

Business Traveller Poland

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| 9,60 zł (8% VAT included) | N°7-8/2013 (41-42) JULY-AUGUST 2013 |



10 HOLIDAY ISLANDS

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Dystrybucja, prenumerata	TM Media, Al. Jana Pawła II 61 lok. 239 tel. +48 22 252 80 38 fax +48 22 252 55 07
Druk	Drukarnia TINTA
Business Traveller Managing director	Julian Gregory Perry Publications, Cardinal House, 39-40 Albemarle Street, London, W1S 4TE tel. +44 (0)20 76 47 63 30 www.businesstraveller.com

In the US, Business Traveler is published at 303 Fifth Avenue, 1308, NY 10016, tel 1 212 725 3500. In Germany, Business Traveller is published at Schulstrasse 34, 80634 Munich, tel. 89 167 9971, fax 89 167 9937. In Denmark, Business Traveller is published at Rymarksvej 46, 2900 Hellerup, tel. 45 3311 4413, fax 45 3311 4414. In Hungary, Business Traveller is published at 1074 Budapest, Munkas utca 9, tel. 36 1266 5853. In Hong Kong, Business Traveller Asia-Pacific and China are published at Suite 405 4/F Chinachem Exchange Square, 1 Hoi Wan Street, Quarry Bay, tel. 852 2594 9300, fax 852 2519 6846. In the Middle East, Business Traveller Middle East is published jointly by Motivate Publishing, PO Box 2331, Dubai UAE, tel. 9714 282 4060, and Perry Publications. In Africa, Business Traveller Africa is published by Future Publishing (Pty) Ltd, PO Box 3355, Rivonia 2128, South Africa, tel. 27 11 803 2040.

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ISLANDS OF OPPORTUNITIES

A visit to an island is different from a trip to the mainland. Staying on an island, we are in a confined space, surrounded on all sides by the sea, with its own traditions and customs, which often substantially differ from the nearby lands. An island, with its enclosed space is usually a coherent whole, and often just one stay is enough to visit it in its entirety. Small and large, secluded and lively, often mysterious and romantic islands are perfect holiday spots. Among numerous European islands we have chosen ten which we particularly recommend to those who are planning their summer holidays. Our list includes the blue islands of Mykonos and Santorini, Ischia which is famous for its thermal waters, Sardinia with its incredibly white beaches and the remarkably turquoise sea, Sicily with its numerous historical buildings and treasures, the island of Corsica with high mountain tops, Rhodes which is now a mecca for surfers, Gomera with its moon-like landscape, and Ibiza which is widely regarded as the kingdom of fun. Finally, there is the island of Mljet – still relatively unknown, but worth visiting as it is surrounded by the blue Adriatic, and from the air it looks like a lizard basking in the sun. Have a wonderful holiday!

Marzena Mróz

Marzena Mróz
Editor-in-Chief



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www.bmw.pl/lato



Radość z jazdy

NIEZAPOMNIANA PODRÓŻ ZACZYNA SIĘ TU.

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Hotels

Radisson

TURN YOUR WORLD BLU

Radisson Blu, Europe's largest upper-upscale brand, is hoping to "Turn Your World Blu" this summer. The campaign features an online contest with a chance to win a trip around the globe with stays at the Radisson Blu hotels of your choice, as well as highlights a variety of original summer offers at Radisson Blu hotels at home and abroad.

"Wherever you most want to visit in the world - and whatever you most want to do - Radisson Blu can turn your dream into a reality," said Rose Kutzli, Vice President, Branding. "With over 270 hotels in operation in 62 countries, Radisson Blu hotels span every corner of the world, and each hotel offers an experience more unique than the next."

To enter the „Turn Your World Blu" (www.contest.radissonblu.com) online contest, visitors are asked to identify the perfect places and things they most wish to do on a dream vacation. From "Blu skies, sun and beaches" to "The Blu period: art & museums" to "New Blu you: learning hot new skills," choices highlight the wide variety of experiences possible at Radisson Blu hotels. Participants must also complete two quick, playful questions about the Radisson Blu brand and their dream destination. One lucky winner will be chosen from contestants who are able to creatively describe why they wish to visit their dream destination. The "Dream Trip for Two," consists of not just one, but a customized collection of up to thirty free nights at their favourite Radisson Blu hotel destinations around the world, plus Round the World Flight Award Tickets for two from the Lufthansa Miles & More program. The contest is open between now and August 15, 2013. Complete details, including official rules, are available online at www.contest.radissonblu.com.

Airlines

British Airways

FOR THE KIDS!

When planning a trip with your child, it is worth taking advantage of the British Airways Skyflyers for Kids. If your offspring is below 2 years old and is held on your lap, you pay 10% of the regular fare. If you want to book a separate seat for your kid, you will receive a discount of 33% of the regular ticket price. The staff of British Airways always make sure that during the flight the whole family is seated together, so no worries – your child will never sit alone. When you travel with an infant, you are entitled to fast track check in and boarding. On board you will be provided with carrycots and meals prepared especially for the little ones. Available on board Paddington Bear



cartoons and books, will make the flight even more attractive for your kids. When you book your child to travel on a flight by themselves, it is a good idea to take advantage of a special service called Skyflyer Solo. A member of staff will host your child throughout their journey, until they are collected by the nominated adult at the arriving airport, or by the transferring airline if applicable. With Skyflyer Solo, the youngest passengers become keen travellers, and their parent never need to worry about their safety.



A Polish Company

Badura

FLIES HIGH

There are very few Polish companies that are so keen to explore foreign markets. Thanks to good management, a rapidly expanding distribution network, and, above all, excellent products, Badura footwear company is one of those notable exceptions. Similarly to the world's biggest fashion houses, Badura is a family company which was founded in a small craft business, where each pair of shoes was made by hand. Today, despite the rapid growth of the factory, which now employs hundreds of people and owns more than 30 stores in the most prestigious locations in Poland, Badura is still well-known for high quality of its shoes. Best quality leather, fashionable designs, timeless classic, careful workmanship, and prices suited to every budget, have made Badura one of the best footwear companies in Poland. However Badura stores do not sell only shoes. They also offer a wide selection of leather belts, as well as bags and purses. The big potential of the company was noted in the international more than 10 years ago. In 2002 Badura was selected to design footwear for formal suits of the Polish national football team at FIFA World Cup in Korea and Japan. "It was a true achievement, unequalled by any other Polish footwear company before," says Badura CEO Tomasz Grodecki. More details at: www.badura.pl.

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Restaurant Colombia

NEW MENU

One of the most popular restaurants in Warsaw, located at ul. Krucza 6/14, has changed its menu. During the summer season you can enjoy in Colombia such specialties as: orange-carrot cream with a hint of coconut, cold soup, roasted eggplant and olives stuffed with lentils and flavoured with spices, gnocchi with pork Colombian style with porcini mushrooms and Parmesan cheese, as well as mango sorbet with fruit.

The menu also features such well-known Colombian treats as delicious sweet and savoury breakfast menu, green smoothies, salmon rolls with ricotta and arugula, prawn fried in coconut milk with coriander and chilli, beef steak with vegetables and pepper and cognac sauce, as well as the unbeatable meringue cake with strawberries. More details at: www.colombiabar.pl

Airlines

Air France KLM

WIFI ON BOARD

In partnership with Panasonic Avionics, Air France and KLM will conduct a trial phase throughout the rest of 2013 on two Boeing 777-300s. During that time, customers can connect to the internet using their Wi-Fi enabled smartphones, laptops or tablets at a fixed rate and use their mobile phones for text messages or email, no matter what travel class they are in. During the pilot phase we will offer hourly and full-flight fees: EUR 10.95 per hour or EUR 19.95 for the full flight, applicable for all classes. During the trial a number of free services will be available, including live news feeds, live TV offering coverage of events such as summer sporting activities, as well as live weather, destination information and inflight magazines. Passengers can also watch Live BBC World News, BBC Arabic, Euronews and Sport 24.



Beauty

Guerlain

AN INSPIRING BEAUTY – DO NOT TRY TO RESIST

It is not only beautiful, but also inspiring and sensual. A devilishly stylish and seductive d'Enfer line comes into play. And it comes with Guerlain dedicated accessories... Every shade of the lip gloss has been perfectly balanced. They offer varying degrees of coverage and pigment intensity, sparkling or shimmer-free. The fine, smooth, non-sticky texture glides like a veil so comfortable that it is instantly forgotten. The new range of Guerlain nail polish provides a three-step ritual which includes a protective base coat, long lasting colour lacquer and gel top coat that give your nails a flawless, high-shine finish. Lip Gloss d'Enfer costs around PLN 128; the La Laque polish ~ PLN 105.



Beauty

Dr Irena Eris

LIME & LEMON

The energizing body lotion with a light texture, appetizing colour and the smell of ripe lime, is a real cocktail of natural vitality. Stimulating dose of fresh lemon juice together with an extract from the fruit of Spanish oranges optimally hydrates, relaxes and refreshes the skin. Toning lemon-grass oil normalizes the lipid balance of the skin, leaving it smooth and delicately scented with fresh citrus. Exotic bamboo extract reinforces the action that improves firmness and elasticity of the skin. Price: PLN 109/ 200 ml.

A hand cream enriched with shea butter and olive wax to moisturize and leave a thin, soft film on the skin, as well as to protect it against the effects of photoaging. Price: PLN 59/ 200 ml.

A refreshing body scrub with particles of cocoa beans and sugar crystals, intensively smoothes the skin. Bamboo extract moisturizes the skin, and grape seed oil effectively protects it from water loss and premature aging. Price: PLN 105/ 200 ml.

Trends

Orbis

BUSINESS TRAVEL

Orbis Hotel Group, together with its strategic partner company Accor, has carried out a pioneering nationwide survey on corporate market trends in business travel management. The survey included 300 respondents, of which 60% were business travellers and 40% travel organizers. The survey is representative and qualitative.

“Orbis Hotel Group is a leader on the hospitality market in Poland. As a company that sets the standards, we need to better understand the market and our customers,” said David Henry, Sales and Marketing Director at Orbis Hotel Group.

The report focuses mainly on the so-called CORPO business trips. Large, medium-sized, and microenterprises accounted for 35%, 35%, and 5% of participants in the study (in accordance with SME terminology used in the EU). Each of the surveyed companies had to fulfil a basic criterion of a minimum 100 nights spent in a hotel in one year. On the basis of the results of research it can be concluded that the majority of companies surveyed does not have an extensive business travel management policy. They are limited to the basic criteria for cooperation in the CORPO field (54%).

As for the needs related to services offered by the hotel, the most commonly mentioned are: good location and interesting surrounding (61%), good food, "homemade breakfast" (over 50%), and access to wireless internet wi-fi (49%). As for additional services, the respondents mainly selected: catering services (52%), car parks (39%) and meeting rooms (29%).



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Airlines

QatarAirways

EXPANSION OF CONNECTIONS ON THREE CONTINENTS

Qatar Airways at tuesday may 7 announced route expansion on three continents together with a huge increase in capacity in Pakistan as part of the Doha-based carrier's continued aggressive growth strategy. The Ethiopian capital of Addis Ababa will become the carrier's 20th destination on the African continent, launching on September 18, followed a month later by Clark International Airport in the Philippines from October 28. Effective March 1 next year, Philadelphia will become the airline's fifth US gateway. In addition, Qatar Airways is significantly increasing capacity to Pakistan where it currently operates 17 flights each week across four cities of Karachi, Islamabad, Lahore and Peshawar. - Yet again Qatar Airways is bucking the trend across the industry demonstrating that we are resilient in times of global economic austerity because while others are cutting back, we see the opportunities to expand our global footprint," said Qatar Airways Chief Executive Officer Akbar Al Baker.

Beauty

Dr Murad

THE RENOWNED COSMETICS AVAILABLE IN POLAND!

The American cosmetics created by a well-known and respected dermatologist have just hit on the Polish market! Dr. Murad cosmetics are known and loved by such Hollywood celebrities as Renee Zellweger, Susan Sarandon and Emily Blunt. The unique formula of the preparations make the skin healthier, tighter, and beautiful. The cosmetics are available in 10 lines developed for different needs and skin types. It is believed that high concentrations of active ingredients produce truly remarkable effects! More details at: www.murad.pl



Club Med

A new village

BELEK, TURKEY

Club Med, one of the world's most popular holiday organizers which celebrates its 60th anniversary this years, opened this April a new club located on the Turkish Riviera. The new comfortable and sophisticated resort features a beautiful 2.5-kilometre sandy beach, with many attractions both for adults and children. Club Med Belek is located on 20 acres on the shores of the Mediterranean, 55 km east of Antalya.



The place is unique, if only because its beach has been divided into two sections - a "Family" zone with water park, and the "Zen" zone - where you can enjoy the tranquil atmosphere. The guests who stay in the club's intimate villas can enjoy a Turkish bath, a spa, as well as a private service and all the attractions of the club. There are also de luxe rooms, suites, and family apartments. Club Med guarantees childcare for kids of all ages in the Baby Club, Petit Club, Mini Club and Passworld. The place is a real paradise for sports enthusiasts. There is also one of the world's best golf courses located near the club. More details at: www.clubmed.pl.



Airlines

Lufthansa

100 NEW AIRCRAFT

The Lufthansa Group has firmed up a previous Supervisory Board decision from March this year and signed for 100 A320 Family aircraft (35 A320neo, 35 A321neo and 30 A320ceo with Sharklets) at the Paris International Airshow in Le Bourget, France. The new order confirms Lufthansa's leading position as the largest Airbus airline customer and operator in Europe, increasing its order for the A320 type to 299. Over 150 of these aircraft have already been delivered.

Airlines

Emirates

SKYTRAX 2013 WORLD AIRLINE

On 8 June 2013, Emirates airline won "World's Best Airline" award presented by SKYTRAX at 2013 World Airline Awards. In addition to winning 'World's Best Airline' Emirates scooped up a further two awards including; 'Best Middle East Airline' and for a record ninth year in a row, 'World's Best Inflight Entertainment'. "Being honoured with these awards is testament to our unrelenting effort to be the world's best airline," said Mr. Clark. "We are constantly striving to offer our customers consistent, world-class service that extends from the moment they make their booking to the moment they arrive home at the end of their journey."

FOT.: MATERIALY PRASOWE FIRM



Airlines

Finnair

IATA AWARD FOR "FAST TRAVEL"

Finnair has been presented with a Fast Travel Gold Award for implementing IATA's Fast Travel program at Helsinki Airport. Designed to reduce queues at airports and give passengers more options for self-service, the automation program covers check-in, baggage drop, document check, boarding, flight rebooking and bag recovery. Finnair has introduced automated processes for all of these activities at Helsinki Airport and many other outstations as well, particularly in Europe. "Both internally and with partners, we have worked very hard on making the air travel experience at Helsinki Airport as effortless as possible from the customer's point of view, and we are grateful for IATA's recognition of what we have accomplished so far," says Anssi Komulainen, Finnair's SVP, Customer Service. "We look forward to bringing more of these improvements to other airports abroad where possible."

Tourism

France

A NEW MUSEUM IN MARSEILLE!

This year is extremely rich in exciting events and premieres taking place in Marseilles. The 2013 European Capital of Culture is celebrating another opening. This time it is the launch of the National Museum of European and Mediterranean Civilisations - the first museum of its kind in France. This government project, implemented by the Ministry of Culture and Communication, hosted the first guests on 7 June. The MUCEM features more than 45,000 sq m of exhibition space located in three buildings – at the entrance to the port, on the pier, and at Fort Saint-Jean. It presents a cultural and social, but also historical and political look at past and present civilizations of the Mediterranean region. www.mucem.org



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PERFECT HOLIDAY ISLANDS

Island, ile, ilha, wyspa ... This word sound mysterious in almost every language. Maybe it is because islands are mysterious indeed. It is hard to imagine a better place to have vacation. Here is our subjective list of the ten best islands you can go to. Now it is for you to decide which one to choose.



