

Business Traveller Poland

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INNSBRUCK FOR THE WEEKEND





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EDITORIAL



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CITY BREAK IN THE ALPS

Some mountainous cities and towns are particularly memorable. On my personal list one of the highest-placed cities of this type is Innsbruck where you can fly from Poland even for a weekend. Seeking culture or sports activities? With a short winter break in Innsbruck it's not a case of "either/or". The joy of physical activity, winter air and mountain solitude can be combined with the desire for cultural highlights, tasteful shopping and urban lifestyle. This is possible as only 20 minutes separate the bustle of city life and the stillness of the high mountains.

Innsbruck lies in the very heart of the Alps, appealing to both winter sports aficionado and lovers of good cuisine. Walking in the footsteps of the Habsburgs, you can explore the city's most famous historic sites and then, following the advice of the prominent Gault&Millau guide, enjoy traditional dishes and taste modern world cuisine. In Innsbruck you can enjoy a typical city breakfast in the Old Town and several hours later have brunch with live music and marvel at the harmony of city and mountain at a height of 2,000 metres. This is what makes this city unique! To find out more about this unique destination, read our cover article.

Marzena Mróz

MARZENA MRÓZ
EDITOR-IN-CHIEF



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MARQ® COLLECTION — STWORZONE Z GŁĘBI NASZEGO DNA. AUTENTYCZNE W KAŻDYM CALU.

CARINTHIA FOR SKIERS



TO BE LIKE FRANZ KLAMMER

Carinthia is the home of the great skier Franz Klammer, gold medallist of the 1976 Olympic Games in downhill race and five-time World Cup winner. He is called the emperor there and has been skiing on the slopes to this day. And to think that he started his skiing adventure when there was no ski lift in his village... Today, the sunny Carinthia is home to 31 ski areas offering almost 900 kilometres of runs and 274 lifts! That's why you don't have to wait in line on the Carinthian slopes. It's a good idea to buy a Topskipass Karnten-Osttirol card, which is valid in all the areas for 1.5 to 14 days. Carinthia is all about high, scenic slopes for advanced skiers, located in the midst of huge three-thousanders, but also wide, safe and comfortable runs as well as challenging runs for freeriders.



Album for a connoisseur

BOSZ Publishing House, known for publishing beautiful and ambitious albums, has prepared a unique book. Tadeusz Rolke is one of the most respected contemporary photographers. One of the precursors of reportage photography, he is known not only in Poland but also abroad. From the very beginning, Rolke's main source of inspiration have been women, whose beauty, charm and sensuality have delighted the artist for more than 50 years of his professional activity. This new album is a perfect expression of the author's fascination.

To date, the BOSZ Publishing House has produced over 500 titles with a total volume of over 1.8 million copies, published in collaboration with outstanding artists and leading cultural institutions from all over Poland. The titles on Polish cultural heritage, the work of recognized artists and the beauty of the native landscape - all of these are part of the main objective of the publishing house, which is to promote the national culture in Poland and abroad. With the unique nature and the highest quality of albums, it's hardly surprising that many titles published by BOSZ have received numerous awards and distinctions in prestigious competitions; bosz.pl

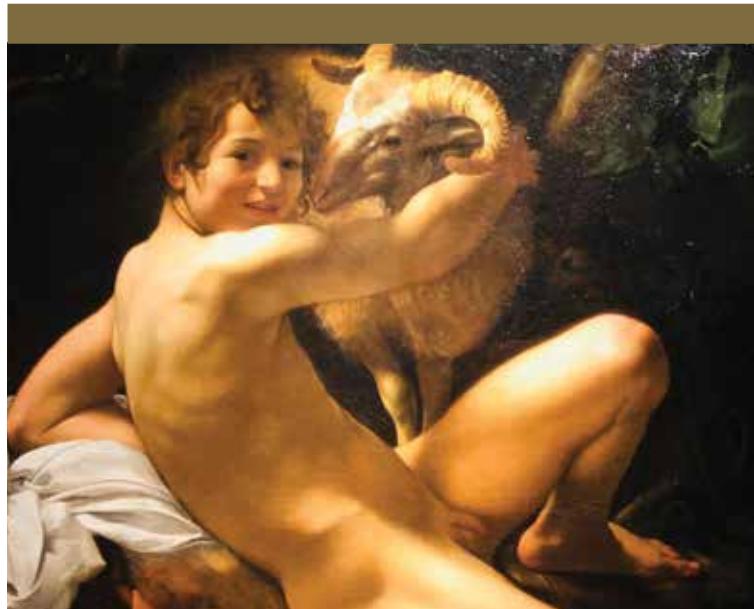


WINTER TIME

Sephora never ceases to impress. The brand has presented the new look both for businesswomen and women on the go. Luminous complexion, fresh skin, radiant look and revitalized face. What do all of these have in common? According to the stylists of the brand, the connecting link here is brilliance. For those who want to capture it, Made in Sephora - the expert in radiant look of the face - proposes a number of products to illuminate the skin. You can do it with soft daubs or over the entire surface, adding the attractive gloss to your lips and healthy freshness to your cheeks. To do it, you can use the full range of carefully selected products available at Sephora perfumeries. The offer includes new colours of eyeshadow, bathing salts in icicle-shaped packaging, new mascara, primers and powders. Winter 2019/20 is also a perfect time for applying various smoothing facial masks, useful both on the beach and on a long, tiring flight; sephora.pl



PRESS MATERIALS



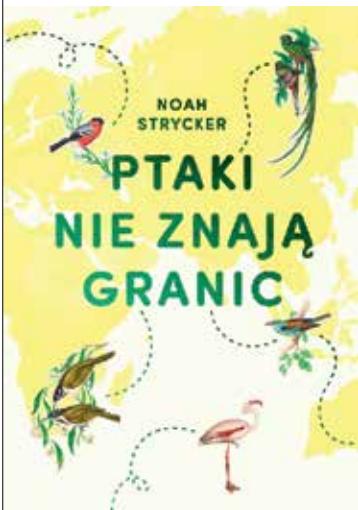
CARAVAGGIO & BERNINI

This autumn you need to go to Vienna to see a one-of-a-kind exhibition. Caravaggio's paintings, Bernini's sculptures and other key works of early Roman Baroque can be seen here for the first time. The exhibition entitled "Caravaggio & Bernini" presents the revolutionary art of 17th century Rome. Michelangelo Merisi da Caravaggio (1571-1610) was a true rebel of his time. His paintings were an expression of opposition against the Renaissance style and the search for the ideal of beauty. What unites the two world-famous masters is their realistic representation of nature. While Renaissance was all about portraits with harmonious proportions as well as realistic landscapes, Caravaggio and Bernini also paid attention in their work to the feelings of the people they immortalized. This combination of reality and feelings was a novelty, becoming a distinct feature of the Baroque. "Caravaggio and Bernini" at the Art History Museum in Vienna shows how the presentation of intense feelings suddenly becomes the task of painters and sculptors. The exhibition features 70 masterpieces. Among numerous works loaned from museums worldwide you can find those that have never been publicly displayed before, including some of Bernini's sculptures and a painting by the most famous painter of the 17th century, Artemisia Gentileschi. The exhibition can be viewed until 19 January 2020. It's worth booking tickets in advance for a specific date and time; khm.at

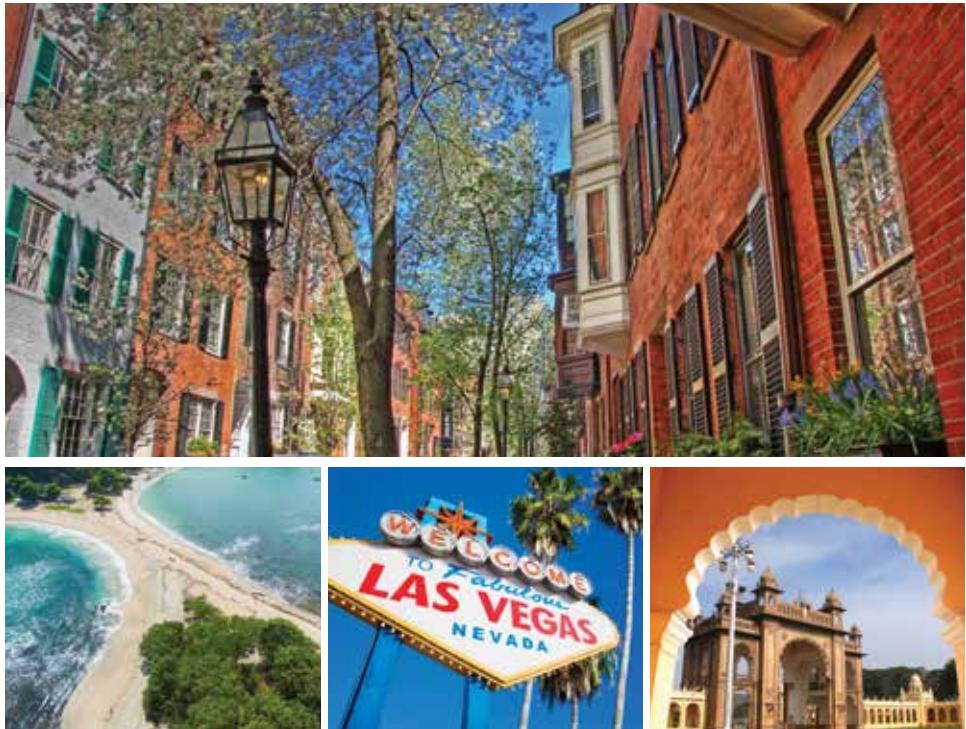


Journey without borders

Noah Strycker took on an extraordinary task. He decided to become the first man in history to observe half of all known bird species in the world. He gave himself a year to do it. According to the tradition of bird lovers, who regularly approach the challenge called "the big year", which is to outdo each other in the number of specimens they watch in one year. Strycker traveled for 365 days with his backpack, binoculars and camera. He visited 41 coun-



tries on 7 continents. He took 112 flights, covering a total of 161,761 kilometres. He ended the year with the result of 6042 species, just one month before his 30th birthday. In addition to his observations, he also talked about the progress of the challenge on his blog. It's a fascinating account of a unique journey. The author focuses not only on the species that were of strategic importance to him, but also on those that made the greatest impression on him. He presents them in a professional, yet witty and accessible way, emphasizing the most interesting characteristics of every, even the most inconspicuous bird.



KLM - NEW DESTINATIONS

Air France KLM Group continues to invest in its route network. Compared to last year's winter season, this winter the group now offers five new intercontinental routes to the USA, India, Costa Rica and Ecuador. The carrier has also re-established its services to the Seychelles and numerous routes within Europe. Overall the offer has increased by 2.5 percent. A novelty for Polish passengers is this year's launch of a KLM's service from Wrocław to Amsterdam. We also know now two new destinations that will appear in the offer of Air France-KLM flights from spring 2020: these will include flights to Austin (USA) operated by KLM via Amsterdam and another Air France service from Poland on Cracow-Paris route.

New routes from Paris or Amsterdam are: Quito (Ecuador), Las Vegas (USA), Boston (USA), Liberia (Costa Rica), Bengaluru (India) and Mahe (Seychelles) - relaunch of the Air France's Paris (CDG) service. This season, Air France-KLM offers 98 flights a week from four cities within Poland: Warsaw, Cracow, Gdańsk and Wrocław.



AN AUTUMN TRIP TO LIBEREC

Liberec lies in the valley between the Ještěd Ridge and the Jizera Mountains, near the border with Poland. The town is overlooked by Ještěd mountain. On its peak there is a hotel with an observation deck and a TV transmitter considered the most renowned Czech technical monument. You can reach the foot of the mountain by a tram and then take a cable car or hike to the top. At a small extra charge you can transport your bike by cable car. In winter, the mountain's slopes turn into ski runs with a varying level of difficulty fed by several ski lifts and the cable car. The surroundings include the spa town of Libverda, the castles of Sychrov and Frýdlant, as well as Jablonec nad Nisou; czechtourism.com

MEET THE BIDDER GRAND EDITION FOR MICE

This year's edition of Meet The Bidder Grand Edition, will take place on 26 November in Arche Hotel Krakowska in Warsaw. Travel Bidder, the trade fair organiser, is currently preparing its largest international B2B workshop for the MICE industry. The event will see over a hundred exhibitors from five continents, including owners of DMC offices, sales managers, marketing managers of selected hotels and hotel chains, venues, airlines, providers of IT solutions, as well as professionally promoters of attractions in several regions of the world.

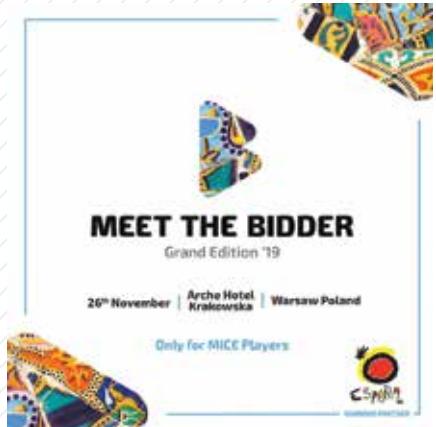
This edition's Diamond Partner is one of the most popular incentive travel destination for Polish MICE groups, namely Spain. A strong group of exhibitors will promote the attractions of Valencia, Catalonia, Seville, Costa del Sol and the Basque Country.

The organizers promote the Polish MICE market in collaboration with industry associations, such as SITE Poland (the fair's Partner and the co-host of ITEx Night), SOIT (expert), MROT and WOT - Warsaw Convention Bureau (Hosted Bidder Programme partners).

Meet The Bidder Grand Edition has received the honorary patronage of the President of Polish Tourist Organization (POT).

Travel Bidder invites employees of Polish incentive and travel agencies to participate in meetings that will provide them with a list of interesting destinations, hotels, ideas and international contacts to potential contractors.

Participation in the fair is free of charge for the tour operators from incentive and travel agencies. The meetings will be supported by a dedicated B2B app. Registration is required by filling in the application form, open until Friday, 22 November.

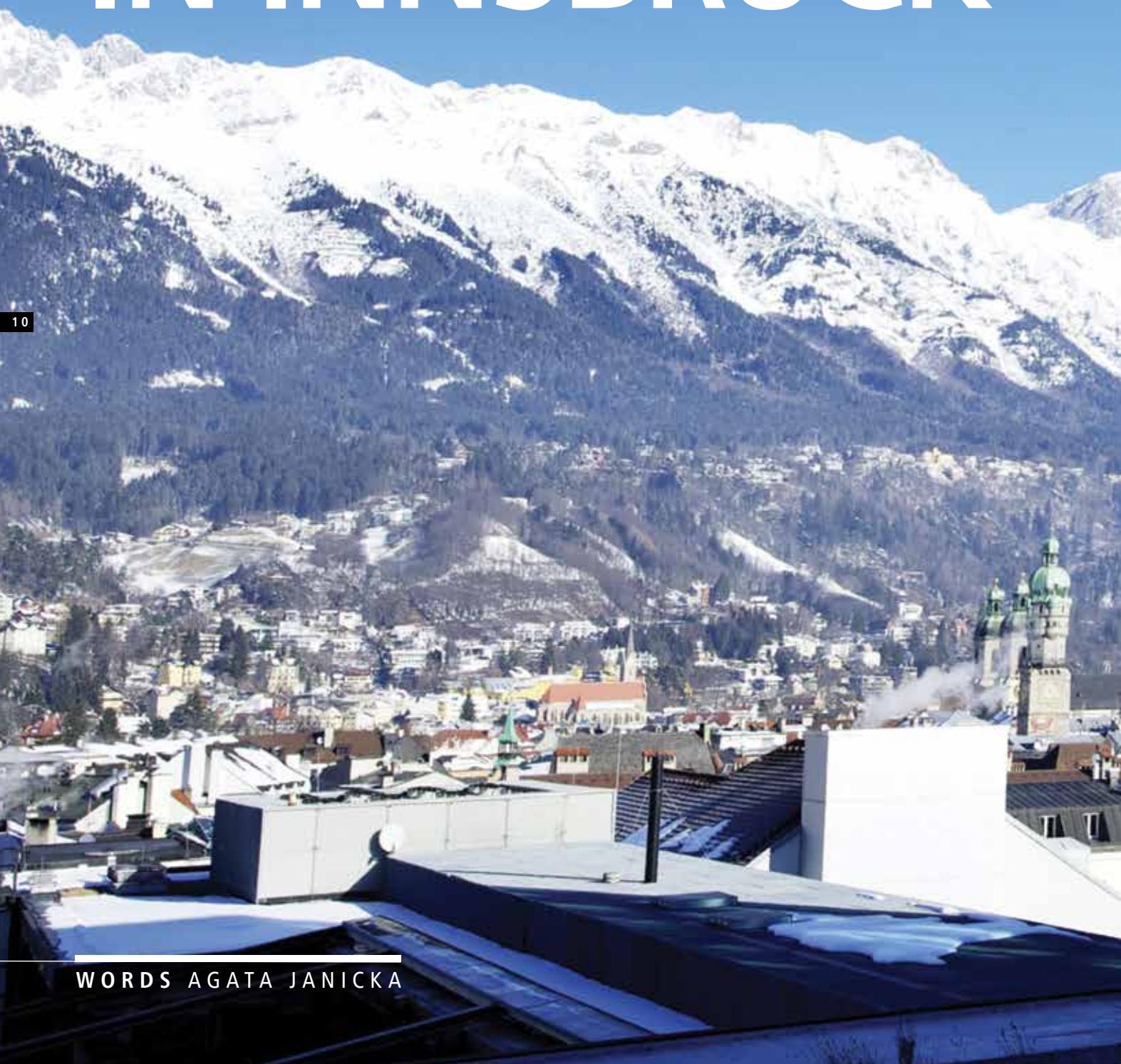


www.meet-the-bidder.com/mtb-form-buyer

An advertisement for Quadrille featuring a man in a dark, historical-style uniform with a tall, plumed hat standing next to a fireplace mantel. On the mantel, there is a small, gold-colored figurine of a person in a hat. The background is a warm-toned wall with decorative moldings. The text "Quadrille" is at the top left, followed by "experience the wonderland". In the center, it says "Christmas getaway." At the bottom, the address "UL. FOLWARCZNA 2 GDYNIA · T: +48 58 351 03 00" and website "WWW.QUADRILLE.PL" are listed.

