoon tea on the lobby level. Its 171 rooms and suites are designed by André Fu. Most of the high-rise contains private residences, but on floors 55-57 are the Loft Bar, the Champagne Bar and restaurant Bull and Bear, specialising in grilled meat and seafood.

waldorfastoriacollection.com

Marriott Hotel the Surawongse

Marriott International has a range of hotels to choose from in the Thai capital, including Marriott, Marriott Marquis and JW Marriott options. Just over a year ago, it added Marriott Hotel the Surawongse, in the Si Phraya neighbourhood, roughly midway between Lumpini Park and the Chao Phraya river. It offers more than 300 rooms and suites (including extended-stay options) dressed in a mix of greys and whites and with light wooden floors. Facilities include a Club lounge, an outdoor pool with views over the city, and a 32nd-floor restaurant and rooftop bar.

marriott.com

IMPROVED...

The Sukhothai

The Sukhothai Bangkok started 2019 by cutting the ribbon on its Club wing, the rebirth of its former Terrace wing. It has 33 new rooms and suites by the original designer, Ed Tuttle, a sixth-floor Club lounge and a new gym. Additional work gave a fresh look to its swimming pool and Italian restaurant La Scala. The opening of the Club wing is the first phase of a comprehensive renovation of the 28-year-old property, which got its first international sibling in the Sukhothai Shanghai in April last year.

sukhothai.com

By the middle of the year Minor Hotels' Avani brand will open its third property in the city



CLOCKWISE FROM TOP LEFT:
Avani Sukhumvit; Four Seasons;
Sindhorn Kempinski



Mandarin Oriental

Having celebrated its 140th anniversary a few years ago with the renovation of its Author and Garden wings, Mandarin Oriental Bangkok kicked off the next phase of its transformation in March. That involved closing the River wing (its largest), as well as the main lobby, pools, and three of its restaurants. Over seven months, the number of rooms in the River wing will be reduced from 338 to 301 (the suite count will go up from 30 to 46) as they get a complete overhaul by Jeffrey Wilkes of Design Wilkes. The Author and Garden wings will remain operational. A full reopening is planned for October.

mandarinoriental.com

COMING SOON...

Capella

Due within the next few months is Capella Bangkok, part of the Chao Phraya Estate in

the Charoenkrung neighbourhood, down the river from the Mandarin Oriental and Shangri-La. It will have 101 suites and riverfront villas, a signature restaurant by chef Mauro Colagreco, and Auriga Wellness centre. Capella will expand further with openings in the Maldives in 2020 and Sydney in 2021.

capellahotels.com

Four Seasons

A few months after Capella, Four Seasons will open the successor to its previous long-term home on Ratchadamri Road (now the Anantara Siam) in the same riverside development. With interiors by Jean Michel Gathy, it will have 299 contemporary rooms and suites, as well as a Chinese restaurant, riverfront French brasserie and expansive outdoor pool. A 73-storey residential tower in between the hotel and Capella will have 366 branded residences.

fourseasons.com

Avani Sukhumvit

Minor Hotels opened its first purpose-built Avani hotel here in 2016, behind its sister property Anantara Riverside, on the western riverfront of the Chao Phraya. By the middle of the year, it will complete a second new-build (and third in total) Avani hotel in the city, this time along the Sukhumvit artery, next to the On Nut BTS Skytrain station. Set within the Century the Movie Plaza 2 complex, the 382-room Avani Sukhumvit Bangkok will have a spa with a skyline pool and gym, and an all-day restaurant.

avanihotels.com

Orient Express

Originally meant to become the Bangkok Edition, the hotel inside Thailand's tallest tower will open as Orient Express Hotel Bangkok towards the end of this year, the first in a collection under the Accor umbrella – part of an agreement between Accor and SNCF Group to develop the brand. Designer Tri-

stan Auer is responsible for bringing the Art Deco influences and plant motifs of the original Orient Express carriages inside architect Ole Scheeren's futuristic pixelated 78-storey high-rise. What that looks like is still under wraps, but in addition to 154 rooms and suites, there will be Thai and Cantonese restaurants, a rooftop restaurant and bar on level 76, and a spa by Guerlain.

accorhotels.com

Steigenberger Hotel Riverside

Mandarin Oriental has had its home along the Chao Phraya river for well over a century, but in the first quarter of 2020 it will welcome a new neighbour in the shape of the Steigenberger Hotel Riverside. The 259-room property, a conversion of an existing building, will be the first in South East Asia for the German group. Facilities will include a spa with indoor and outdoor pools, a 17th-floor restaurant and a roof terrace one floor further up. steigenberger.com

Kimpton

Capella and Four Seasons Bangkok are not the city's only two new hotels sharing one master development. Sindhorn Village, a 8.9 hectares mixed-use complex close to Lumpini Park, will bring both the first Kimpton and a second Kempinski hotel to the capital by summer next year. Kimpton Bangkok will have 349 rooms and suites, two restaurants, a gym, pool and spa, as well as 124 serviced residences. The hotel is part of the aggressive expansion plans Intercontinental Hotels Group (IHG) has for the Kimpton brand, with future properties in Asia in the pipeline for Shanghai, Tokyo, Bali and more.

kimptonhotels.com

Sindhorn Kempinski

Meanwhile, the Sindhorn Kempinski – sibling to the Siam Kempinski, just north of the Royal Bangkok Sports Club – will have 280 rooms and 225 serviced residences when it opens in July next year. Exact details of the

facilities are still to be confirmed, but they will include a spa. Its second Bangkok hotel will follow recent openings in Singapore and Bali, with properties in China's Guangzhou and Hangzhou still planned for this year. kempinski.com

Voco Sukhumvit 11

Kimpton isn't the only IHG brand coming to Bangkok – in 2021, the 300-room Voco Bangkok Sukhumvit 11 will arrive. Voco is a new upscale brand in the IHG stable that started life with Voco Gold Coast in Australia in late 2018.

ihg.com/voco

Melia Bangkok

In 2022, Spanish group Melia Hotels will open its first Bangkok property, also in Sukhumvit. Part of a mixed-use development, it will have 315 rooms, various food and drink outlets, a spa and gym, and meeting space. melia.com



Bogate bufety i open bar



Najlepsze lokalizacje na stokach Alp



Wspaniały program i opieka dla dzieci

INVESTING IN REAL ESTATE

High economic growth, growing purchasing power of the society and consumption - all of this has contributed in recent years to a real boom of the real estate market in Poland. This applies not only to apartments from the popular segment, but also to luxury properties and spaces for rent.

According to "High Level Book" report prepared by the experts from High Level Sales & Marketing, the value of the luxury real estate market in seven largest Polish cities amounted to PLN1.3 billion, an increase by 9 per cent compared to 2017. In the first quarter of 2019, sales of apartments in Warsaw increased by 20 per cent year-on-year. At the same time the supply of luxury apartments increased by a third. Based on the analysis of the collected data, High Level Sales & Marketing forecasts that in 2019 the luxury real estate segment will grow by 8 to 10 percent.

PREMIUM QUALITY

In Warsaw, the luxury apartment segment accounts for 1 percent of the most expensive residential properties available on the market. Every year, the Warsaw real estate market records about 200 sales of luxury apartments with an average price exceeding PLN20,000 per sqm. Sometimes prices oscillate around PLN35,000 or even PLN40,000 per sqm, though the number of such deals is considerably →

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small, usually around dozen or so each year. The capital's real estate market is one of the most developed and mature in the country. The most prestigious properties can be found in Śródmieście (Downtown), Mokotów, Saska Kępa and around the Royal Łazienki Park. A good example is also the Cosmopolitan building, located just off the Grzybowski Square.

STILL CHEAPER THAN BERLIN

Experts from an independent EY advisory services company have evaluated and compared several European cities, including Warsaw. The most important conclusion from this comparison is that Warsaw is still one of few European cities where you can acquire a luxury apartment for a relatively low price. However, growth forecasts for these investments in Poland are much higher than for other analysed markets. Taking into account current trends and tendencies, EY specialists estimate that with its fast-paced development rate and assuming relatively stable situation on the markets of other European cities price-wise, Warsaw can "catch up" to: Copenhagen in 1-2 years, Berlin and Amsterdam in 3-5 years, Munich in 6-7 years and Paris and London in 10-11 years.

POZNAŃ, CRACOW AND JURATA

Beautiful residences, restored townhouses, as well as unique apartments situated in the best locations can also be found in Wrocław, Cracow or Poznań. In the Tri-City, they are usually located in historic, exclusive districts of Sopot or addresses in the immediate vicinity of the seaside. Apartments on the Hel Peninsula are also a good investment. In the seaside town of Jurata one of the latests real estate developments is a new three-storey building located literally a few steps from the sea, by the town's promenade surrounded by forests. The building will feature eight luxury apartments finished to the highest standards, as well as a retail/service outlet. In addition to aesthetically pleasing looks of the building, high quality workmanship and scenic surroundings, the property will also be very functional - well-connected with



The capital's real estate market is one of the most developed and mature in the country.

FROM TOP:

The most prestigious properties in Warsaw can be found in Saską Kępa districts, for example, the modernist villa at Angorska 13A; Cosmopolitan apartment building situated just off the Grzybowski Square in Warsaw.



PRESS MATERIALS

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MANAGEMENT GROUP



Property and Facility Management

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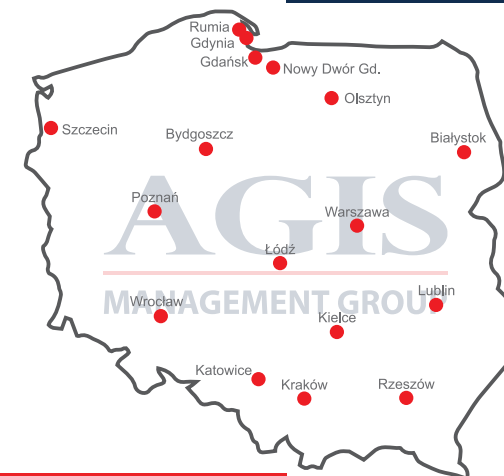
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Head of Property
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Klaudiusz Jaworski
Regional FM Director



Roman Szklarek
Head of Security
Services

the centre and situated close to several shops and service outlets. The scheduled date of completion of the investment in the shell form is May 2020.