1 MLJET - SOUTHERN DALMATIA, CROATIA

A long and green island, situated on the blue Adriatic Sea, looks like a lizard basking in the sun. It is not crowded as it is mainly visited by sailors.

What is there to see?

Sutmiholijska and Polace Bays; Nacionalni Park Mljet with two beautiful lakes and Benedictine monastery.

Hotels: Pomena Guesthouse (4*) located in the very heart of the national park, www.mljetpomena.com; holiday apartments, www.adriatic.hr

Restaurants: Triton Tavern, Babino Polje - local food; Melita restaurant, Otok Sv Marije Nacionalni Park Mljet - seafood, fish.

Getting there: By plane to Dubrovnik, then by ferry - also from Split or Hvar. Schedule available at www.jadrolinija.hr

2 CORSICA FRANCE

Corsica is considered to feature some of the most beautiful beaches in the Mediterranean.

What is there to see?

Citadel in Bonifaccio, Terra Vecchia, the Old City of Bastia; the most popular resort of the island is Porto Vecchio.

Hotels: Les Jardins De La Madrague 5*, 16 rooms, www.hoteljardinsdelamadrague.com; Demeure Les Mouettes 4*, Ajaccio, www.chateauxhotels.co.uk

Restaurants: La Riviere des Vins – for local cuisine and grilled dishes, Corte; reservations and information: larivieredesvins@gmail.com; Costa Marina - serves the best pizza on the island, Porto-Vecchio, www.restaurantpalombaggia.com

Getting there: By plane from Warsaw to Marseille or Nice, then by Air France or local Compagnie Corse Méditerranée to Bastia, Calvi, Ajaccio or Figari. In the summer season Corsica is also served by Air Italia, Germanwings, Lufthansa, and Easy Jet.

3 MYKONOS - CYCLADES, GREECE

Miles of sandy beaches and crystal clear waters of the Aegean Sea. Lovers of nature will find here half-tamed pelicans which are the mascots of the island.

What is there to see?

Alefkandhra, called Little Venice, Armenistis lighthouse, the church of Paraportiani.

Hotels: Bill & Co Suites And Lounge; 5* Mykonos; apartments with sea views and a great restaurant; www.bill-coo-hotel.com; Greco Philia Luxury Suites & Villas, Elia - luxury villas and apartments, www.greco-phia.com

Restaurants: H Epistrophi, Agios Stefanos - fish, seafood, www.epistrofirestaurant.com; Yialo Yialo; Platys Yialos beach - regional cuisine and a view like a fairy tale, www.yialo-yialo.com

Getting there: In season, the best way is to take a charter flight from Berlin.

4 SANTORINI - CYCLADES, GREECE

The island, or rather what was left of it after the Thira volcano eruption 1500 years ago, is sometimes called “the Devil’s Island”.

What is there to see?

Akrotiri with its famous red beach and the excavations of Aegean culture; village of Ia – widely regarded the most beautiful in Greece.

Hotels: Astarte Suites, 5 *, Akrotiri, astartesuites.gr; Tzekos Villas, 4*, Fira, www.tzekosvillas.gr

Restaurants: Selene, Pyrgos - European and local cuisine, wine tastings, www.selene.gr Argo, Fira - new age cuisine; www.argo-restaurant-santorini.com/tastes,

Getting there: By plane to Athens and then to Thira airport.

5 ISCHIA CAMPANIA ITALY

Great atmosphere, beautiful nature and the Epomeo volcano, although inactive, sometimes likes to remind of its existence with light tremors. Ischia is also a kingdom of thermal water and most good hotels on the island feature thermal pools.

What is there to see?

Ischia Ponte - the village whose entrance is guarded by a fifteenth-century fortress, a fairytale park of the Giardino Poseidon, Castello Aragonese and the church of Santa Maria della Scala.

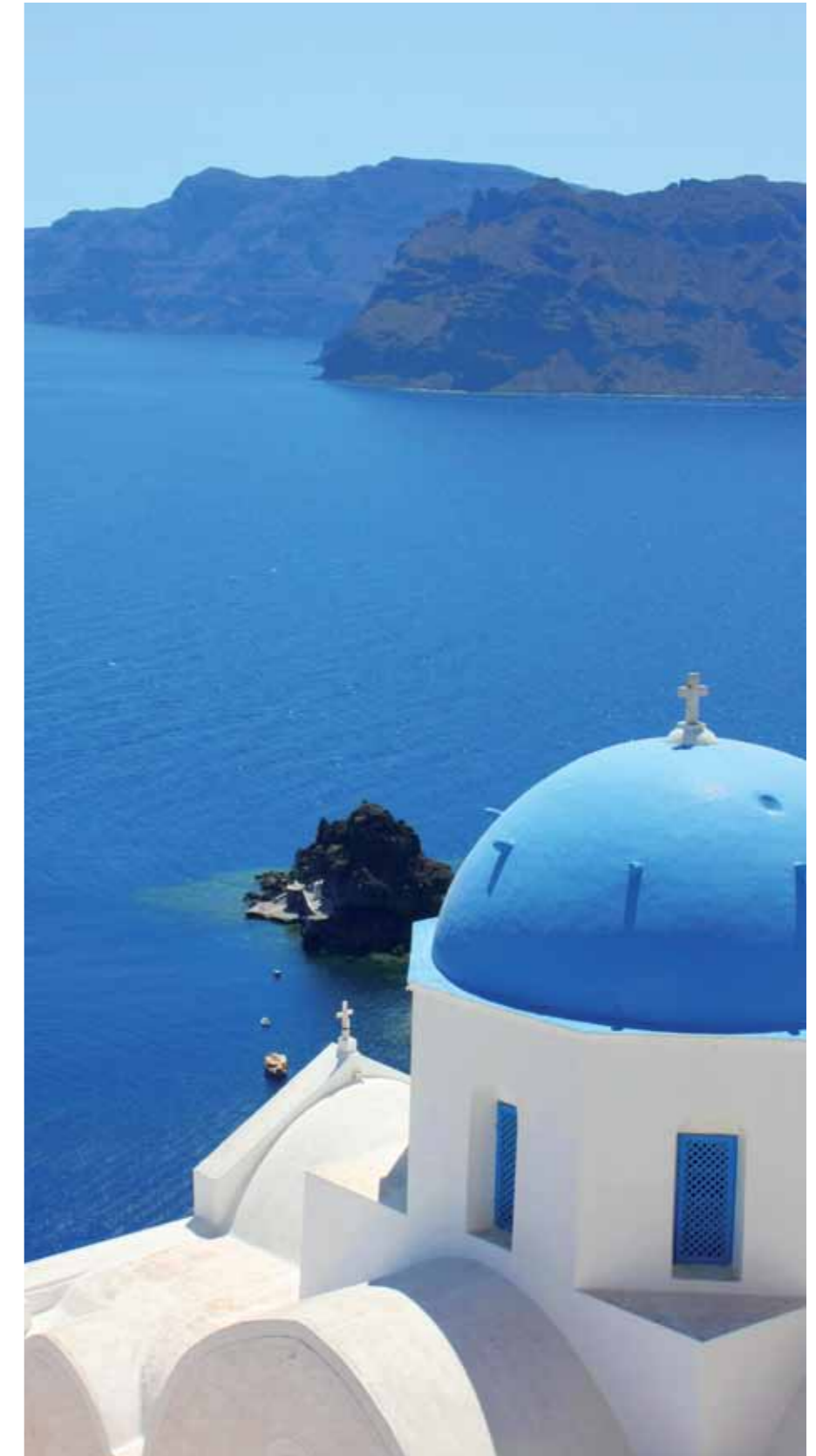
Hotels: Punta Molino, 5*, Ischia - the best spa on the island, www.puntamolino.it, San Giorgio, 4*, Maronti, www.hotelsangiorgio.com

Restaurants: Neptunus, Sant'Angelo - famous feasts of Signor Giuseppe, www.ristoranteneptunus.com, Alberto, Ischia – “We don’t have freezers,” boasts the owner; www.albertoischia.it

Getting there: Directly from Polish cities to Naples and then by ferry.

6 SARDINIA ITALY

They say that nowhere else the sea is so blue and beaches so white. The most beautiful



Subdued colours simply do not exist on Santorini. White is blinding, black truly devilish, and blue ... No pictures or images are able to render the colour of the island’s water, sky and ... roofs.



Thy say that Ibiza is the most famous party island in the world. However, there is much more to it than the shiny interiors of even the most fantastic clubs.



La Gomera - nowhere else the ocean, rocks and clouds seem to coexist so harmoniously as if they all were variations of the same element.

part of the island is Costa Smeralda – voted twice “Europe’s Leading Beach” at World Travel Awards.

What is there to see?

The famous Red Rocks in Arbatax; the 12th century town of Castelsardo; a complex of caves Grotta del Bue Marino Cala Gonone.

Hotels: Faro Capo Spartivento, 5*, the light-house built in 1856: www.farocapospartivento.com; Arathena, 4*, San Pantaleo, www.arathena.it

Restaurants: Ristorante Italia, Cagliari - Italian cuisine, www.ristoranteitaliacagliari.it; Trattoria Maristella, Alghero - seafood

Getting there: By a direct flight to Cagliari from Cracow; by ferries from Olbia, Livorno, Genoa – schedule available at www.mobylines.com

7 IBIZA - BALEARIC ISLANDS SPAIN

Ibiza is widely recognized as the kingdom of fun with a majority of Europe's most famous dance venues where the world's best DJs play.

What is there to see?

C'an Marca caves; the Ethnological Museum in C'an Ros; Es Cana – for a shopping spree.

Hotels: Mirador de Dalt Vila, 5*, Ibiza; www.hotelmiradoribiza.com; Ca Na Xica, 5*, Sant Miquel de Portmany – a boutique hotel, canaxica.com

Restaurants: Sa Capella, San Antonio - Spanish dishes; Villa Mercedes, San Anto-

nio – flamenco shows, fusion cuisine, www.villamercedesibiza.com

Getting there: From Poland via Majorca, directly from Berlin Tegel.

8 RHODES GREECE

Cultural diversity, a pervasive whiff of history, good shopping opportunities – this is Rhodes in a nutshell.

What is there to see?

Grand Master's Palace, Suleymaniye Mosque, Mandraki marina, the theatre, stadium and columns of the Temple of Apollo on Monte Smith.

Hotels: Rodo Palace, 5*, Rhodes, www.rodos-palace.com, Rhodes Village, 5*, Kiotari, www.mitsishotels.com

Restaurants: Kioupia, Ialysos, one of the most famous in Greece, www.kioupia.gr; Dinoris, Rhodes-Old Town, the oldest on the island, www.dinoris.com

Getting there: By direct flights from Warsaw, also from Athens, Frankfurt and Berlin.

9 SICILY ITALY

The island prides itself on great wines, and Marsala is a real gem. It would be a sin not to try the local ice cream, either.

What is there to see?

The theatre in Syracuse, the Church of San Pancrazio and Goals Mena waterfalls in Taormina, Capella Palatina in Palermo, Sicily, Mount Etna, the Valley of the Temples.

Hotels: Grand Hotel Atlantis Bay, 5*, Taormina - a unique spa, www.atlantisbay.it, Villa Meligunis, 4*, Lipari - a boutique hotel www.villameligunis.com

Restaurants: Don Camillo, Syracuse - famous for its creative menu and wine list, www.ristorantedoncamillosiracusa.it; La Madia, Licata - the chef boasts two Michelin stars, www.ristorantelamadia.it

Getting there: By many flights from all over Europe to Palermo and Catania.

10 LA GOMERA - CANARY ISLANDS, SPAIN

A mountain with numerous switchback, where driving at a speed of 50 km/h is simply breath-taking. The beaches are black, the ocean is of azure colour, and the whole place is simply tranquil.

What is there to see?

Garajonay National Park; a show of the island's whistled language; dolphins that can be found on the southern coast.

Hotels: Parador de la Gomera, 4*, San Sebastian, www.parador.es, Chijeré Faro del Inglés, 4*, Valle Gran Rey - apartments, www.chijere.com

Restaurants: Mirador César Manrique, Arure - delicious food and a location that can be envied by any other restaurant in the world, www.vallegranrey.es; Tagoror, Tecina - friendly, local cuisine, www.restaurante-tagoror.es

Getting there: From Warsaw to Tenerife (directly or through Berlin), then by local airlines or ferry.

SUN PROTECTION

Golden tan makes every woman look more attractive. But it is worth making sure you take the most out of sunbathing experience while avoiding the sunburns and dry skin. Choosing right cosmetics will do the thing.



When it comes to health, the sun is on your side. It boosts your energy, takes part in producing vitamin D, which ties calcium and prevents depressions, and, the last but not least, you enjoy sunbathing to look better.

BEFORE YOU SIT ON A DECKCHAIR

Adequate preparations are as important as sun protection when on the beach.

- A week before going away, do a careful skin exfoliation - it will help you get an even tan. For the face try Gentle Exfoliating Refiner, and for the whole body - Exfoliating Body Scrub for New Skin, to remove the dead skin cells and smooth the rough spots.
- Moisturize your skin - and your tan will have an extra glow. Each day use moistur-

izes adequate for your skin, such as HydraQuench Intensive Serum Bi-Phase and one of the HydraQuench face creams.

- You should regularly control your skin – you will make sure sunbathing is safe. Watch for marks and moles. If you notice any new moles or old ones changing their shape or size, consult your dermatologist.
- Use your favourite bronzer. Instant Smooth Self Tanning has a light velvet and smooth texture, which makes it easy to spread it on your body. The delicate mousse absorbs easily slowly giving your skin a lovely glow. The tan looks sensual and marvelous. Self Tanning Instant Gel, on the other hand, is a magic bronzer giving an immediate effect. Thanks to this and other products from the Self Tanning line, you will have a nice tan already when going on your holiday, so you will not need to spend long hours on

the beach to reach the desirable effect. For children choose cosmetics adequate to young and sensitive skin. The best ones are those containing mineral (not chemical) filters like Sun Care Milk for Children.

SPF PROTECTION IS NOT ENOUGH

Sun filters protect against skin sunburn, but not dehydration. They do not protect against symptoms of premature aging caused by exposure to the sun. That is why Clarins has come up with cosmetics which are made by using carefully chosen ingredients of more complex and beneficial effect.

- Phyto-Sunactyl 2 (mixture of extracts from senna, plane tree, olives, baobab, peas) guarantees a complex skin cell protection, prevents dry skin, protects against premature aging symptoms like wrinkles or discolouration.

- Vitamin E and aloe extract complex moisturizes the skin and has an antioxidant effect.
- Sunflower extract soothes the sunburn and reduces the feeling of hot skin.
- Watermelon and Karite butter extracts moisturizes and nourishes the skin.
- Centella and mimosa extracts regenerate and refresh the skin.
- Safflower extract emphasizes the tan and stimulates the sunbathing process.

BEACH STRATEGY

Using Clarins Sun Care products you can enjoy the sun, while retaining optimum skin protection against harmful effects of sun radiation. Your vanity case should include sunbathing products for face and body. It is worth choosing cosmetics you are fond of, so that using them becomes almost a reflex. Luckily, the choice is really big and the principles for healthy sunbathing are easy to remember.