COVER STORY

WEEKEND IN INNSBRUCK



WORDS AGATA JANICKA

The city or the mountains? Seeking culture or sports activities? With a short winter break in Innsbruck it's not a case of "either/or". The joy of physical activity, winter air and mountain solitude can be combined with the desire for cultural highlights, tasteful shopping and urban lifestyle. This is possible as only 20 minutes separate the bustle of city life and the stillness of the high mountains.





12

Sky blue on winter white, snow crystals sparkling in the sun, the air tingling like champagne in your nose. Below you: the city on the Inn, the houses like a model village, while you are sunbathing on the restaurant terrace, counting the peaks of the surrounding three-thousanders. 30 minutes later you're walking in your skiing gear through the Old Town's picturesque streets to enjoy some lively après-ski. Then it's off for some shopping or a visit to a museum.

UNIQUE LOCATION

Innsbruck lies in the very heart of the Alps, appealing to both winter sports aficionado and lovers of good cuisine. Walking in the footsteps of the Habsburgs, you can explore the city's most famous historic sites and then, following the advice of the prominent Gault&Millau guide, enjoy traditional dishes and taste modern world cuisine. All this accompanied by good wine. In Innsbruck you can enjoy a typical city breakfast in the Old Town and several hours later have brunch with live music and marvel at the harmony of city and mountain at a height of 2,000 metres. This is what makes this city unique.

A CITY WITH A HISTORY

Surrounded by mountains and situated on the Inn River, the city has a lot to offer. Its rank was significantly raised

Innsbruck lies in the very heart of the Alps, appealing to both winter sports aficionado and lovers of good cuisine.

500 years ago by Emperor Maximilian I, who decided to move here his court. The "Hofburg" Imperial Palace, is considered one of the three most important cultural buildings in Austria next to the Vienna Hofburg and Schönbrunn Palace. Other attractions worth exploring in and around Innsbruck include the Ambras Castle, and the renowned Golden Roof balcony designed for the wedding of Maximilian I and Bianca Maria Sforza. Featuring 2,657 gold-plated copper tiles, the balcony was then used as a royal box to watch jousting tournaments. Elegant and cosy, Innsbruck is far from being overwhelming, just like its most distinguished street Maria Theresien Strasse with its baroque townhouses, full of charming cafes and luxury shops. Don't forget to make your way up to the top of the City Tower, which has been providing the most wonderful views for more than 600 years. However, in Innsbruck apart from Austria's best-preserved Old Town, you can also see numerous examples of bold spirit of modern architecture. It's perhaps the best epitomized by the Nordkette railway station designed by Zaha Hadid, which like a glossy glacier highlights the beauty of the surrounding mountains and is the most photographed building in Innsbruck.

HIGH LEVEL MENU

A day spent in a new, exciting destination is often ends with a good dinner. There are many top notch restaurants to choose from in the Alpine capital, and the varied cuisine will satisfy even the most sophisticated palates. It's worth starting with traditional cuisine and enjoying regional specialties prepared from the best, fresh local ingredients. The typical dishes of this region include dumplings and noodles served as both savoury (spicy cheese and bacon) or sweet options (stuffed with peaches or plums). In the Innsbruck region you can easily order traditional lamb, the famous Wiener schnitzel, cooked beef or locally farmed trout. Today, we pay more attention to where our food is sourced from, trying to eat healthy, local dishes, prepared according to traditional recipes. In Innsbruck, restaurants have special certificates and labels for local dishes. The Agrarmarketing Tirol is an organization responsible for certifying restaurants and ensuring high food quality. And so, when ordering a Typisch Tyrol dish, you can be sure that you have been served a regional specialty prepared from the highest quality ingredients. If you want to try the best dishes from the region, it's a good idea to visit one of numerous traditional inns affiliated with the Verein Tiroler Wirtshauskultur (The Association of Traditional Inns). Five of them - Riese Haymon, Zum Wilden, Weisses Rössl, Isserwirt and Arzler Alm - have recently been recognized by a prestigious Gault & Millau culinary guide. You can also enjoy the best of Tyrolean cuisine in the charming Schöneck residence, in Sacher café (the Old Town), as well as in Europastüberl Schwarzer Adler and Goldener Adler. The choice is simply mind-blowing!

If you are interested in modern Austrian cuisine with a hint of tradition, you will find in Innsbruck a number of eateries that offer light, often vegetarian cuisine with dishes based on the best regional ingredients. These include Sitzwohl, Lichtblick (with its breathtaking cityscape views) or Das Schindler. What other culinary adventures are there waiting for you in Innsbruck? Sensei and Bonsai restaurants serve Japanese and Chinese cuisine, while Lucy Wang offers French-Chinese fusion dishes. The city also has its fair share of Indian and Nepalese bars and restaurants. It's hardly surprising that Innsbruck culinary scene is influenced by Italian cuisine, as the city is located just a 20-minute drive from the Italian border. Die Pizzeria, Il Convento, Saporì and La Cantina restaurants offer much more than just Italian pizza. A city with a beautiful Old Town and good restaurants, and all of this with the Alps at your fingertips. What more do you need for your winter holiday?

FEEL THE MAGIC OF CHRISTMAS

Visitors find Innsbruck's "Christmas in the Mountains" a real delight. Around Christmas time the city holds as many as six Christmas markets with more than 200 stalls. The- →

In Innsbruck,
restaurants have
special certificates
and labels for local
dishes.





re's a real sense of nostalgia at the city's oldest and largest Christmas market, held under the huge Christmas tree outside the Golden Roof. There are more than 70 stalls selling arts and crafts and Christmas decorations. Children of all ages can immerse themselves in the Fairy Tale and Giants' Alley in a world full of fantasy. And from the viewing platform you can enjoy a wonderful overview of the Old Town and the market. But we will let you in on a closely guarded secret: Innsbruck is also a brilliant place for buying those special Christmas gifts for people who are very dear to you. For example, take a pleasant stroll through the Old Town or along Maria-Theresien-Strasse and Meraner Strasse. Both streets are festively lit and you'll find stylish winter sportswear as well as the must-haves by current designers. You will also come across small arts and crafts shops and interesting, typical Tyrolean inns, on Wiltener Platzl or in St. Nikolaus.

INNSBRUCK CARD

The Innsbruck Card for 24, 48 or 72 hours presents winter visitors with many exciting opportunities. It's valid from the time the first service is used. The card includes one visit to each of the museums and sights in the region of Innsbruck and Hasegg Castle Münze Hall; one ascent and descent on each of the cable cars in the Innsbruck region (Glungezerbahn and Drei-Seen-Bahn Kühral only in summer); travel on the "Sightseer Bus" to all attractions; a visit to the Swarovski Crystal Worlds and Crystal Worlds shuttle; free travel on the trams and IVB buses; one guided city walk; city bike rental for 3 hours; a welcome token and drink at Casino Innsbruck' and Natterer See lake swimming holiday paradise and Olympia World ice skating. It also entitles the holder to discounts on many other tourist attractions.

Prices: 24 hours - €43; 48 hours - €50; 72 hours - €59; 50% discount for children aged 6-15,



In and around Innsbruck, hospitality is top priority. As pioneers in alpine tourism, hoteliers here are constantly setting new standards.

PRESS MATERIALS



ALPS AT YOUR FINGERTIPS

Why is a ski trip to Innsbruck such a pleasant experience? Perhaps because the region perfectly combines the offer of a mountain resort with the attractions of a beautiful city. In addition, there are 9 ski area nearby with 90 lifts and cable cars, offering a total of 260 kilometres of perfectly groomed slopes. Kühtai, the highest ski resort in Austria, provides its guests with guaranteed snow from December to mid-April, sunny ski slopes and cross-country ski runs, and ski tourers and freeriders can enjoy adventures in the powder snow - all just 30 minutes by car from the city centre. The KPark gets snowboarders' pulses racing, and children and professionals love slopestyle, superpipe and obstacles under a sparkling winter sky.

The Axamer Lizum has a close connection with the 1964 and 1976 Winter Olympics, and the Olympic Park is a great attraction for winter sport enthusiasts. Carvers, snowboarders and freeriders all love their "Lizum" which currently has two highlights to offer freeskiers, snowboarders and freestylers: the Golden Roofpark and the new Funslope trail. The Funslope, with its twenty-seven exciting elements, provides just the right kick and, together with the Golden Roofpark, is a great addition to all the fun and action that the Axamer Lizum provides.

No one should miss the Patscherkofel, the "gentle giant" that rises so strikingly to the south of Innsbruck. Opened in 2017, the new lift takes skiers, ski tourers and anyone keen to enjoy the winter sun and snow at first hand up to the summit. Savouring refreshments on the sun terrace, breathing in the winter air or setting off on a winter hike: on the Patscherkofel, in the Vital Park for pleasure lovers, winter lays out its treasures.

The Muttereralm ski area is clearly laid out, making it a wonderful playground for families, and it's easy to get to from both Mutters and Götzens. Perfect first turns, a relaxed day's skiing for parents and children and lots of fun, especially for the latter. There are two toboggan runs, which also pose a physical challenge, and the Snow Park and Kids Snow Park. If you want to tackle the slopes on a snowbike, then the Bikepark Innsbruck on the Muttereralm is the perfect place. Easy to

learn and great fun, snowbiking is suitable for all ages. The fatbikers also love the Innsbruck Bike Park where they can take part in tours led by the Snow Bike School.

As a freeriders' lounge and the highest sun terrace of Innsbruck, the Nordkette has a magical attraction for locals and visitors alike. The Hafelekarrinne downhill (70% gradient) provides freeriders with the ultimate adrenaline rush, whilst the Skylinepark offers more relaxing fare. The magnificent view of the city also makes the heart beat that little bit faster, whilst the Cloud 9 with its igloo bar and relaxation zone (January - April) is the perfect place to chill out. Every Friday DJs raise the temperature for clubbers. A must for all visitors to Innsbruck.

The 9 ski areas, which can be accessed with 1 ski pass and the free shuttle, also include the slopes of the Oberperfuss Bergbahnen on the Rangger Köpfl which are ideal for families and beginners.

Holidays at peak level

In and around Innsbruck, hospitality is top priority. As pioneers in alpine tourism, hoteliers here are constantly setting new standards. And as usual, in time for the start of the winter season, the region excites with new hotel highlights.

At the ski resort of Kühtai near Innsbruck, new holiday experiences await visitors: the 4-star superior hotel Mooshaus combines traditional Tyrolean comfort with an exclusive range of services for the discerning guest. The wellness area is particularly worth the trip. Wherever else can you swim at 2050 metres above sea level while gazing at the spectacular mountain scenery surrounding you? There is even something special for the younger guests: the Ravensburger play area for children and teenagers extends over an area of 700m² and boasts, among other things, a climbing wall, a shelf packed full with Ravensburger games and books and a touchscreen children's computer for kids 4+ years. Then there is also a teen's lounge with Wi-Fi and gaming stations for the older ones.

Innsbruck's charm appeals to anyone who has visited the city even only once; innsbruck.info

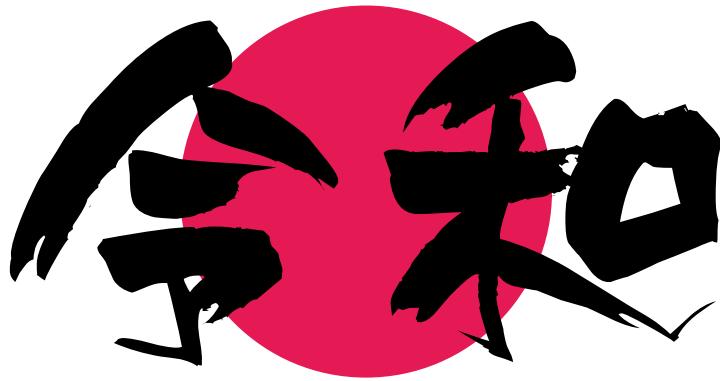
The region perfectly combines the offer of a mountain resort with the attractions of a beautiful city.

GAMES READY

Change is always afoot in Tokyo. There's always a new "it" hotel on the horizon, while food, drink and fashion trends hit the capital with regularity before making their way out across the country.



WORDS ROB GOSS



However, in recent months there have been many more changes and novelties in usual, including the Rugby World Cup – which kicked off late September and ran until November 2, taking place in the capital and 11 other host cities across Japan. Another impulse for development is given by the Olympic and Paralympic Games happening next summer. Here's the lowdown on what's new in the capital of the Land of the Rising Sun.

THE HOTEL SCENE

If you've not been to Tokyo recently, you'll find some interesting new accommodation options. The grand old Hotel Okura, which launched in the Toranomon business district in 1962 and in recent years had become an unintentional shrine to 1960s retro, began a staggered rebuild in 2015 and has just reopened as the Okura Tokyo (hotelokura.co.jp). It has the same mix of top restaurants, plush spa and high-end business services, but design-wise is a departure from the previous incarnation. The new 17-floor Heritage Wing's airy rooms feature light wooden interiors and furnishings – like a blend of traditional Japanese and Scandinavian design sensibilities. Still, there is one obvious nod to the past, with the lobby of the new 41-storey Prestige Wing being an almost exact reproduction of the one in the original Okura.

Ticking the uber-fashionable box is the new Hotel Koe (hotelkoe.com) in Shibuya, a "hotel-in-shop" that has a bakery-restaurant-event space on the first floor, a street-fashion boutique on the second level and then becomes a ten-room hotel from the third floor upwards. With its glass façade and interiors that employ touches such as concrete and exposed pipework, the vibe is chic industrial. Ginza, the upscale shopping and entertainment district that is within comfortable walking distance of a bunch of high-end hotels



OPPOSITE PAGE:
An advert for the
Rugby World Cup
in Tokyo's Gaienmae
area
CLOCKWISE FROM
TOP LEFT: The name
of the new Japanese
era, "Reiwa", in
calligraphy; Hyatt
Centric in Ginza;
Hotel Koe; Muji
Hotel





popular with business travellers – such as the Conrad in Shinbashi and the Peninsula in Yurakucho – also has a couple of new options. In April, retail chain Muji opened the Muji Hotel Ginza (hotel.muji.com), which occupies the upper part of its ten-storey flagship building and features natural, minimal interiors that match the goods on sale on the floors below. Nearby, the first Hyatt Centric in Asia opened last year.

NEW ATTRACTIONS

Let's begin with what has gone. The legendary Tsukiji Market and its early-morning tuna auctions is no more. The wholesale market relocated to reclaimed land in Toyosu, just over a mile away, in October last year. It was a protracted move because of soil contamination at the new site, and the resulting new market – while state-of-the-art and open in parts to the public – doesn't offer the same access or charm as the old one. Fortunately, the outer part of Tsukiji Market remains, with 100 or so stalls selling fresh produce, cooking utensils and other items alongside a good selection of small, family-run sushi restaurants.

Looking at Tokyo's art scene, something that is new, permanent and unmissable is the futuristic TeamLab Borderless (borderless.teamlab.art). Billed as the world's first digital art

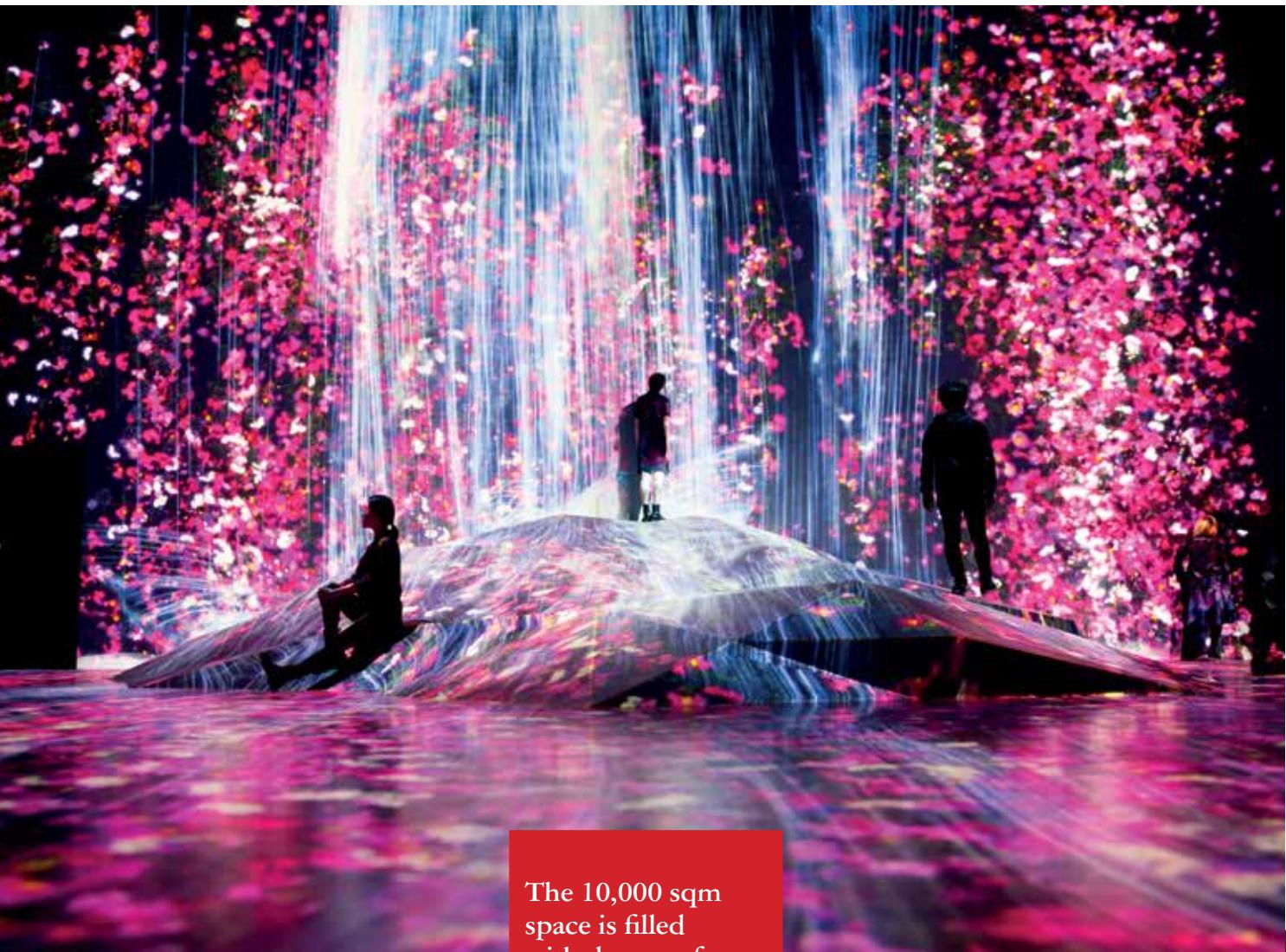
ABOVE: Tsukiji Fish Market
BELOW: Emperor Naruhito ascended to the throne in May



CHANGING TIMES

When Emperor Akihito abdicated on April 30 at the age of 85, after 30 years on the Chrysanthemum Throne, so ended Japan's Heisei era. It was replaced by the Reiwa ("beautiful harmony") era when the new Emperor Naruhito ascended the throne on May 1. The change brought with it a lot of pomp, celebration and retrospection, and for many Japanese was a sad farewell to an emperor and empress who had made the Imperial Family feel human and compassionate – no image encapsulated that more than the pair visiting evacuation shelters after the March 2011 earthquake and tsunami, kneeling on the floor consoling survivors.