RENTAL SPACES

Small, modern production and storage spaces, developed in well-connected urban locations, are an excellent investment not only for foreign funds, but also for investors with less capital, as well as companies looking for new premises for their own business. Just PLN1.5 million is enough to become an owner of an MMP. This opportunity is offered to investors by the developer company Waimea Holding, which aims its latest development project dubbed Storage and Production Modules (Moduły Magazynowo Produkcyjne - MMP) not only to entrepreneurs wishing to own a production or storage space, but also to those who invest their capital in real estate. Generating up to 7 per cent of annual profit, the MMP are an alternative to low-interest bank deposits. The first investment of this kind is being developed in Bydgoszcz, where 19 modules will be built, 30 percent of which have already found buyers at the pre-sale stage. Further MMP developments are planned in Nadarzyn near Warsaw, Poznań and Gdańsk.

INVESTOR SUPPORT

Real estate market has recently seen the emergence of companies, which assist people investing in real estate and specialize in the provision of services in the area of Property & Facility Management. One of them is AGIS Nieruchomości, which can take over the management of a real estate property, prepare budgets, represent the owner of the property before institutions, verify the quality of services provided by subcontractors, manage the day-to-day operation, and supervise the maintenance of the property. It can also be responsible for PR and marketing activities. The company collaborates closely with developers on all stages: during the development process, construction oversight, final acceptance process with the general contractor, as well as forming a housing community. ■



FROM TOP:
Villa Glamour in Jurata; the beach in Jurata; the Agis Nieruchomości team



The market has recently seen the emergence of companies, which assist real estate investors.

PRESS MATERIAŁ: FOTOLIA

New offer for companies and investors

Storage and production modules are a great form of capital investment. Small, modern production and storage spaces, developed in well-connected urban locations, are an excellent investment not only for foreign funds, but also for investors with less capital, as well as companies looking for new premises for their own business. Just PLN1.5 million is enough to become an owner of an MMP. This opportunity is offered to investors by the developer company Waimea Holding, which aims its latest development project dubbed Storage and Production Modules (Moduły Magazynowo Produkcyjne - MMP) not only to entrepreneurs wishing to own a production or storage space, but also to those who invest their capital in real estate. Generating up to 7 per cent of annual profit, the MMP are an alternative to low-interest bank deposits, as well as more and more expensive rental apartments, which require continuous maintenance and care.

FAST-MOVING MARKET, RECORD HIGH RESULTS

Investing in warehouses is simple, secure and, just as importantly, profitable. For several years now, the Polish market for modern production and storage space has been growing at a record pace, and demand exceeds supply. Poland ranks among the European leaders in this area, including such industrial powerhouses as Germany or the Netherlands, and for many years has been the undisputed warehouse leader in Central and Eastern Europe. According to analysts from Cushman & Wakefield (December 2018), due to very high demand and a relatively small proportion of speculative investments, the vacancy rate is just 5 percent of the country's total warehouse stock.

Foreign investment funds have been investing their capital in industrial spaces for years. In 2018, the volume of

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investment transactions reached over €1.8 billion, a record result and an increase of over 70 percent compared to 2017 (C&W data).

BESPOKE PRODUCT

Today, not only international funds, but also investors with smaller capital can invest in the market of modern warehouses and industrial spaces. Following the latest trends and responding to market demand, the developer company Waimea Holding has launched the project called Storage and Production Modules (Moduły Magazynowo Produkcyjne/ MMP). The project will involve building across the country several dozen ten-metre high class A buildings with a total area of 7,000-15,000 sqm, divided into units, ranging from 300 to 1000 sqm. These will be separate modules with the land and mortgage register and the option of establishing a mortgage.

The first investment of this kind is being developed in Bydgoszcz, where 19 modules will be built, 30 percent of which have already found buyers at the pre-sale stage. Further MMP developments are planned in Nadarzyn near Warsaw, Poznań and Gdańsk. The new concept offered by Waimea Holding caters to the current needs of the warehouse industry. "We have been looking at the market from this perspective for several years now," says Adrian Biesaga, Development Director at Waimea Holding SA Capital Group. "The trend for small urban warehouses is driven by the growing e-commerce industry. Competing with each other, online stores try to minimize the time of delivery to the customer, while keeping the operational costs at bay. To achieve this, e-commerce traders need to store their goods in small warehouses located within cities.

Convenient urban locations with access to employees and public transport also attract start-ups, local entrepreneurs and manufacturers.

INVESTMENT OPPORTUNITY, RENTAL SPACE, BUSINESS PREMISES

Waimea focuses on flexible terms of collaboration with clients, by offering them a unique opportunity to purchase storage and production modules or lease space.

Tenants do not bear any currency exchange risk because they pay rent in Polish zlotys. Investors deciding to purchase MMPs from Waimea Holding SA will also be offered an option to use professional property management services and support in obtaining financing or space commercialization. Note that the warehouse that is currently being developed in Bydgoszcz meets the requirements of the "Act on supporting new investments." Thanks to this, investors will be able to deduct 55 percent of their investment expenditure through income tax exemptions. ■



Choosing a carry-on case

CARRIED OR WHEELED?

Opinions differ. If you carry your bag, long walks around the terminal can be a strain, and shuffling towards the boarding gate a pain, but the advantage is you are more mobile and can fit the most into your allotted allowance since you don't have to allow for wheels.

TWO WHEELS VERSUS FOUR

You'll fit more in a two-wheel than a four-wheel, and they don't roll away if on a slope or in a train, but a four-wheel means nearly all of the weight is taken through the wheels and you can always pull it tilted on two wheels over rough ground or if you're in a rush. Four-wheel carry-ons, also known as spinners (go figure), also allow you to wheel the bag alongside or in front of you – useful in narrow aircraft aisles.

PRICE

Two arguments here. Spend a lot, and get something durable. Spend very little, and replace it as often as it breaks. The problem with cheap bags is that they rarely break at home and the handle is far more likely to come off in the middle of a trip as you're dashing for a flight. At such times, penny wise, pound foolish.

GUARANTEES

All bags will break at some point, but the more expensive brands have very effective guarantees – up to lifetime in some cases (pun intended). Check out the Briggs and Riley one, which “covers the repair of all functional aspects of your Briggs and Riley bag for the life of your bag”.

HARD SHELL VERSUS SOFT

Generally, a hard-shell case is the heavier option but offers more protection for your belongings, suiting those with valuables or fragile possessions. A soft-shell case is a more flexible choice as the fabric gives way, catering to travellers who need to squeeze in that little bit more on the way home.

BAD BACK?

If you suffer from back pain, a four-wheel case would be best, and probably not a hard shell since at some point you'll have to lift it into an overhead locker. If you are tall, test the bag to ensure the telescopic handle is long enough and won't mean the bag catches at your heels as you walk along.

HAND LUGGAGE ALLOWANCES

AIRLINE	DIMENSIONS	NUMBER OF PIECES	WEIGHT
Air France-KLM	55 x 35 x 25cm	Case plus one personal item	12kg economy; 18kg premium economy, business, La Première (total weight)
LOT Polish Airlines	55 x 40 x 23 cm	Case plus one personal item	Case plus one personal item business class 2 items (9kg each) premium economy 2 items (12kg in total) economy 1 item (8kg)
British Airways	56 x 45 x 25 cm	Case plus one personal item	23kg (each)
Cathay Pacific	56 x 36 x 23 cm	Case plus one personal item	7kg economy/premium economy; 10kg business; 15kg first (total)
Delta Air Lines	56 x 35 x 23 cm	Case plus one personal item	No maximum apart from at select airports
Easyjet	56 x 45 x 25 cm	Case (plus one item for Flexi, Upfront, Extra Legroom, Easyjet Plus passengers)	23kg (total)
Emirates	55 x 38 x 20 cm	Case (plus one item in first and business)	7kg economy; 7kg first and business (each)
Etihad Airways	50 x 40 x 25 cm	Case plus one item	7kg case; 5kg item
Flybe	55 x 35 x 20 cm	Case plus one item	10kg (total)
Iberia	56 x 45 x 25 cm	Case plus one item	23kg case; 10kg item
Lufthansa	55 x 40 x 23 cm	Case (two items in first and business)	8kg economy/premium economy; 8kg each in first and business
Malaysia Airlines	56 x 36 x 23 cm	Case in economy; two items in business	7kg economy; 14kg business (total)
Norwegian	55 x 40 x 23 cm	Case plus one item	10kg; 15kg Premium Flex (total)
Qatar Airways	50 x 37 x 25 cm	Case in economy; two items in first and business	7kg economy; 15kg first and business (total)
Ryanair	40 x 20 x 25 cm (bag) 55 x 40 x 20 cm (Priority case)	Small bag to fit under seat in front (plus one case for Priority customers)	No weight limit for small bag; 10kg for additional case for Priority customers
Singapore Airlines	56 x 36 x 23 cm	Case (two items in suites, first and business)	7kg economy/premium economy; 7kg each in suites, first and business
United	56 x 35 x 23 cm	Case plus one item	No weight limit
Virgin Atlantic	56 x 36 x 23 cm	Case (two items in Upper Class)	10kg economy/premium economy; 16kg Upper Class (total)

Wealth Management MasterCard for clients open to the world

The BNP Paribas Group is the eurozone's largest bank and the number one in wealth management services. Taking care of private and corporate finance of its clients, BNP Paribas Wealth Management uses the resources and knowledge of the international BNP Paribas Group with more than a century of experience and global reach. BNP Paribas Wealth Management is distinguished by its high quality and its complementary, customized and flexible offer, which is based on three pillars: investment, credit and daily banking. As part of the so-called “daily banking” BNP Paribas Wealth Management offers its clients the highest quality of banking operations: a dedicated account package, confidentiality of client data within the bank (i.e. accessible only to employees assigned to Wealth Management services), negotiable interest rates and deposit maturity dates, free Assistance & Concierge service, dedicated “Private Line” call centre, as well as an attractive multi-currency debit card called Wealth Management Mastercard.