- Use high filter creams during the first days of your exposure to the sun (or during a short holiday), like Sun Wrinkle Control Cream UVA/UVB 50+
- Water sports enthusiasts can choose easily-applicable cream in a stick, like Sun Control Stick for Sun-Sensitive Areas UVA/UVB 30
- If you suffer from an allergy, opt for Sun Care Milk-Lotion Spray UVA/UVB 50+ - it

is a light cream, ideal for sensitive skin allergic to the sun.

- Those of us who love perfumes, do not have to give up on them even on the beach. Clarins perfumes do not cause sunlight allergy: Eau Dynamisante strengthens and refreshes, Eau des Jardins gives you some fruit and flowery freshness and Eau Ressourçante has a relaxing, toning and refreshing effect.

AFTER-SUN SKIN CARE

The "after beach strategy" is just as important as taking care of your skin when sunbathing. After a longer sun exposure your skin needs moisturizing. This helps to get rid of dead and dry skin and emphasizes the beauty of tanned skin.

- Choose products of light consistency which are easily to spread and absorb, especially to apply to the face and neck, like After Sun Replenishing Moisture Care For Face and Décolleté - it soothes the irritation and restores the skin comfort. The cream regenerates and protects the skin against the harmful effects of free radicals, which stay active even after the sun exposition. The skin stays beautiful and keeps its glow.
- For body care, you should choose products that not only give an adequate moisturizing level, but also soothe irritation, like After Sun Moisturizer and Ultra-Hydrating Self Tanning. The latter has also a self-tanning effect.



A SCIENTIFIC EXPLANATION

by **Eric Gooris**, General Manager at Laboratoires CLARINS

What is SPF?

It is a laboratory measure, indicating the sun protection a given product gives you - usually against UVB radiation. There are also other methods of measuring the protection against UVA radiation, but so far none of them was officially approved and that is why you cannot compare individual products.

The dangers do not limit to UVB radiation and sunburns.

By combining different types of substances with mineral filters you can obtain optimal sun radiation protection (UVA, UVB, IR) and avoid the sunburn. But there are some serious skin cell changes, which sometimes occur long before the alarm signals like sunburn. By using the protective "Sunactyl" Clarins complex, you can avoid these changes and get a protection with which regular filters cannot compare.

The risks of using high filter products.

Regardless of the level of protection, you are never able to block the sun radiation completely. By suggesting that long exposure to sun is not harmful, high filter products may lead to careless behaviour, which, in turn, may have detrimental effect when it comes to skin aging. The consistency of such products is often overloaded with mineral filters to increase the SPF indication. That is why people often apply only a thin layer of it, which also leads to a decreased efficiency.



Airline **WARSAW - HELSINKI - HANOI**

FINNAIR A330-300 BUSINESS CLASS



CONTACT
www.finnair.com

PRICE
from PLN 7,088

You can reach the former capital of the French Indochina, and now the second-largest city of the booming Vietnam, flying with Finnair via Helsinki. Why is it the most convenient connection available today? The flight from Warsaw to Helsinki takes less than two hours, the waiting time for boarding the Airbus to Hanoi is less than an hour, and the 10-hour journey in the luxurious surroundings of Marimekko design on board a Finnair aircraft is a real pleasure.

WARSAW - HELSINKI
Punctually at 1.05 pm, one of the 12 Embraer 190 aircraft started taxiing to the runway at Okęcie Airport to take off just a couple minutes later. My seat was 2A at the window, in a cosy

business class cabin which consisted of only seven seats. Interestingly, there was not even one vacant seat on board the plane which can accommodate up to 100 passengers. After 15 minutes we reached the cruising altitude, the cabin crew offered business class passengers a glass of juice or champagne. Then we had dinner consisting of goat cheese stuffed with ravioli and served in tomato sauce with pine nuts, while for dessert we received Godiva chocolates. Nearly two hours into the flight across the northern cloudless sky, we landed at the airport in Helsinki. Since I had only 45 minutes to change the planes, I made my way directly to gate 35, where the Airbus to Hanoi was already waiting. I had only time to see briefly the new col-

lection of dresses and tableware by Marimekko whose I am a big fan. The airport in Helsinki was packed with travellers, and it is hardly surprising, since the Finnish national carrier offers over 60 daily flights on European routes and 13 connections to Asia.

HELSINKI - HANOI
The 10-hour trip to Hanoi I spent on board Airbus A330-300 aircraft which seats almost 300 passengers. Business class cabins have five rows of seats in a 5-3-2 configuration. My seat (1L) was located in the first row next to the window, which I think is worth recommending. A smiling stewardess wearing a black and white dress and a nice forage cap, handed me a wet warm towel to wipe my hands, and then offered a glass

of Joseph Perrier champagne. Flight AY097 had a few minute delay on that day (which did not affect the journey time though), so while waiting for the take-off we were entertained by a group of magicians, which was, in my opinion, a truly original idea. We took off before 5 p.m., and 30 minutes later the cabin crew offered began serving lunch. For an appetizer I chose duck salad served on lettuce with a hint of foie gras and figs; as a main dish - cod with basmati rice and tomatoes; while for dessert I went for cheesecake with fruit. The choice of wines included white Schlumberger Riesling Grand Cru Saering 2011 from Alsace and Italian Paolo Leo Numen Chardonnay 2011, while red wine enthusiasts could choose between French Chateau Malescasse 2005, and Tuscan San Polo Brunello di Montalcino 2005. The tableware designed by Marimekko was also noteworthy. The white oval plates, cups, soup cups and napkins, had the characteristic blue, green and grey patterns, which were simple, unpretentious, and

typically Finnish. Drinking champagne from Ultima Thule glass is a real pleasure as in its design it resembles an icicle. It was designed by Tapio Wirkkala in 1969, to commemorate the first flight of a Finnair plane to JFK airport in New York. These glasses, now legendary, still look impressive to those who are design-conscious. The interior of the aircraft is decorated in tones of light grey blue. Every passenger received a navy blue pillow and quilt lined with soft velvet. After lunch business class passengers could recline their seats into an almost flatbed (first flatbed seats will be installed on board Finnair aircraft later this year). We also received eco traveller kits with travel socks, an eye mask and ear plugs. During the long flight to Hanoi, I had the opportunity to thoroughly test the flight entertainment system offered by Finnair. The system offers individual touchscreens, which can also be operated with a remote. You can choose from a variety of movies (both Western and Asian), several music channels, and

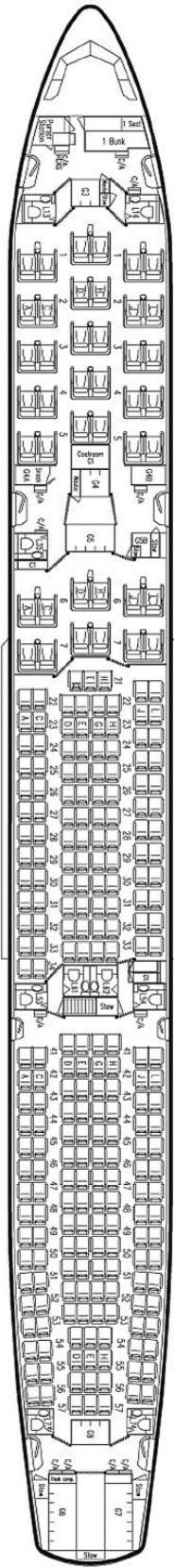
games. There is also a special channel for kids. Business class passengers can (for a fee) send text messages or e-mails, as well as communicate with each other using the "seat to seat call" function. Another interesting and pleasant feature available on the IFE was the flight tracking option. Our flight ran through St. Petersburg, Bukhara, and New Delhi. Exactly at 6.40 local time we landed at Noi Bai airport in the capital of Vietnam.

VERDICT
The connection offered by Finnair is currently the most convenient option for passengers wishing to fly from Warsaw to Hanoi. It also allows for smooth connection with other Asian countries such as Laos, Cambodia, Thailand and Myanmar. Finnair will fly directly to the capital of Vietnam until 27 October 2013, so it is not worth delaying the trip. It is a unique product refined by Finnair down to the smallest details, and offered by the airline which boasts remarkable design features.

Karolina Wolska



The 10-hour flight from Helsinki to Hanoi, spent in the luxurious surroundings of Marimekko design on board a Finnair aircraft, is a real pleasure.



Hotel

WARSAW

BRISTOL LUXURY COLLECTION HOTEL



The hotel was frequented by kings, famous politicians as well as celebrities such as Mick Jagger, Marlena Dietrich, Depeche Mode and many other stars! The Warsaw Bristol is a real temple of the past, which shines with new light. The hotel, belonging to the prestigious Luxury Collection group, has recently been renovated and redecorated and with chic and style, like a beautiful woman in a new attire, awaits guests from all over the world.

REDECORATED INTERIOR

Fans of Bristol hotel will not be disappointed. After redecoration, which emphasized its style without making any changes to its character, this legendary Warsaw hotel is in its prime again. A characteristic golden lift with crystals still carries guests just like a century ago, and the new reception area is not only beautiful but also functional. Column Bar was also redecorated and there is a whole new place - Adventure wine tavern which you can access directly from Krakowskie Przedmieście. It is also worth climbing Glorietta - a round balcony with a roof, which is the finial of the whole building. You can organize a party there, and your guests will be able to admire the royal route panorama.

A CORNER SUITE

The suite 403 has 92 sq m. You enter it through a huge hall with a mirror and a marble table with decanters a lamp and a fruit plate. You cannot think of a better view than the one from the windows of the living room. You can



see Krakowskie Przedmieście, Visitationist Church and Holy Cross Church, and in the background - an ancient building housing The Polish Academy of Sciences. Walls of the room are covered with an ecru flowery wallpaper designed especially for Bristol. You will find here two sofas, an armchair with a footstool, a TV set, a desk, a table and four chairs, a bookcase with books in various languages as well as a Bose docking station. One of the walls is half-round, making the room look even more impressive.

The bedroom is not large but comfortable and beautifully-arranged. The king size bed comes with a soft, body-fitting mattress. There are also two bed tables with bedroom reading lamps. Other furniture includes two armchairs, a desk, TV set with a table and a round coffee table. The bedhead covers almost the entire wall with a round mirror in a black and

golden frame in the middle of it - it is like an Italian Renaissance tondo. Next to the bed you will find an original seat resembling a huge suitcase. Adjacent to the bedroom is a huge cloakroom with a wardrobe and a mirror covering the whole wall.

The bathroom comes with a glass-covered bathtub, thanks to which you can also take a shower, two washbasins, a bidet and a set of Cinq Mondes toiletries, bathrobes and slippers.

MENU

Breakfasts served in Bristol is a chance to try Polish cold meat, pickled and fresh vegetables, dairy products, fish as well as sauces and cakes, something the hotel is famous for. Marconi restaurant would be a good place to go for dinner, to try dishes like Polish beef tatar, foi gras medallion in a tangerine sauce, roasted duck with red cabbage and walnuts, lamb comber with carrot, pork chops served

on sour cabbage puree, turbot fried in herbal butter, shrimps with hot baked potatoes, fettucine with white truffle sauce and rabbit meat. I should also mention excellent soups: hot roasted pepper cream with mascarpone, shrimp bisque or celery cream soup with mussel and saffron oil. Desserts include a plate of cheese with warm grapes, chocolate fondant with a heart-shaped piece of gorgonzola or a velvet cheesecake with chocolate sauce.

VERDICT

A new version of the iconic hotel. A taste of Warsaw from the Belle Époque combined with contemporary comforts. Stylish, redecorated interior emphasize the unique character of the place. You can book a room here, but it is also worth choosing the place for an elegant lunch or dinner, or have a glass of wine in a newly-open wine bar.

Marzena Mróz

CONTACT

Bristol A Luxury Collection Hotel
Krakowskie Przedmieście 42/44
00-325 Warszawa
tel. 22 55-11-864
www.luxurycollection.com/bristolwarsaw

PRICES

From PLN 400 (about €92)
for the Classic room.

The Warsaw Bristol is a real temple of the past, which shines with new light. The hotel, belonging to the prestigious Luxury Collection group, has recently been renovated and redecorated and with chic and style, like a beautiful woman in a new attire, awaits guests from all over the world.



HOTEL BOOM IN ŁÓDŹ



CONTACT
Novotel Łódź Centrum
ul. Piłsudskiego 11a
www.novotel.com
www.accorhotels.com

PRICES
Standard Room PLN 199 (about €46)
Executive Room PLN 239 (about €55)
Suite PLN 800 (about €185)

BACKGROUND
Łódź is experiencing a real hotel boom right now. Within the last few months the city has gained four new 4-star hotels. The latest addition is Novotel Łódź Centrum. The newly-opened 10-storey building has already blended into the city panorama. It has an ideal location by the end of the main artery and Piłsudskiego and Sienkiewicza street. A hundred metres to the left you can see the landmark Piotrkowska street, 500 metres to the right there is ŹródliŹsko park where you can have a rest.

ROOMS
Novotel Łódź Centrum is the second Accor group hotel (after Novotel Warszawa Centrum) with rooms in Next standard in third part of Europe. It can be defined by one word - functionality. And indeed every detail has been well-thought-out regarding the comfort of the guests. Apart from fast wifi connection, guests have also access to a multimedia panel with all electrical connectors and a docking station, thanks to which you can transform your room into an office with a wall TV screen acting as a display. Doing work is easy as rooms are well-lit by a number of spot lights installed also next to the beds. The kitchen annexe comes with a fridge, a coffee ex-

press, dishes and a safe. Everything is very well-planned. The colour scheme is unified and the dominant tones are beige and grey. There are a few quite impressive gadgets like a glass pane separating the bathroom from the room, which changes from transparent into opaque, as well as a comfortable rocking couch. The rooms are really quiet thanks to the soundproof windows. I described an Executive room, and there are 116 of them in the hotel. The remaining 114 Standard rooms come with different elements of the equipment: family rooms have an additional sofa for a child and a coffee express is replaced by an electric kettle. A functional suite with two bathrooms is an ideal solution if you are planning to organize a small business meeting or conference. Divided into private and guest sections, it comes with sofas, a multimedia panel and a comfy coffee corner.

BUSINESS FACILITIES
Business facilities in Novotel Łódź Centrum comprises 8 module rooms on the 1st floor. When combined, they can accommodate up to 200 people and the equipment includes: control panels, overhead projectors, screens and a rest corner. The hotel has prepared a special offer in a form of constant technical

support and a special regional menu including dishes from four cultures, served during the breaks.

RESTAURANT
On the ground floor there is restaurant and a bar catering for 80 guests. The chef serves dishes grouped in categories: Polish cuisine, Eco cuisine and standard Novotel cuisine. The last category contains menu standardized for the whole Novotel brand with dishes known all over the world. I can personally recommend rare steak and a mild beet-root soup with duck meat.

ADDITIONAL FACILITIES
What is more, Novotel offers an air-conditioned fitness room with access to natural light and a possibility to gratuitously use hotel bicycles for a sightseeing trip to the city. You can leave your car on an underground car park connected to the hotel. It is charged PLN 30 a day. Business travellers will appreciate YOU program providing 24-hour access to a manager. Families will be happy to know they can check out as late as at 5 pm on Sunday afternoon, and children under 16 are not charged for the stay. All the guests can make use of the new opening offer - PLN 199 (about 46 euro) for a room - until the end of 2013.