Still, the era change also reminded everyone of a quirk in Japan's traditional calendar: 2018 was Heisei 30 in the Japanese system (the 30th year of Heisei reign) and 2020 will be Reiwa 2, but 2019 is technically two years. January 1 to April 30 was Heisei 31, while May 1 to December 31 is Reiwa 1.



The 10,000 sqm space is filled with dozens of interactive digital installations

museum when it opened in Odaiba last summer, Borderless was created by a multi-discipline art collective that has filled the 10 sqm space with dozens of interactive digital installations. To give just one example, there's Universe of Water Particles on a Rock where People Gather (pictured above and on our front cover); visitors can touch or walk through the flow of a virtual psychedelic waterfall and in the process change how the artwork appears to others. It's never the same twice.

Tokyo also has a new shopping complex to explore. Following in the footsteps of the sprawling and super-sleek Ginza Six, which opened in 2017, Tokyo Midtown Hibiya (hibiya.tokyo-midtown.com) opened last year near Ginza and the Imperial Palace. As well as 20 floors of office space, it features a total retail floor area of 190,000 sqm that houses 60 or so fashion, interior design and other stores.

ABOVE: TeamLab Borderless focuses on digital art

WHERE TO EAT AND DRINK

Tokyo Midtown Hibiya has also become a hub of top restaurants – the kind of places where you can easily drop ¥20,000 or ¥30,000 (£150-£225) on dinner without even looking at the wine and sake lists. Chef Seiji Yamamoto, one of the leading lights of Japan's culinary world, relocated his three-Michelin starred Ryugin here in August last year (nihonryori-ryugin.com/en). Midtown has also attracted a branch of the highly rated Sushi Namba and an outpost of Kyoto kaiseki-ryori (Japanese haute cuisine) restaurant Nanzenji Hyotei.

For a nightcap, a new bar on everybody's radar is SG Club (sg-management.jp) in Shibuya – actually two bars, the semi-casual Guzzle on the ground floor and the more formal, speakeasy-esque Sip in the basement. The SG in the name refers to founder and bartender Shingo Gokan, who opened the bar in summer 2018. This year saw it land 13th on the Asia's 50 Best Bars list – the highest-placed Tokyo bar. Gokan also picked up the Altos Bartenders' Bartender →



FROM TOP:
Tokyo Midtown
Hibiya; Guzzle, one
of SG Club's two
bars; Sip's Wagyu
Mafia Fashioned
cocktail

award in the same competition. You can put that down to inventive concoctions, such as the has one of the Flirtibird, a margarita-inspired affair with yuzu, shiso and plum salt, and Wagyu Mafia Fashioned, which blends Woodford Reserve bourbon with Kobe beef fat and honey. Now that's one way to toast your favourite rugby team.

HOW TIMES CHANGE

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SG Club uplasował się na 13. miejscu w rankingu 50 najlepszych barów w Azji.



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DESTINATIONS



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WORDS TOM OTLEY

BRIGHT OUTLOOK

Following a velvet revolution in 2018 and an increase in foreign investment, there is cause for optimism in Armenia



W herever you are in Yerevan, Mount Ararat is watching you. Shimmering on the horizon, snow-capped even in summer, it is more than 17,000 feet high and only 60km away, yet is unreachable from the city. Lost to Turkey in 1921, when national borders shifted, it is now totem-like to the millions of diaspora Armenians, a symbol of the sadness of this historic yet, to the rest of the world, almost forgotten nation.

For those living in Armenia's capital today, however, it is less of a concern. Yes, the mountain is ever-present, and features on the country's coat of arms (along with Noah's Ark, a reference to the Biblical boat's resting place), but in reality it is further away than the powerful lenses of photographers seem to suggest. In proper perspective, Ararat is present, but distant, and appropriately, today's Armenians are focused on closer realities.

There are reasons to be optimistic for Armenia. So far this year, foreign direct investment has risen by 20 per cent, foreign investment in general has increased by 26 per cent, and the number of tourists is up 12.3 per cent.

The Economist declared Armenia "Country of the Year" for 2018, a period that saw a peaceful Velvet Revolution when former journalist Nikol Pashinyan challenged President Serzh Sargsyan when he tried to "do a Putin" and avoid limits to his term by making himself "executive prime minister". People took to the streets to protest, Sargsyan backed down, Pashinyan took power, and then won 70 per cent of the vote in the subsequent election in December. Instrumental in that process was President Armen Sarkissian, who encouraged dialogue between the two sides and is now a vocal spokesperson for the country's potential.

Interviewed in the Financial Times in June this year, Sarkissian declared Armenia "one of the new start-ups of the 21st century". After it was previously dubbed a "Caucasian Tiger" by the World Bank back in 2007, Armenians might perhaps take this with a pinch of salt, but Sarkissian believes

the 20th century was a century of natural resources and that the 21st will be one of human resources.

Since Armenia lacks oil, coal and gas (although it still does have copper, molybdenum and some gold), it is probably best to concentrate on the human element. With a population of only three million (although the diaspora is between seven and eight million), it is a finite resource, but Sarkissian's theory is that "small countries such as Armenia, Israel, Singapore and Ireland, often the victims of bigger powers in previous centuries, are well positioned to thrive in our own times because they are so adaptable".

It has certainly proved so in the past, even if that adaptability has been forced upon it. Many countries are ancient in the sense that people have lived on a particular territory for millennia, but Armenia is unusual in having been known as such for at least 2,500 years. Classicists will know that the famous retreat of the Ten Thousand in Xenophon's *Anabasis* takes place across the Armenian plateau, and its location by Mount Ararat and between two continents means that everyone from the Greeks, Persians, Muslims, Mongols and Mamluks have subjected it to periods of domination under their conquests and empires.

These troubles lasted into the modern age. The Armenian genocide of 1890-1920, during which more than a million of its people perished, is still disputed by its much larger neighbour Turkey. As recently as last year, Umit Yalcin, ambassador for Turkey to the UK, wrote to the Financial Times about its coverage, calling its use of the word genocide "unacceptable and obviously disputable from a variety of standpoints, including legal and historical".

Armenia's western border with Turkey is closed, and as a result Turkish Airlines doesn't make the short hop between Istanbul and Yerevan. In fact, a lack of air connections in general is a problem. There are daily flights to Yerevan's Zvartnots International airport with Aeroflot via Moscow, and Flydubai via Dubai, but other major carriers (Qatar Airways, Air France and Austrian Airlines) offer only a few flights each week. There is a strong rumour that Ryanair and Wizz Air are planning to launch services, and this will certainly help, because at the moment it does take determination to reach Armenia.

COMING HOME

During my trip, by far the largest proportion of visitors I spoke to were the families of those who had reluctantly left for the likes of the US and Russia during the late eighties

Many countries are ancient, but Armenia is unusual in having been known as such for at least 2,500 years



CLOCKWISE FROM TOP
LEFT: Garni pagan temple; Garni Gorge; a statue of Alexander Tamanyan, the chief architect of Yerevan; Geghard monastery in Kotayk province; Sevanavank monastery on the shores of Lake Sevan



WHAT TO SEE

For the visitor to Yerevan, Armenia has several half- and full-day trips easily accessible from the city centre, with prices varying from £8 per day for a group minibus tour to £100-plus per day for a private driver and car.

In the capital itself, head for the History Museum of Armenia and the National Gallery of Armenia (co-located, with separate or combined entry tickets) or the Matenadaran (the repository of manuscripts). For a day trip, the most popular site offered by tour operators is Garni and Geghard. Garni Temple's location above a high gorge within ancient walls is irresistible (as is the gorge, which has Giant's Causeway-type basalt columns). Geghard is an ancient monastery with several churches built into the rock formation (some are almost caves), and perhaps reflect the churches' origins of having been built over pagan temples. One has a natural spring bubbling through the rock face, from which Armenian



visitors often collect water for its curative or holy properties.

If you have time, a second day trip would be Sevan, Sevanavank Monastery, Dilijan, Haghartsin, Goshavank and Lake Parz, several sites that can all be visited in one day using an inexpensive group tour. Lake Sevan and its Mother of God Church is the most photographed site in Armenia (discounting Mount Ararat, which, of course, is in Turkey). Dating from 874, but much altered, the two churches making up the monastery are fascinating, although most people sit and gaze out at the beautiful lake.

Haghartsin monastery has recently been largely rebuilt but is in an attractive valley, while Goshavank dates from the 12th century and has a fine Khachkar (a stone cross) by the door of one of the chapels. Dilijan is an attractive village in the mountains with much renovation by Ruben Vardanyan's Idea Foundation. Lake Parz is a nice lunch stop in the hills above Dilijan and you can take a walk around the lake with noticeboards telling you more about the flora and fauna.

and early nineties. Fluent in Armenian either because their childhood had been spent there or it was still the first language of their parents, many of them were thinking of returning and were on extended trips to learn more and to see for themselves the recent positive changes in the country. If this reverse brain drain could happen, then Sarkissian's vision of a Singapore of the region would look even brighter.

When I joined a morning trip to Lake Sevan, about an hour's drive north of Yerevan city centre, the tour bus had a sizeable proportion of such visitors. Interestingly, among the myriad other nationalities on the bus were two Scottish students who, while exploring the country, were staying with a family from the Philippines, part of a small but growing population here. Armenia is a popular destination for Filipinos living and working in the UAE, Saudi Arabia, Bahrain, Qatar and Kuwait. The visa rules of those places means that these workers (and many other nationalities) are required to leave the country to renew their visas.

Many still simply cross the border and return the same day, but others turn it into a short holiday, and Armenia, a short flight from the Gulf and with a Christian population, is a popular choice. While here, they take a tour, enjoy the monasteries, and also the weather after the heat of the Gulf. Many marvel at snow on the ground, having never experienced it. Some have made Armenia their home.

In addition, the country has welcomed more than 20,000 Syrians of Armenian heritage since Syria descended into civil war in 2011. Whether people are choosing to live here or are being forced to, it is hoped that this new generation of residents will help to power Armenia into a more successful period than it has known for centuries.

OVERCOMING ADVERSITY

While visitors such as myself, understandably, tend to focus on the million or more dead in 1890-1920, it is more recent history that caused the closure of the border with Turkey in 1993. The end of the Soviet Union in the late 1980s meant households had power for only an hour a day, while a devastating earthquake in 1988 killed 25,000 people, with estimates of hundreds of thousands injured and 500,000 left homeless. There was then a war with neighbouring Azerbaijan over the disputed region of Nagorno-Karabakh, that, with Turkey supporting Azerbaijan, resulted in two of Armenia's borders being closed (this remains the case).

That Armenia survived at all is down to its Christian heritage – it was the first state to convert under Gregory the Illuminator in AD301; its unique language – the books and manuscripts in the city's Matenadaran are well worth a visit; and its diaspora, which is not just vocal in articulating past wrongs but also gives billions to the country either as remittances to family members or as donations each year. And there are many famous Armenians. To those of a certain age, Charles Aznavour, the French-Armenian singer who has a square named after him in the centre of Yerevan, would be the best known of these, but to younger readers Kim Kardashian, with her 147 million Instagram followers, →



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built awareness among a new generation when in 2015 she spent eight days in the country her family had fled nearly a century earlier. Early this month she is due to return to Yerevan for the World Congress on Information Technology (WCIT) – which will be attended by 2,500 professionals from more than 70 countries – to give a keynote speech on “how decentralised technologies have democratised the worlds of entertainment, media and journalism”.

At the same time, the Aurora Humanitarian Prize will be awarded. This was set up in 2016 “to recognise humanitarian courage, commitment and impact” and is given each year to notable peace and humanitarian activists worldwide (last year’s winner was Rohingya lawyer Kyaw Hla Aung). It is part of a larger Aurora Humanitarian Initiative that was set up by ethnic Armenians in Russia, including Ruben Vardanyan, who says he has personally made US\$300 million in donations to projects in the country in recent years.

The awarding of the Aurora Prize is now a central part of a larger forum and conference that includes the WCIT. Vardanyan told me that he hoped the forum would “not only engage the global community but also inspire Armenians around the world to re-engage with their homeland... We expect our country’s progress to be showcased first-hand to visitors throughout the Aurora Forum. This is a chance for us to bring the world to Armenia, in a way we’ve not been able to do before.”

The forum’s focus on IT reflects Armenia’s big ambitions to become a regional tech hub. Once the Silicon Valley of the Soviet Union, accounting for 30 per cent of its military electronics, the country has maintained a competitive advantage in technology development. Technology is the fastest-growing sector in the economy, enjoying a reported 20 per cent annual growth rate. There are more foreign companies working in this industry here than any other, with the likes of Microsoft, Oracle, Synopsys, D-Link, National Instruments and Mentor Graphics having offices and development teams in the country. Other well known companies investing are Bloomberg, Pernod Ricard, Philip Morris and Atlas Copco.



TOP LEFT:
Kim, Khloé and
Kourtney Kardashian
have Armenian
heritage

ABOVE AND TOP RIGHT:
Republic Square in
Yerevan

Last month, Moody’s rating agency revised Armenia’s credit rating up from stable to positive, and forecast continued economic growth at 5.5 per cent annually. “In particular, ongoing investments in hotels will raise tourism capacity, new textile factories are being built, and the number of IT sector companies and projects are growing rapidly,” Moody’s said.

It added that the IT industry was “providing a strong foundation for the development of a skills- and knowledge-based economy”. On his Facebook page, Prime Minister Pashinyan said: “This is a really important development which increases international confidence in the Armenian economy and makes our country considerably more attractive to investors.” Meanwhile, Deputy Prime Minister Tigran Avinyan said the country was “attractive [both] for investors and entrepreneurs who seek harmony of soul and emerging opportunities for business.”

As visitors numbers rise, those arriving in Yerevan looking for this “harmony of soul” will find a peaceful



city. There is traffic, but nothing on the scale of a Beirut or Cairo, and it is an attractive capital, with buildings of pink tuff catching the sunlight in the evenings. Republic Square has the History Museum, National Gallery, an impressive post office and large government buildings, many with colonnades and all facing the well-tended gardens and dancing fountains at its centre.

Paris had Haussmann, while Yerevan had Soviet-born Armenian architect Alexander Tamanyan, who designed the capital's wide streets in 1920 in neoclassical revivalist style. A monumental basalt statue portrays him poring over the masterplan at the bottom of the city's much-photographed travertine Cascade, with the Tamanyan Sculpture Park at its foot. Intended as an art deco representation of the Hanging Gardens of Babylon, the 572-step stairway, 302 metres high, offers good views of the city and Mount Ararat (see picture, pages 34-35).

In a symbolism a little too obvious to be pressed home, this Cascade was planned as a celebration of 50 years of Soviet rule, but when the rule – and the money –

stopped, it lay unfinished for 20 years and had to rely on later funding from the US-based Cafesjian Family Foundation to beautify it. Get to the top and through a wire fence you will see a large hole where a museum was once planned. When, if ever, this will be finished is anyone's guess.

As you wander the city, depending on the weather, you will see people playing outdoor chess; the country has a long tradition of producing champions. These skills may be necessary as Armenians seek to make an advantage out of what has so often been a disadvantage, its geographical position squeezed by larger neighbours such as Turkey, Iran and Georgia.

"Not only do we sit at the crossroads of four different bordering civilisations," Vardanyan says, "but our recent peaceful revolution into a new political era, as well as our diaspora's global influence, makes us an important community from an international perspective." For that, it will need all its human resources, and a long-deserved run of luck.

DESTINATIONS

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CROATIA WITHIN YOUR REACH

One of the most popular holiday destinations, Croatia is literally at your fingertips. All this thanks to direct flights connecting Poland and this beautiful Adriatic country. A flight from Poland, depending on the chosen destination, takes about 90 minutes.

In the 2019/2020 winter season you can fly from Poland to five Croatian cities: directly from Warsaw to Zagreb and to Dubrovnik, Split, Zadar and Pula via a connecting flight from Zagreb. Each of those destinations comes with a different character and history. Four of them have been recognized as historic places and listed as UNESCO World Heritage Sites. The fifth one is the capital of the Croatian “horn of plenty”, the picturesque city of Zagreb.

DUBROVNIK

This gem of the Adriatic doesn't need any special introduction. Its picture-perfect Old Town is surrounded by defensive walls that have guarded it for centuries. In the middle of the city the history of the Republic of Ragusa is literally enchanted in stone. It's worth listening to an extraordinary story about how the Republic was able to defend its independence for more than 500 years. Meanwhile, fans of the TV series “Game of Thrones” will be thrilled to visit the real-world filming locations of its scenes set around the Old Town. Dubrovnik played both the capital of the Seven Kingdoms and the Red Fortress. The scenery was also used for the scenes of the Battle of Blackwater and the famous Cersei's walk of shame. The nearby island of Lokrum played the Free City of Quarth.

SPLIT

In Split you should visit the 1700-year-old palace of Roman emperor Diocletian. He was the only ruler of the Roman Empire who voluntarily resigned from the throne and simply retired. Then he lived in the palace for 11 years until his natural death. Erected on an area of more than 3 hectares, the building is a great example of the genius of ancient builders. About half of the palace was for Diocletian's personal use, and the rest housed the military garrison and a cloth factory. The building was also supplied with fresh water from the Jadro River, transported by a 9-kilometre aqueduct.