Bearing in mind that affluent clients often travel a lot, just before the holiday season begins, BNP Paribas Bank has introduced a new debit card for the clients of BNP Paribas Wealth Management. One of the greatest perks that come with this card is the option to make fee-free payments in the countries of almost 160 different currencies, which basically means: all over the world.

BENEFITS APLENTY

A welcome addition to BNP Paribas Wealth Management offer, the We-



alth Management Mastercard is especially tailored to the needs of frequent travellers. BNP Paribas provides Wealth Management clients with the option to make transactions in almost 160 currencies. All this with just one card, assigned to one standard PLN account, which means that you no longer need to have a foreign currency account and remember to top it up.

Transactions are settled at average conversion rates of Mastercard organization, which gives you the opportunity to pay here and now at the best possible rate. The exchange rates are published on the bank's website.

CARD FOR FREE

The above gives BNP Paribas Wealth Management a strong competitive advantage over popular multi-currency cards, which don't publish exchange rates, and on weekends use higher rates: 0.5 percent margin for 15 major currencies and 1-2 percent for the remaining currencies. To find out the actual exchange rate for those cards, you first need to make a payment with them and then check how much you have been charged. Not very convenient, is it?

Importantly, clients of BNP Paribas Wealth Management can receive the Wealth Management MasterCard for free. And they won't be shocked by ATM withdrawal fees - as opposed to the popular multi-currency card, which offers free withdrawals from ATMs only up to PLN 800 per month, and charging you 2 percent beyond this amount.

TRAVEL WITHOUT CASH

Until recently, the solutions proposed to travellers around the world have been based on cards limiting the number of possible currencies to four or five basic ones. However, such a service was unusable when a person travelled to a country with an utterly different currency, which very often applies to private banking customers. To rectify that problem, one had to transfer money to a foreign currency account or tie the card with other services. Now with Wealth Management MasterCard you no longer need to worry about this.

The card allows you to use all available forms of online payment, such as Masterpass, Google Pay or Apple Pay, as well as MOTO (Mail Order & Telephone Order) or cash back transactions.

The clients of BNP Paribas Wealth Management service tend to be wary about data protection and privacy security. They value the fact that their personal data is not visible when making payments, which is why the Wealth Management MasterCard contains this data only on the obverse.

For frequent travellers, BNP Paribas Wealth Management also offers Mastercard World Elite credit card with the highest insurance coverage up to PLN30 million. ■

THE WAY FORWARD

Four advances in airport technology to look out for

WORDS JENNI REID



Airport solution providers – the people who make just about every part of your journey possible, from shops and security to airbridges and bag handling – gathered in London in March for the annual Passenger Terminal Expo. The exhibits provided an insight into what you can expect to find in the airports of tomorrow, and developments that should make travel a more seamless and enjoyable process. This is what's in store...

1 BETTER BAG TRACKING
Fewer bags are getting lost by airlines and airports – only 5.57 per thousand in 2017, according to aviation tech specialist SITA's most recent report. Happily, that figure looks set to improve even further. Last year, the International Air Transport Association (IATA) passed Resolution 753, which requires members to track bags at four points – handover from the passenger, loading on to the aircraft, delivery to transfer area and

return to the passenger – and share tracking information with interline journey partners as needed.

While this hasn't created a sudden transformation in practices, it is leading airports, airlines and ground handlers to invest in new technology that allows them to better track the 4.65 billion bags they carry each year.

RFID (radio-frequency identification) is one of the best ways to track bags but is still not used by a majority of airlines. Several exhibitors showing machines that can print RFID labels, such as Avery Dennison, Custom and Seikodo, explained that while the printing is more expensive, the machines used to scan them come considerably cheaper than the ones that scan barcodes (around US\$2,000, compared with US\$10,000), and economies of scale should mean the printing itself becomes cheaper as more airlines opt for the technology.

The labels contain passive chips with no internal power source that become activated when an antennae "shines" on them, after which they communicate information back. This means they can be read more easily, unlike a barcode that may be concealed or damaged.

In its 2018 survey into passenger attitudes, SITA found that 95 per cent of respondents would like an app that notified them about where their bag was along the journey (like Delta's does, using RFID tags). The IATA resolution could see this become more commonplace.

SITA is also adapting its World Tracer database, which shares information about lost bags between 510 airlines and 2,800 airports, into a public information source. Passengers can use a website or app to submit details of their lost luggage and enter a return address, instead of having to wait at an airport counter. They can track the bag's progress via the app.

2 SHORTER QUEUES
The data that airports compile on how people move through them is becoming much more detailed. Numerous companies offer hardware

FOTOLIA



All of this tech should not only reduce queues but also better inform flyers about how much time to leave

and software to help airports reduce queues, optimise space and better allocate and position staff. Abu Dhabi airport, for example, partnered with Pads4 to use smart sensors to siphon people into efficient queue patterns, while London City worked with Arcport to create simulations of passenger movements to lower the average journey time from airport arrival to the departure lounge to 20 minutes.

Futuristic-looking crowd monitoring systems at the Expo showed everything from an individual's gender and height to whether they were a passenger or airport staff, even using facial recognition to ascertain how they might be feeling. All are creating anonymous databases that airports can use to understand where customers are going and when.

It's not just your face that airports are interested in – Italian seat company Tecno displayed seats that track how long someone sits in them. They also monitor when passengers are using tables and plug sockets, all aimed at allowing better decision-making on where to place them.

3 IMPROVED TIME MANAGEMENT
All of this should not only reduce queues but also better inform flyers about how much time to leave. US company

Inside uses lidar scanners to detect human shapes at a dozen US airports. It passes that data on for the calculation of average queue times that can be sent to a phone or app, predictive queue times based on current events and past patterns, and queues at places such as traffic stands. Such systems are in place at New York JFK, Iceland's Keflavik, Amsterdam Schiphol, Manchester and Birmingham.

It could mean an airline or ride-hailing app suggesting what time to

leave home to catch your flight, incorporating current traffic, vehicle queues around the airport and predicted security wait times a few hours ahead.

"When you don't know how long a line is, the experience tends to feel between 20 and 30 per cent longer than it is," said Inside chief executive Sam Kamel. The technology is all about "taking the unpredictability out of the airport experience", he added.

4 MORE BIOMETRICS
We've recently written about the use of biometrics ("Face of the future", February 2019 issue), and it is clear that there is a boom in companies providing such services. These include "end-to-end" or partial biometric systems that use facial recognition at check-in, bag-drop, security and boarding, as well as some that use iris, fingerprint and even voice recognition.

Panasonic had an impressive range of facial recognition technologies at the Expo. They included an information screen that will highlight your flight number and gate as you look at it, and a robot on trial at Tokyo Narita that will provide information such as how to get to your gate based on the flight information it matched up with your face (you provide the biometric data and your passport information at a kiosk during check-in).



Summer picnic with Sheraton Catering Service

For several years now, outdoor or team-building events have been a real hit with corporate clients. These are quite often held in form of a picnic combined with various performances, sporting events and activities for children.

EXCELLENT SNACKS

An outdoor event wouldn't be successful without excellent snacks, and Sheraton Catering Service with its vast experience has for long been the market leader in this area.

"We can handle virtually any event: from a small reception for a few guests to a large party for several thousand guests," says Marcin Sasin, the head chef of Sheraton Warsaw hotel. "Each one is handled by a creative and committed team that focuses on the individual needs of the client. We offer a thematic menu and the list of themes is unlimited. We have our own equipment, which makes us independent and allows us to organize events in any venue. Even on a train and on the roof of a building!"

Chef Marcin Sasin continues to amaze with his creativity and innovative dishes.

WORLD CLASS QUALITY

The key to the success that Sheraton Catering Service guarantees is the exceptional quality of world-class services, while with the experience gained over the past 20 years in the market, the hotel can now collaborate only with reliable, local suppliers, offering the highest quality organic food.



Each thematic menu is an opportunity to exceed the expectations of our clients and amaze them.

The chef continues to amaze with his creativity and innovative dishes.

CREATIVE CHEF

"Each thematic menu that we prepare, regardless of whether it reflects the American, Polish or Mediterranean style, is an opportunity to exceed the expectations of our clients and amaze them," emphasizes Marcin Sasin. Sheraton Catering Service is able to meet the most varied expectations and adapt to dietary requirements, composing an impressive gluten-free, vegan or religious menu for faith groups.



SUMMER MENU

Live cooking, molecular cuisine, Thai ice cream - these are just some of the proposals of the rich offer.

"We specialize in picnics! We are working on many projects for the summer. We have already organized this year a number of outdoor events for several thousand guests and we are continuously mastering our know-how. We provide a complete set-up with barbecues, umbrellas, deckchairs, tents etc. Impossible doesn't exist in our dictionary," concludes the head chef.

WORDS TOM OTLEY

LIVING ROOM

From budget to luxury, hotel brands are transforming their lobbies into social hubs where guests and locals alike can relax, dine, meet and work

We've all hung around in hotel lobbies and the chances are it has

been pretty boring. We might have been waiting for a taxi or using it as a meeting point before going off somewhere else. But it's unlikely that we would have spent a portion of our working day in one, or looked forward to an evening's entertainment there. And yet that's what the hotel brands now want us to contemplate. In fact, they see it as the future.

"Whether you call it the lobby or a lobby lounge, there are smarter ways of using a hotel's public spaces," says Jay Stein, chief executive of Dream Hotel Group. "It's the concept of: 'Is your hotel there for the community or just for the hotel guests?'"

Dream Hotel Group prides itself on making the lobby a place of excitement and events. "You want the hotel guest and the local community to see that energy, so you need fun things throughout the public spaces. We'll have a mixture of permanent features, like a hipster hair salon that celebrities get their hair cut in, and pop-up ones. We'll bring an artist in

and have a wall where they can do their thing and we'll time-lapse it on social media. So we had James Gold-crown [jgoldcrown.com] doing his graffiti art in one hotel – he painted the whole wall on Valentine's Day – and then we got a famous tattoo artist who sat in the lobby that day and did free tattoos, but only of hearts." Stein admits that he "had to get a lot of approvals from [his] legal team for that one" but adds: "The amount of social media we got off that was insane."