RESTO & WINOBAR HOŹA BY MONDOVINO

Shelves full of bottles of wine, a mirror over the bar, brick walls partially painted in turquoise, red couches... The newly opened restaurant in the centre of Warsaw intrigues and encourages to not only look inside, but also to sit here and spend a few hours. The owners, Małgorzata and Tomasz Budyta, who have for years been associated with winemaking industry as well as art, have focused here on serving good spirits and Iberian cuisine.

MENU
The head chef Martin Gimenez Castro, who is a native of the Argentine province of Mendoza, serves simple dishes based on fresh ingredients and traditions. He especially recommends ceviche with salmon and prawns with avocado and coriander, home-made savoury Argentine chorizo with chilli, as well as parrillada – a typical Argentinian dish of mixed grilled meats (roast beef, entrecote, sirloin, sweetbreads and chorizo). The chef prides itself on the fact that the beef served in the restaurant comes from Polish breeds, and it ripens in the restaurant's ripening room for at least 12 days. You should also try grilled octopus served with potato salad, New York roast beef steak, or beef sirloin steak. The menu also offers beef sirloin with grape chutney, salmon fillet marinated in pesto, rib-eye steak in black pepper, as well as the delicious HoŹa burger – a homemade hamburger of Limousine meat served in a brioche roll. The dessert menu is short but very tasty. It features floating islands, flan de dulce, as well as mousse of white and dark chocolate.

WINE
The owners say that although the wine list features wines from various regions of the world, guests mostly order those that are strong and expressive, such as the Argentine malbec, shiraz from South Africa and the Spanish Rioja. Since they import the wine by themselves, the margins are quite low. A good wine can be purchased here for a price which is about 20 % lower than the one stated in the list. Tomasz Budyta especially recommends wines from the collection of the German Baron Alexander von Essen, who selects wine and orders them from private makers. In the first room of the restaurant you can try for example Brunello do Montalcino Casale del Bosco Nardi, Amarone della Valpolicella Allegrini, and Pinot Noir Galpin Peak Bouchard Finlayson. The whiskey room features liquors made in Scotland, India, Japan and Canada. There is also a private VIP room for 10 people.

VERDICT
The restaurant located in the building from 1900s, offers an interesting culinary concept and a good selection of wine. The owners are enthusiasts of the wines of the region and the name of the restaurant alludes to the famous movie entitled "Mondovino". The interior has a style and the cuisine – a character. And this is where lies the charm of the finest restaurants.

CONTACT
Resto & Winobar HoŹa by Mondovino
Warszawa, ul. HoŹa 25
tel. 515 037 001
www.hoza.warszawa.pl

Marzena Mróz



The restaurant intrigues and encourages to not only look inside, but also sit here and spend a few hours. The owners, who have for years been associated with winemaking industry as well as the art, have focused here on serving good spirits and Iberian cuisine.

Health and Beauty Studio COSMIC METAMORPHOSIS



CONTACT

ul. Makolągwy 21 lok. u2
Warszawa
tel. 882 008 999
www.kosmicznametamorfoza.pl
info@kosmicznametamorfoza.pl

PRICE

Body Sculptor treatment - 200 zł
(about 46 euro) for 30 minutes

The promise in the promotional slogan intrigued me to try for myself how true this statement is.

BACKGROUND

Kosmiczna Metamorfoza (Cosmic Metamorphosis) is a place with top medical equipment reaching far beyond health & beauty sector, giving you professional, complex health in slimming, shaping your body and dealing with skin aging symptoms. The complex offer is connected with a holistic approach to a client, focusing on every aspect of losing weight but also healthy lifestyle, adequate diet, physical exercise and slimming and body-shaping treatments.

WHERE IS IT?

The salon is situated in Warsaw Ursynów in an area where most of the streets were named after birds. Kosmiczna Metamorfoza is located on Makolągwy street. Although parking space here is limited, there is a large shopping

mall nearby, so finding a place to park should not be a problem.

OFFER

Kosmiczna Metamorfoza is the only studio in Poland to offer slimming treatments using a cosmic device called Body Sculptor - a result of the latest research on properties of magnetic field. This unique piece of equipment allows you to reduce celiac fat tissue, which is a absolute novelty on the slimming treatments market, as most of them concentrate on fat tissue under the skin. Although the best results can be achieved after a package of 12 treatments, you can see the effects even after the first one. What is more, the treatment itself is very enjoyable, and additionally you are given a VacuWell device free of charge. It further enhances the effects of the treatment which I experienced myself. Those who are desperate to achieve immediate results should also consider CoolSculpting treatment done using a device called Lipo Cryo, which reduces the body fat. If, as

a result of losing a lot of weight, you are not satisfied with the condition of your skin, try using Venus Freeze. What is unique about this device is that it combines a multipolar radio wave with impulse magnetic field, which gives spectacular effects of rejuvenated skin and fighting off the cellulite.

Because of these devices, the salon mainly focuses on shaping and body-slimming, but standard plastic surgeries are also available here.

VERDICT

Kosmiczna Metamorfoza is a unique place definitely worth discovering. Thanks to the passion of its owner Adrianna Sikorska, the salon has a cosy and warm atmosphere and every client feels taken care of. Friendly and highly-trained staff gives you a sense of security and comfort about the treatments. And what about the quality of the treatments and effects? Try it for yourself and you will not be disappointed.

Marta Wilk



A COMPACT STATION WAGON



The sun is rising slowly while you are frantically preparing for a trip. You have a long way to go. In front of the house, in the early sun, shines a beautiful silhouette of the new Toyota station wagon.

Auris Touring Sports, is a full hybrid car, which made its debut in our market at the beginning of the year. Its two main characteristics are the lowest fuel consumption (and thus the lowest emission of CO₂, NO_x, and particulates), and the largest loading space in the class.

NO WEAK SPOTS

The boot is so large that it will easily accommodate baggage for five people. Its standard capacity is 530 litres, but with folded rear seats it increases to 1,658 litres. This is the best result in the world for cars in this segment. I have the honour to be a driver, so I am in charge of starting the engine. I push the button and to my horror find out that the car does not respond. Several seconds later I realize that eve-

rything is, in fact, alright, as I am sitting in a hybrid car. There is no engine noise, and no vibration associated with the start-up. There is only silence and absolute comfort. Let us move. It turns out that the Auris Touring Sports makes use of all the improvements that were presented in the hatchback version, and which I can also feel under the throttle pedal. The car simply shoots forward. Under the bonnet, there is a full hybrid engine called Toyota Hybrid Synergy Drive, which produces 136 HP and allows the car to accelerate from 0 to 100 km/h in 10.9 seconds.

Auris Touring Sports is also available with the same engines as the hatchback version – petrol 99 HP 1.33 Dual VVT-i and 132 HP 1.6 Valvematic, as well as diesel 90 HP 1.4 D-4D and 124 hp 2.0 D-4D. I am testing it to around corners and on rough, uneven surfaces, and I must say that it gripped the road very well. Its body has an increased rigidity and lower centre of gravity. The driving

position has also been lowered, and the steering has a more dynamic characteristics.

The overall comfort of the ride is guaranteed by multi-link rear suspension and soundproofed cabin. The car's aerodynamic body also translates into an impressive drag coefficient of Cd 0.28. This result significantly contributes to an even greater reduction in fuel consumption.

VERDICT

The weekend passes quickly and is rich in exciting experiences. Auris Touring Sports is a superb car, which is also fun to drive. As for the passengers, they were especially happy with the spacious interior, comfortable seats and the huge panoramic roof (the largest in its class). Add to this the enormous luggage capacity, and you immediately know why the car is ideal not only for families with children, but also for small and medium-sized companies and a fleet vehicle for corporate employees.

Marta Wilk

MORE INFO AT:
www.toyota.pl

PRICE
from PLN 62,900

Auris Touring Sports, is a full hybrid car, which made its debut in our market at the beginning of the year. It has the lowest fuel consumption and the largest loading space in its class.



TEN TOP RAIL-AIR LINKS

Good airport rail connections save travellers money, time and temper. **Alex McWhirter** rounds up ten of Europe's best

Modern, efficient rail links benefit passengers and airports alike. Passengers gain from speedy, economical and reliable transfers for their flights. In turn, airports benefit because long-distance rail links free up runway space that might otherwise be used on short-haul routes for more lucrative long-distance services, while shorter links verify their green credentials. The big hubs in mainland Europe boast the best rail-air connections. Passengers using Amsterdam Schiphol, Frankfurt or Paris CDG, with their built-in stations, are spoilt compared with UK travellers. They take high-speed trains from cities that may be more than 150km from the airport in question. In some cases, these trains cross borders, allowing even more choice. It must present the management of Brussels airport with a headache. No wonder it has so few long-distance flights when Belgian travellers can hop on a high-speed train and arrive in the likes of Schiphol or CDG, with their huge selection of airlines and routings, in just over an hour. In some cases, the rail journey can be included in the price of the air ticket – ask your travel agent. The advantage is that, in the case of a missed connection or service disruption, you will be guaranteed a place on the next plane or train at no extra charge. A further benefit for travellers using the Air France rail-air links between Brussels Midi and Strasbourg to Paris CDG is that they are automatically upgraded to first class. Likewise, Lufthansa offers AIRail links into its Frankfurt hub from both Cologne and

Stuttgart with streamlined procedures for passengers. Sadly, UK travellers share none of these benefits, with the sole exception of Heathrow Express. By global standards it's a top class product, but it runs only between central London and Heathrow. One link that would go down well would be between London and Paris CDG. It was mooted in the past by Air France to compete with Eurostar, but never happened. What a pity, as we could then avoid paying APD. Here are ten top European rail-air services covering both short and long connections.

1 BRUSSELS MIDI-AMSTERDAM SCHIPHOL, THALYS
High-speed Thalys trains link the centre of Brussels with Schiphol every hour. KLM's hub boasts worldwide flights with Skyteam members plus Cathay Pacific, Emirates and Singapore Airlines, among many others. The journey time is 92 minutes for the 200km trip, and meals and drinks are served free in first class. There's a café bar in standard class. Typical one-way fares range from €79 in standard and €109 in first class. raileurope.co.uk

2 STRASBOURG-PARIS CDG, TGV
This high-speed service started last month, linking the Alsatian capital to Air France's hub four times a day. The journey time over the 480km trip is two hours 30 minutes. It's best that Air France passengers book the rail trip together with their flight so they can travel first class at no extra cost – they may also receive an advantageous rail fare depending on the route

flown and class of travel. Note that you arrive at CDG's station within T2 (the home of Air France, Skyteam and several others) so you will have to change terminals if using T1 (used by Star Alliance airlines). Passengers flying with other carriers can book locally or in the UK with Rail Europe. The latter quotes one-way prices of £30 in standard and £52 in first class. raileurope.co.uk; tgv.com; airfrance.com

3 COLOGNE-FRANKFURT, ICE
Every hour, Deutsche Bahn's flagship ICE trains link this business and trade fair city with Lufthansa's main hub in Frankfurt. Passengers can check in at the station. The ICE fairly whistles along and accomplishes the 177km trip in only 56 minutes – no wonder Lufthansa withdrew air service on this route. Lufthansa passengers can incorporate the train ride into their air ticket – check for details. One-way fares for other passengers start from €48 in standard and €78 in first class. bahn.com; lufthansa.com

4 BRUSSELS MIDI-PARIS CDG, TGV
Five TGVs a day sprint between the centre of Brussels and Paris CDG, with the fastest ones taking 75 minutes for the 300km journey. Air France passengers can check in for their flights at Midi, and luggage is taken care of during the train ride and returned to you at CDG. There's a Cybelys lounge at Midi for premium passengers and high-tier frequent flyer programme members. One-way fares are £53 for standard and £61 for first class. As with the Strasbourg



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link, all Air France passengers travel in first class and passengers destined for T1 must change terminals on arrival. Other airline passengers can book tickets with TGV or Rail Europe. raileurope.co.uk; tgv.com; air-france.com

5 LONDON PADDINGTON-HEATHROW, HEATHROW EXPRESS

The slogan used to be, “In 15 minutes, every 15 minutes”, and although pricey compared with the London Underground, the Heathrow Express is still easily the fastest and most relaxing way to reach our premier airport. However, as Heathrow has expanded, the original 15-minute claim now applies only to T1 and T3, which are part of Heathrow Central. Passengers continuing to T5, the home of British Airways, must allow another six minutes. Those bound for T4 must change at Heathrow Central and take a connection, so the overall trip takes 27 minutes. One-way fares are £20 in standard and £28 in first class, but this still represents a fraction of the taxi fare (typically around £50). heathrowexpress.com

6 STUTTGART-FRANKFURT, ICE

Germany’s motor city boasts a top-rate rail connection with Lufthansa’s Frankfurt hub. ICE trains run roughly every 30 minutes and cover the 210km in a best time of 72 minutes. Lufthansa passengers can check in and have the train ride built into their



ticket. Other passengers pay upwards of €61 in standard, €99 in first class. lufthansa.com; bahn.com

7 STOCKHOLM ARLANDA-STOCKHOLM CENTRAL, ARLANDA EXPRESS

The one-class Arlanda Express covers the 38km (according to the OAG Pocket Flight Guide) between Stockholm’s main airport and the capital’s Central station in 20 minutes. Trains operate up to six times an hour. One-way fares are Skr 260 (£26.50). arlanda-express.com

8 OSLO AIRPORT-DOWNTOWN, FLYTOGET

The Norwegian capital has an airport of which to be proud, but one drawback for visitors is that it is located 51km outside town. So thank goodness for the fast Flytoget train, which zips downtown in only 19



minutes. One-class trains operate every 20 minutes and a single ticket costs Nkr 170 (£19). flytoget.no

9 ZURICH AIRPORT-DOWNTOWN, SWISS RAILWAYS

Unless weighed down by heavy luggage, it’s foolish to take a taxi between the airport and downtown – typically it will cost you between SFr 50 (£35) and SFr 70 (£49), almost ten times the price of the train. Local and S-Bahn (suburban) trains run every few minutes and cover the 13km between the airport and the Hauptbahnhof (central station) in a mere 11 minutes. A one-way trip costs SFr 6.60 (£4.60) for standard, SFr 10.80 (£7.50) for first class. sbb.ch

10 MUNICH AIRPORT-DOWNTOWN, DB S-BAHN

Here’s another example of how you can save a packet on costly taxi rides. Munich is served by S-Bahn Lines 1 and 8. Together they provide a ten-minute frequency into the heart of the city centre. Although the 45-minute journey time to Munich Hauptbahnhof might be considered excessive, consider that the airport is 37km outside town. A taxi typically costs €60 to €80, whereas an S-Bahn ride is €10.40 and will cover any destination in the Munich central zone. Pay €11.20 and you will also benefit from a day’s unlimited travel on public transport. s-bahn-muenchen.de



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LUFTHANSA – INTERNET IN THE SKY



With FlyNet service, which is offered to passengers traveling in all travel classes, most long-haul Lufthansa's international aircraft have now access to broadband Internet.

The service allows passengers to access the Internet even at the altitude of 10,000 metres above the ground. This means that on a long intercontinental journey, they no longer have to wait to read their email until the plane lands.

FlyNet is also very easy to use. Using a laptop, iPad or smartphone, passengers can connect to the Internet through a hotspot on board, in the same way they would connect through any public hotspot on the ground. FlyNet is available throughout the cabin, irrespective of the travel class. Thanks to the high bandwidth connection, e-mails – even with file attachments – can be sent and received without any time delay. Furthermore, FlyNet® enables business travellers to connect to their corporate server via a Virtual Private Network (VPN).

LUFTHANSA FLYNET® PORTAL

After opening your browser, you will connect automatically to the free Lufthansa FlyNet® portal where you will find the latest business, political, sports and entertainment news as well as access to the billable Internet service.