FROM TOP:
Dubrovnik,
Split; Zadar





**CLOCKWISE
FROM TOP LEFT:**
Zadar, Pula,
Zagreb

PHOTO ON THE PREVIOUS SPREAD: CROATIAN TOURIST BOARD; ALEKSANDAR GOSPIĆ
PHOTO: CROATIAN TOURIST BOARD; IVAN ČORIĆ, IVO BOCINA, DENIS PEROS, LUKA ESENKO

lometre aqueduct with the perfect 3 percent slope on the entire stretch.

ZADAR

Although the city has a very rich history, what attracts visitors today is the unique sea organ, which plays music by way of sea waves and tubes located underneath a set of large marble steps. The waves interact with the organ in order to create somewhat random but harmonic sounds. Once you have enjoyed your ears, go and look for the answer, why Zadar is also a part of Polish history. You will find it in the Church of St Simeon, where over the main altar is a chest holding the relics of St Simon the God-receiver. The chest is overlaid with silver and silver-gilt plaques, one of which depicts a little girl Hedwig, who later became the Queen of Poland known as Jadwiga.

PULA

The capital of the Istrian Peninsula is renowned for its unique and well-preserved ancient amphitheatre named the Pula Arena. Built in the shape of an ellipse on the seafront, it's the only remaining Roman amphitheatre to have four side towers and among the world's six largest surviving Roman arenas. Its origins date back to the 2nd century BC and the reign of emperor Augustus. Since its completion in the 1st century AD, it became famous as an arena used for fights of gladiators. Interestingly, in 16th century the Venetian Senate proposed dismantling the whole arena and rebuilding it within Venice. Luckily, the proposal was rejected. Today, the amphitheatre is a concert hall with over 5,000 seats, holding regular concerts of the world's biggest music stars. For more than 60

years now, it has also been the venue for the Pula Film Festival.

ZAGREB

Perfect for a city break, the capital of Croatia delights with its beautiful architecture and a large number of city parks. It's a place where you will never get bored! You can explore the city's rich history in the Old Town, which consists of three sections. You can search here for the traces of the legendary Orient Express train, discover the tunnels used by the witches of Grič, or just relax in Zrinjevac Park, sipping coffee and listening to local street bands.

It's worth rediscovering Croatia to see that everyone can find here something for the body and the spirit. With direct flights from Poland to Croatia, this Adriatic state is now closer than ever.

WORDS HANNAH BRANDLER

AMONGST WOMEN

The choice of members' clubs, co-working spaces and networking groups for women has never been bigger

The past few years have seen a wave of women-only private members' clubs, co-working spaces and networks open up to meet the needs of female entrepreneurs. Spaces may differ in what they offer but they all share a mission – to empower women in industries that have been largely dominated by men, arming them with the tools to advance their careers through networking events, pitch days and influential speaker series.

The trend isn't limited to the UK – many clubs have properties abroad or partner with reciprocal venues; a bonus for female business travellers in search of a welcoming workspace in unfamiliar cities.

While restricting membership solely to women can in itself lead to accusations of sexism, it should be kept in mind that such clubs are attempting to help balance the scales; there are only six female chief



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LEFT: The Wing in Fitzrovia
BELLOW: University Women's Club opposite page, bottom: The Allbright in Mayfair

executives in the FTSE 100 and, on average, they earn 54 per cent of the salaries of their male counterparts, according to the Equality Trust. All the same, men are still able to attend some of the venues listed.

MEMBERS' CLUBS

THE WING

Founded by Audrey Gelman and Lauren Kassan in New York's Flatiron district in 2016, the Wing has eight locations across the US and is opening in London this month in a five-storey townhouse on Great Portland Street. New York's Bryant Park and Williamsburg are on the cards for autumn, and Seattle and Toronto for next year. Boasting an A-list clientele – members include Cara Delevingne and Lena Dunham – the Wing encourages members to network, scout business partners, attend events and mentor one another. Inviting workspace areas feature communal tables and phone booths, and they also have bookable conference rooms, cafés, beauty salons and libraries. London membership costs £1,836 per year, and all-site access US\$2,700 per year. Free memberships are offered to those whose work supports the advancement of marginalised women and girls. the-wing.com

THE ALLBRIGHT

Named in honour of former US secretary of state Madeleine Albright – who said “there’s a special place in hell for women who don’t help other

women” – the Allbright was launched by Debbie Wosskow and Anna Jones in Fitzrovia last year. They have since opened a five-floor Mayfair club with a co-working space, phone booths, a loft-style event venue, two roof terraces, a restaurant, gym and treatment rooms. A West Hollywood club opened last month and New York and Washington DC are in the pipeline. Members get access to reciprocal clubs around the world and men can attend as guests. Pitch days are held in Mayfair and LA in partnership with HSBC Private Banking, inviting female-led businesses to present to investors. Multi-club membership costs £1,300 per year (plus a £300 registration fee), although the Allbright academy, comprising of three digital courses with monthly intakes, is free. allbrightcollective.com

UNIVERSITY WOMEN'S CLUB

Not a newcomer but a club with a proud history dating back to 1886, this traditional venue is located in a grand Georgian house in Mayfair. Aimed at professionals, students and graduates, it has a wood-panelled library, a drawing room, a dining room overlooking a terraced garden, and 22 homely bedrooms. Men are welcome as guests and can stay if booked by a member, although the third floor is women-only. Members get free room hire for two events per year. Member-





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ship starts at £456 per year (plus a £300 joining fee), with discounts for under 26s. It has reciprocal arrangements with clubs worldwide. universitywomensclub.com

CO-WORKING SPACES ONE GIRL BAND, GLASGOW

"We're all about community over competition," says One Girl Band, a network open to those self-identifying as women. Lola Hoad set up the community in 2015, hoping to prevent loneliness among freelancers and entrepreneurs. Initially a co-working space in Brighton, it relocated to Axiom Warehouse in Glasgow this year, a light-filled 24-hour venue with showers. Events include coffee mornings and talks by industry professionals. Resident (£225 per month) offers full-time access, a dedicated desk and storage unit, while Secondary (£105 per month) provides a hot desk three days per week. Both require a £30 sign-up fee and include free entry to events. Day passes cost £15. onegirlband.co.uk

BLOOMING FOUNDERS, LONDON

Open to men and women but with a female focus, Blooming Founders was launched by Lu Li in 2015 to help budding female entrepreneurs to succeed through networking, co-wor-

OD GÓRY OD LEWEJ: Dyrektor Tate Gallery Maria Balshaw przemawia na imprezie w centrum Marguerite; Lu Li, założycielka Blooming Founders; wykład w Congress London

king and a speaker series. It began as a meet-up event, and has since set up in two Shoreditch locations: its HQ on Curtain Road and a shared space at co-working hub Cocoon. Membership packages start from £30 plus VAT. Events include pitch days and masterclasses. The HQ has a terrace, and a small meeting room can be hired. bloomingfounders.com

NETWORKS MARGUERITE, LONDON

Named after Marguerite "Peggy" Guggenheim, this network for women in the arts was founded by Joanna Payne in 2015. It has more than 300 members and holds 40 events annually. Packages range from Outside the Bubble (£60 a year, no joining fee), providing access to the community, event transcriptions and a third off tickets, to Marguerite 1938 (£1,680, plus £450 joining fee), which gives unlimited access to events plus eight exclusive ones. margueritelondon.com

CONGRESS LONDON

Launched in 2016 by a group of women across multiple industries, Congress holds events on the last Tuesday of every month, alternating between sessions by industry experts and smaller group meet-ups, also known as Cliques. There's no membership cost but events are pri-

ced at £5-£10. If you're new to the network, Congress will introduce you to relevant members. A virtual Clique provides support for non-Londoners. congress-london.com

TRAVEL PLATFORMS SHE TRAVEL

Anna-Liisa Tampuu, head of risk analysis at emergency response company Northcott Global Solutions, launched this members' platform in July. It provides a space to ask questions on its region-specific forums, acquire travel advice from security analysts, or meet like-minded professionals at events worldwide. Country-risk overviews highlight threats, medical information, and traditions and customs. Group chats are women-only but men can attend events. Membership costs £60 per year for individuals; corporate packages start at £6,000. shetravel.co.uk

MAIDEN VOYAGE

Founded by Carolyn Pearson in 2008 as a social community for female travellers, this online platform now has 12,000 members from more than 100 countries and has launched a brand standard for certified female-friendly hotels. It offers travel tips and city guides, plus employer training. Individual membership free; corporate packages from £3,500. maiden-voyage.com

BERNINA EXPRESS

FROM GLACIERS TO PALMS

For railway fans from all over the world: you have an amazing travel experience waiting for you, far from the hustle and bustle of city life and in the midst of a wild, alpine landscape. See for yourself - gleaming glaciers, steep, rocky ravines and daring constructions engineered by intrepid railway pioneers. All this and more when you take a trip aboard the Bernina Express on the Albula and Bernina lines and where the scenery is almost tangible.

From the comfort of a Panorama coach our passengers have an unobscured view of the UNESCO World Heritage line covering 122 kilometres; in 2008 this over 100-year old transit line from Thusis to Tirano was added to the UNESCO World Heritage list, to acknowledge its outstanding building technology and ingenious route.

The journey is around four hours of ascents and descents, through geographical and climatic extremes. And there's a lot to see: where else can you find so many facets of Swiss life - the language, culture and scenery all within such a short journey?

The Bernina Express travels from Chur, but new routes are now possible from Landquart, Davos and St. Moritz to Tirano. One extraordinary highlight after another! Helical tunnels that leave your senses somewhat confused when you emerge and dizzyingly high viaducts in the Albula Valley and in Valposchiavo, not to mention the impressive glaciers that surround the Bernina Pass. Go higher and nearer still towards the eter-

nal ice aboard the new Bernina Diavolezza Express. The special deal from Landquart or Davos lets passengers discover the airy heights of Diavolezza (Devil's) mountain at 2,978 metres above sea level. With devilishly stunning views. To indulge not just your eyes but also your taste-buds the trains have a Minibar offering snacks with a regional flavour, or you can save your appetite for a local restaurant either in Poschiavo or Tirano.

The homeward journey with the Bernina Express is the same as the outward one, unless you choose to board the Bernina Express bus going through picturesque Veltlin to Lugano and from there you travel home at top speed by train through the new Gotthard Basis tunnel - back towards the German-speaking part of Switzerland. There are just so many possibilities on this outstanding but compact panoramic trip.

Discover Italian flavours at Sheraton Grand Warsaw

Simple and delicious, is the main motto of Cucina Mia - the place where you can taste the Italian lifestyle, at the same time feeling at home. It's a brand new venue, but also very familiar, where each bite brings new sensations. The place where the highest quality ingredients and traditional Italian recipes play a major role. We create simple dishes based on fresh, genuine Italian ingredients. With friendly atmosphere as well as professional and attentive personnel, the restaurant is a perfect place to meet your friends for lunch or dinner. The menu, designed by our outstanding chef Marcin Sasin with the support of Riccardo Pinna, an

Italian-Sardinian chef, is based on simple yet delicious dishes prepared with the best ingredients. Excellent coffee, healthy Italian breakfasts, delicious lunches, filling dinner dishes, cicchetti and mozzarella bar, genuine Italian liqueurs and fine wines – all this you can find at Cucina Mia.

Discover the flavours that will take you on a journey through the colourful markets of Naples to the bustling streets of Milan. Cucina Mia is more than just a typical restaurant - it's an Italian lifestyle, a space where you can work, relax, meet people and feast!

With its excellent location at Sheraton Grand Warsaw located at the Three Crosses Square, as well as newly designed interiors, contempor-

ry decor and, above all, simple yet truly scrumptious dishes prepared with the highest quality ingredients, Cucina Mia appeals not only to lovers of Italian cuisine and lifestyle.

The restaurant is primarily a space that changes over the course of the day: from à la carte breakfasts to delicious light lunches and exquisite evening dinners.

UNIQUE BREAKFAST

Start your day with an Italian breakfast. Whether you are a hotel guest, work in the neighbourhood or are just passing by, at Cucina Mia you can enjoy the best real Italian espresso in the city, as well as healthy breakfast options and freshly squeezed juices.

DELICIOUS LUNCH

Discover Italian lunches, fresh sandwiches made entirely from Italian ingredients, a selection of cicchetti, a whole range of soups, salads, pastas, risotto and other specialties of Cucina Mia. In addition, you can enjoy here delicious coffee or good Italian wine with one of the classic Italian desserts, such as tiramisu or lemon tart.

MOZZARELLA BAR

The mozzarella bar is an experience like no other. Simply point to your favourite type of fresh mozzarella and then pick your own additions. A few drops of fragrant olive oil can highlight the flavour of any dish, while a board of freshly cut Italian cheeses and meats is a perfect match to a glass of Italian wine or other genuine Italian beverages, such as liqueurs and cocktails.

ALL-DAY FEAST

Visit us for breakfast, lunch or dinner and feel the Italian way of life at





Cucina Mia is more than just a typical restaurant - it's a piece of Italian lifestyle.

Cucina Mia. Taste the genuine products sourced from different regions of Italy. Sitting at cosy tables for two or sharing space with others at large shared tables, you can watch the lively bar situated in the very heart of Cucina Mia. Try fresh mozzarella or cicchetti. Meet your friends over a glass of Italian wine or prosecco.

Cucina Mia opens as early as 8am and serves customers until 11pm, while the bar is open until 00:30am.



A wide offer of winter connections by LOT

With winter 2019 season starting on 27 October, LOT Polish Airlines offers more than 54,000 flights, up 11 percent from the same period last year. The Polish national carrier has also inaugurated two new long-haul services; beginning 3 November the airline's B787 Dreamliner fly regularly to Colombo on the evergreen island of Sri Lanka. On 15 January 2020, LOT will launch a brand new route to one of the most modern airports in the world: Beijing-Daxing (PKX). The airline has also increased the frequency of services on 17 routes, including a domestic one from Warsaw to Bydgoszcz.

WINTER NOVELTIES

The turn of October and November is a unique moment for the aviation industry. Just like at the turn of March and April, airlines unveil their new flight schedules for the coming season, which are based on analyses and tailored to the needs and expectations of passengers.

This winter season, which has started on 27 October, LOT offers its passengers not only 11 percent more flights, but also 14 percent more seats compared to the same period last year.

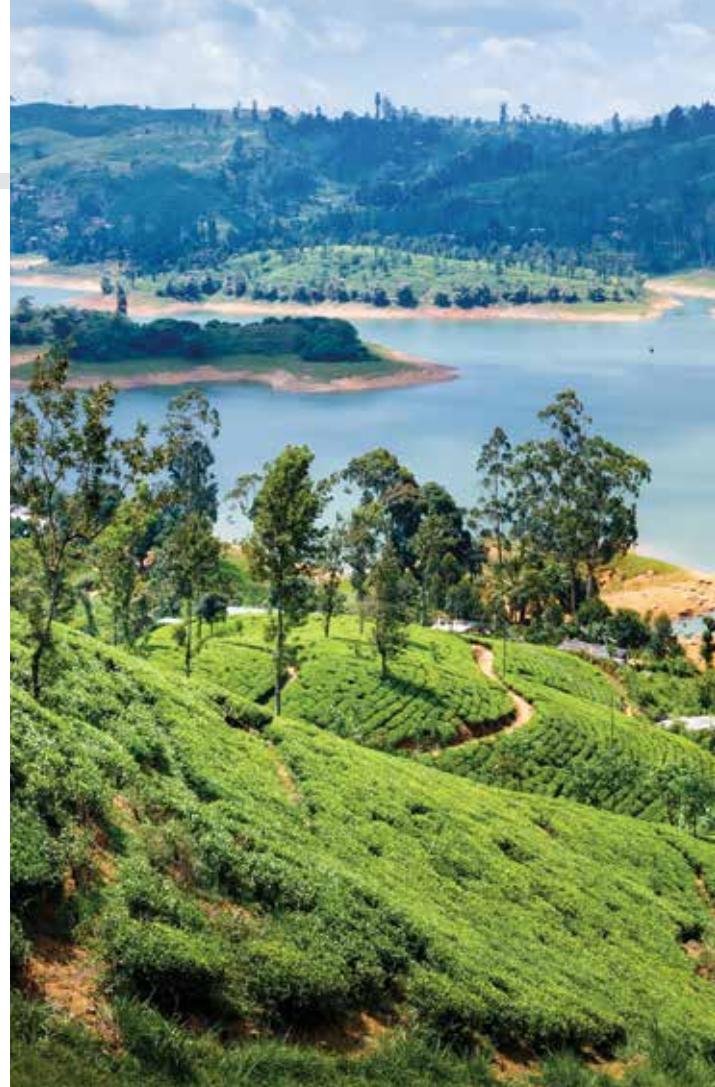
"Following a very dynamic and successful summer season, we have now switched to winter operations. We have come up with a very attractive network of connections that is well suited to the passengers' needs. Our continuously expanding list of destinations has seen a new addition – a flight connecting Warsaw and Colombo in Sri Lanka, while on 15 January 2020, our aircraft will take off from the capital city of Poland, heading for Beijing-Daxing. With the four extra services to the Chinese capital LOT Polish Airlines will be able to offer a daily connection to Beijing," said LOT's CEO, Rafał Milczarski.

In the current winter season, similarly to the last year, the Polish flag carrier has also increased the frequency of flights departing Warsaw. The Polish carrier's aircraft now fly more frequently to Istanbul, Berlin, Vienna, Tallinn, Cluj-Napoca, Kosice, Budapest, Odessa, Riga, Kiev, Toronto, Ljubljana and New York (JFK).

The dynamic growth of LOT Polish Airlines is driven not only by new connections from Warsaw and expansion of the Budapest hub, but also by an increased number of feeder fli-

At the turn of March and April airlines unveil their new flight schedules for the coming season, which are based on analyses and tailored to the needs and expectations of passengers.

LOT is not only expanding its flight network, but also its fleet.



ghts from domestic airports. Starting with the winter season, the passengers are now able to take advantage of additional services between the capital of Poland and Poznań, Lublin, Zielona Góra and Rzeszów. On 27th October, LOT also re-established the domestic connection between Chopin Airport and Bydgoszcz. The airline's Q400 Bombardier aircraft operate flights on this route with a frequency of 10 weekly services.