It's more than getting millennials to post on their Instagram accounts, though – there's hard business reality behind what Dream is doing. "If I am just going to rely on hotel guests for my revenue then I have a problem," he says. "Instead, we have rooftop bars taking US\$2 million a year, and 90 per cent of that is from beverage, so it's very profitable. If I was just focused on the hotel guest, I could only do a 20th of that."

GATHERING PLACE

It's this philosophy that many, if not most, hotel brands are beginning to subscribe to, and if you need an example of how it will hit the mainstream, consider the reinvention of Sheraton. As we wrote in our online feature "The future of Sheraton" (businessstraveller.com/tag/sheraton), new owner Marriott International sees its task as "dusting off an icon", as Scott McCoy, vice-president of global operations for Marriott, Sheraton and Delta Hotels, puts it. Sheraton will "recapture" its reputation as "the world's gathering

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place”, taking advantage of the prime location it occupies in many cities.

“The DNA that we want to keep is the sense of community,” McCoy says. “Sheraton is the gathering place, the community square for so many of these locations, and where appropriate we want to amplify that.”

It will do this by completely redesigning its lobbies, incorporating elements to encourage people to linger, eat, hold meetings and then, finally, in the evening, spend money at new bars that will be created.

As Matthew Boettcher, senior director of global operations, experience design and brand operations, says of their guests: “We were watching them leave. We’d ask them where they were going and they’d say: ‘I have to meet a client,’ and if we asked them why they were meeting them somewhere else, they wouldn’t want to say.”

Boettcher is quick to point out that there are many fine examples of Sheratons around the world, but says the brand “kind of lost its way in certain parts of the world, the US being one of them. Europe is split; we have some amazing ones and



some that are struggling a little.” Several new features are therefore being introduced. These will first be tested out in 12 hotels globally, including a 1,000-room Sheraton Grand in Phoenix, before being rolled out around the world, although the timeline for completing all 450 properties in both city and resort locations will be several years.

They include “community” tables – first seen at Ace Hotels, although adapted with lockable drawers if you

want to leave for a while – and sound-proofed phone booths allowing you to make calls without being overheard. There will also be small glass meeting booths – called Studios – with capacity for between two and perhaps eight attendees. All of the technology you might need, including Bluetooth speakers for conference calls, is included in the Studio booking fee. These then become private social spaces in the evening, which might be given to elite members of the Marriott Bonvoy programme as a perk (as you can tell, Marriott executives are still exploring lots of options).

CHANGING PERCEPTIONS

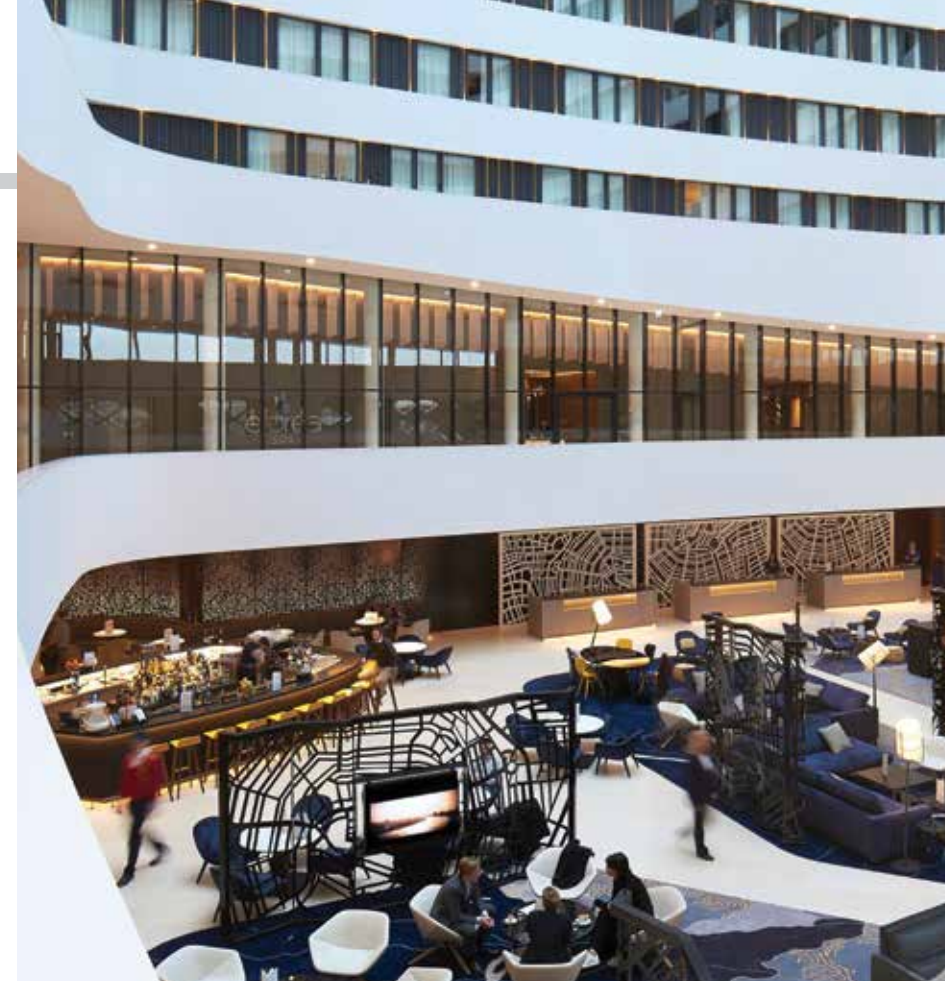
Thought has also gone into the food offering, since Boettcher points out that “it’s difficult to eat a bowl of ramen while trying to work”. Dishes that can be eaten “one-handed”, or “eyes-up”, “maintaining a connection with the community”, will be served from the bizarrely named “coffee bar bar”, which is licensed to serve alcohol and will offer everything from grab-and-go to counter and table service.

Lastly, the “veiled bar” is the description for the lobby’s destination bar. “It’s not a speakeasy or behind a red door,” he explains. “You can see it through frosted glass perhaps, but during the day it is closed and the space dark, with the bottles illuminated. That concentrates the activity in the lobby during the day, shrinking the space and creating a co-working feeling. Then, when it opens, it allows guests to go to a new environment, but still be in the hotel.”

Boettcher says that by focusing on the public space, they can change the perception of the Sheraton brand “not just for guests but also for locals. The inspiration for the world’s gathering place is town squares, and those were purpose-built, so we wanted to do that same exact thing.”

The town square concept is also the inspiration behind changes IHG is making this year to some of its Crowne Plaza hotels. A spokesperson says: “In Europe we are redefining the traditional lobby and guest room in partnership with Conran and Partners at fla-

PRESS MATERIALS



Dzięki nowym technologiom zmienia się także sposób korzystania z hotelowych holów.

gship Crowne Plaza properties in Paris, Hamburg and London Heathrow. The new public space, known as the Plaza Workspace, is a flexible collection of agile working spaces modelled on a public square where guests and local businesses can switch effortlessly between work and downtime. It combines co-working areas with food and drink options, ‘huddle spots’ and pods with built-in touchscreens to help guests share files and show presentations.”

In the US, the Workspace concept

will be in place in more than 35 hotels, including its four flagship properties in New York, Atlanta, Denver and Seattle, by the end of the year.

THINK LOCAL

John Rogers, senior vice-president of brands and franchise operations at Hilton, says that a number of factors are driving lobby redevelopment in hotels. “Customers increasingly want unique experiences and more localised food and beverage,” he says, “and the-

re is also a trend towards informality in dining and meeting spaces. We’ve seen a massive change in people’s comfort in being in social spaces on their own.”

At the same time, advances in technology are changing how the lobby is used. “The traditional function of the lobby space is becoming redundant as we allow you to choose your room online and use mobile check-in,” Rogers says. “No one arrives excited about checking in; we want to reimagine that so it becomes more seamless.”

Hilton has 17 brands and each is responding in different ways, Rogers says, but for many it involves “re-designing that social space, particularly around the bar and coffee experience, making sure they move fluidly into one another. People don’t want to sit in formal restaurants – they want a variety of options rather than being corralled into a specific space for a specific purpose.”

In Hilton’s Canopy hotels in Reykjavik and Zagreb, there is a “strong connectivity to the local experience and the local market,” he says. They are “a place to hang out and to use as a base, a space that reflects the neighbourhood; we have evening tastings of food and drink and locally made welcome treats, and the design is in keeping with the locale.”

It’s something that budget brands such as Ibis have also woken up to. Its parent group, Accor, has already experimented with various ways to bring in the local community, not least with the trial of Accorlocal, an initiative allowing locals to use the services in their neighbouring hotel, from dry cleaning to picking up packages. As Accor chief executive Sébastien Bazin told us, the aim is to engage those people who “know our brands and walk past the hotel, but they don’t enter because they are afraid someone will ask them: ‘What’s your room number?’ And they don’t have one because they live next door.”

Ibis, which has more than 1,100 hotels, is revamping its lobbies to include mobile check-in, a transformed bar area and a live music programme (rooms are also being redesigned). The idea is that technology will take over →

ABOVE
Hilton Amsterdam
Airport Schiphol

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from reception desks so that guests will be able to check in more quickly (an employee will approach them with a tablet or mobile as they arrive) and staff, now known as the “Smile Team”, will be freed up to turn the space into a place where guests want to linger. Expect to see this in an Ibis hotel close to you this year.

In this, Accor is certainly backed by the research. An Ipsos study conducted on behalf of Ibis revealed that 61 per cent of respondents would rather be greeted by an individual than by a technology solution during check-in and check-out, indicating the challenge for brands as they give people the option of seamless check-in, but also with a human face. According to Ipsos, 80 per cent of respondents also want hotels to be social venues that accommodate both hotel and non-hotel guests.

New food and drink options will also be introduced. The brand has trialled this by replacing the traditional lobby of the Ibis Cambridge Central Station with coffee shop Chill#2, of which 80 per cent of revenue is sourced from non-hotel guests. Ibis has also teamed up with Sony Music, Spotify and the Sziget Festival in Hungary for its new music programme.