FlyNet® will soon also enable you to transfer data by GSM and GPRS technology too. So in future, once cruising altitude is reached, you will be able to use your mobile phone to, for example, send and receive SMS and



MMS messages or synchronise data via your smartphone.

With the unique FlyNet service, all Lufthansa passengers can check the status of their current flight as well as their subsequent connections.

So far Lufthansa has equipped 88 aircraft with the necessary satellite technology, which means that almost all the long-haul fleet has access to the Internet. The only exceptions are some of the Boeing 747-8 and the Airbus A380 aircraft where the broadband Internet access will be offered next year. FlyNet can be used almost all over the world. The only exception is the airspace over China, where

Lufthansa has not yet received a required licence.

TV ON BOARD „SPORT24“ LIVE

Diehard fans of football, Formula 1, golf and tennis do not have to be worried that their long-haul flight will deprive them of pleasure to participate in major sporting events. The Internet access on board Lufthansa also includes a free "Sport24" channel. The English-language channel has exclusive broadcasting rights worldwide for the following sports events: German Bundesliga, English Premier League, Formula 1, NFL Super Bowl, Wimbledon and the French

Open tennis tournaments, as well as The Ryder Cup and the U.S. Open golf tournaments. Depending on the type of aircraft, passengers can follow the programme via their own smartphone, laptop or iPad or directly via the in-seat screen. For those using their own device, the free FlyNet® portal automatically opens with the browser and from this they can directly select Sport 24. Lufthansa has for years been a leading airline as regards introduction of modern technology which make air travel more comfortable. The onboard Internet was first made available to Lufthansa passengers as early as in 2003.



So far Lufthansa has equipped 88 aircraft with the necessary satellite technology, which means that almost all the long-haul fleet has access to the Internet.



SAS - PUNCTUALITY IS THE KEY



Every year SAS Scandinavian Airlines carries over 25 million passengers to more than 125 destinations around the world. No wonder then that it is considered to be one of the Europe's leading carriers. We can safely say that the long-term trust that passengers have placed in the airline, is a good motivator for SAS to provide services which guarantee the highest comfort of journey as well as value passengers' time.

"Time is money" – says the proverb, which is especially relevant nowadays, when fast transfer from one place to another, ability to work while traveling, as well as easy access to information, are often crucial factors determining business success. This rule is well known in Scandinavian countries whose

citizens are considered to be extremely reliable. In recent years SAS has been recognised for its unprecedented punctuality. Three titles in a row for the Most Punctual European Airline (according to Flightstats.com, which monitors the air transport market in the world) prove that the strategy taken by the carrier was the right one. The combination of punctuality in daily operations with introduction of services that help passengers save their time on their journey, have turned out to be the key to success.

EFFICIENT CHECK-IN IS WHAT WE ARE GOOD AT

Most people traveling for business expect airport procedures to go smoothly, and want to use the time spent on board as efficiently as possible. SAS under-

stands those needs and therefore has prepared a special offer aimed at business passengers. In order to save as much of their valuable time, SAS provides them with a number of check-in options.

It appears that SAS passengers are especially fond of the online check-in, which can be done at www.flysas.pl. You can do it as early as 22 hours before the departure, with free booking of your selected seat. You can then print your boarding pass at home, or have it sent on your mobile phone. You can also check yourself in by means of a simple text message. Passengers who provide their mobile phone number, can also receive text messages which will give them updates on any changes, such as flight cancellation or a delay.

One of the latest mobile solutions that has already gained immense popularity in Europe, is the application for smartphones and other mobile devices, which enables passengers to easily book tickets, check the status of their booked flights, check in and select their seats, as well as receive a boarding passes onto their devices or modify their booking preferences.

At almost all Scandinavian airports as well as at the airport in Gdańsk (soon also in Warsaw) there are special self-service kiosks, where passengers can check in, print their boarding passes, check in their luggage and print luggage tags.

One option which is commonly used by SAS passengers, is the possibility to drop their checked baggage at the so-called "Self-Service Bag Drop". In Poland this option is available at the airports in Gdańsk, Poznań and Warsaw.

TO QUICKLY BOARD THE PLANE ...

Another solution which SAS provides for its passengers to significantly shorten the time spent at security control at the airport, is the so-called Fast Track service. SAS Fast Track is a separate line through security

control for international travel with SAS, which is situated away from other checkpoints and where you can pass security control quickly and easily. SAS Fast Track lines are available for passengers traveling in SAS Plus (Business class on inter-continental routes) and Gold members of the SAS EuroBonus frequent flyer programme. In Poland, the airports in Gdańsk, Poznań, Warsaw and Wrocław also offer this facility.

The final airport procedure, which also marks the beginning of a journey, can also be done without unnecessary waiting in a queue. To board your plane, you can now simply swipe your boarding pass in a special scanner located at the gate, which makes the whole boarding procedure fast and efficient. In Poland the scanner is currently available only at the airport in Warsaw.

WAIT IN COMFORT

SAS business lounges offer a friendly atmosphere conducive both to work and rest before departure. The lounges also feature functional work desks, computers with Internet access, as well as comfortable furniture and a large selection of dishes cooked on site.



So it is for passengers to decide how they want to spend the time. SAS lounges are available free of charge to SAS plus passengers and to Gold members of the Eurobonus loyalty programme.

POLAND WELL CONNECTED TO SCANDINAVIA

SAS Scandinavian Airlines has been operating in Poland since 1957 and now offers direct flights from major Polish cities (Warsaw, Poznań, Gdańsk, Wrocław and Łódź) to the most important Scandinavian hub in Copenhagen, as well as from Gdańsk to Oslo (four times a week). Altogether, SAS offers a total of more than 80 weekly connections from Poland.

Those who travel with SAS via Copenhagen (and to Oslo from Gdańsk), gain access to a number of convenient - and certainly punctual - connections not only to Scandinavia, but also to more than 125 cities in Europe, Asia and the United States. Thanks to the collaboration with its Star Alliance partners, SAS can offer its passengers connections to the most remote corners of the United States, Asia and even Australia. SAS passengers can now reach all those destinations in short time and, of course, always on time.

SAS business lounges offer a friendly atmosphere conducive both to work and rest before departure.

SAS lounges are available free of charge to SAS plus passengers and to Gold members of the Eurobonus loyalty programme.



THE ETERNAL CITY AND MORE



Marzena Mróz talks to **George Athanassiou**, General Manager for Poland at Alitalia SpA

What connections does Alitalia offer to passengers flying from Poland?

Flying on any of Alitalia's frequent flights out of Warsaw to Rome (daily) and Venice (3 times a week) and out of Cracow to Rome (3 times a week), passengers can enjoy numerous connections to all Italy's major cities from North to South, but also to all its wide network of International or Intercontinental flights to Europe, North Africa, Middle East as well as North, Central South America and Asia.

What sets your airline apart from other carriers?

Currently we are proud to enjoy flying one of Europe's youngest and modern fleet of aircrafts (all of them of the Airbus & Embraer family of aircrafts) with a series of innovative services on board that suit every travelling need. Throughout the last years we have received various international awards of excellence for our regularity of operations, or, our on-board Italian gourmet cuisine and wines etc. However, the main factor which made us one of the most favourite airlines with Polish passengers, is the excellence of services offered in prices affordable for all kinds of pockets and budgets.

What changes/novelties have you personally intro-

duced over the previous years?

These past 4 years were somehow revolutionary for Alitalia Poland, as we have implemented numerous activities that strongly contributed to our local success story: we have changed the operations of our Call Center, outsourcing it to a modern and accurate provider with high standard levels of performance, we have invested vastly into our Polish language website which now achieves performance of near almost 30% on total sales (one of Alitalia's highest performing sites). We have also introduced (in collaboration with our partners Air France-KLM) to our loyal corporate customers a new modern highly remunerating and benefits-offering programme (that runs in parallel to our Frequent Flyer loyalty programme) dedicated to small and medium size enterprises and organizations called "BlueBiz". In a period of economic recession shrinking of travel market we dared to invest in opening new routes, including Warsaw-Venice connection. Also, after a 6-year break, we have reconnected the city of Cracow with Rome's Fiumicino airport, giving Małopolska's travellers more vacation alternatives. Finally, in collaboration with ENIT (Italy's National Tourism Bureau) we organized a memorable event called "Italy Comes to You" that practically

opened Italy and Alitalia's doors widely open to everybody, offering them a flavour of Italia, and letting them try Italian products, games and food.

In what way are you competitive? Why is it worth flying with Alitalia?

Our growth over the past 3-4 years proves that our recipe for success, based purely on the combination of very competitive and transparent prices (without tricks or hidden extra costs) as well as high quality of service, does work. We have managed to offer a truly high standard of service (including on-board high-end solutions, in-flight entertainment, delicious meals, free baggage etc.) at very competitive prices. In this way we were able to gain new loyal customers who previously used services of either Poland's national carrier or low-cost carriers. Let us not also forget that for the past two consecutive years we received the "Wings of Success" award of excellence, awarded by Warsaw Chopin Airport for the Highest Passenger Satisfaction.

What are your fares for flights to Rome, which is the most popular destination among Poles?

The most popular destination among Poles is, obviously, the eternal city of Rome. Other popular destinations include Sicily's beauty cities of Catania and Palermo, and recently we have noted a great tickets demand for the flights island of Sardegna (served by airports in Cagliari and Olbia). Our all-inclusive prices, start from PLN 460 (departing from Warsaw or Cracow) while the fares for flights to Catania and Palermo start from PLN 665 and PLN 690 respectively.

Thank you for the interview.



SMART UPGRADE AUSTRIAN AIRLINES – TRAVEL IN BUSINESS CLASS



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www.austrian.com

Passengers of Austrian Airlines who wish to increase their comfort of travel, are now offered an innovative option of purchasing a ticket in Business Class. With a bit of luck, you will be able to purchase Business Class tickets for just a bit more than the Economy Class fare.

Smart Upgrade offers you an option to buy a seat in Business Class by bidding the price of the ticket. Make your offer and the airline will let you know within 72 hours before your scheduled departure whether or not your offer has been accepted.

BIDDING FOR A TICKET

To participate in the auction, a passenger must have a valid ticket for an Austrian Airlines flight in Economy Class on an intercontinental route.

Austrian Airlines is one of Europe's first air carriers to offer its passengers the opportunity

to upgrade their class of travel through auction. The advantage of the Smart Upgrade is primarily the application available at any time on austrian.com. By using it, the passenger can decide how much he or she wants to spend on the upgrade.

HOW AND WHERE TO BID

The whole process is very simple. You will be invited to make an offer for an upgrade at the end of the online booking process on Austrian Airlines website. You can always re-access your booking by entering your last name and booking code under "My bookings" at austrian.com and submit, modify or cancel your offer at a later stage.

Bidding does not have to be made only at the booking stage. You can also bid after you have booked your ticket at austrian.com, via travel agen-

cies or other platforms. If the submitted offer has been accepted by Austrian Airlines, 72 hours before departure, the passenger will receive adequate information and will be able to use all the services offered in Business Class, including separate check-in, Fast Lane service, and increased baggage allowance. Members of Miles & More loyalty programme will receive Business Class miles on their account. Additionally, during the flight passengers will be served dishes from the menu prepared by DO & CO and enjoy the unique, award-winning First Class service.

OTHER ADVANTAGES

The Smart Upgrade offer is just an addition to the already existing solutions. You can also upgrade your class of travel using the offer available to members of Miles & More programme.

Agata Janicka

Do Wrocławia po hollywoodzki uśmiech

Gwiazdy wiedzą, że olśniewający uśmiech jest niezbędny, gdy chce się odnieść sukces. Dlatego, aby poprawić naturę, oddają się w ręce designera uśmiechu, **dr Iwony Gnach-Olejniczak**. Do założonej przez nią ponad 20 lat temu wrocławskiej kliniki UNIDENT UNION Dental Spa przyjeżdżają nawet warszawscy celebryci. Po najpiękniejszą stomatologię w Polsce.

Dziś zdrowie to za mało. Efektowny, harmonijny, pełen wdzięku uśmiech na miarę gwiazd – takie wymagania mają pacjenci UNIDENT UNION Dental Spa. Są wśród nich dziesiątki polskich gwiazd, m.in. **Olivier Janiak, Karolina Malinowska, Kuba Wesołowski, Bartosz Porczyk, Tomasz Jacyków**. Dla nich stomatolodzy to lekarze estetyczni – od ich smaku i gustu zależy przecież piękno uśmiechu, będącego przepustką do świata sukcesu. Pacjenci wybierają wrocławską klinikę, gdzie komfort idzie w parze z jakością leczenia. W jednym miejscu otrzymują terapię łączącą implantologię z ortodontcją, stomatologią i medycyną estetyczną. Dr Iwona Gnach-Olejniczak to zwolenniczka stomatologii interdyscyplinarnej. Jako designer uśmiechu wykonuje pełną diagnostykę równolegle z wielopoziomową konsultacją (implantologiczną, ortodontyczną, periodontologiczną i estetyczną), a pacjent otrzymuje kompleksowy plan leczenia. W UNIDENT UNION Dental Spa stomatologia to sztuka użytkowa. Przywraca twarzy harmonię, odd-

aje osobowość, odmładza, a jednocześnie w sposób naturalny i bez efektu „sztuczności” naśladuje naturę.



Dr Iwona Gnach-Olejniczak

stomatolog, implantolog, ortodonta, specjalizuje się w terapiach anti-aging. Opatentowała w Polsce program Dental Face Liftingu®.

Na czym polega odmładzanie na fotelu dentystycznym?

Iwona Gnach-Olejniczak:

– Za pomocą technik ortodontycznych, implantologicznych, protetycznych i medycyny este-

tycznej osiągam naturalny efekt odmłodzenia i poprawy rysów twarzy – bez skalpela czy klasycznego liftingu.

Na pewien czas trzeba jednak założyć aparat ortodontyczny?

I.G.-O.: – Dorośli pacjenci kliniki nie mają z tym problemu. Przyjeżdżają do nas na leczenie ortodontyczne z całej Polski. Specjalizujemy się w ortodoncji bez usuwania zębów. Autorskie techniki skracają do minimum czas leczenia i dają spektakularne efekty.

To pewnie dlatego aparat we Wrocławiu założył np. znany stylistę **Tomasz Jacyków**. – W UNIDENT UNION Dental Spa jest najmiłsza obsługa na świecie – komentował.

Licówki odmieniły z kolei uśmiech **Oliviera Janiaka**, który przyznawał się do kompleksów z powodu uzębienia.

– Zmieniło się moje życie, mam nie tylko po co, ale i czym się uśmiechać – mówi dzisiaj znany prezenter telewizyjny.

– Dużo futurystycznych urządzeń, które robią „pik” – tak nowoczesny park maszyn kliniki opisuje **L.U.C., raper i zdobywca „Paszportu Polityki”**. – Tutaj można wstawić implant podczas szkolnej przerwy obiadowej – dodaje na stronie www.unidentunion.com.

Wysoka jakość zabiegów implantologicznych to wynik ponad 15-letniego doświadczenia. Na uwagę zasługuje fakt, że dr Iwona Gnach-Olejniczak jako jeden z pierwszych lekarzy w Polsce zdobyła AKREDYTACJĘ IMPLANTOLOGICZNĄ Europejskiego Stowarzyszenia Implantologii Stomatologicznej i Ministerstwa Zdrowia, uznawane za najwyższe potwierdzenie kompetencji implantologicznych. Klinika otrzymała tytuł „Kryształowego Tytana”, przyznawany przez szwedzki concern Astra Tech liderom polskiej implantologii oraz najwyższy znak jakości Platinum Preferred amerykańskiej marki implantologicznej Biomet 3i.