A NEW FLEET

As it is the case each winter season, LOT Polish Airlines has temporarily suspended flights from Warsaw to: Palanga, Split, Zadar, Pula, as well as connections from Warsaw to



Varna and Corfu, Cracow to Dubrovnik and Bucharest, and from Rzeszów to New York (EWR).

In addition to our flight network, we are expanding LOT's fleet, as well. The 15th B787 Dreamliner, capable of accommodating nearly 300 passengers flying in three different travel classes, arrived in Warsaw on 1 November. With two more Dreamliners are expected to join our fleet in the spring of the next year. We continue working on expanding our regional fleet as well, aiming to be able to offer new, very interesting destinations in the summer of 2020," Rafał Milczarski adds.

Tickets for LOT's flights are available via all sales channels, including the lot.com website.

TOP LEFT:
Sri Lanka,
Beijing,
Embraer 195,
California

LOTs of records

In the previous year, LOT broke its record carrying on board over 8.9 million passengers, which is 2 million more than a year earlier. In December, the Polish carrier will host a ten-million passenger on board. Today, LOT Polish Airlines operates 80 state-of-the-art aircraft. The airline's flight network comprises 111 routes worldwide.

LOT Polish Airlines is an innovative air carrier connecting Central and Eastern Europe with the world.

The airline's offer includes direct long-haul services to airports in the United States, Canada, China, Japan, South Korea, Singapore, India and Sri Lanka. The Polish carrier is consistently increasing frequency of its services and improving its offer, thereby strengthening its position on the Central and Eastern European market. Long-haul services are operated by state-of-the-art narrow-body Boeing 787 Dreamliners aircraft. It is worth noting that in 2019 LOT Polish Airlines celebrates its 90th anniversary. The Polish national carrier is one of the most international and recognizable Polish brands

EXPANDED HORIZONS

The improved Muscat International airport has ushered in a new era of aviation for Oman



WORDS DOMINIC ELLIS



AIRPORT IN NUMBERS

15.3 MILLION

Passenger throughput
in 2018

20 MILLION

First-phase annual
passenger capacity

345,000 SQM

Terminal building area

120

Check-in counters

40

Airbridges

29

Aircraft contact stands

30

Remote stands

8

A380 stands
(2 contact, 6 remote)

24/7

Operation

25%

Percentage of
low-cost carrier flights

Ahairdryer-like wind blows fiercely near the top of the 97-metre air traffic control tower at Muscat International airport. The narrow terrace has a see-through design that sparks some mild acrophobia. From here you can see the decommissioned airport on the other side of the old runway and, directly beneath, the three-pier new terminal, which opened in March last year. Even at the height of a humid summer's day, it is a striking view and all the more powerful for its symbolism – uniting Oman aviation's past, present and future.

Seasoned business travellers will have fond memories of the old airport, as chauffeur transfers took them directly from plane to immigration, and you could be out in a taxi in minutes – although economy passengers won't miss the bus transfers. Only a fraction of flights now require remote transfers and most passengers arrive and leave swiftly via 40 airbridges. As for car transfers, that's now strictly for VIPs.

The former airport, which opened in 1973, became inadequate as Oman's economy grew and more leisure travellers flocked to the Sultanate's abundant natural wonders. Still, the construction journey at the new one wasn't without its challenges, which led to delays.

A year and a half on, memories are fading. Terminal duty manager Ashraf Amir Ali Al Hinai shows me around the 345,000 sqm facility,

which is about seven times the size of the former Seeb International airport. My favourite then-and-now is the lifts – three compared with 118.

It has been well received, jumping from 75th spot in Airports Council International's Airport Service Quality rankings in the last quarter of 2017 to 14th a year later (among airports with 15-25 million passengers). The goal is to climb into the top ten. Last year it handled 15.3 million passengers and this year it is forecasting 16.3 million. Oman Air handles 60 per cent of all flights and operates flights to London Heathrow and Manchester, while British Airways serves Muscat from Heathrow during the winter season.

**The new terminal
is about seven
times the size of
the former airport,
with 118 lifts
rather than three**

GROWING AMBITIONS

Historically, such ambition would sit uneasily with conservative Omanis. There is still a will to develop gradually and they forever reject comparisons with Dubai, an hour's flight, and an aviation world away, to the north-west.

Nearby corporate magnet, the Oman Convention and Exhibition Centre, has seen further developments, with Crowne Plaza established and JW Marriott opening a hotel later this year. Amid uncertain oil markets, MICE and tourism is becoming critical to Oman's growth.

While the goal is to increase point-to-point travel, about 58 per cent of the airport's traffic is transfer, predominantly between Europe and the Indian subcontinent, so it means there aren't departures and arrivals pressure points even though numbers are growing.



"This terminal is built to Royal Opera House standards – it's not a public service building"

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Beside the tower terrace is the stretch that will serve as the phase-two extension; this will increase capacity to 24 million and a fourth phase will ultimately cater for up to 48 million passengers. Still, David Wilson, chief operations officer for Oman Airports, says that while passenger numbers are growing, it is "some way off" reaching the 20 million first-phase capacity. "Rather than initiating a large spend for phase two, we shall be introducing new technologies such as self-service check-in and bag drop, thereby maximising available space," he says.

SMOOTH FLOW

Oman Air's first and business class check-in area is located in Zone A. Alongside a series of seating areas are 12 check-in desks with opulent finishings. Premium travellers walk through a short corridor to four immigration counters and dedicated security screening. Altogether, there are 120 check-in counters, with Zone B reserved for international airlines and C and D for Oman Air economy.

For all the capacity jump, the terminal could be described as "Gulf airport in miniature" compared with its rival hubs in the region. All the

same, the generous use of dark sheesham wood, white marble and elaborate three-shelf exterior mashrabiya designs indicate a huge capital investment. One standout feature is a silver shimmering sculpture that evokes Oman's 3,165km coastline.

Arrivals has interlinked escalators to Departures and a mezzanine level, which has a smattering of food and beverage outlets and will be further developed. There are ten enclosed public lounges, some of which are converted to prayer rooms during Hajj.

From Departures on level four, premium passengers take the lift up a floor to the expansive Primeclass (international common-user) lounge, the gold and white Oman Air first and business class lounge (first class is in a separate area behind silver doors) and a 90-room Aerotel transit hotel. A new Majan lounge is coming on level seven, which will give international airlines and their passengers more choice.

The duty-free below is a little cramped and not easy to navigate for first-timers but passengers will find accessible brands at the centre and more high-end names, such as Montblanc, at the North pier. Home-grown

brands include Amouage, which enjoys a prime spot, and Kahwaji cafe. regional forces

Oman's political neutrality is being tested with the ongoing UAE and Saudi blockade of Qatar, and war in neighbouring Yemen, but the surge in direct and transit business from Qatar Airways has brought benefits.

Emirates introduced two daily A380s in July – breaking its own record for the world's shortest superjumbo flight – while retaining one B777 service. An Emirates spokesperson said it had "nothing to do with the political issues" and was in response to Oman/UAE demand. Other reports have claimed the move was down to the grounding of codeshare partner Flydubai's B737 Max aircraft.

In any event, the superjumbo's arrival, together with the new terminal, has heralded a new aviation era in Oman. "The opening of the new terminal will support Oman Air's fleet and network expansion programme, and allows us to offer a thoroughly enhanced service," an airline spokesperson says. "Such expansion means we will be able to operate more international and domestic flights out of Muscat."

**CLOCKWISE
FROM TOP LEFT:**
The mezzanine level; first and business check-in; duty free; Oman Air first and business lounge

ZWIEDZAJ ŚWIAT WYGODNIE



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WORDS CHRIS HALL

THE POWER OF 3

46

One of the big-name trio of brands at the pinnacle of luxury watchmaking, Vacheron Constantin's new chronograph is a true connoisseur's piece

Watch aficionados often speak of "the big three" – the triumvirate of manufacturers that have been producing world-class watches in-house for well over a century; that have unmatched expertise in the many crafts and technical skills needed to master every element of watchmaking; and that can count billionaire industrialists, great thinkers and world leaders among their clients.

Each has a name synonymous with opulence and luxury – Audemars Piguet, Patek Philippe and Vacheron Constantin. (Some people would place the likes of A Lange and Sohne, Jaeger-LeCoultre or Breguet in the same list to make a big four, five or six, but each of these lacks either the unbroken history or the heavyweight prestige, if not the technical ability.)

Such is the status of these names that even if you're not a fully paid-up watch geek, you may know that Audemars Piguet and Patek Philippe have edged out in front of Vacheron Constantin of late – although, in truth, the problem began more than 40 years ago when Audemars released the Royal Oak and Patek the Nautilus, in 1972 and 1976

NA ZDJĘCIU:
Przód i tył modelu Cornes de Vache.
vacheron-constantin.com

respectively. Waiting lists for these today are the stuff of anguish for collectors; new models change hands for huge premiums and vintage references have no trouble running into six figures.

Vacheron Constantin produced a similar model, the 222, in 1978, but it was never produced in serious volumes; the industry ran into enormous trouble at the same time, and when it bounced back in the 1990s, Vacheron was sluggish to revive it (it eventually came back as the Overseas) or introduce anything that could rival Audemars Piguet's Royal Oak Offshore or Patek Philippe's Aquanaut.

Today, Vacheron sits atop the Richemont Group's roster of watch brands, has a gleaming new factory just outside Geneva, and in 2015 made headlines with its creation, for an anonymous New York collector, of the most complicated watch of all time – a hockey puck-sized marvel that took eight years to make and cost north of ten million US dollars.

There's no doubting the brand's mastery, and yet it seems unable to match the desirability of its peers. It must be particularly galling that both Audemars Piguet and Patek Philippe are now talking of the success of their seventies icons as a problem, with the former launching a new model in January this year aimed at moving customers on from the Royal Oak, and Patek chief executive Thierry Stern carefully restricting the production volume of the Nautilus (which only stokes the yearning for those that do get made). Audemars recently passed the US\$1 billion mark in annual sales, while Patek's are estimated to surpass US\$1.5 billion; a nice problem to have.

It's not as simple as lacking a hero product, however. Experts have long talked of Vacheron Constantin as a sle-



Experts have long talked of Vacheron Constantin as a sleeping giant



eping giant, but while the vintage watch market overall has gone crazy in the past five years, Vacheron's back catalogue is yet to show any sign of having "a moment". As for the modern range, time will tell whether the introduction of the entry-level FiftySix collection will be the tonic; so far, the reaction has been muted.

What the brand has a particular talent for is making watches that stop the connoisseur in his or her tracks, and these come predominantly from its Historiques range (like much of the industry, it has clocked that there is hay to be made evoking past glories). I would go so far as to say that this select collection is one of the prettiest concentrations of mid-century watch design there is; certainly, it will be seeing some of my Euromillions money when the time comes.

The latest addition is called the Cornes de Vache (proof that all things sound nicer in French; it means "cow horns" and relates to the shape of the lugs). A mighty faithful reimagining of a chronograph from 1955, it was first brought back four years ago but now exists for the first time in stainless steel – a good chunk cheaper, therefore, although such things are relative (£32,900, compared with £48,700 in rose gold). What's more, I actually think it's more attractive, thanks to the delicate use of red text and its rich maroon Serapian leather strap. Inside is one of the all-time great chronograph movements, hand-wound and finished to the nines. In a word: irresistible.

All of this leaves me conflicted. Anyone capable of making this deserves to be lauded and I'd love to see Vacheron enjoy the success the other two have had. But something in me knows that if it did, it might not make so many pieces like this, and that they might not be as tasteful. Is it too much to hope it can manage both?

SHARP SHOOTERS



Zooming in on the best
advanced compact cameras

Sure, it's tempting to take photos on your smartphone – after all, it's right there in your pocket. But there's still a gulf between the capabilities of a phone and a dedicated camera.

First off, the zoom on a camera is optical, not digital. Even the most advanced phones with multiple lenses can only snap the best-quality image at certain points. The rest is digital zoom, which is really just a way of cropping the image and loses resolution. With a camera's adjustable lens, every shot has full resolution.

Second, the image sensor on a camera is much bigger than a smartphone can manage. A bigger sensor means bigger pixels, capable of drawing in more light faster. No smartphone can match this – for the light from the lens to cover the entire sensor, you need a bigger distance between sensor and lens than is possible if the phone is to be anything like slim. Look for camera sensors that are an inch or bigger in size for outstanding results.

Basic compact cameras are cheap but often mean average quality. Advanced compacts, however, boast larger sensors, usually found on even pricier models such as SLRs and compact system cameras (see box overleaf). Unlike those, compacts don't have interchangeable lenses – which in turn means there's no danger of dust getting into the camera body.

The latest advanced compact cameras offer a great balance between features, size and price and are ideal for taking on your trips. Here are some to consider.

WORDS DAVID PHELAN

Sony RX100 Mk VII

£1,200

sony.co.uk

Sony's range of RX100 cameras is impressive and the Mk VII model offers an 8x zoom lens – good for homing in on that shy wildlife specimen. It's all contained in a very compact body (10.2 x 5.8 x 4.3cm; 302g) – the flash and viewfinder pop up when needed. The one-inch, 20.1-megapixel sensor is responsive and effective. There are better cameras for low-light photography but, overall, this model is hard to beat.

The electronic viewfinder is bright and the LCD screen tilts for angled shots and flips around for selfies. It has a fast autofocus and can keep focus on moving objects, which works brilliantly. It also locks on to eyes in the shot so the subject is always in sharp focus. You can even record videos in superior 4K HDR resolution.



Panasonic Lumix DC-LX100 II

£799

panasonic.co.uk

The image quality on this camera is terrific, not least because of the big sensor – it uses a format called Four Thirds that is more than one-and-a-half times bigger than a one-inch sensor. The sensor has 17-megapixel resolution and the lens offers 3x zoom, which makes it pretty versatile. It's full of features, including a burst mode that can shoot very fast, for much longer than a phone could manage. Similarly, the black-and-white effects here are much more accomplished than on a smartphone. Unlike some compacts, the hand-grip means it's easy to hold securely. The touchscreen display is clear and effective, with simple controls to fix the focal point with one tap (be careful not to do this accidentally). The results it delivers are low on picture noise and high on rich, sharp detail. Measuring 11.5 x 6.6 x 6.4cm, it weighs 392g.

Fujifilm XF10

£449

fujifilm.co.uk

Fun to use and with an attractive retro look, Fujifilm's XF10 is especially pocketable thanks to its tiny size (11.3 x 6.4 x 4.1cm) – although this means there's no viewfinder, so you have to frame your shots on the touch-sensitive LCD screen. The sensor is big, a size called APS-C that measures 23.5 x 15.7mm. It delivers images that are sharp to the edges of the frame (whereas some other lenses leave the corners a little soft). Note that there's a fixed rather than a zoom lens: a fixed lens means you can have the most precise glass of all, whereas adding a zoom to the mix can mean a compromise in quality. Fujifilm has a series of settings designed to make digital images look like they were taken on film cameras. It's a particularly lightweight option, too – 279g, the second-lightest on test.



Canon G7X Mk III

£700

canon.co.uk

The just-released update to Canon's G7X range is slick and effective with a one-inch, 20.1-megapixel sensor and plenty of processing power. This camera is particularly good for video fans, with 4K recording, including for slow-motion effects. At 10.5 x 6.1 x 4.1cm and 304g, it

is easily small enough to slip in your pocket, and has a useful sculpted handgrip so is comfortable to use. Autofocus can be where a camera stands or falls and here it's quick and precise, with face detection helping you to focus on your subject. The 4.2x zoom is useful and doesn't bulk the camera up too much. As with some other models, the rear LCD screen (there's no electronic viewfinder here) pops out for greater flexibility.



Leica Q2

£4,250

leica.co.uk

If money is no object, this is a remarkable compact camera. It has a full-frame sensor, meaning it's the same size as a frame of 35mm film in a film SLR camera. It's the kind of sensor found only in DSLR cameras, and the most expensive ones at that, but here it's crammed into a small body (13 x 9.2 x 8cm, although quite heavy at 734g). It is astonishingly high-resolution, too, at 47.3 megapixels. While the lens is a fixed focal length, a button switches it to longer

lengths, although bear in mind that this reduces the resolution. The electronic viewfinder is detailed and a joy to use. This is a highly sophisticated camera, as you would expect from the price; it works brilliantly and reeks of class thanks to a gorgeous solid-metal body with immaculate build quality.



CAMERA TYPES EXPLAINED

With the wide array of cameras on the market, it can be hard to work out exactly which type to go for. The top of the photographic tree in every respect is the digital SLR, or DSLR. Premium build quality and interchangeable lenses are among the standout features. For the best professional-level shots, this is what you need.

Still, the DSLR isn't small, not least because of the single-lens reflex mirror system that gives the camera type its name. Enter the CSC (compact system camera), which is like the DSLR but significantly more petite because it uses an electronic viewfinder instead of mirrors. Although it's not yet quite as good as a DSLR, the gap is narrowing and the latest models are pretty sumptuous.

Then there's the bridge camera (so-called because it's bridging the gap between compact and DSLR). The key features here are a chunky build and a long zoom lens that is fixed to the camera. For many, the bridge is the perfect balance of advanced capabilities and ease of use.

Oh, and then there's the basic point-and-shoot camera, which in most ways is still several steps up from even the best smartphone, although not as small as a phone. A compact camera is cheap, too. It's good for having in your pocket or bag, ready to be whipped out when an unexpected Kodak moment occurs. Here are examples of outstanding cameras in each genre.

DSLR

Canon EOS 5D Mk IV

From £2,880

canon.co.uk

The perfect DSLR combines solid ergonomics, breathtakingly fast performance and the best-quality lens. If it's not actually perfect, the Canon 5D comes as close as you're likely to get. Boasting a 30.4-megapixel sensor and advanced autofocus, this handsome all-rounder is great for video as well, offering the right balance of advanced features with intuitive ease of use.



Nikon Coolpix A1000

£409

nikon.co.uk

Nikon's latest camera is what's called a superzoom compact – when you hear it has a 35x zoom lens, you'll understand why. Such a mammoth zoom means you can photograph in great detail from a long distance (although bear in mind that at higher magnifications, camera shake is especially evident, so consider using a tripod). The electronic viewfinder is good – although no match for the one on the Sony (page 59) – and the LCD screen folds down so you can see it underneath the camera if you're taking a self-portrait. There are a lot of manual controls to finesse every detail of your shot, and a proficient automatic setting that will sort everything out for you. In short – it's small (11.4 x 7.2 x 4.1cm; 330g), powerful, easy to use and good value.