At the luxury end, hotels are attempting the same. Radha Arora, chief executive of Rosewood Hotels, says: “We have amazing DNA in all of our properties, such as the Carlyle [in New York], which is a local institution. Our guests want to have an authentic experience and enjoy that local sensibility. Affluence and materials can only take you so far. It’s experiences that are irreplaceable. So in Paris we have created a Parisian living room, where you’ll find local fashionistas and community artists. The place is articulated, in a way, as a journey between the 19th, 20th and 21st centuries, and when clients walk in, no matter where they are from, they say: “This is Paris.”

RETURN ON INVESTMENT

Behind all of this, there is, of course, the business of making money. Peter Fulton, Hyatt Hotels’ group president

Sheraton plans to recapture its reputation as ‘the world’s gathering place’

for Europe, the Middle East, Africa and South West Asia, says: “As hoteliers, lobby space is some of the most expensive space we build, with street frontage and vast areas of concrete and maybe marble generating very little return. People are using spaces in a different way from how they used to. They are more informal and we need to take down the barriers that they find oppressive, such as reception desks, and activate these spaces.”

Hilton’s Rogers says there is an “ever-increasing desire to maximise the returns on the space, which Hilton shares with our owners. The consumer is moving far too quickly to work on the basis that you’re going to do something [to revamp it] every

ten years. It needs to be a continuous process, constantly innovating that product and the way you deploy it.”

Can the big chains really succeed in this? Eric Jafari, managing director of serviced apartment specialist Saco Property Group, doubts it. “Hotels are stuck in the eighties,” he says. “When they say they want to glimpse local living, their response is, if in Berlin, to put up a bunch of pictures of Berlin, or have some exposed brick and call it local living.”

Jafari is a co-founder of Saco’s Locke aparthotel brand, which aims “to reflect the local neighbourhood’s culture, taking inspiration from the area to connect guests with like-minded locals and other travellers.” He says: “We will hire an up-and-coming designer who wants to make a name for themselves, and who’s not from that

PRESS MATERIALS

city, and get them to take their time walking around the city and then interpret it.”

Jafari adds: “Hoteliers go to see an Ace or Hoxton hotel and then go and get a long table and call it co-working, but it doesn’t work... If Sydell Hotels, which runs the Nomad [in New York] and the Ned [in London], does something like a mixology class or a DJ set then they have the authority to do that, or if Soho House does a poetry set then they have a credibility that resonates with me. But when you have decision makers who are not the consumer, and they are seeing what other people are doing it and copying it, then it very rarely works. They shouldn’t be opining on it, because they don’t understand the soul and the essence of why it works.”

Stein of Dream Hotel Group agree-

es. “If the big brands can pull it off, then great, but to bring a formula into every Sheraton and get it to work, that’s where it’s more difficult,” he says. “We look at what will work in the local market. Hotels aren’t like airlines. The Dream hotel in Bangkok isn’t going to be like the one in Seattle or Nashville.” As Stein says, the holy grail for hotels is being the “hot” place

CLOCKWISE FROM TOP Left: Sheraton’s new lobbies will feature communal work spaces; Crowne Plaza Paris République; Hyatt Regency Amsterdam; Hotel Indigo Helsinki

for locals. But then there’s the potential conflict of satisfying hotel guests at the same time. “It’s difficult for the big brands to get their arms around the fact that you’re not worrying about the hotel guests first,” he says, “but until you do that, you’re not going to do it well.”

So what if guests don’t like a lobby crowded with locals sipping flat whites and having free tattoos? “The reality is, if I do all these fun things, very few guests come down to the lobby or bar and say to themselves: ‘Who are all these good-looking locals having fun? I’m going to complain.’”

It’s possible, though, surely? “Right, but those are problems I want to have. I want too many locals wanting to use it and guests complaining. And then let me figure out a solution. If I have no problems, then I have no business.”



Grand Hyatt Bogota



BACKGROUND

The hotel was designed by a Chicago-based architectural firm Goettsch Partners, which enjoys international recognition. The interior design by the prestigious Chilean company Echeverría Edwards in collaboration with the local company Construcciones Planificadas SA - is a combination of international style, luxury and comfort. Décor is stylish and toned down with steel, glass and marble used throughout hotel's public areas and rooms to highlight the spaces illuminated by natural light. The hotel's guests enjoy the best views of the city, as well as some of the highest Andean peaks. They can also see more than 55,000 Indian buildings in the nearby Museo de Oro - the world's largest gold museum, climb to the top of Monserrate Hill to enjoy spectacular vistas of Colombia's capital city. From there, they can head to the colourful La Candelaria district. And after a whole day of exploring this exciting city, they can unwind in the hotel's excellent Zaitania Spa. To top up a day spend in Bogota, it's worth visiting one of two on-site restaurants (Ushin and Capitalino) for an exquisite meal or have a drink in Ilustre Bar.

WHAT'S IT LIKE?

The staff of the hotel is very friendly and helpful, offering its assistance before you even enter the building. The lobby features several reception desks, as well as a few comfortable armchairs, where you can wait for your turn or simply unwind, sipping coffee. Just a few steps away there is a re-

staurant and bar where you can warm up with the best types of tequila. The interior is richly furnished and modern, and the room offers a magnificent view of the mighty, cloudy Andean city. For those seeking a true taste of nightlife, I recommend the district Calle 85/Zona Rosa, which on Friday and Saturday evenings turns into a one big party area. You will find there a whole range of bars, restaurants and clubs. When you look out the hotel window on a Friday night, you can easily locate that district by its bright neon signs, strobe lights and loud music from the numerous discos. But is it safe there? Well, Bogota is infamous for its dangerous districts and night shootings, but the whole city is divided into safe and more rugged areas, where you shouldn't venture alone, especially after dark. To find out more about this, simply ask the staff at the reception. If you order a taxi to the hotel, the driver will take you safely to a huge, friendly party, giving you lots of interesting tidbits about the city. In the daytime, it's certainly worth visiting Monserrate Hill (3152 metres above sea level). You can get there either by a cable car or funicular moving slowly uphill. On the top you will find a church and a marketplace with local products. This is probably the only place in Bogota where you can taste the tea made from coca leaves. Monserrate Hill offers the most beautiful vistas of the whole city; on the other side of the mountains there is only a jungle.

The third most important attraction of the city is La Candelaria, a crowded district famous for its narrow, cobblestoned streets,



Décor is stylish and toned down with steel, glass and marble used throughout hotel's public areas and rooms to highlight the spaces illuminated by natural light. The hotel's guests enjoy the best views of the city, as well as some of the highest Andean peaks.

and Spanish Colonial, Baroque and art deco architecture. It's also home to several universities, libraries and museums. However, most tourists come here to try local food and feel the colonial atmosphere of this unique city. The Plaza Bolivar and the famous cath-

edral are also nearby. The weather in Bogota can be fickle, so if you want to explore the city, better take a jacket and umbrella, because virtually all year round the temperature there is about 18 degrees Celsius, and for half a year there is a rainy season.

WHERE IS IT

Grand Hyatt Bogota is just a ten-minute drive from El Dorado International Airport and the historic centre of the city, as well as two minutes away from the American Embassy. Located in the Ciudad Salitre district on the 26th (Av. El Dorado), one of Bogota's main streets, the hotel occupies a strategic position in the heart of the new and prestigious Sarmiento Angulo Business City complex. It's also close to Simón Bolívar Park, the National University and one of the largest luxury shopping centres in the city called Gran Estación.

ROOMS

Grand Hyatt Bogota offers 372 non-smoking rooms, including 50 suites, 211 King rooms and 111 double rooms. All come with modern, exquisite décor providing a comfortable and sophisticated environment. The rooms also feature spacious bathrooms and large floor-to-ceiling windows, offering a stunning panoramic view of the city and the cloudy Andes. Other amenities include comfortable beds, free wifi, a 55-inch flat TV with more than 150 channels too choose from, individually-adjusted air conditioning, safe, hairdryer, coffee maker, minibar, and iron and ironing board. Guests are also offered a number of services, including concierge assistance, virtual Hyatt e-Concierge, a business centre with



PRESS MATERIALS

all its amenities, laundry service, car park, a 24/7 room service, and access to Grand Club lounge with personalized assistance.

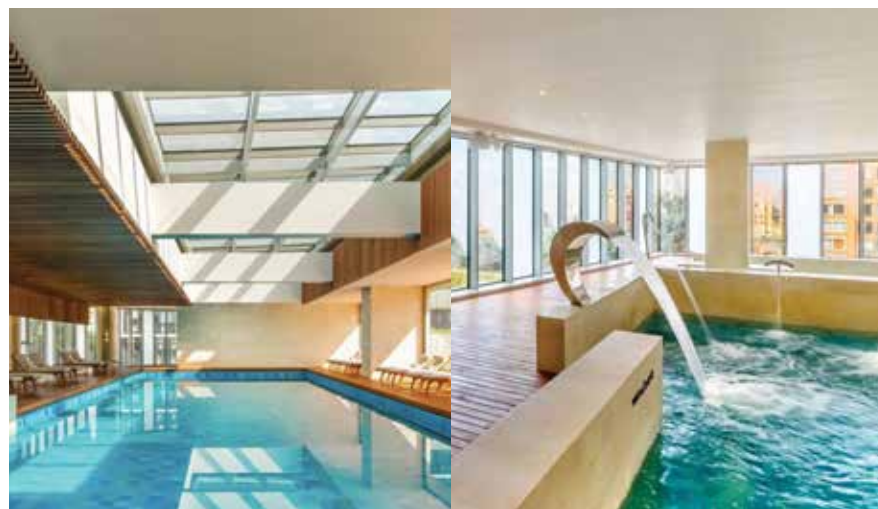
MEETINGS

The property's 2,270 sqm function space can be used both for conferences and less formal events. There are two large ballrooms: (600 sqm Eldorado and 1000 sqm Grand), as well as 11 smaller multi-purpose rooms, where you can hold a meeting, conference, various social events or celebrations. A professional and creative catering team, together with qualified support staff, are always at hand, willing to assist you in planning of your event. The hotel also offers a well-equipped business centre with computers, scanners, printers and fax machines. The centre is open 24 hours a day.