UNIDENT UNION Dental Spa w konkursie TOP Design uznano za najlepszą klinikę w Polsce.

ANY COFFEE ON BOARD?

Singapore Airlines and ILLYCAFFE

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SIA will be the first airline worldwide to serve the single-origin Monoarabica beans in its premium cabins. The original illy blend of high quality coffee, made of nine kinds of pure Arabica, will also be featured on board.

QUALITY ON BOARD

"The appointment of illycaffè came after months of intensive research and sourcing of coffee products that will satisfy the increasingly sophisticated and discerning palate of today's premium travellers," said Singapore Airlines' Vice President Inflight Services, Ms Maggie Li. "We are proud to have been selected as the coffee partner by Singapore Airlines. Our two companies share the same mission to provide a unique experience to our customers through outstanding care, quality and attention," said the President of illy Asia, Mr Fabrizio Dosi. "For this reason, we developed a customised coffee menu for

Singapore Airlines, offering our original illy blend and introducing, for the first time worldwide in the airline industry, the new Monoarabica coffee assortment. Now, Singapore Airlines customers will be able to sip illy coffee on every flight, enjoying a moment of pure pleasure. We wish all SIA Suites, First Class and Business Class customers many sips of happiness!"

10,000 CUPS

The Airline serves more than 100,000 cups of gourmet coffee on its flights each month. The line-up of illycaffè's single-origin products that are featured include the Monoarabica Ethiopia, Monoarabica Brazil, Monoarabica Guatemala, Espresso Caffè and Espresso Caffè illy decaffeinato.

The term 'single-origin' is used to denote the purity of the coffee that is not blended or mixed with other beans. These beans tend to be produced by individ-

ual growers, known for higher quality coffee beans.

THE LEGENDARY COFFEE

Illycaffè company - based in Trieste, Italy - manufactures and sells unique blends of espresso coffee under the brand name which guarantees the highest quality. Every day, more than 6 million cups of illy espresso coffee is consumed all over the world. Illy sells coffee in more than 140 countries and is served in more than 100,000 best restaurants and cafes. Espressamente illy, the franchise chain of Italian coffee shops, today operates in 30 countries and consists of 230 shops.

To expand the culture of drinking coffee, illy has founded the Università del Caffè - a centre which offers the best training for coffee enthusiasts, and growers and baristas. Worldwide, illy employs 990 people and its turnover amounts to €361 million (the result for the year 2012).



Passengers travelling in Suites, First, and Business classes on board Singapore Airlines aircraft, will now enjoy the world's best coffee brewed from the original Monoarabica beans.

WYPOŻYCZ NA MIESIĄC LUB DŁUŻEJ.



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IF HOLIDAYS THEN ONLY IN NOVOTEL!



Novotel Warszawa Airport

Summer is an ideal time for inspiring escapades or having a rest with family and friends - a great opportunity to discover Polish cities. Orbis Hotel Groups invites you to Novotel hotels - their new interior design was created by well-known, young architects, who followed the latest trends when adjusting them to global standards.

HAVING A REST IN THE BEAUTIFUL INTERIOR

To suit the needs of its guests, Novotel redecorates the interior of its hotels in Poland. Last year four hotels were modernized, this year - another five. Some of the rooms were decorated as well, but the biggest changes took place in the public areas. Projects, which came to life in the studios of Polish architects in consideration with the latest trends, were prepared especially for Novotel.

New generation lobby provides modern solutions adjusted to the changing needs of travellers. According to the concept, the lobby is a multifunctional, well-equipped space, which is "the heart of the hotel" and a focal point where guests can meet, work, relax or have a meal. New interior arrangement guarantees comfortable conditions.

NORTH, SOUTH OR PERHAPS THE CENTRE?

All those who are planning to spend holiday by the Baltic Sea, may feel invited to Novotel Gdańsk Centrum Hotel. Its décor alludes to the hotel's coastal character. Dominant colours are blue and white. Silver and glass fittings expand the space visually and new technologies add to its modern character. It is an ideal place for families with

children as well as Baltic Sail Gdańsk jamboree fans which takes place in July.

If you are planning to go southwards, consider staying at Novotel Kraków Centrum. Its windows overlook Wawel Castle and the Vistula River, and the Square Market is only a stone's throw away. The Leisure Centre provides guests with relaxation opportunities including a pool, jacuzzi or sauna after a long day of visiting the countless attractions of Cracow, while active leisure fans can rent a bike here.

If you prefer spending holiday in the city, choose the newly-open Novotel Łódź Centrum. Novotel Łódź Centrum is the 12th hotel of this brand opened in Poland, and a flagship Novotel in Orbis Hotel Group portfolio. It is located in the heart of the city on famous Piotrowska street, near Museum of Cinematography. The city offers numerous attractions this summer. In July you can go to Iron Maiden concert and see a number of other events and performances.

TAKING CARE FOR HEALTH AND THE ENVIRONMENT

Last year Orbis S.A. and its strategic partner Accor introduced the PLANET 21 sustainable development program. It includes 21 commitments and goals. These include: training the staff about disease prevention in 95% of the hotels, promoting well-balanced diet in 80% of the hotels, using eco-friendly products in 85% of the hotels, and limiting the use of water and energy by 15% and 10% respectively in all the hotels. Balanced meals are promoted by Novotel hotels. Most of the dishes are made using organic or local products. In the menu, some of the dishes are marked as ECO or In Balance by Novotel. All the products served during breakfasts come with information about their energetic value. Novotel also takes care about its youngest guests. Thanks to Family&Novotel program, there is a special menu for children,



Novotel Gdańsk Centrum

which includes their favourite dishes, prepared according to principles of healthy eating. Novotel does not limit itself to only promoting healthy eating, in many of the hotels guests have access to fitness centres offering equipment of highest category.

FOR THE YOUNGEST HOLIDAY-MAKERS

Naturally, the hotel does not forget about the youngest. As part of Family&Novotel, in all the hotels guest with children can expect free accommodation and breakfast for two children

under 16. As for baby infants, the offer includes gratuitous fittings such as a bottle warmer, cribs, high chairs and diaper changing tables. The possibility to check out until 5 pm on Sunday is an additional bonus.

Especially for the young guests the hotel has arranged modern and colourful play areas. They are situated in the hotel lobby and equipped with practical furniture and various educational toys. Younger children will find there popular cartoon character Barbapapa, while the teenagers - an Xbox 360 console

MORE INFORMATION
accorhotels.com
novotel.com

BEST WINES AT THE SHERATON

Toast Around The World has launched Social Hour program in Sheraton hotels all over the world.



MORE INFO AT
www.sheraton.pl

Sheraton Social Hour program was prepared by leading wine and culinary experts from Sheraton hotels and it offers wine-tasting events to its guests. As part of the program premium wines have been selected and included in the Social Hour menu. The menu will change a few times a year allowing the guests to discover new flavours.

It is also worth mentioning that Polish Sheraton hotels - as one of the first in the whole world - introduced the wine-tasting events already last year.

SHERATON SOCIAL HOUR CONQUESTS POLAND AND THE WORLD

"Throughout 12 months we listened to our guests' opinions and they were extremely posi-

tive. Sheraton Social Hour has become very popular in Poland, and the events are frequented not only by hotel guests, but also local citizens", said Gonçalo Duarte Silva, a Polish Starwood Hotels & Resorts general director.

Sheraton hotels celebrated the launch of the program. The celebrations started in Asian Sheraton Hong Kong and Sheraton

Shanghai Pudong hotels, then it moved to Munich and Edinburgh. Later the toast was passed virtually around the world to eventually reach Sheraton New York Times Square and Sheraton Waikiki, where the 24-hour celebration has ended. From that day on, Social Hour events are available in over 430 Sheraton hotels all over the world.

WHAT CAN YOU EXPECT, THEN?

Three times a week, Sheraton hotel lobbies will host evening wine tasting events. What is unique in this programme is that now in order to savour the taste of premium wines you will not have to order a whole bottle, as you will be able to buy it by the glass instead.

Susanne Barfoed, Vice President Brand Management, Sheraton Hotels & Resorts, praised the new initiative: "We wanted to be able to offer our guests wine tasting events and provide due weight to this experience. Our goal is to become a place where guests can taste fine wines, no matter where they go."

The pilot edition of the programme was held at 19 Sheraton hotels around the world and was a huge success. According to Sheraton's own research results 66% of guests would be more inclined to purchase wine while traveling if there was a premium wine program offered. After experiencing a Sheraton Social Hour pilot programme, 95% of guests said they are 'very likely' or 'likely' to return to another Social Hour and would recommend the programme to others.

SHERATON - HOTELS FOR ENTHUSIASTS OF LIFE

The transformation of Sheraton brand into a global meeting place is an undeniable fact and one can say without hesitation that regardless of geographical location of the hotels or the age and the lifestyle of hotel guests, Sheraton hotels have become

meeting oases for people who like to enjoy life and to be in the core of events. All the initiatives introduced by the brand facilitate interaction and stimulate conversations and making new contacts, which in turn, make the stay an even more enjoyable experience. When several years ago Sheraton announced

refreshing its image, but also renovating old hotels and launching new ones, even the brand's competition was very impressed with that move. The management of the brand had a remarkably clear vision and strategy to restore the splendour of the iconic brand of the hotel industry.



If you want to enjoy a taste of best wines available in 430 Sheraton hotels worldwide, you do not have to order a whole bottle. You can order wines by a glass.



FOT: MATERIAŁ PRASOWE

GOING TO SANTIAGO DE COMPOSTELA

The famous cathedral, housing, as the legend has it, the relics of St. James, has a sunny yellow facade. It is visible from the distance thanks to the twin baroque towers, attracting millions of tourists from all over the world. What makes them go even several kilometres down the difficult pilgrimage route?



This roman building from 1211 is located on the Eastern side of Praza do Obradoiro. Its baroque facade by Fernando Casas y Novoa was added on in 1750. The straight and curved lines at the towers level resemble burning flames in shape. The 13th century statue of St. James, to whom pilgrims come up in order to kiss his robe, as well as Puerta Santa (Holy door) are very impressive. The roof-tops of the cathedral, which you can climb to contemplate, offer the most beautiful panorama of the city.

A LIFESTYLE OR HOLIDAYS?

Why do people come to Santiago de Compostela? There are several reasons. Some consider it a religious obligation, others do it to escape the material side of this world. Passing the camino (pilgrimage route) can be both a lifestyle as well as a motto of a holiday escapade. The pilgrims say that the way itself is an end, walking down the same pathway that was walked on by previous generations looking for the answers to the same questions. 21st century pilgrims, like

their predecessors, ponder about the meaning of life and celebrate the opportunity to be alone with their own thoughts.

Places to remember

- Xacobeo - an institution concerned with popularizing the Ways of St. James, www.xacobeo.com
- Monumento San Francisco Hotel - a former monastery, located in the heart of Santiago de Compostela, www.sanfranciscohm.com
- O Curro da Parra Restaurant in Santiago de Compostela– famous for excellent Galician cuisine, www.ocurrodaparra.com
- Texturas Galegas Restaurant in Santiago de Compostela - traditional cuisine with modern elements, www.texturasgalegas.com
- O Fragon Restaurant - located in the sea-side town of Fisterra, distinguished in the Michelin guide, it serves excellent seafood, book in advance at ofragon@yahoo.es

ON FOOT, HORSEBACK OR BY BIKE

If we are talking a real pilgrimage, you have to walk at least 100 kilometres or ride 150 kilometres on a horseback or by bike. Those who cannot start the pilgrimage as the medieval tradition tell you, that is, from their doorstep, usually start in St. Jean Pied-de-Port in the French Pyrenees or Roncesvalles in Spain. The route is marked by symbolic images of shells or a yellow arrow. Along the way, the pilgrims have access to special hostels called refugios or alberques de peregrinos, night shelters and hotels, 70 of which belong to the state and are controlled and supported by Xacobeo - an institution concerned with promoting Way of St. James.The biggest number of pilgrims gets to Santiago de Compostela on 25th July, St. James Day. The celebrations start a day before and last the whole night. The fireworks display attracts both the pilgrims and the locals, and on the next day there is a colourful procession and a solemn mass. As usually, botafumeiro, the biggest thurible in the world, weighing 50 kilograms, is lit up. It hangs from the ceiling of the 33-metre dome and is swung by six men.

A FIELD OF STARS

Christians believe that in Santiago de Compostela there is a grave of St. James the Greater, one of the twelve apostles. As the legend has it, the apostle's body, beheaded at the command of a Roman governor Herod Agrippa in 44 BC, was placed in a boat without oars, which then was brought to the northern coast of Spain, near the port of Padron, by angels. Here they were collected and buried on an old cemetery by Queen Lupa. Around 813 BC one night, a hermit saw a rain of stars falling onto a nearby hill. He shared his vision with a local bishop, who discovered a stone grave and remains of the martyr. A church was built in the very spot, and the name Compostela (Latin campus stellae - a field of stars) commemorates this extraordinary event.

SEVEN WAYS TO THE DESTINATION

There are at least seven routes leading to Santiago: the so called French Way (Camino Frances), Fisterra-Muxia Way - picturesque and going along the coastline; a shorter Portuguese Way - famous for spectacular views, Camino del Sudeste-Via de la Plata leading from the south of Spain; The Northern Way, The English Way and the so called Camino Primitivo, considered the oldest pathway leading to the famous cathedral. Camino Frances is the most frequented route (about 750 km), but contrary to its name, 98% of the way runs through Spain. The pilgrims start at Saint-Jean-Pied-de-Port in France, on the northern side of the Pyrenees, then go through the mountainous Navarre, sun-struck Castile and the greenlands of Galicia, and after a few weeks they get to Santiago. Some go even further - to the town of Fisterra by the Atlantic Ocean, where - as the ancient tradition requires - people burn their clothes and wash in the cold ocean to symbolically leave their old life behind and start a new one.

CAMINO FOR EVERYBODY

For a thousand years, The Way of St. James, has been one of the most important Christian pilgrimage routes, next to the ones to Rome and Jerusalem. For centuries the camino has been walked on by representatives of all states, including numerous famous individuals such as Charlemagne, St. Francis of Assisi, Saint Elizabeth of Portugal, Bridget of Sweden, Isabella I, Ignatius of Loyola and the pope John XXIII. The meaning of Santiago pilgrimages can be marked by the words of Goethe, who said that the Ways of St. James have shaped the Europe.

Marzena Mróz



The original and seemingly mysterious buildings with a cross on the roof, which you can see while going through Galicia, are the so called horreo - granaries raised from the ground by pillars for protection against pests.



The route to Santiago de Compostela leads through picturesque towns of the Spanish Galicia - green, lush and peaceful. Their inhabitants happily welcome the pilgrims, putting them up and greet them with words: 'buon camino'.





PROVEN METHODS ARE THE BEST

Joanna Krzyczkowska talks to **Wojciech Fedoruk**, wealth structuring officer and tax optimization specialist in the Department of Private Banking at BNP Paribas Bank Poland SA.

How does wealth management differ from the typical sales of financial products?

Selling financial products is focused primarily on achieving set sales targets, and thus is associated with short-term objectives. In this model, suiting the product to the client's needs is often of secondary importance. Financial advisors are primarily assessed for their execution of sales plans. Wealth management, on the other hand, is a process aimed primarily at long-term relationship with the client. Here the most important thing is to build bridges of understanding and mutual trust between the client and the wealth manager. Wealth management is a more comprehensive process, which involves not only taking care of a client's liquid assets, but also taking into account his fixed assets, family situation and plans for the future.