**Olympus Tough TG-5**

£420

olympus.co.uk

As the name suggests, this compact is advanced in one particular way – it's a ruggedised camera, designed to survive a bang. Waterproof to a depth of 15 metres – useful if you're swimming or skiing – it is also freeze-proof, and you can drop it from more than two metres' height. As well as a competent 12-megapixel sensor, it has plenty of neat extras, such as a thermometer and compass for outdoor pursuits. The 4x zoom is good for a range of situations and is quick and reactive. Tough cameras are traditionally poor for image

quality but this one is good, even if no match for cameras with bigger sensors. Both this camera and the Nikon have sensors measuring 1/2.3 inches (6.17 x 4.55mm), the smallest on test. It measures 11.3 x 6.6 x 3.2cm and weighs 250g.

COMPACT SYSTEM CAMERA**Panasonic Lumix DC-S1**

From £2,999

panasonic.co.uk

Panasonic's mirrorless cameras are hard to beat, combining extraordinary image quality with a simple interface and attractive looks. The smaller size is made possible by the CSC design and means the DC-S1 has everything a DSLR has apart from the bulk and weight.

**BRIDGE CAMERA****Nikon Coolpix P900**

£479

nikon.co.uk

Bridge cameras can be had for less money but this model is beautifully built and works well. It has the convenience of a long zoom (a remarkable 83x), a rotating screen, wifi and GPS. The 16-megapixel sensor is not huge but is effective, and the camera delivers good results whether you're shooting landscapes, wildlife or portraits.

**BASIC COMPACT****Sony W830**

£119

sony.co.uk

A basic compact is highly pocketable and offers strong image quality for very little money. Nobody makes better compacts than Sony. This 20.1-megapixel model has a useful 8x optical zoom and image stabilisation. It's slim and has scene options that can work out what you're shooting and adjust the exposure accordingly.



Bachleda Luxury Hotel Krakow MGallery



BACKGROUND Open since March 2019, the five-star Bachleda Luxury Hotel Krakow MGallery is one of the poshest venues in the capital of Lesser Poland. With its rich interiors combining a hint of Krakow's Art Déco style, the property is housed in a stylish 19th century townhouse with windows overlooking the beautiful Vistula River.

WHAT'S IT LIKE? The interiors of the hotel are dominated by noble materials such as marble, dark wood, crystal, brass, porcelain, leather, thick velvets, warm lighting, blues, gold and bronze. The art element is present mainly through several beautiful paintings by Juliusz Kossak, as well as 600 mirrors adorning the hallways. Interestingly, the hotel has its own iconic object, which symbolizes the story of the building. Here it's a glass. Guests can also enjoy here original dishes and a number of other attractions as part of the Memorable Moments programme.

WHERE IS IT? MGallery Krakow is located in the immediate vicinity of the Wawel Castle, just a few minutes' walk from the Main Market Square and close to numerous museums, bars, restaurants and cafes. The John Paul II Kraków-Balice International Airport is 15 kilometres away, while the Main Railway Station is located 4 kilometres from the property.

ROOMS The hotel offers 64 luxury rooms, including Deluxe Double, Deluxe Twin, Junior Suite and three suites: Royal Executive, Presidential Executive and Noble Executive. The interiors are decorated in blue and gold colour tones, with soft carpets, amazingly comfortable king-size beds and marble bathrooms. All rooms and suites come with, a flat flat-screen TV and a safe, while in the bathroom guests will find signature toiletries by Christian Lacroix. There is also a small fridge and a Nespresso machine.

FOOD AND DRINK The menu at the hotel's Gavi restaurant features exquisite dishes. Its richly decorated interiors with gilded ornaments and stylish furnishings invite guests to a true culinary journey in style. The cuisine is treated here as an art to be explored with all your senses.

Guests can also visit the hotel's Opus Lounge Bar, which is a unique and exclusive place hidden under the historic vaults. Its distinctive character is provided by decorated armchairs, beautiful fabrics and the fireplace. Connoisseurs can choose among many types of specially selected alcohols from various corners of the world.

MEETINGS The property offers a spacious conference room decorated in style of an English library. It's a perfect place for meetings for up to 50 people (theatre-style).

CONTACT

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HB4U7@accor.com
+48 12,424 11 00
www.accorhotels.com
www.bachledaluxuryhotel.pl

PRICE

Prices per night for a Deluxe Double Room with complimentary breakfast start at PLN1100.



The hotel impresses with With its richly decorated interiors combining a hint of Krakow's Art Déco style.



LEISURE FACILITIES Guests can unwind in the Royal SPA - a unique haven of tranquillity. You can swim here in the pool which was inspired by Art Deco style, enjoy the calming heat of a dry sauna or work out at the hotel's state-of-the-art fitness centre.

As part of the Memorable Moments programme, the hotel can organize for guests an exclusive mountain picnic or a private cruise on the Vistula River with a romantic dinner prepared by the chef.

VERDICT Bachleda Luxury Hotel Krakow MGallery is a hotel worth recommending to all those who seek the highest quality and a cosy atmosphere.



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ul. Tamka 16, lok.4, 00-349 Warszawa

tel. 004822 455 38 48



Take a seat

Airlines' business and first class cabins are continuing to evolve

Welcome to the 2020 Business Traveller Airline Survey, which this year we have published in two parts. Last month we covered economy and premium economy, and if you missed that then a digital edition of the issue is available to buy at businesstraveller.com.

The survey gives you statistics for the carriers you are most likely to fly with. You can see who offers the best comfort in terms of configuration, seat width, recline and bed length, as well what they offer in terms of in-flight entertainment and connectivity.

It's important to note that while airlines are using new seat technology to increase the density of economy class seating, in business and first seats now take up more "real estate" than ever. No matter how cleverly they are configured, the nature of a seat that reclines into a fully-flat bed means it takes up more space, and as a result airlines charge more for them. This, in turn, has helped to propel the evolution of premium economy for business and leisure travellers alike, who are not prepared to be squeezed into a long-haul economy seat but at the same time don't want to pay what might be several thousands of pounds for a business or first class trip.

BUSINESS CLASS

These are exciting times for travellers who are lucky enough to have the budget to fly in business class. New deliveries of the A350 and B787 have enabled airlines to refresh their ideas of what travellers want from a seat and cabin. Each airline has its own unique characteristics (so they would say), but in business class a flat bed is a necessity, as is direct aisle access, more personal space, top-class entertainment and preferably wifi.

Notable launches in the past 12 months have been new seats by ANA, British Airways, Singapore Airlines, Turkish Airlines, Virgin Atlantic and Westjet. A note of caution – many of these carriers will continue to fly their existing seats for several years to come and so you are unlikely to find the new products on your flight any time soon. It's those airlines that introduced new seats several years ago that are now achieving fleet-wide coverage – United's Polaris seat, for instance, which was introduced in 2016, is finally present on most international flights.

Although there are some truly bespoke designs for airlines, most business class seats are "off the shelf" and then personalised by designers to fit in with the brand. We explained these prototype seats in our April 2019 issue ("The business class seat guide"), but to take two examples, BA's new Club Suite is

a Collins Aerospace Super Diamond seat, albeit with the addition of a sliding door, while the new Virgin Atlantic product on the A350 is a Safran Cirrus NG seat, also with a door added.

FIRST CLASS

The obituary of first class has been written many times, yet still it keeps flying. Carriers don't make much money from first class, and only on some routes, yet once an aircraft has been fitted with the cabin it often ends up flying on services that don't really justify the seats.

That said, certain prestige routes between city pairs will always have a demand for something beyond business class. There's also the fact that on many aircraft, the "pointy" nature of the front end is perfectly suited for a smaller, more personal cabin. Having first class also allows airlines to overbook the lower classes in the knowledge that if everyone turns up, there's the possibility of upgrading the top flyers in each cabin.

So it's not the end of first. It's true that Asiana has rebranded its first class as business suites, as has Malaysia Airlines, and many other airlines have dropped it from underperforming routes. Still, this year has seen ANA, China Eastern, JAL and Singapore Airlines unveil new first class cabins, while Emirates is rolling out a new suite on those B777s that have a first class cabin.

FROM LEFT:
ANA's new business seat;
British Airways' Club Suite





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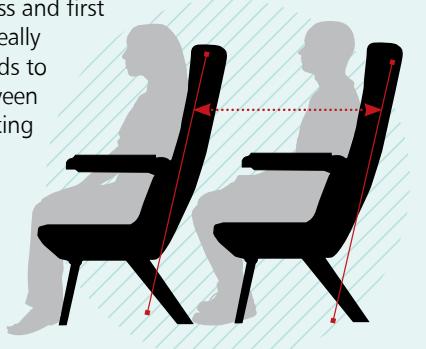


Tamka 16/4, Warszawa

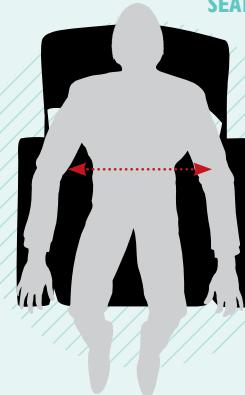
tel. 22 455 38 38

The right seat for you

SEAT PITCH This is the distance between seats, broadly regarded as legroom. For fully-flat beds in business and first class, seat pitch is not really applicable, as there tends to be so much space between them that the only limiting factor is the length of the bed.

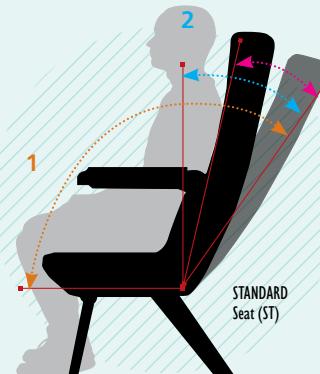


SEAT WIDTH This is measured when the seat is fully upright, and is usually taken as the space between the armrests – so from the inside of one armrest to the inside of the other. It can also be the seat cushion width or even the distance between the outside of the armrests.



*	AVAILABLE ON SELECTED AIRCRAFT
**	POWER SOURCE NOT SPECIFIED
***	PORTABLE DEVICES AVAILABLE FOR HIRE
AVOD	AUDIO VIDEO ON-DEMAND (IN-FLIGHT ENTERTAINMENT)
ST	STANDARD SEAT
CS	CRADLE-STYLE SEAT
FS	FIXED SHELL
AF	ANGLED LIE-FLAT SEAT
FF	FULLY FLAT 180° SEAT
<input checked="" type="checkbox"/>	YES
<input type="checkbox"/>	NO
—	INFORMATION NOT SUPPLIED

SEATS WITH A SMALL RECLINE Recline is particularly important if you are hoping for a decent night's sleep. Some carriers have introduced fixed-shell (FS) seats that recline into a hard plastic surround, rather than the space of the person behind you. For standard seats, airlines take the measurement in the following ways:



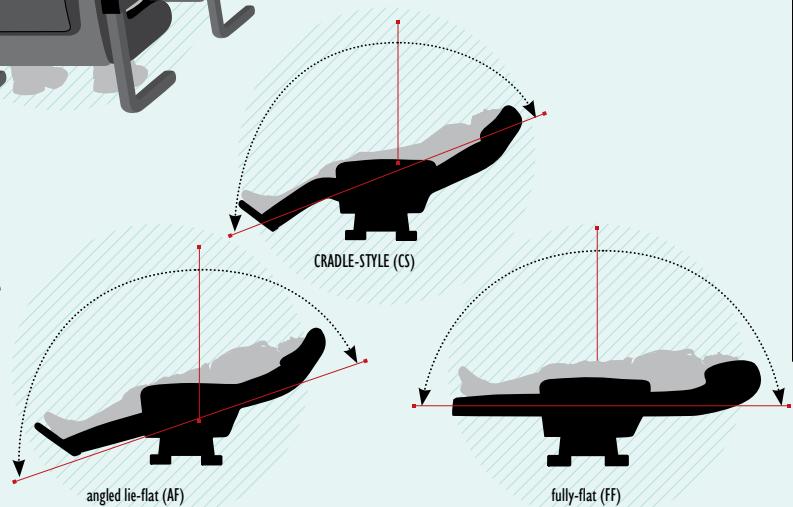
- 1 From horizontal to the furthermost recline.
- 2 From 90 degrees to the furthermost recline (given either in degrees or inches).
- 3 From the upright, take-off position to the furthermost recline.

ENTERTAINMENT As IFE systems become more sophisticated and are upgraded from simple multichannel offerings to interactive systems that allow for AVOD (audio-video on-demand), economy passengers benefit from the same range of choice as in business or first class thanks to installation taking place throughout all cabins.



SEATS WITH A LARGE RECLINE In business and first class, the options for reclining seats are typically cradle-style (CS), angled lie-flat (AF) and fully-flat (FF). However, some airlines are going further – Etihad, for example, offers a separate double bed in its ultra-luxurious first class cabin, the Residence, on its A380.

Recline is measured in a number of ways. When it comes to angled lie-flat seats, it may sometimes be expressed as 180 degrees, the same as fully-flat beds. As this can be misleading, we have identified the seat types and exact angle of recline of each product. Meanwhile, beds of 176 degrees can feel fully-flat, but are expressed as angled lie-flat.



Comparing airlines

The annual Business Traveller Airline Survey gives you the information you need to choose the best airline, class and seat for your journey and budget.

AIRCRAFT TYPE AND CLASS We have arranged the survey by aircraft type to allow you to compare products across the whole fleet in each class.

SEAT CONFIGURATION This is the way seats are arranged throughout the plane. The layout is important to know, for example, 2-2-2 will allow passengers more space than, for example, 2-3-2.

SEAT PITCH This is the distance between seats, measured from a fixed point on one seat to the same point on the one in front. The measurement differs between airlines, but it indicates how much legroom you will get. There may be less room when seats are angled lie-flat (AF) than when they extend to fully-flat (FF) in business and first class.

SEAT WIDTH Airlines obtain the seat width either by measuring the cushion, the distance between the armrests or from the outside of one armrest to the outside of the other.

BED LENGTH A measurement for fully-flat seats only. This is when the pitch becomes redundant – the length of your bed is what matters.

SEAT RECLINE This can be measured from either a horizontal, a 90-degree

or take-off position, and is indicated in either degrees or inches.

SEAT TYPE This mainly depends on a seat's recline. We have identified five main types: standard (ST), cradle-style (CS), fixed shell (FS), angled lie-flat (AF) and fully-flat (FF).

SEAT-BACK SCREEN AND SIZE Most airlines have installed personal seat-back screens in every cabin but some still have overhead screens or provide tablets. The survey provides screen dimensions.

AUDIO-VIDEO ON-DEMAND AVOD in-flight entertainment (IFE) – the ability to stop, start, rewind and pause movies, music and TV shows – is a must-have feature across all cabin classes. It has largely replaced the old-fashioned system of playing a selection of movies on a loop. Live TV and streaming services are also making an appearance on some airlines.

POWER SOURCE Many planes have in-seat power, be it through UK, EU, US/Japanese (JP), South African (SA), USB or universal (UNI) sockets.

WIFI Many carriers are now either allowing passengers to connect in-flight to the internet through GPRS (charged via network providers at international roaming rates) or, more commonly, by installing onboard wifi. Often you have to pay but sometimes it's free.

WHY NO MARK OUT OF TEN?

We fly on dozens of different aircraft and airlines each year, in different cabin classes, and on different routes – so why couldn't we have awarded a mark out of ten?

There are a number of reasons but, most significantly, it's because the results would have been so subjective as to be useless. The size you are makes a difference to everything – how much legroom you have, the comfort of the seat width and the length of the bed.

It also affects the way you respond to the recline of the seat, particularly in business class – some passengers can sleep on angled lie-flat seats, while others need a fully-flat bed to get a good night's rest. It depends so much on personal shape and preference. For this reason, we have simply presented you with the figures to let you make up your own mind.

WHO'S THE BEST?

That's for you to decide – but we are here to help. If you want deeper insights into the onboard experience (from the service to the food, the entertainment and the amenity kits), you'll find flight reviews from the Business Traveller editorial team at businesstraveller.com/tried-and-tested. We also publish a wide array of airport lounge reviews so you can get a sense of the end-to-end journey.