FOOD AND DRINK

Grand Hyatt brand is known for its excellent bars and restaurants and Grand Hyatt Bogota is no exception here. The hotel's two restaurants with open kitchen, as well as the Lobby Lounge/Bar and Market present a very interesting offer. You can enjoy there dishes and drinks from all over the world, especially South American cuisine.

At Ushin Japanese & Grill, umami flavors pair with stellar views. At Capitalino Restaurant skilled chefs craft casual eats for breakfast, lunch, and dinner, blending international tastes with Colombian traditions, while Ilustre Bar is the place to go in the evening to share small plates and sip creative cocktails. If



Open 24/7, the hotel's fitness centre is a perfect place for those frequent travellers who want to keep in shape while on the move.

you are craving an expertly balanced cup of Colombian coffee, head to Aldeana Market, and grab some baked goods on your way out the door.

LEISURE

The luxury 2930 sqm Zaitania Spa is a great place to unwind in the heart of this thriving city. The spa has 11 treatment rooms (3 double rooms and 6 single rooms) offering a

number of relaxation and beauty treatments, as well as sauna, Turkish bath, flotarium, thermal pool and jacuzzi. The indoor heated Olympic swimming pool is open from 6am to 9pm. Open 24/7, the hotel's fitness centre is a perfect place for those frequent travellers who want to keep in shape while on the move. The centre is equipped with a full range of cardiovascular equipment and weights, as well as yoga mats, meditation chairs, medicine balls, TRX straps and many more.

VERDICT

Grand Hyatt Bogota is a splendid hotel with friendly and helpful staff, as well as beautiful and cosy rooms. It's also spacious and well connected to major landmarks of the city.

Aleksander Grzybowski

BEST FOR

Original décor, excellent spa and diverse restaurants. The property is also an pet-friendly hotel.

CONTACT

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Bogota DC, 111321
Colombia
tel.: +571 654 1234
www.bogota.grand.hyatt.com



Zadzwoń
+48 123456789

Zamów przez aplikację
mobilną EcoCar



Hilton Amsterdam Airport Schiphol



BACKGROUND

Hilton Amsterdam Airport is a modern and ideally situated hotel, which is a part of one of Europe's largest air hub. You can get to the reception area by using a comfortable roofed passageway, which is one of the biggest advantages of the hotel, but, of course, not the only one.

WHAT'S IT LIKE?

Tired after a long journey, you don't need to order a taxi to take you to your hotel, as this one is right on site. A well marked out walkway will take you right to the hotel's reception desk and the restaurant. In this way, you can quickly make yourself comfortable in your room, refresh and have a snack in one of the restaurants, not leaving the airport at all. If you arrive at the airport in the morning and your connecting flight is in the evening, you can book your room for several hours. With an excellent hotel restaurant, swimming pool, spa and exquisite bar, it's

which is also offered in five different configurations: King Deluxe Corner Room with Airport View, King Deluxe Room with Airport View, King Guest Room with Atrium View, Twin Deluxe Room with Airport View and Twin Guest Room with Atrium View. Depending on the configuration, the rooms range from 27 to 30 sqm and feature one or two beds. Each comes equipped with an HD TV and free WiFi. The suites are considerably larger and come with a spacious private dining room with a kitchenette. Guests of all suites can also use the hotel's Business Lounge free of charge. Executive Rooms (27-30 sqm) are a perfect choice for business travellers who, similarly to guests staying in suites, have free access to the exclusive Executive Lounge with complimentary breakfasts as well as drinks and snacks throughout the day. This type of room is also available with one or two beds. Note, it's possible to book several rooms that can be joined together.

Also, for example when you arrive at the airport in the morning and your connecting flight is in the evening, you can book a room from, say, 9

am to 6 pm. It's definitely a better option than spending the day in a Business Lounge.

FOOD

Guests of Executive Rooms can have their breakfast in the Executive Lounge, while others can go to one of two restaurants: Axis Lobby & Cocktail Bar and Bowery Restaurant. The bar is situated in the glass atrium and serves snacks, sandwiches and coffee, as well as exquisite drinks. It also boasts a vast array of Dutch gins and many cocktails served here are based on this particular type of spirit. If you feel like having a full-blown dinner, then head to Bowery Restaurant, where you can try typical Dutch dishes, such as dried Amsterdam sausages or Dutch lamb. The restaurant has an open kitchen and serves modern delicacies, grilled dishes, as well as sophisticated Asian cuisine. All ingredients are sourced from local suppliers and farmers. Interestingly, you can order here dishes à la carte, but if you feel up to it, you can also try to prepare your own dish with assistance of an experienced chef.

SPA AND RELAXATION

One of the finest attractions of the hotel is its Eforea Spa, which offers a number of treatments based on the wealthy Asian or South American traditions. The spa is located on the 1st Floor and is directly accessible once you enter the hotel. It really is a place where you can escape from

everyday worries and the frantic pace of modern life. The global spa experience from Hilton pulls the best elements and practices from Europe, Asia Pacific, Middle East, Africa and the Americas to create a unique spa experience for today's global travellers. Eforea spa aims to ensure its guests will emerge brighter from the Eforea spa experience, feeling renewed, uplifted and refreshed. The spa offers a wide selection of treatments and features a whirlpool, sauna, steam room, as well as a 24/7 fitness centre.

MEETING FACILITIES

Hilton boasts vast meeting space that can accommodate up to 640 participants. There are 23 meeting rooms that can be configured in

BEST FOR

Location, modern décor, varied menu in hotel's restaurants and the bar, as well as good options for relaxation in between the flights.

CONTACT

Hilton Amsterdam Schiphol Airport
Schiphol Boulevard 701
1117 ZN Schiphol,
The Netherlands,
tel.: +31 20 710 4000



When you arrive at the airport in the morning and your connecting flight is in the evening, you can book a room from, say, 9 am to 6 pm. It's definitely a better option than spending the day in an airport lounge.

various ways, 6 boardrooms, a 24/7 conference centre and the Vine Room used mostly for private business dinners. You can also sit here comfortably with your laptop in the restaurant with a glass of champagne in one hand and a snack in the other. This option is certainly better than waiting all day at the airport.

VERDICT

If you are on a business trip with a stopover in Amsterdam, then Hilton Amsterdam Schiphol Airport is by far the best address. Located at the airport without the need to transfer anywhere, it gives you a lot of freedom. And if you need to wait for your next flight for longer, spending this time at Hilton Amsterdam Schiphol is the best way to make sure you get on board refreshed and well rested. It's a far better and much more pleasurable option than hanging out at the airport. What's more, with the hotel's convenient location, you avoid traffic jams in the centre of Amsterdam, as well as high taxi fares. It's simply a perfect place for both short and longer stays.

Aleksander Grzybowski



WORDS SALLY BROWN

BURNT OUT

Constant long-haul travel can have a serious impact on your mental well-being – so how can you minimise your stress levels?

Modern international travel can feel like a series of hurdles to negotiate, whether it's the late arrival of your airport taxi, unexpected traffic jams and flight delays, or just the sequential set of queues, from check-in, bag drop, security, lounge access and boarding to baggage collection and passport control. In between periods of stress, there are periods of boredom, often combined with opportunities to over-drink or eat.

Throw in jet lag, disrupted sleep, feelings of loneliness, disconnect from colleagues and guilt at leaving loved ones, and it's no surprise that a quarter of frequent travellers have experienced mental health issues such as depression and anxiety, according to a survey by the International SOS Foundation and Kingston University.

Of course, it's not only frequent travellers who experience work-related

'A classic response to feelings of stress is to work harder, which just exacerbates the symptoms'

stress. According to the Health and Safety Executive, work-related stress, depression or anxiety accounts for 44 per cent of work-related ill health and 57 per cent of all working days lost to ill health. But according to the Kingston research, frequent travel adds an additional element of pressure – 45 per cent of the 200 frequent travellers surveyed reported higher stress levels than normal while on work trips. And 31 per cent said they experienced emotional exhaustion, one of the major risk factors of burnout, on a weekly basis.

STAGES OF BURNOUT

Burnout is defined as a "syndrome of emotional exhaustion, depersonalisation and reduced personal accomplishment", according to Professor Christina Maslach, the psychologist who first identified the syndrome in the 1970s.

"Burnout is an accumulative process," says Dr Rachel Lewis, associate professor of occupational and business

psychology at Kingston University, who carried out the research for International SOS. "It starts with a reduction in factors that support our ability to cope, such as eating a balanced diet, getting quality sleep and regular exercise. If this combines with increased external demand, the result is stress. If stress is ongoing, it can lead to the first stage of burnout, which is emotional exhaustion. If this is left unchecked, stage two is depersonalisation, becoming cynical and critical of both yourself and others. Stage three is reduced personal accomplishment, the feeling that you are incompetent or that you are not achieving. If that continues, you have reached burnout."

In the initial stages, many people take a "push through it" approach. "A classic response to feelings of stress is to work harder, which just exacerbates the symptoms," says Matthew Holman, founder of Simpila Healthy Solutions, a consultancy that addresses mental health issues in the workplace. "There is still a stigma to admitting you are struggling, and a fear that it will bring your performance and ability into question."

According to Simpila's Business Travel and Mental Health Survey, 80 per cent of those who have experienced mental health problems have not told their employer.

Stress aside, frequent travel also has the potential to increase your workload. With differing time zones it's easy to work a double day, picking up emails and calls from colleagues at home on top of the working day at your destination. "There's this feeling among business travellers that they're constantly on duty, answering emails at all times of the day, with their phones always on," Holman says. "I used to have a team in Asia as well



ISTOCK

as America and Europe, so I was getting messages all times of the day in different regions. There never seemed to be a defined nine-to-five existence.” In the Kingston study, 73 per cent said they worked longer hours while away.

Despite this, many travellers say they are still treated as if they have been on holiday by colleagues. As one frequent flyer puts it: “When returning home from long trips involving multiple time zones, it used to take me two days to recover. That was in my thirties and forties. Now I’m in my fifties, it can take me up to four days to get back to a normal routine. Friends, family and some colleagues think that you are ‘so lucky’ to travel to all of these places. They do not understand what it entails.”