Does the Polish model of wealth management and private banking differ significantly from what is offered in Western Europe?

It is difficult to speak of a wealth management model used in Poland, because here it may vary greatly depending on the bank. In comparison with citizens of Western European countries, Poles had far less time to gain experience in this field. Foreign banks are also not always able to appropriately share

BUSINESS FOR GENERATIONS

For banks which focus on serving wealthy clients, private wealth management is primarily about building a long term relationship with the client and his family, in a multi-generational perspective.

Wealth management for Polish clients is generally associated primarily with the sale of various sorts of financial and insurance products, excluding, or including only to a limited extent long-term goals as

well as the client's personal and professional situation. As a result, a client who has been approached by an advisor to purchase a given product, may receive an instrument which is not optimal for him, or which he, in fact, does not need.

Wealth management owes this unfortunate reputation mainly to various financial intermediaries concerned primarily on sales of high-margin products - preferably the ones that will bind a client for several years. The situation is slightly better in the segment of

private banking, though even here such situations may occur. In the developed countries of Western Europe, private wealth management is focused on building a long-term relationship. Specialists at BNP Paribas note that a substantial percentage of the bank's clients are those with whom that bank has cooperated for three or four generations. In such a case the bank cannot afford to recommend a product that does not suit the client's needs and risk losing such a long-standing relationship. Private banking offered by BNP Paribas Poland is exactly focused on building this long-term relationship.

EARN AND... SAVE

Good wealth management is not only about financial management and advisory tailored

to the client's needs. These operations are part of a process in which the client's assets are not only analysed from a purely financial perspective, but also from the perspective of legal and tax environment, as well as the client's personal situation. In most Polish banks which offer private banking, the discussion on legal and tax issues comes down to the bank arranging a meeting between a client and a law firm or a tax advisor. Some banks, however, go a step further, and employ their own specialists in law and taxation, who are competent to assess the client's financial situation and discuss its optimization by means of tax planning tools.

At BNP Paribas Bank Poland SA the access to such specialist is offered to private bank-

their wealth management experiences with their Polish subsidiaries. As for BNP Paribas, our offer, the tools we use, and our approach to wealth management, have been copied from French, Belgian and Swiss solutions. Our wealth management model is thus identical to that applied by our colleagues from Western Europe.

Wealth management is not only about investing, but also about dealing with legal and tax issues. Can your clients also receive assistance in these areas?

Definitely. BNP Paribas employs specialists in the tax law, who can discuss these issues with the client. They analyse the issues with our clients, suggest specific solutions and help wealth managers deal with legal and tax issues. It is worth noting that BNP Paribas can consult foreign specialists in order to help interpret e.g. French or Belgian legal and tax regulations.

What do you do to preserve impartiality of your advisors and protect the client's independence?

Private banking clients at BNP Paribas have free access to services of wealth managers. Our specialists do not have sales plans and their work should focus not on the number of meetings with the client and the number of proposed or implemented solutions, but also on their quality. In addition, we recommend that any solution which we discuss with the client, should be further approved by independent legal and tax advisors who have the power to issue such opinions. The choice of the external advisor is left to the discretion of the client.

Polish regulations are often different from the Western ones. Do you offer solutions which take it into account?

Each country has its own regulations and a different legal culture. Since our clients are mainly Polish, we primarily take into account the Polish regulations. However, by using the expertise of our colleagues from Western Europe, we can also offer solutions based on international elements and which take into account foreign legal and tax systems.

Is it possible to describe what a model wealth management process looks like?

In Western Europe, private banker is often the most important person for the client outside the family, and he often knows more about the client's situation than some members of his family. This probably best sums up what wealth management process should look like, with its key elements being the complexity of the operation and focus on long-term collaboration.



ing clients at no extra charge. This formula of collaboration provides clients with comfort of independence, since the bank does not insist on choosing a certain solution (e.g. establishment of a foreign special purpose vehicle in order to optimize the tax on the sale of shares in a Polish company), but is more focused on appropriate presentation and discussion of the potential benefits and risks resulting from the implementation of various options to optimize the client's assets.

It is only at the stage of implementation of a specific concept/idea when the tax advisors and lawyers are invited to join in. Since clients do not always have sufficient knowledge of the subject to be able to discuss it with external advisors, at any stage of the discussion they may be accompanied by a bank specialist for wealth planning and tax optimization. The primary duty of the specialist is to protect the interest of clients during discussions with external advisors, to assist them in implementation of a chosen solution, and, if necessary, to explain to them the more complex issues.

SUCCESSION PLANNING

The matter that is becoming increasingly important in the relationship between a client who is a businessperson and private banking advisors, is business succession planning. This is because at certain stage of their lives entrepreneurs start to think more seriously about their imminent retirement and handing the business over to their successors.

In Western Europe, this issue is one of the greatest challenges faced by wealth managers. This is mainly due to very high taxes on inheritances and donations, which may in certain jurisdictions be as high as 80% of the value of the bequeathed assets.

In Poland, the tax burden on inheritance and donations is much lower (in the immediate family it may not exist, at all). Nevertheless, the issue of inheritance should be thought out and secured well in advance, as there are a number of legal aspects that must be taken into account.

In Western Europe, one of the most important roles in this process is played by private banking advisors and wealth managers, and we can expect this trend to reach Poland, as well.

Competition among banks which offering private banking products is growing, which requires them to use innovative solutions in order to strengthen the relationship with the client. This works to the client's benefit, and it is expected that the Polish standards of client-bank cooperation in private banking will soon match those of Western Europe. In BNP Paribas Bank, which draws on the rich experiences of the group in other countries, this wealth management model has already been implemented.

Wojciech Fedoruk



BNP PARIBAS

more info at: www.bnpparibas.pl

Jerzy Nikorowski
doradca inwestycyjny
Warszawa – BNP Paribas Biuro Maklerskie



Szukasz różnorodnych rozwiązań bankowości prywatnej? Właśnie znalazłeś.



Ewa Łysakowska
zastępca dyrektora
Warszawa – BNP Paribas Bankowość Prywatna



Yann Quatannens
Senior Investment Advisor
Genewa – BNP Paribas Wealth Management



Maggie Tsui
Deputy Head
of Investment Services
Azja – BNP Paribas Wealth Management



UMOŻLIWIAMY NASZYM KLIENTOM INWESTOWANIE NA RYNKACH ZAGRANICZNYCH

BNP Paribas Bankowość Prywatna oferuje kompleksowe wsparcie w zarządzaniu majątkiem w oparciu o wieloletnie doświadczenie i szczegółowe analizy przygotowywane przez polskich i międzynarodowych ekspertów z Grupy BNP Paribas. Taki model działania pozwala nam zapewnić zindywidualizowane doradztwo przy podejmowaniu decyzji inwestycyjnych na poziomie lokalnym z pełnym wykorzystaniem potencjału rynków zagranicznych. ”

Z MYŚLĄ O PRZYSZŁOŚCI NASZYCH KLIENTÓW



BNP PARIBAS
BANKOWOŚĆ PRYWATNA

www.bankowosc-prywatna.bnpparibas.pl

Niniejszy materiał jest informacją upowszechnianą w celu reklamy i promocji usługi doradztwa inwestycyjnego Biura Maklerskiego BNP Paribas Polska. Usługa doradztwa inwestycyjnego dla inwestora świadczona przez Biuro Maklerskie związana jest z ryzykiem inwestycyjnym. Biuro Maklerskie BNP Paribas funkcjonuje jako wydzielona organizacyjnie jednostka w ramach struktury BNP Paribas Bank Polska SA z siedzibą w Warszawie przy ul. Suwak 3, zarejestrowany w Sądzie Rejonowym dla m.st. Warszawy, XIII Wydział Gospodarczy, KRS pod numerem 6421, NIP: 676-007-83-01, kapitał zakładowy 1 304 380 415,96 zł, w całości wpłacony | www.bnpparibas.pl

COMMERCIAL PARTNERSHIP



MORE INFO AT
www.chinaexpo.pl



Manufacturers and exporters from China will soon visit Warsaw for the third time to participate in China Expo Poland - Poland's largest fair event dedicated entirely to economic cooperation between Poland and China. The Chinese entrepreneurs will attend the trade fair in order to present their newest products, and seek Polish partners for co-operation.

This year, a number of stands at the fair will feature automotive parts and accessories, as over 100 automotive companies have confirmed their participation in the event. There will also be a wide offer of electronics, lighting and interior design solutions.

CHINA – DISTANT, BUT MUCH CLOSER

The event will be accompanied by lectures and conferences devoted to trade relations with China, as well as by many activities referring to the tradition and culture of this distant country.

"China Expo Poland 2013" will be held from 12-14 September in

Congress Centre MT Polska at ul. Marsa 56c in Warsaw.

Each year, China Expo Poland is supported by important public and business institutions. This year's edition is held under honorary patronage of the Embassy of People's Republic of China in Poland, the Ministry of Economy and the Polish Information and Foreign Investment Agency. The fair's contents partner is the Polish Chamber of Automotive Industry.

"The idea behind China Expo Poland is to promote the economic exchange between Poland and China, as well as networking among representatives of the two countries," says Bartosz Sosnowski, the President of MT Polska, the organizer of the event. "For Polish entrepreneurs the event creates a valuable opportunity to establish trade relations with China even without taking a long and expensive trip to Asia," adds Mr Sosnowski.

One of the biggest highlights of the event will be on-site conferences, at which participants will learn how to handle business negotiations with Chinese

entrepreneurs, and what conditions must be met to invest in China. China Expo Poland is simply a compendium of expert knowledge about doing business in China for Polish companies.

VEHICLES AND EQUIPMENT

China Expo Poland will be an opportunity for manufacturers and exporters from different regions of China to present their offer. This year, a large part of the exhibition space will be occupied by companies representing the automotive industry, presenting car parts and accessories, as well as accessories for motorbikes. There will also be manufacturers of lighting, electronic goods, and household equipment, who will seek business partners in Poland. On the first day of China Expo Poland, Entrepreneurs from Zhejiang Industrial Zone will organize a special conference in Warsaw. The fair will also feature a rich content-related programme to cover the nuances of effective co-operation with the Chinese, as well as many presentations and other attractions.

"DZIEDZICTWO" FAIR WITH DIGITIZATION AND DATA PROTECTION OFFER

Trade Fair and Congress Centre MT Polska will host the first Fair for Archive, Museum, Library and Law Firm Equipment – "Dziedzictwo 2013". The fair named is the only event of this type in Poland, which comprehensively covers issues related to the archive studies, librarianship, museology, at the same time providing reliable information in these fields. The event will present current trends in processing, archiving, digitization and data protection in financial and insurance institutions, as well as to help in restoration of valuable collections and works of cultural heritage in archives, libraries and museums.

THE UNIQUE FAIR

The honorary patrons of the premiere edition of the event are the Ministry of Culture and National Heritage, the Ministry of Administration and Digitization,

the Head Office of State Archives, and the Mayor of Warsaw, Hanna Gronkiewicz-Waltz. "Dziedzictwo Trade Fair 2013" will be held from 17-18 September in Congress Centre MT Polska at ul. Marsa 56c in Warsaw.

Bartosz Sosnowski, the President of MT Polska which organizes the fair, believes that currently it is the only Polish trade fair dedicated to archivists, librarians and museum professionals. They are also a unique opportunity for exhibitors to reach a large number of administrators of institutions which store various, often valuable, collections.

"That is why, we encourage all companies which sell specialized products, services and the latest solutions for such institutions, to take part in the trade fair and present their offer," says Bartosz Sosnowski.

"Dziedzictwo Trade Fair 2013" will be attended by representatives of various archives belonging to the state, local govern-

ments, companies, universities, military institutions, churches, as well as the private ones. The event is aimed at state and local institutions, academic and public libraries, museums, churches, cultural institutions, corporations and banks.

PROFESSIONALISM COUNTS

The fair will showcase archive furniture, electronic equipment for digitization, professional and office equipment, as well as security and fire protection solutions. The presented offer will also include information management systems, as well as specialised services and computer software.

The exhibition will be accompanied by a series of expert meetings addressing the most important issues in the field. The trade will also feature a workshop on safety of museum, library and archival collections where set up teams will be discussing various issues related to safety of collections.

MORE INFO AT:
www.targidziedzictwo.pl



The event will present current trends in processing, archiving, digitization and data protection in financial and insurance institutions, as well as to help in restoration of valuable collections and works of cultural heritage in archives, libraries and museums.

WELCOME TO SZCZAWNICA



Marzena Mróz talks to **Christophe Mańkowski**, the President of the Management Board at Thermaleo Sp. z o.o., **Helena Mańkowska**, the Director of Marketing and Communications, and **Nicolas Mańkowski**, the General Director

Why is it worth visiting Szczawnica?

Helena Mańkowska: Because it is a beautiful and unique place. Many years ago Szczawnica enchanted our great-grandfather Adam hr. Stadnicki and the love for this place has stayed in our family until today. There is something for everyone here. It is a perfect place for spa visitors seeking unique mineral waters as well as therapeutic microclimate. Szczawnica is a paradise for enthusiasts of outdoor activities, those who seek close contact with the nature, as well as families with children.

Nicolas Mańkowski: That is true. It is here where start numerous hiking, cycling and horse riding trails, leading to the highest peaks of the Pieniny and Gorce, as well as to wildlife reserves - the Homole Gorge, the High Rocks, and the White Water Reserve. It is worth visiting those places if only for the sheer views. The knickpoints on the river, which form gorges and waterfalls, are absolutely breath-taking. Szczawnica is also an ideal place for doing wa-

ter sports and canoeing. I also believe that everyone has heard about the bloodcurdling rafting on the Dunajec. There is a real cornucopia of attractions there. You just need to come and see them for yourself.

Christophe Mańkowski: But Szczawnica is not only an adventure for the body, but also for the soul. It is not only a place to recuperate and enjoy the beauty of nature, but also one where you can eat well, get enough sleep, rest and relax, surrounded by the beautiful architecture. This is what makes Szczawnica truly unique.

What time of year is best for a visit to the capital of the Pieniny?

H.M.: Well, it is worth visiting us at any time of the year. I am not talking now just about the healing microclimate and mineral springs. Szczawnica is a town with a unique atmosphere, which has changed a lot in the recent years...

C.M.: That's right. After several years of efforts, in 2005, we regained the properties that

once belonged to our family. Some of them we regained under the Spa Szczawnica Company, while in others we invested. Since that time, we have been working hard for Szczawnica to regain its former glory.

N.M.: And it is not an easy task. Each part of the building here is a work of regional art. You cannot lose or destroy it. Renovating the old buildings we are trying to maintain and keep the regional climate and style. Thanks to this Szczawnica is gradually regaining the charm of the old resort with a European reputation. There is still a lot of work ahead of us, but the effects can already be seen in the newly renovated hotels, villas, restaurants and parks. All these renovated facilities make up a scenery in which you can relax and forget about everyday life.

Where can you stay in Szczawnica?

H.M.: For demanding guests and those who like comfort, there is a 5-star "Modrzewie Park Hotel". It is located in a stylish villa built by our great-



grandfather and named "A Villa Under the Larches". In 2005, our father, Andrzej Mańkowski, bought the villa from our cousins and decided to establish here a five star hotel. Today, the place is a combination of luxury and family atmosphere. An ideal hotel for business guests, as well as families with children is the 3-star Hotel Navigator. Soon you will also be able to stay in a brand new, 4-star Hutnik hotel, whose highlight will be the "Sky Bar" located on the 12th floor with a fabulous panoramic view of the Pieniny.