AIRCRAFT TYPE & CLASS	SEAT LAYOUT	SEAT PITCH	SEAT WIDTH	BED LENGTH	RECLINE	SEAT TYPE	SEAT-BACK SCREEN & SIZE	AUDIO-VIDEO ON-DEMAND	POWER SOURCE	WI-FI
Airline										
BIZNES										
A321	2-2	76 cm	46 cm	—	7,5 cm	ST	✗	✗	✗	✓
B787-9	2-3-2	—	52 cm	183 cm	180°	FF	✓ 30,5 cm	✓	✓ EU+US+UK	✓

SMART TRAVELLER

AIRCRAFT TYPE & CLASS	SEAT LAYOUT	SEAT PITCH	SEAT WIDTH	BED LENGTH	RECLINE	SEAT TYPE	SEAT-BACK SCREEN & SIZE	AUDIO-VIDEO ON-DEMAND	POWER SOURCE	WI-FI
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Air Canada

BUSINESS										
A319-100	2-2	37"	21"	—	5"	ST	✓ 9"	✓	✓	✓
A320-200	2-2	37"	21"	—	5"	ST	✓ 9"	✓	✓	✓
A321-200	2-2	37"	21"	—	5"	ST	✓ 9"	✓	✓	✓
A330-300 (CONFIG I)	I-I-I	—	20"	Up to 6' 7"	180°	FF	✓ 12"	✓	✓	✓
B737 MAX 8	2-2	38"	21"	—	6"	ST	✓ 13"	✓	✓	✓
B767-300ER	I-I-I	—	20"	Up to 6' 7"	180°	FF	✓ 12"	✓	✓	✓
B777-200LR	I-2-I	—	21"	Up to 6' 7"	180°	FF	✓ 18"	✓	✓	✓
B777-300ER (CONFIG I)	I-2-I	—	21"	Up to 6' 7"	180°	FF	✓ 18"	✓	✓	✓
B777-300ER (CONFIG 2)	I-2-I	—	21"	Up to 6' 7"	180°	FF	✓ 18"	✓	✓	✓
B787-8	I-2-I	—	21"	Up to 6' 7"	180°	FF	✓ 18"	✓	✓	✓
B787-9	I-2-I	—	21"	Up to 6' 7"	180°	FF	✓ 18"	✓	✓	✓
EMBRAER 190	I-2	37"	20"	—	6"	ST	✓ 9"	✓	✓	✓

Air France

BUSINESS										
A318	3-3	32"	18"	—	19.5"	ST	✗	✗	✓	✓ *
A319	3-3	33"	18"	—	19.5"	ST	✗	✗	✓	✓ *
A320	3-3	34"	18"	—	19.5"	ST	✗	✗	✓	✓ *
A330-200 / A340-300	2-2-2	61"	21.5"	—	175°	AF	✓ 10.4"	✓	✓	✓ *
A380 (UPPER DECK)	2-2-2	55"	24"	—	175°	AF	✓ 15"	✓	✓	✓ *
B777-200ER (CONFIG I)	2-3-2	79"	21"	—	175°	AF	✓ 10.4"-15.4"	✓	✓ **	✓ *
B777-200ER (CONFIG 2)	I-2-I	—	21.5"	77"	180°	FF	✓ 16"	✓ uni	✓	✓ *
B777-300ER (CONFIG I)	2-3-2	61"	21.5"	—	175°	AF	✓ 10.4"-15.4"	✓	✓ **	✓ *
B777-300ER (CONFIG 2)	I-2-I	—	21.5"	77.5"	180°	FF	✓ 16"	✓ uni	✓	✓ *
B787-9	I-2-I	—	21"	77.5"	180°	FF	✓ 16"	✓	✓ **	✓
FIRST										
A380 (MAIN DECK)	I-2-I	—	35"	79"	180°	FF	✓ 10.4"	✓	✓	✓ *
B777-300ER (CONFIG I)	I-2-I	—	24"	78"	180°	FF	✓ 10.4"	✓	✓	✓ *
B777-300ER (CONFIG 2)	I-2-I	—	24"	78"	180°	FF	✓ 24"	✓ uni	✓	✓ *

ANA

BUSINESS										
A320 NEO	2-2	50"	—	—	—	AF	✓ 12"	✓	✓ UNI	✓
A380	I-2-I	—	—	—	180°	FF	✓ 18"	✓	✓ UNI	✓
B737-700	2-2	—	—	—	—	AF	—	—	—	—
B767-300ER (CONFIG I)	2-1-2	—	—	—	—	AF	✓	✓	—	—
B767-300ER (CONFIG 2)	2-1-2	—	—	—	—	CS	✓ 12"	✓	✓ UNI	—
B777-300ER (CONFIG 1, 2 & 3)	I-2-I	—	—	—	180°	FF	✓ 17"	✓	✓ UNI	✓
B787-8 (CONFIG I)	2-2-2	—	—	—	—	CS	✓ 12"	✓	✓ UNI	—
B787-8 (CONFIG 2&3)	I-2-I	—	—	—	180°	FF	✓ 17"	✓	✓ UNI	—
B787-9 (CONFIG 1&2)	I-2-I	—	—	—	180°	FF	✓ 18"	✓	✓ UNI	✓
B787-10	I-2-I	—	—	—	180°	FF	✓ 18"	✓	✓ UNI	✓
FIRST										
A380	I-2-I	—	—	—	180°	FF	✓ 32"	✓	✓ UNI	✓
B777-300ER	I-2-I	—	—	—	180°	FF	✓ 23"	✓	✓ UNI	✓

SMART TRAVELLER

AIRCRAFT TYPE & CLASS	SEAT LAYOUT	SEAT PITCH	SEAT WIDTH	BED LENGTH	RECLINE	SEAT TYPE	SEAT-BACK SCREEN & SIZE	AUDIO-VIDEO ON-DEMAND	POWER SOURCE	WI-FI
British Airways										
BUSINESS										
A318	2-2	—	25"	72"	180°	FF	✓ IPAD	✓	✓ EU + US + UK	✓
A319	2-2	30"	18"	—	3"	ST	✗	✗	✗	✗ *
A319 ex-BMI	2-2	30"	19.6"	—	4.5"	ST	✗	✗	✗	✗ *
A320	2-2	30"	18"	—	3"	ST	✗	✗	✗	✗ *
A320 ex-BMI	2-2	30"	19.6"	—	3"	ST	✗	✗	✗	✗ *
A320 NEO	2-2	30"	18"	—	3"	ST	✗	✗	✓ AC + USB	✓ *
A321 (CONFIG 2) — Mid-haul	1-2-2-1	—	20.5"	78"	180°	FF	✓ 15.4"	✓	✓ **	✗
A321 ex-BMI	2-2	30"	18"	—	3"	ST	✗	✗	✗	✗ *
A321	2-2	30"	18"	—	3"	ST	✗	✗	✗	✗ *
A321 NEO	2-2	30"	18"	—	3"	ST	✗	✗	✓ AC + USB	✓ *
A350-1000 (NEW)	1-2-1	—	21"	79"	180°	FF	✓ 18.5"	✓	✓ EU + US + UK	✓
A380 (MAIN/UPPER DECK)	2-4-2/2-3-2	—	20.5"	72"	180°	FF	✓ I2.1"	✓	✓ EU + US + UK	✓ *
B747-400 MID J (MAIN/UPPER DECK)	2-4-2/2-2	—	19"	73"	180°	FF	✓ I2.1"	✓	✓ EU + US	✗
B747-400 MID J (MAIN/UPPER DECK)	2-4-2/2-3	—	19"	73"	180°	FF	✓ I2.1"	✓	✓ EU + US + UK	✗
B747-400 SUPER HIGH J	2-4-2/2-2	—	20.5"	72"	180°	FF	✓ I2.1"	✓	✓ EU + US + UK	✓
B777-200 (CONFIG 1)	2-4-2	—	20.5"	72"	180°	FF	✓ I0.4"	✓	✓ EU + US + UK	✓ *
B777-200 (CONFIG 2)	2-4-2	—	20.5"	72"	180°	FF	✓ I2.1"	✓	✓ EU + US + UK	✓ *
B777-200 (CONFIG 3) GATWICK	2-4-2	—	19"	73"	180°	FF	✓ I2.1"	✓	✓ EU + US + UK	✓ *
B777-300ER	2-4-2	—	20.5"	72"	180°	FF	✓ I2.1"	✓	✓ EU + US + UK	✓ *
B787-8	2-3-2	—	20.5"	72"	180°	FF	✓ I2.1"	✓	✓ EU + US + UK	✗
B787-9	2-3-2	—	20.5"	72"	180°	FF	✓ I2.1"	✓	✓ EU + US + UK	✓ *
FIRST										
A380 (MAIN DECK)	I-2-1	—	22.5"	80"	180°	FF	✓ 15.4"	✓	✓ EU + US + UK	✓ *
B747-400 Mid J	I-2-1	—	22.5"	80"	180°	FF	✓ 15.4"	✓	✓ EU + US + UK	✗
B747-400 SUPER HIGH J	I-2-1	—	22.5"	80"	180°	FF	✓ I6"	✓	✓ EU + US + UK	✓
B777-200 (CONFIG 1)	I-2-1	—	22.5"	80"	180°	FF	✓ 15.4"	✓	✓ EU + US + UK	✓ *
B777-200 (CONFIG 2)	I-2-1	—	22.5"	80"	180°	FF	✓ 15.4"	✓	✓ EU + US + UK	✓ *
B777-300ER	I-2-1	—	22.5"	80"	180°	FF	✓ 15.4"	✓	✓ EU + US + UK	✓ *
B787-9	I-2-1	—	22.5"	80"	180°	FF	✓ 23"	✓	✓ EU + US + UK	✓ *

59

Delta Air Lines

BUSINESS										
A330-200	I-2-1	—	19.7"	80"	180°	FF	✓ 15.4"	✓	✓ UNI & USB	✓
A330-300	I-2-1	—	19.7"	80"	180°	FF	✓ 15.4"	✓	✓ UNI & USB	✓
A330-900	I-2-1	—	23.3"	79"-80"	180°	FF	✓ 18" HD	✓	✓ UNI & USB	✓ HS
A350-900	I-2-1	—	20.46"	76"-77"	180°	FF	✓ 18" HD	✓	✓ UNI & USB	✓ HS
B757-200 (CONFIG 2)	2-2	—	19"	76"	180°	FF	✓ 16" HD	✓	✓ UNI & USB	✓ HS
B767-300ER	I-2-1	—	20.5"	77"-80"	180°	FF	✓ I0.6"	✓	✓ UNI & USB	✓
B767-400ER (PRE-MOD)	I-2-1	—	20.5"	77"	180°	FF	✓ I0.6"	✓	✓ UNI & USB	✓
B767-400ER (POST-MOD)	I-2-1	—	20"	77"	180°	FF	✓ 18" HD	✓	✓ UNI & USB	✓
B777-200ER (PRE-MOD)	I-2-1	—	20.4"	77"-78"	180°	FF	✓ I0.6"	✓	✓ UNI & USB	✓
B777-200ER (POST-MOD)	I-2-1	—	22-24"	77"-78"	180°	FF	✓ 18" HD	✓	✓ UNI & USB	✓
B777-200LR (PRE-MOD)	I-2-1	—	20.4"	77"-78"	180°	FF	✓ I0.6"	✓	✓ UNI & USB	✓
B777-200LR (POST-MOD)	I-2-1	—	22-24"	77"-78"	180°	FF	✓ 18" HD	✓	✓ UNI & USB	✓
FIRST (DOMESTIC)										
A220	2-2	37"	20.5"	—	6"	ST	✓ 13.3" HD	✓	✓ UNI & USB	✓ HS
A319	2-2	37"	21"	—	5.4"	ST	✓ 11" HD	✓	✓ UNI & USB	✓ HS
A320	2-2	36"	21"	—	3.5"	ST	✓ 11" HD	✓	✓ UNI & USB	✓ HS

SMART TRAVELLER

AIRCRAFT TYPE & CLASS	SEAT LAYOUT	SEAT PITCH	SEAT WIDTH	BED LENGTH	RECLINE	SEAT TYPE	SEAT-BACK SCREEN & SIZE	AUDIO-VIDEO ON-DEMAND	POWER SOURCE	WI-FI
A321	2-2	37"	21"	—	5.4"	ST	✓ 11" HD	✓	✓ UNI & USB	✓ HS
B717	2-2	37"	19.6"	—	6"	ST	✗	✗	✓ UNI	✓
B737-700	2-2	37"	20.5"	—	6"	ST	✓ 7"	✓	✓ UNI	✓ HS
B737-800	2-2	36"-38"	20.5"	—	5"	ST	✓ 7"-11" HD	✓	✓ UNI	✓ HS
B737-900ER	2-2	37"	20.9"	—	5.4"	ST	✓ 11" HD	✓	✓ UNI & USB	✓ HS
B757-200	2-2	37"	20.9"	—	5.4"	ST	✓ 11" HD	✓	✓ UNI	✓ HS*
B757-300	2-2	37"	20.9"	—	5.4"	ST	✓ 11" HD	✓	✓ UNI	✓ HS*
MD-88	2-2	37"	19.6"	—	6"	ST	✗	✗	✓ UNI	✓ HS
MD-90	2-2	37"	19.6"	—	6"	ST	✗	✗	✓ UNI	✓

Emirates

BUSINESS										
A380-800 HD	I-2-I	—	20.5"	76"	180°	FF	✓ 20"	✓	✓	✓
A380-800 LD	I-2-I	—	20.5"	76"	180°	FF	✓ 17"-20"	✓	✓	✓
A380-800 ULR1	I-2-I	—	20.5"	76"	180°	FF	✓ 17"-20"	✓	✓	✓
A380-800 ULR2	I-2-I	—	20.5"	76"	180°	FF	✓ 20"	✓	✓	✓
B777-300ER HD	2-3-2	—	20.5"	—	—	AF	✓ 17"-20"	✓	✓	✓
B777-300ER LD	2-3-2	—	20.5"	—	—	AF	✓ 17"-20"	✓	✓	✓
B777-300ER ULR1	2-3-2	—	20.5"	—	—	AF	✓ 17"-19"	✓	✓	✓
B777-300ER ULR 2	2-3-2	—	21.5"	78"	180°	FF	✓ 23"	✓	✓	✓
B777-200LR ULR	2-2-2	—	23"	78"	180°	FF	✓ 23"	✓	✓	✓
B777-300ULR (Game Changer)	2-3-2	—	21.5"	78"	180°	FF	✓ 23"	✓	✓	✓
FIRST										
A380-800 LD	I-2-I	—	21.6"	78.9"	180°	FF	✓ 23"-32"	✓	✓	✓
A380-800 ULR1	I-2-I	—	21.6"	78.9"	180°	FF	✓ 23"-27"	✓	✓	✓
A380-800 ULR2	I-2-I	—	21.6"	78.9"	180°	FF	✓ 32"	✓	✓	✓
B777-300ER LD	I-2-I	—	23.4"	77.6"	180°	FF	✓ 19"-32"	✓	✓	✓
B777-300ER ULR1	I-2-I	—	23.4"	77.6"	180°	FF	✓ 19"-23"	✓	✓	✓
B777-300ER ULR2	I-2-I	—	23.4"	77.6"	180°	FF	✓ 32"	✓	✓	✓

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Finnair

BUSINESS										
A319	3-3	33"	18.5"-19"	—	3"	ST	✗	✗	✗	✓ *
A320	3-3	31"	18"	—	3"	ST	✗	✗	✗	✓ *
A321	3-3	31"	18"	—	3"	ST	✗	✗	✗	✓ *
A330-300 (CONFIG 1)	2/I-2-I	60"	20"	—	180°	FF	✓ 15"	✓	✓ EU+US	✓
A330-300 (CONFIG 2)	2/I-2-I	60"	20"	80"	180°	FF	✓ 12"	✓	✓ EU+US	✓
A350-900	I-2-I	—	21"	78"	180°	FF	✓ 16"	✓	✓ USB	✓

Iberia

BUSINESS										
A319	2-2	33"	16.5"-17.69"	—	3"	ST	✗	✗	✓ AC + USB ***	✓ *
A320	2-2	31"	18"	—	3"	ST	✗	✗	✓ AC + USB ***	✓ *
A321	2-2	31"-32"	18"	—	3"	ST	✗	✗	✓ AC + USB ***	✓ *
A330-200	I-2-I	—	19.5"	78.8"	180°	FF	✓ 15.4"	✓	✓ UNI	✓
A330-300	I-2-I	—	19.5"	78.8"	180°	FF	✓ 15.4"	✓	✓ UNI	✓
A340-600	I-2-I	—	19.5"	78.8"	180°	FF	✓ 15.4"	✓	✓ UNI	✓
A350-900	I-2-I	—	23.5"	78.8"	180°	FF	✓ 18"	✓	✓ UNI	✓

SMART TRAVELLER

AIRCRAFT TYPE & CLASS	SEAT LAYOUT	SEAT PITCH	SEAT WIDTH	BED LENGTH	RECLINE	SEAT TYPE	SEAT-BACK SCREEN & SIZE	AUDIO-VIDEO ON-DEMAND	POWER SOURCE	WI-FI
KLM										
BUSINESS										
A330-200 (CONFIG 1)	2-2-2	60"	20"	—	170°	AF	✓ 10.4"	✓	✓ UNI	✗
A330-200 (CONFIG 2)	2-2-2	60"	20"	—	170°	AF	✓ 15"	✓	✓ UNI	✗
A330-300	2-2-2	60"	20"	—	170°	AF	✓ 15"	✓	✓ UNI	✗
B737-700	3-3	33"	17"	—	5"	ST	✗	✗	✓ UNI	✗
B737-800	3-3	33"	17"	—	5"	ST	✗	✗	✓ UNI	✗
B737-900	2-2	33"	17"	—	5"	ST	✗	✗	✓ UNI	✗
B747-400	2-2	—	20"	80"	180°	FF	✓ 10.4"	✓	✓ EU	✗
B747-400 COMBI	2-2	—	20"	80"	180°	FF	✓ 10.4"	✓	✓ EU	✗
B777-200ER	2-2-2	—	20"	—	180°	FF	✓ 10.4"	✓	✓ UNI + USB	✗
B777-300ER (CONFIG 1)	2-3-2	61"	20"	—	170°	AF	✓ 10.4"	✓	✓ UNI	✓ *
B777-300ER (CONFIG 2)	2-2-2	—	20"	—	180°	FF	✓ 10.4"	✓	✓ UNI + USB	✗
B787-9	I-2-I	—	20.2	—	180°	FF	✓ 18"	✓	✓ UNI + USB	✓
B787-10	I-2-I	—	20.25"	74.8"	180°	FF	✓ 18.5"	✓	✓ UNI + USB	✓
Embraer E190 CITYHOPPER	2-2	33"	18.2"	—	4"	ST	✗	✓	✗	✗
Embraer E175 CITYHOPPER	2-3	32"	18"	—	4.4"	ST	✗	✓	✗	✗

Lufthansa

AIRCRAFT	SEAT LAYOUT	SEAT PITCH	SEAT WIDTH	BED LENGTH	RECLINE	SEAT TYPE	SEAT-BACK SCREEN & SIZE	AUDIO-VIDEO ON-DEMAND	POWER SOURCE	WI-FI
BUSINESS										
A319	2-2	30"	17.3"	—	104°	ST	✗	✗	✗	✗
A320	2-2	30"	17.3"	—	104°	ST	✗	✗	✗	✗
A321	2-2	30"	17.3"	—	104°	ST	✗	✗	✗	✗
A330-300	2-2-2	—	20.5"	78"	180°	FF	✓ 15.7"	✓	✓	✓
A340-300	2-2-2	—	20.5"	78"	180°	FF	✓ 15.7"	✓	✓	✓
A340-600	2-2-2	—	20.5"	78"	180°	FF	✓ 15.7"	✓	✓	✓
A350-900 (NEW)	2-2-2	—	20"	78.5"	180°	FF	✓ 18"	✓	✓	✓
A380 (Upper deck)	2-2-2	—	20.5"	78"	180°	FF	✓ 15.7"	✓	✓	✓
B747-400	2-3-2	—	20.5"	—	180°	FF	✓ 15.7"	✓	✓	✓
B747-8 (MAIN/UPPER DECK)	2-2-2	—	20.5"	78"	180°	FF	✓ 15.7"	✓	✓	✓
FIRST										
A330-300	I-2-I	—	31"	81"	180°	FF	✓ 17"	✓	✓	✓
A340-300	I-2-I	—	31"	80.3"	180°	FF	✓ 17"	✓	✓	✓
A340-600	I-2-I	—	31"	80.3"	180°	FF	✓ 17"	✓	✓	✓
A380 (UPPER DECK)	I-2-I	—	31"	81.5"	180°	FF	✓ 17"	✓	✓	✓ *
B747-8 (MAIN DECK)	I-2-I	—	31"	83"	180°	FF	✓ 17"	✓	✓	✓