LIFESTYLE FACTORS

According to the Kingston University research, 76 per cent say they are less likely to have a balanced diet or exercise when travelling for business, and 73 per cent experience reduced quality sleep. At the same time, 46 per cent say they are more likely to consume alcohol while travelling for work, and 35 per cent are more likely to visit bars and nightclubs.

“Conferences and events are notoriously good at providing a world where access to free drinks and late nights is the norm,” says Holman. “And not every hotel has gym or leisure facilities or healthy menu and snack choices, or is in a suitable location for outdoor exercise.”

Lewis says: “Increased workload and external demands, plus decreased resilience triggered by lifestyle factors equals emotional exhaustion, one of the three component factors in burnout.”

Signs of emotional exhaustion vary from person to person, but common symptoms include sleep disruption, tiredness, lack of motivation, irritability, absent-mindedness, anger, feeling drained, a sense of dread, and a sense that something will go wrong. “The key is any behaviour that is out of character. We need to treat it as a wake-up call,” Lewis says.

The standard advice for preventing

‘Friends and family think you are so lucky to travel to all of these places. They don’t understand what it entails’

travel burnout is to upgrade your seat and hotel rooms and allow time in your work schedule to decompress from trips. But not everyone has those options. As Holman says: “When you know your work is piling up, time away from the office after a trip is likely to add to your stress. And the trend for ‘bleisure’, encouraging business travellers to tag a weekend on to trips to enjoy some relaxation or sightseeing, doesn’t work for those with families back home.”

Treating burnout is complex, says Jayne Morris, an executive coach and author of *Burnout to Brilliance: Strategies for Sustainable Success* (Changemakers Books). “Typically, you reach the point where jumping ship seems to be the only option. But this is not always a viable solution. For a start, it’s hard to be your best in a job interview when you are in this state. And there is also the danger of ‘out of the frying pan into the fire’, which happened to me ten years ago.”

Morris left a high-profile but exhausting marketing job at the BBC in search of a career with more meaning

but ended up burning out. “I knew I needed a change but approached it with my usual ‘push myself as hard as I can’ approach, and signed up for a fast-track teaching programme. Within a few months I was teaching teenagers in an under-resourced inner-city school, where I had very little departmental support.”

The tipping point came when Morris went to bed with flu and didn’t get up for six months. “I was diagnosed with post-viral fatigue syndrome and labyrinthitis [an inner ear infection], but in retrospect I can see it was burnout.”

As Morris found, recovery from burnout can take several months and requires a change in mindset. “I realised I couldn’t sustain a way of working that never allowed me to recover from stress or exhaustion. It’s like a wellness bank account – if there are things you are doing that deplete you, you need to regularly top it back up. Because international travel disrupts the circadian rhythm, which is crucial for underpinning all of the body’s processes,

ISTOCK

our physical resilience is lowered, which means we have an increased need for a nutritious diet, quality sleep, and regular periods of relaxation.”

SWITCH-OFF TIME

Putting in boundaries around work hours is also crucial, Holman says. “Most important is the ability to switch off from work when your local time-zone clock says the work day is over. Unfortunately, as we work more and more in global roles, the time merges through the day, and the ability to switch off becomes harder. Workplaces have to embrace the switch-off culture so that employees can enjoy a positive work balance.”

Business Traveller online forum user MartynSinclair’s solution is to divide his time into “zones” when in Asia: “Lunchtime to 6pm is dedicated to Asia office hours and meetings. Six to midnight, I dedicate my time to the UK/European parts of my business. But wake-up to midday is my time to relax, go running, swimming, for a walk – anything but work.”

SPOT THE SIGNS

Key symptoms of chronic stress, a risk factor for burnout, are:

- Chronic exhaustion and trouble getting to and staying asleep
- Noticeable personality changes such as higher levels of irritation and anger
- Withdrawing from social and work relationships
- Finding everyday environments overwhelming
- Losing your normal ability to concentrate
- Loss of pleasure in things you used to enjoy
- Increased reliance on alcohol or drugs

Still, without a supportive work environment, no amount of lifestyle changes will protect you from stress, Lewis says. “Meta analyses of the literature in this area show that interventions for job burnout undertaken by the individual, such as relaxation therapy or CBT [cognitive behavioural therapy], will not be successful without organisational intervention, such as making sure that all business travellers are afforded choice control over how, when and for how long they go on trips, and recognising when they are away that they need their work covered,” she says. “We need to tackle the factors that are making people ill, not teach people how to cope with them.”

That may mean questioning whether a trip is necessary. “There does seem to be a shift happening where it is more acceptable to connect using technology rather than fly halfway around the world for a two-hour meeting, partly driven by pressure on organisations to be seen as environmentally responsible,” Morris says.

POSITIVE THINKING

When unnecessary trips are eliminated, business travel can be a positive experience, and help you to become more engaged in your job, according to 67 per cent of respondents to the Kingston survey. “The major positive for me is the cultural understanding gained. It just can’t be learned in the home office,” says BT forum poster Falcon7X.

The key is checking your mindset and staying curious, believes fellow contributor Canucklad: “The predictability of my working week, planes, hotels and private cars became the mundane norm as others (colleagues, friends and family) looked on with envy. I took a lesson from this and reset my brain. Rather than seeing my destination as a means to an end, I saw it through the eyes of those left behind – a place to be explored. Every week I’d set myself a challenge to do something different. By breaking my routine, I got back my mojo and looked forward to the next trip.” ■

WOMAN'S HOUR

The latest crop of luxury watches combine high performance with cutting-edge creativity

Sometimes it may feel as if the watch world spends all of its time talking about (and to) men, but the truth is there has never been a better choice of women's watches on the market. Attitudes over the past decade have shifted significantly, with the result that watches aimed at women are no longer restricted to smaller, pinker and shinier versions of those marketed to men. Manufacturers are aware that women will care about what powers their watch as much as what adorns it, and have invested accordingly on the mechanical side as well as renewing their efforts on the design front. Here, then, are five of the most outstanding women's watches released so far this year.

PATEK PHILIPPE TWENTY-4

£34,730

patek.com

Patek Philippe belatedly joined the general direction of travel late last year when it finally equipped its Twenty-4 range – its primary collection aimed solely at women – with a mechanical movement, the same automatic with date found in any simple Calatrava, Nautilus or Aquanaut. At the same time, and thanks to the constraints of using a circular calibre, Patek has redesigned the previously rectangular watch in a round case and integrated bracelet design that lends itself naturally to a range of gem-setting options. Measuring 36mm across and cased in either stainless steel or rose gold, the new range's dials include the usual array of blue, black and brown, as well as a textured off-white reminiscent, the brand says, of “wild shantung silk”.



CARTIER BAIGNOIRE ALLONGEE

£32,100

cartier.co.uk

There is arguably no bigger or more creative name in women's watchmaking than Cartier. Its dedication to eye-catching shapes and inventive decorative techniques are showcased perfectly in the new Baignoire Allongée. Named after the French for “bathtub”, the swooping oval shape was first created in the late 1950s and has been reimaged with a number of decorative case finishes. Many will be drawn to the gem-set versions, which combine black spinels, yellow sapphires and diamonds with yellow gold, or tourmalines, emeralds and diamonds in white gold. But the one that makes the biggest statement is bereft of jewels, boasting a punky array of geometric spikes covering the case, to great contrast with the refined dial. It's powered by Cartier's in-house hand-wound 1917 MC movement.



CHANEL BOYFRIEND TWEED LIMITED EDITION

£62,000

chanel.com

First launched in 2015, the Chanel Boyfriend gave its first ever watch design – the Première – a masculine slant, in a move consistent with Gabrielle Chanel's habit of borrowing from men's fashion for her clothing designs. This year, Chanel has branched out from its typically restrained colour palette (monochrome with added gold) to produce a range of limited edition Boyfriend pieces that pay homage to the house's classic tweed. Hand-painted enamel dials by master craftswoman Anita Porchet bring the fabric to life; underneath are hand-wound mechanical movements. The watches are cased in “beige gold”, an alloy developed by Chanel in 2016 to sit between yellow and rose gold shades, and the crown is inlaid with an onyx cabochon.



WORDS CHRIS HALL

MB&F LM FLYING T

SFr 108,000 plus VAT
(£82,700 plus VAT)

mbandf.com

Independent powerhouse collaborative brand MB&F (it stands for Max Busser and Friends, and represents a who's who of just about everyone in high-end watchmaking) already counted a decent percentage of women among its customers, but this year sees the launch of its first deliberately female-focused model, the LM Flying T. The “legacy machine” range aims to interpret what the godfathers of horology would make if they were alive today, hence the appearance of a very classical lacquered dial, here tilted at an angle of 50 degrees towards the wearer (a nod to the traditionally discreet nature of ladies' watches). The watch is available with a ring of brilliant-cut diamonds around its edge, brilliant-cut diamonds across the dial, or baguette-cut diamonds on the case and dial.



LONGINES CONQUEST CHRONOGRAPH MIKAELA SHIFFRIN EDITION

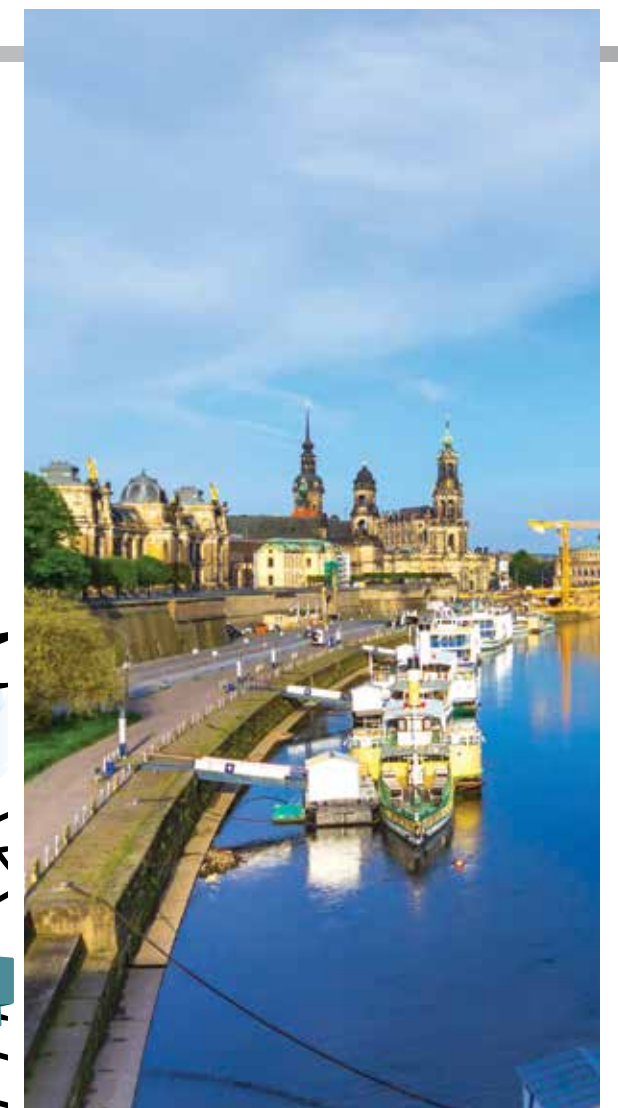
£1,160

longines.co.uk

Produced to celebrate the achievements of Olympic and Alpine skier Mikaela Shiffrin, this special edition of the Conquest Chronograph brings a decorative touch to one of the brand's core sports models without compromising its abilities. The 36mm steel case is water-resistant to 300 metres and the hands and hour markers are filled with SuperLuminova for night-time legibility. The dial is coated in an aventurine glass layer that glistens and sparkles brilliantly around the white asymmetric subdials. The aventurine also completes the distinctive red, white and blue colour scheme that evokes classic 1960s sports watches as well as the national colours of Shiffrin's native US.



WORDS ROBERT CURLEY



Navigate the German city's top sights, enjoy a riverboat cruise and finish with a trip to a traditional beer garden

1 The Frauenkirche

A church dedicated to the Virgin Mary has stood in Dresden since the 11th century. The original was replaced in the 18th century but was reduced to rubble during the Allied bombing of the Saxony capital during the Second World War. Left in ruins for 50 years, the Frauenkirche was rebuilt over the course of a decade using the original fire-blackened stonework wherever possible and has been restored to its former glory. Head inside and marvel at the church's Baroque architecture before ascending to the viewing platform atop the 12,000-ton dome, where you'll enjoy a 360-degree view of the river, the city and all of its major landmarks, including the nearby Residenzschloss castle, the Zwinger palace, and the Semperoper opera house. Viewing platform open 10am-6pm (12.30-6pm Sun-

day; until 4pm Nov-Feb). Entry €8. frauenkirche-dresden.de/en

2 Zwinger

The Dresden Zwinger palace is another Baroque masterpiece, built by Augustus the Strong in the early 18th century. Stroll the restored central courtyard and you'll be serenaded by the music of Mozart and Vivaldi from a carillon in the Glockenspiel Pavilion, which has porcelain bells made in nearby Meissen. Take time to admire the delicate Nymph's Bath and the towering Crown Gate. If you have some extra time to explore, you could visit one of the museums located in the palatial buildings around the courtyard, which include an Old Masters gallery, a collection of more than 20,000 porcelain objects and artworks, and an exhibit dedicated to scientific devices. Courtyard open

6am-10.30pm (8pm Nov-March), admission free; combined entry to all three museums is €14, otherwise €8 each. der-dresdner-zwinger.de

3 Dampfschiffahrt Riverboat

Cruise Step aboard one of the Saxon Steamship Company's 19th-century paddle steamers for a tour of the city via the Elbe River; the one-hour 30-minute Stadtfahrt zu Wasser cruise offers the best view of the historic city centre as well as the grand estates and castles that line the riverbanks as you steam east. The turnaround is at the "Blue Wonder" Loschwitz Bridge that connects the boroughs of Blasewitz and Loschwitz; the latter is home to the Dresden Funicular Railway and the Dresden Suspension Railway, engineering wonders that can be seen from the river (narration is offered in German and

English). Sit on the top deck for the best views, and cool off with a beer from the onboard bar; lunch in the salon below is also an option. The cruise runs three to four times daily depending on the season; €19. saechsische-dampfschiffahrt.de

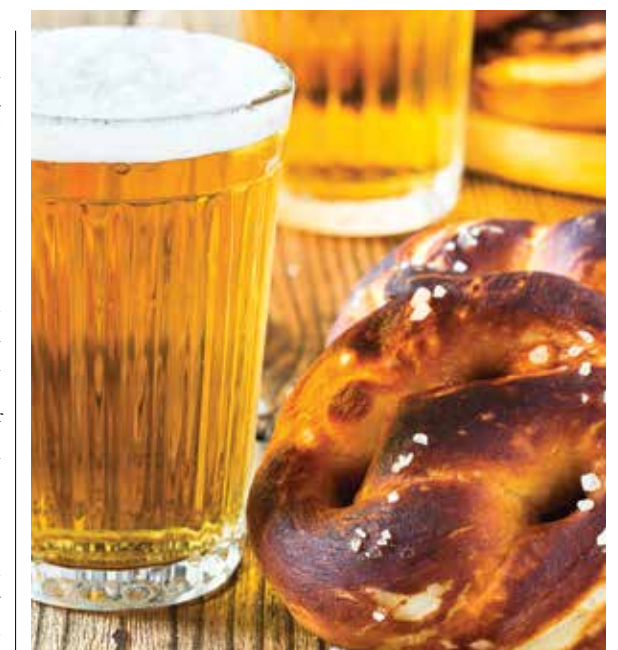
4 Neustadt

After disembarking at the Old Port, cross the river on the Carolabrücke bridge to Neustadt, the "New City", the name of which actually dates back to the mid-18th century. Stroll west along the Kopckestrasse for a photo op with the Goldener Reiter, a gilded statue of Augustus the Strong on a rearing horse. A bit further down the street you'll find the reconstructed Japanese Palace, another Baroque structure built by the king to house his prized collection of Japanese porcelain. Take a few minutes to

dip into the Neustadt neighbourhood, which is full of restaurants, shops and a huge covered market hall, or take a detour towards the Elbe for a pleasant stroll among the pedestrians and cyclists on the Elberadweg.

5 Augustus Garden: Biergarten

at the Narrenhausel Take a seat on the patio of this riverside beer garden to enjoy views of Altstadt (the Old Town) across the Elbe over a bratwurst (€3.50), a pretzel (€2) and a stein of Radeberger pilsner (€3-€7.50), brewed in the Dresden suburbs since 1872. Reasonably priced schnitzel, pork knuckles, potato salad and sauerkraut are also on the menu, along with seasonal and speciality brews from Clausthaler and other German breweries. Open 11am-11pm (until 12am Fri-Sat). augustusgarten.de



LOST LUGGAGE

I flew from Warsaw to Bogota. Unfortunately, my luggage didn't make it through. I had to buy a change of clothes and toiletries. At the airport I was informed that I can spend up to US\$100 on it, and they won't refund anything beyond that sum. The money was enough to buy several basic things. After two days, my luggage was delivered to my hotel. One of the things I had to buy was a new suit that I needed for a business meeting. Can I get a refund for at least this item?

Jarosław

Dear Jarosław,
Missing luggage after a long flight is a big problem, indeed. Such situations happen quite often for various reasons. When there is a short transfer time, luggage can remain at the connecting airport, because its tag has been scanned incorrectly. As a result, the suitcase doesn't get delivered to the aircraft. It may also happen, though rarely, that the maximum capacity of the aircraft has been exceeded and some of the suitcases have to fly on a different flight.

When your luggage is missing, you should file a claim at the airport before leaving the baggage hall. The claim should be made with the airline that has operated your last flight. It's especially important for code-shared connections. An airline employee or agent representing the airline should issue a PIR (Passenger Irregularity Report), confirming the filing of the claim. The carrier should reimburse expenses incurred in order to purchase basic necessities due to the loss of luggage until it has been found and delivered to the passenger. There are no precisely defined amounts here, the rules speak of 'necessary' and 'reasonable' expenses. So the US\$100 offered by the airline seems quite reasonable and sufficient to buy toiletries or a change of clothes for one day. Additional purchases, such as a high quality suit, should be agreed in advance with the airline representative, as such purchases may not be considered necessary and, most likely, won't be reimbursed.

Liability for lost luggage is limited. As a standard, a lump sum is paid for each kilogram of checked luggage. If your suitcase contained valuable items, you need to prove their loss with appropriate receipts.

PIOTR KALITA is related with air transport market for almost 20 years. He is specializing in corporate and diplomatic travel segment. Have a question? - ask Peter.



BLACKLISTED ON THE BORDER

My boss had a recent problem arriving in New York. He was stopped at the passport control and had a long interview with an immigration officer, who asked him in detail about the purpose of his visit to the US, along with such details as where he would stay and how much money he had on him. It turned out that his surname was on the so-called black list. He was advised to apply for a special number so that the problem wouldn't happen again. How can I help my boss who, by the way, has a Dutch passport?

Sandra

Dear Sandra,
The US Transportation Security Administration (TSA) has a very accurate database of passengers entering into the USA, as well as those crossing the US airspace. Indeed, some passengers may be subject to more or less serious immigration restrictions. These are people who, for example, have committed minor offences, illegally prolonged their previous stay or committed serious crimes.

Airlines are required to collect and share personal data, including passport data, relevant to the safety of the flight. Air tickets to the United States can't be issued without prior notification of at least the date of birth of a passenger. Passengers must provide their passport details at check-in via the website or, at the latest, at the airport.

The immigration system verifies passport data and checks for any inaccuracies. If there are any reasonable suspicions regarding a passenger, it's quite likely that the person will be thoroughly checked by the immigration authorities at the airport. The system can also randomly select other people for additional control. In the case of your boss, the list of passengers selected for additional verification included a person with the same surname.

You can apply online for a so-called redress number. This is a reference number that confirms that the passenger has already undergone additional security screening and shouldn't be linked to a person potentially suspected of an offence. This will most likely save your boss from any additional airport checks by the authorities at US airports. The redress number should be provided at the time of ticket purchase and at the check-in.



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