PLL LOT

AIRCRAFT	SEAT LAYOUT	SEAT PITCH	SEAT WIDTH	BED LENGTH	RECLINE	SEAT TYPE	SEAT-BACK SCREEN & SIZE	AUDIO-VIDEO ON-DEMAND	POWER SOURCE	WI-FI
BIZNES										
B787-8	2-2-2	75"	23"	75"	180°	FF	✓ 15.4" - SD	✓	✓ EU + US + UK	✗
B787-9	2-2-2	75"	23"	75"	180°	FF	✓ 15.4" - HD	✓	✓ EU + US + UK	✗

SMART TRAVELLER

AIRCRAFT TYPE & CLASS	SEAT LAYOUT	SEAT PITCH	SEAT WIDTH	BED LENGTH	RECLINE	SEAT TYPE	SEAT-BACK SCREEN & SIZE	AUDIO-VIDEO ON-DEMAND	POWER SOURCE	WI-FI
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Qantas

BUSINESS										
A330-200	1-2-1	—	23"-24"	78"	180°	FF	✓ 16"	✓	✓ USB	✓ *
A330-300	1-2-1	—	23"-24"	80"	180°	FF	✓ 16"	✓	✓ USB	✗
A380 (upper DECK)	2-2-2	—	20.5"	80"	180°	FF	✓ 12.1"	✓	✓ USB	✗
B737-800	2-2	37"	21.5"	—	6"	ST	✓ 10.6"	✓	✓ USB	✓ *
B747-400 (main/upper DECK)	2-3-2/2-2	—	20.5"	80"	180°	FF	✓ 12.1"	✓	✓ USB	✗
B787-9	1-2-1	—	23"-24"	80"	180°	FF	✓ 16"	✓	✓ USB	✗
FIRST										
A380 (MAIN DECK)	1-1-1	—	22.5"	81"	180°	FF	✓ 17"	✓	✓ USB	✗

Qatar Airways

BUSINESS										
A319	2-2	—	20"	79"	180°	FF	✓ 15.4"	✓	✓ EU + US	✗
A320 (CONFIG 1)	2-2	45"	22"	—	12"	ST	—	✓	✓ EU + US	✓
A320 (CONFIG 2)	2-2	45"	20.26"	—	10.2"	ST	✓ 10.6"	✓	✓ EU + US	✗
A320 (CONFIG 3)	2-2	—	20"	79"	180°	FF	✓ 15.4"	✓	✓ EU + US	✓ *
A320 (CONFIG 4)	2-2	38"	20.33"	—	6"	ST	—	✓	✓ EU + US	✓
A321	2-2	45"	20.26"	—	10"	ST	✓ 10.6"	✓	✓ EU + US	✗
A330-200 (CONFIG 1)	2-2-2	—	19.5"	—	180°	FF	✓ 15.4"	✓	✓ EU + US	✓
A330-200 (CONFIG 2)	2-2-2	60"	18.74"	—	165°	AF	✓ 18.5"	✓	✓ EU + US	✗
A330-300	2-2-2	60"	18.74"	—	165°	AF	✓ 18.5"	✓	✓ EU + US	✗
A340-600	2-2-2	60"	18.74"	—	165°	AF	✓ 18.5"	✓	✓ EU + US	✗
A350-900	1-2-1	—	22.25"	79.5"-82"	180°	FF	✓ 17"	✓	✓ EU + US	✓
A350-900 (Q suite)	1-2-1	—	21.5"	79"	180°	FF	✓ 22"	✓	✓ EU + US	✓
A350-1000 (Q suite)	1-2-1	—	21.5"	79"	180°	FF	✓ 22"	✓	✓ EU + US	✓
A380 (UPPER DECK)	1-2-1	—	22"	80"	180°	FF	✓ 17"	✓	✓ EU + US	✓
B777-200LR (CONFIG 1)	2-2-2	78"	21.82"	—	177°	AF	✓ 17"	✓	✓ EU + US	✓
B777-200LR (CONFIG 2) (Q SUITE)	1-2-1	—	21.5"	79"	180°	FF	✓ 22"	✓	✓ EU + US	✓
B777-300ER	2-2-2	78"	22"	—	177°	AF	✓ 17"	✓	✓ EU + US	✓
B777-300ER (Q suite)	1-2-1	—	21.5"	79"	180°	FF	✓ 22"	✓	✓ EU + US	✓
B787-8	1-2-1	—	22"	77.7"-80"	180°	FF	✓ 17"	✓	✓ EU + US	✓
FIRST										
A380 (UPPER DECK)	1-2-1	—	23"	90"	180°	FF	✓ 26"	✓	✓ EU + US	✓

Singapore Airlines

BUSINESS										
A330-300	2-2-2	60"	20"	—	172°	AF	✓ 15.4"	✓	✓ UNI	✗
A350-900	1-2-1	—	28"	78"	180°	FF	✓ 18" HD	✓	✓ UNI	✓
A350-900 ULR	1-2-1	—	28"	78"	180°	FF	✓ 18" HD	✓	✓ UNI	✓
A350-900 (Medium-Haul)	1-2-1	—	26"	76"	180°	FF	✓ 17" HD	✓	✓ UNI	✓
A380 (CONFIG 1&2)	1-2-1	—	34"	76"	180°	FF	✓ 15.4"	✓	✓ **	✓
A380 (NEW)	1-2-1	—	25"	78"	180°	FF	✓ 18" HD	✓	✓ UNI	✓
B777-200	2-2-2	63"-65"	22"	—	172°	AF	✓ 15.4"	✓	✓ UNI	✗
B777-200ER	1-2-1	—	30"	76"	180°	FF	✓ 15.4"	✓	✓ UNI	✗

SMART TRAVELLER

AIRCRAFT TYPE & CLASS	SEAT LAYOUT	SEAT PITCH	SEAT WIDTH	BED LENGTH	RECLINE	SEAT TYPE	SEAT-BACK SCREEN & SIZE	AUDIO-VIDEO ON-DEMAND	POWER SOURCE	WI-FI
B777-300	2-2-2	62"-65"	22"	—	172°	AF	✓ 15.4"	✓	✓ UNI	✗
B777-300ER (CONFIG 1)	1-2-1	—	30"	76"	180°	FF	✓ 15.4"	✓	✓ **	✓ *
B777-300ER (CONFIG 2)	1-2-1	—	28"	79"	180°	FF	✓ 18" HD	✓	✓ UNI	✓
B787-10	1-2-1	—	26"	76"	180°	FF	✓ 18" HD	✓	✓ UNI	✓
FIRST										
A380 (CONFIG 1 & 2) SEAT+BED SUITE	1-2-1	—	35.3"	78"	130° + 180°	FF	✓ 23"	✓	✓ **	✓
A380 (SEPARATE SEAT+ BED SUITE)	1-1	—	21" + 27"	76"	135° + 180°	FF	✓ 32" HD	✓	✓ UNI	✓
B777-300	1-2-1	—	35"	80"	180°	FF	✓ 23"	✓	✓ UNI	✗
B777-300ER (CONFIG 1)	1-2-1	—	35"	80"	180°	FF	✓ 23"	✓	✓ **	✓ *
B777-300ER (CONFIG 2)	1-2-1	—	35"	82"	180°	FF	✓ 24"	✓	✓ UNI	✓

United

BUSINESS/POLARIS										
B737-700 (CONFIG 1)	2-2	38"	20.4"	—	5"	ST	✓	✓	✓ Rows 1-3	✓
B737-700 (CONFIG 2)	2-2	37"	20.4"	—	5"	ST	✓	✓	✓ Rows 1-3	✗
B737-800	2-2	37"	20.7"	—	5"	ST	✓	✓	✓	✗
B757-200 (CONFIG 1&2)	2-2	—	20.6"	6'4"	180°	FF	✓	✓	✓	✓
B767-300 (CONFIG 1)	2-1-2	—	20.6"	6'3"	180°	FF	✓	✓	✓	✓
B767-300 (CONFIG 2)	1-1-1	—	20.6"	6'3"	180°	FF	✓	✓	✓	✓
B767-400ER	2-1-2	—	20.6"	6'3"	180°	FF	✓	✓	✓	✓
B777-200 (CONFIG 1)	1-2-1, 2-4-2	—	18.8"-22"	6'4"-6'6"	180°	FF	✓	✓	✓	✓
B777-200 (CONFIG 2)	2-2-2	—	22"	6'6"	180°	FF	✓	✓	✓	✓
B777-200 (CONFIG 5)	1-2-1	—	22"	6'6"	180°	FF	✓	✓	✓	✓
B777-300ER	1-2-1	—	22"	6'6"	180°	FF	✓	✓	✓	✓
B787-8	2-2-2	—	20.6"	6'6"	180°	FF	✓	✓	✓	✓
B787-9	2-2-2	—	20.6"	6'6"	180°	FF	✓	✓	✓	✓
B787-10	2-3-2	—	20.5"	6'6"	180°	FF	✓	✓	✓	✓
FIRST										
B737-800 (CONFIG 1)	2-2	37"	20.5"	—	5"	ST	✓	✓	✓	✓
B737-800 (CONFIG 2)	2-2	37"	20.7"	—	5"	ST	✓	✓	✓	✓
B737-900 (CONFIG 1)	2-2	37"	20"	—	5"	ST	✓	✓	✓	✓
B737-900 (CONFIG 2)	2-2	37"	20.5"-20.9"	—	5"	ST	✓	✓	✓	✓
B737 MAX 9	2-2	37"	20"	—	6"	ST	✓	✓	✓	✓
B757-300 (CONFIG 1)	2-2	38"	20.4"	—	5"	ST	✓	✓	✓	✓
B777-200 (CONFIG 3)	2-4-2	—	19"	6'4"	180°	FF	✓	✓	✓	✓
B777-200 (CONFIG 4)	2-4-3	—	19"	6'4"	180°	FF	✓	✓	✓	✓
A319 (CONFIG 1)	2-2	37"	19"	—	6"	ST	✓	✓	✓	✓
A319 (CONFIG 2)	2-2	37"	19.25"-19.75"	—	5"	ST	✓	✓	✓	✓
A320	2-2	39"	19"	—	6"	ST	✓	✓	✓	✓



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Cardiff

Cakes and castles offer a taste of the past on a tour of the Welsh capital

1 Pettigrew Tea Rooms

Fuel up for your walking tour of the Welsh capital at the tiny Pettigrew Tea Rooms, which sits on the outskirts of the 56-hectare Bute Park. The Butes were wealthy Scottish nobility who made part of their fortune from Cardiff's docks, and their legacy can still be found around the city. Since 1947 the park has belonged to the people of Cardiff and is a great picnicking spot, but in 1855 the Bute family bought additional parts of it to create private sculpted grounds for the nearby Cardiff Castle, which they also owned.

The tea room, which opened in 2012, was originally built as a home for head gardener Andrew Pettigrew, who landscaped the park. The menu showcases local ingredients, especially cheeses and meats. Take the advice of Sian Roberts, who runs food tour "Lo-

ving Welsh Food", and try the afternoon tea with bara brith (a fruitcake flavoured with tea) or a full "miner's breakfast" with laverbread (made with seaweed from the British coast), bacon, egg and cockles. Open 8.30am-5.30pm (9am-6pm weekends).

pettigrew-tearooms.com,
lovingwelshfood.uk

2 Cardiff Castle

Walk for a few minutes up Castle Street, away from the River Taff, until you come to the entrance of the castle. You'll follow the Animal Wall, built in the 1880s for the third Marquess of Bute. The 15 stone creatures watching over the busy road include an anteater, a leopard, a bear and two lions, with six more modern additions easily picked out since they lack the glass eyes of the original set of nine.

The castle site is relatively small but there are several parts to explore: the grounds, the Norman keep with panoramic views, the tunnels used as wartime air raid shelters and the house – the opulent living quarters built for the Butes. Entry is £13.50 but for an extra £3.75 the 45-minute house tour is well worth it – the antiques and frescoes provide a fascinating insight into 19th-century life, as well as the history of Cardiff and this influential family. Open 9am-5pm in winter; until 6pm in summer.

cardiffcastle.com

3 Castle Arcade

Opposite the castle you'll find the entrance to Castle Arcade, a covered collection of independent shops, cafes and bars. Built in the Victorian era, it's known for the large arched



mirrors at each end. Start with a hot welshcake fresh off the iron griddle at Fabulous Welshcakes, which offers flavours including lemon and white chocolate, maple and pecan and coconut.

Across the arcade's two levels you'll also find board game shop Rules of Play, deli Madame Fromage, bespoke jewellery collection Emma Kate, tattoo studio the Silverhand and restaurant-bar Gin and Juice. There are seven arcades in central Cardiff, and they are currently receiving a multimillion-pound upgrade; see theicityofarcades.com

4 St Mary Street

Emerge on to St Mary Street, the city's central shopping road, which was pedestrianised in 2010. Usually lined with Welsh flags, you'll find

historic buildings now housing high-street staples and lively bars. If you're in town for the evening, make a dinner reservation at the popular Potted Pig. Restaurant critic Jay Rayner somewhat unfairly remarked a few years ago that the best place in Cardiff for lunch was Central station, where you can get on a train to nearby Bristol. However, even Rayner called the Potted Pig a "jewel".

Music lovers should make a detour into Morgan Arcade for a visit to Spillers, the oldest record shop in the world. Founded in 1894, it originally sold records on wax phonograph cylinders that it still has on show today, alongside two floors' worth of classic and modern vinyl. Staff are excellent for recommendations if you want advice.

spillersrecords.com,
thepottedpig.com

5 City Arms

Turn off St Mary Street towards Westgate Street, where you can get a glimpse of the Principality Stadium, also known as the Millennium Stadium. Rugby is more religion than sport in Wales, and big games, particularly those of the Six Nations held each spring, consume the city. Round off your tour at the charming City Arms pub (unless it's a big match day, when you'll be lucky to get a look-in until the game starts). This is really a spot for beer enthusiasts, with walls decorated with hundreds of unusual pump clips. The bar has a rotating selection of British guest ales plus an impressive permanent collection featuring international beers and a range from the local Brains brewery, which is just down the road. Iechyd da!

sabrain.com

WHEN A TRAVEL AGENCY GOES BANKRUPT

My neighbours went on holiday with a travel agency. It all ended well, but they were very stressed by the recent information about the bankruptcies of travel agencies in Poland and England. They didn't know if they would manage to return to Poland without any complications. What happens when your travel company goes bankrupt while you are on holiday? How do you return home? Will you have to cover additional costs?

Magdalena

Dear Magdalena,

The bankruptcy of the world's oldest travel firm was a front-page news several weeks ago. This unfortunate situation also led to the insolvency of foreign companies of which Thomas Cook was a shareholder. This is why Neckermann Poland agency was affected by the bankruptcy of its parent company.

Such events always look quite dramatic, especially when the media report about tourists stuck at airports or unable to leave their hotels. However, bankruptcies in hospitality are far from unusual. The risk of running a tourist business is high, the industry is sensitive to any economic fluctuations. Declines in sales translate directly into problems with financial liquidity, especially as travel agencies operate on very small commissions and margins. Every year, several travel agencies or airlines collapse.

The activity of tour operators is strictly defined in the Act on Tourist Services. Specific provisions require certain insurance policies to be in place in the event of the bankruptcy of a travel agency. The money from the policy should be sufficient to fly stranded tourists back to the country. The whole repatriation process is handled by the Marshal's Office of a given province. Additionally, there is a Tourist Guarantee Fund, which provides additional backing in case the funds from the insurance policy is insufficient. In the UK, all customers of Thomas Cook were brought back home, even if some trips weren't covered by ATOL insurance (for example, the air ticket itself is not eligible as a tourist event). The funds were allocated directly from the state budget.

In case of problems, tourists who have bought a holiday in a bankrupt company should contact their bank or credit card provider as soon as possible to block the transaction and recover their money. The easiest way to get your money back is through a chargeback procedure eligible for failure to provide a service paid by credit card.

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.



VISA TO CANADA

My boss has a South African passport and is flying soon to Canada for a conference and meetings with our clients. I tried to get him a visa online, but it turned out that he had to apply for it at the embassy. What are the requirements to enter Canada? Why can't my boss get a visa online? Is the online procedure available for Polish employees?

Renata

Dear Renata

The visa waiver agreement with Canada covers selected countries. South African citizens need visas to travel to many countries and don't benefit from the same facilitations as the citizens of the European Union. Unfortunately, your boss will have to apply for a visa at the consulate.

Polish citizens travelling to Canada don't need a visa anymore, as this requirement was lifted on 15 March 2016. However, you still need the ETA - the Electronic Travel Authorisation. The simplified procedure applies only to short stays of less than 6 months for tourism or business purposes. If you intend to work or study, you should apply for a different type of visa.

The ETA application is available on the website of the Canadian embassy. The form is quite easy to complete. You must have a credit card ready, as there is an administration fee of Can\$7. The application is usually approved within a few minutes. In some situations the procedure may take more time and it may be necessary to send additional documents. People who have previously extended their stay in Canada, entered into conflict with the law or obtained a visa refusal in the past, should be expected to face difficulties.

Please note that the forms must be filled in individually. A family travelling together can't complete just one application form. The payment confirmation isn't sent separately and must be printed online at the time of payment. The consulate recommends that you wait for receiving your ETA confirmation before booking your trip.

Lubię to



DOMINICAN REPUBLIC

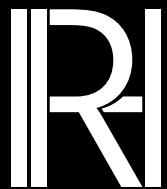


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