N.M.: And those who want to feel a real charm of Szczawnica, should go for our villas - Marta, Danusia and Temida. Each of them is a real architectural gem with rich history and a unique atmosphere. The villas are truly intimate places, beautifully situated in the very heart of the resort, so all the most important attractions are around the corner.

What is so special about Modrzewie Park Hotel?

H.M.: It is a unique place in many ways. We have combined here the highest standards of service with a family atmosphere. We want to make our guests feel at home with friends, surrounded by larch forest. It is an ideal place for guests who

appreciate comfort, luxury and look for a peaceful and friendly atmosphere.

N.M.: From the very beginning it was a house which was visited by the family's numerous friends. Always full of life and good energy. Today, it still is. Every detail all the 17 rooms was carefully selected: goose-down duvets, fluffy bathrobes, Hermès toiletries... All of this is really worth trying.

C.M.: Our guests can also visit our Wellness Centre, where they can use the heated pool with counter-current, enjoy spa treatment, or relax in the sauna, whirlpool, and the Turkish bath.

Which hotel is best suited as a conference centre?

H.M.: Hotel Navigator is probably the best choice. It has 120 beds and four large, fully equipped conference rooms.

C.M.: But Modrzewie Park Hotel can also be an exclusive business centre. Its conference room for 16 people was designed to meet the highest technological standards. The discreet and professional personnel also make the hotel a perfect venue for prestigious business meetings and exclusive conferences.

N.M.: Let us also not forget about the Manor House. It hosts conferences and congresses, concerts, plays, balls

... The theatre hall can accommodate up to 362 people, but it can be easily converted into a 500 sq m ballroom. This year's programme included performances by such artists as Nigel Kennedy, Grażyna Szapołowska with the play entitled "Salome", Jerzy Bończak and Karol Strassburger with the play called "The Truth".

Modrzewie Park Hotel is renowned for its excellent cuisine. What delicacies can hotel guests gorge on?

N.M.: The name of our restaurant - Le Restaurant - alludes to our French roots and captures the spirit of the place and of the food served there. We want our menu to satisfy even the most fastidious palates and be a reason for guests to return there.

H.M.: Café Helenka also boasts excellent cuisine with a touch of French flavour. We want our menu to be a combination of international and regional cuisine. We definitely do not want to start a culinary revolution. Our main goal is to retain this unique flavour that is associated with the mountain region, because this is why our guests arrive here. Szczawnica is not only the beautiful places, unique buildings, and the microclimate, but also a wealth of flavours.

It is not only a place to recuperate and enjoy the beauty of nature, but also the one where you can eat well, get enough sleep, rest and relax, surrounded by the beautiful architecture. This is what makes Szczawnica truly unique.





A BEAUTIFUL RECORD HOLDER

The most beautiful, the most reliable...
You could compliment this car endlessly. Mazda MX-5
gets excellent marks in almost every test or review.
Recently it has added one more trophy to its rich collection
—a Guinness record.

On 15 June, a small Dutch town of Lelystad witnessed a truly unusual event named MAX-5 2013. A part of the event was a parade of 683 MX-5s around the RDW Test Centre, which was the world's record for cars of the same make and model. In this way, Mazda entered the Guinness Book of Records. You should not be surprised, though, as Mazda MX-5 has had numerous enthusiasts both Europe and worldwide since the very premiere of the first generation of this model almost 25 years ago.

The origins of the design and production of Mazda sports cars coincided with the development of a unique engine with a rotary piston. Creating new designs, Mazda has always sought innovative solutions, while the minimalist design which at the same time reflects pure emotions, is an essential element of the manufacturer's style. This strive for innovation is best visible in the designs of Mazda sports cars - from the very first model - the RX-7 in 1978, through the Cosmo Sport 110S (often considered the most beautiful sports car ever), to the RX-8 - the world's first four-door, four-seater sports car. All the three generations of the MX-5 perfectly reflected this trend, adding their own, numerous, innovative elements.

MODERN YET TRUE TO ITS HERITAGE

The third generation of the MX-5 was designed completely from scratch. Mazda designers worked on the model, which was first presented during the Tokyo Motor Show in 2003 as a concept car dubbed Ibuki, starting from a blank drawing board. By creating a third-generation roadster, they did not utilize even one element from the original design, of course apart from the iconic oval indicators.

The genius of the project branded by the chief designer Yasushi Nakamuta, lies in the fact that new generation of the MX-5 looks modern, but is still faithful to its heritage. It is bigger than its predecessors and has a more aggressive styling. The car has also a wider body which results in an increase track and more space in the cabin. Thanks to a well thought-out design of the car, it was possible to conceal the extended stance of the car.

The introduction of a new 16-valve 2.0 litre engine led to a further increase in power, so now the car fits in perfectly with the classic image of a driver-friendly roadster with a particularly distinctive styling.

Although the minimalist, sporty design of the Mazda MX-5 has been continuously evolving for 20 years, the designers have remained faithful to the main assumptions and the principle of the "unity between driver and machine." The vision of a dynamic car that brings you endless joy of driving and the feeling of harmony with the machine, at the same time being lightweight and equipped with innovative solutions, has been present in all the generations of the MX-5. This concept will also be present behind the future models by the Japanese manufacturer.

THE TIMELESS CAR

However today's roadsters must offer much more than sheer beauty and the driving fun. The MX-5 meets these expectations and can easily prove it.

DEKRA, an independent German institute, publishes its annual used-vehicle reliability report, assessing cars in eight various class-

es and three mileage groups. The reliability report is based on data from 15 million technical inspections carried out on 230 models of cars.

When DEKRA published the results of the latest report for the year 2012 - it turned out that the legendary Mazda MX-5 topped the list in the "sports cars with mileage up to 50,000 kilometres" category, winning the title of the most reliable car in its class.

This is obviously one of many awards to the Japanese roadster.

It was also recognized in a customer satisfaction survey conducted in 2011 by J.D. Power in the UK and unanimously won in the sports car segment.

Remarkably, the Mazda MX-5 notched up a satisfaction rating of 82.4 per cent - an increase on its score from last year and an even greater margin of victory over its rivals than in 2010. The MX-5 beat the Volkswagen Scirocco, Audi TT, and Mercedes-Benz CLK and SLK. This comes just four months after the 900,000th MX-5 rolled off the line in Japan, which will require an update of its entry in the Guinness Book of World Records as the best-selling, two-seater sports car of all time.

The legendary quality and reliability of the MX-5 have also been confirmed in the TÜV 2013 reliability report. In the report, based on analysis of more than eight million vehicle technical inspections carried out between July 2011 and June 2012 in a group of 8-9 years old vehicles, the MX-5 ranked 7th with an excellent fault rate of only 13.4%. It is not surprising then, that this extremely reliable model is often seen on the roads.

JINBA ITTAI – DRIVE IT TO UNDERSTAND

Mazda MX-5 is a roadster which guarantees sheer driving pleasure. The first concept of the car was so good that Mazda has never tried to change it - the car was to be inexpensive to purchase and use. The lightweight and the Jinba Ittai principle, that is the unity of the driver and the car, are a guarantee of excellent handling and a driving experience that can be provided only by a two-seater convertible.

Mazda MX-5 has gained popularity in all markets it was introduced, and delighted European sports car enthusiasts with its handling and unique character. This iconic car has earned numerous fans, fan clubs and websites which gather the MX-5 enthusiasts from all continents.

opr. Zuzanna Krzyczkowska



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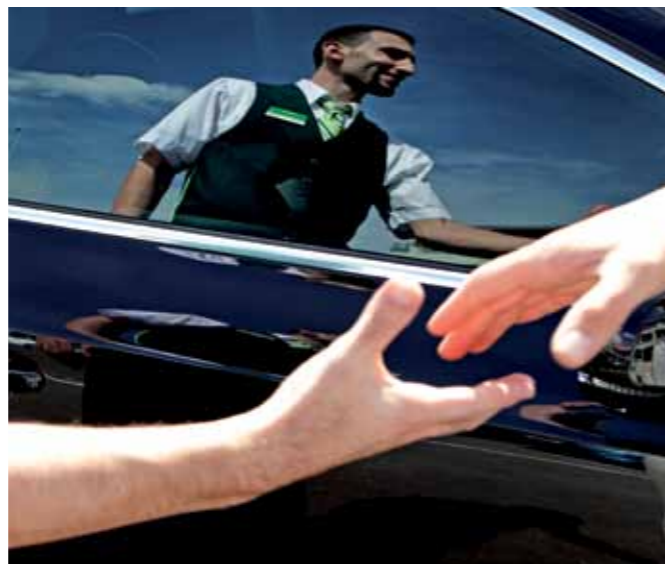


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Car rental is today an indispensable service for every businessperson. Polish companies are no exception here and business customers in our country also regard this service as one of the key elements to a successful business trip. The Polish branch (launched in 1991) of Europcar – an international car rental company – meets those expectations.

In Europcar Poland innovation goes hand in hand with experience. The company has 31 rental stations across the country, including all Polish international airports. Years of experience as well as access to innovative solutions of one of the largest car rental companies in the world, has allowed the Polish branch of Europcar to put the slogan "You rent a lot more than a car," into practice. But it is not only an empty phrase and Europcar Poland has strong arguments to prove it.

● **The Privilege loyalty programme, which offers innovative solutions with fast service.** A modern businessperson will certainly have a Privilege Eu-

ropcar card in his or her wallet. The card offers a number of advantages that make life easier especially to a time-conscious manager. These include direct billing for services of Europcar Poland (even for rentals done abroad), as well as a minimum of formalities. Book with your Europcar ID and bring your driving license to receive the keys to your car and the rental agreement to sign.

There are three categories of Privilege cards - Club, Executive and Elite. The latter includes a guaranteed car upgrade. Europcar also offers corporate transferable cards, which in addition to the payment function offers access to contractual rates (this also applies to non-transferable/personal cards).

● **Contractual rates, which are a guarantee of a low price all over the world.** Nowadays quality must also go hand in hand with a good price. Europcar Poland understands this and offers companies a permanent co-operation based on a special, international product with a 12-month price guarantee.

These rates are lower than regular prices and include all necessary insurance options, as well as a number of other privileges, such as renting a car outside working hours of a Europcar station, delivering the car to a specified address, or rental of a GPS navigation device.

● **Modern fleet - prestige, comfort and safety.** The fleet of Europcar Poland covers all makes of cars: Renault, Ford, Opel, Volvo, Mercedes-Benz, Volkswagen and Nissan. The average age of the vehicles is six months, and the maximum mileage is around 20,000 km. After each rental the cars are inspected, cleaned, and serviced in accordance with the manufacturer's instructions.

The company makes every effort to ensure that the fleet is varied and well-equipped. In all car groups Europcar Poland offers vehicles with air-conditioning, radio and an insurance package, as well as a wide selection of accessories including: GPS systems, child seats, snow chains, roof racks and skis.

Maksymilian Rogowski



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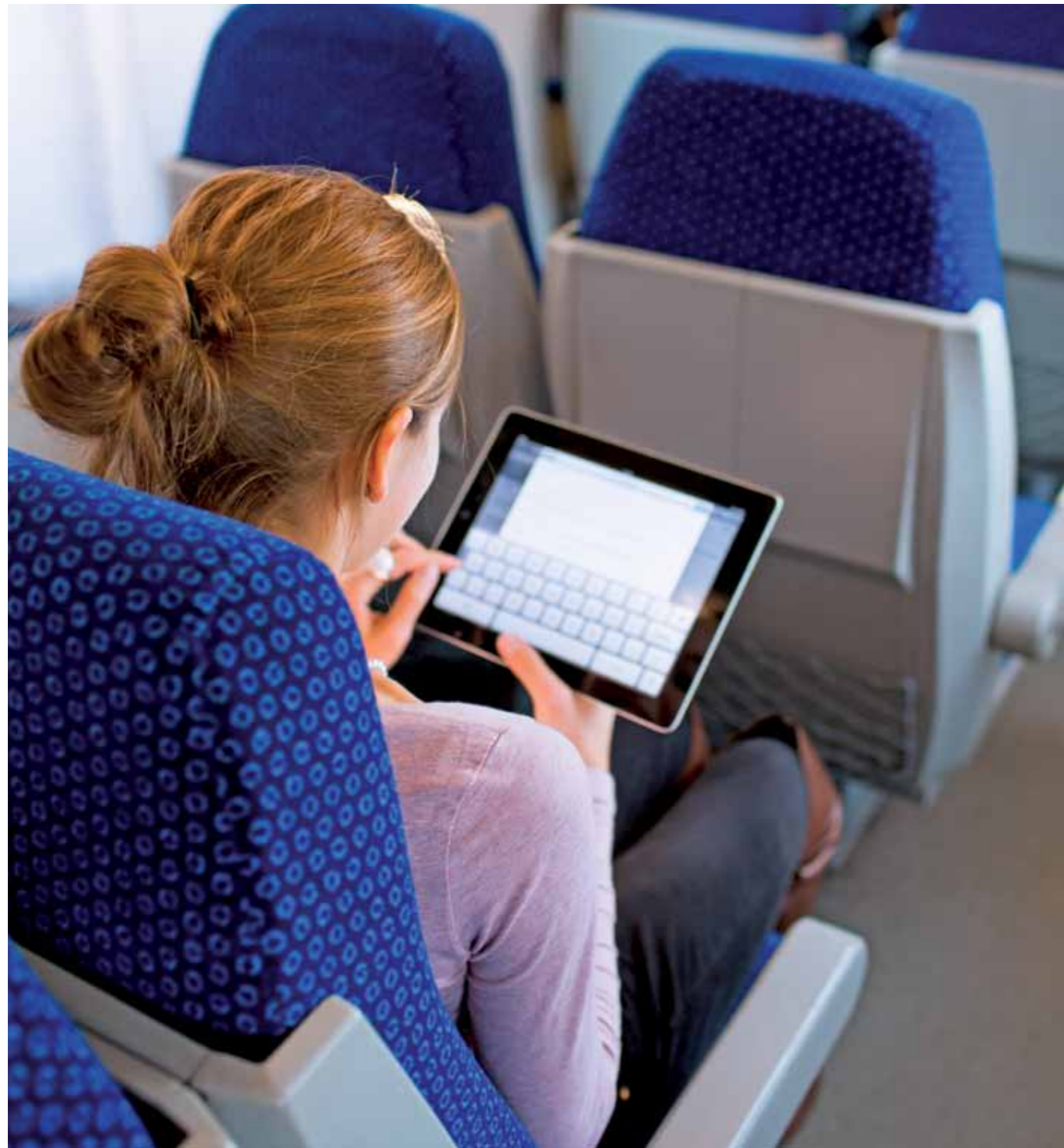
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WATCH THIS SPACE

Steve Dinneen suggests gadgets to keep you entertained while on the go. You'll never be bored again. The average traveller can choose from a multitude of portable gadgets to provide instant entertainment, no matter where they are – movies are ready to watch at the swipe of a screen, and hundreds of books can be stored on a device half the size of a magazine.

It used to be that the traveller had few means of entertainment. Time to kill at the airport meant browsing the bookshop for a cheap thriller with the least garish cover, while economy class in-flight entertainment (IFE) consisted of a family-friendly film from the year before on a shared overhead screen. And for those who wanted to match their grossly overpriced drink from the minibar with a grossly overpriced film, hotels were always happy to help.

With such advances in technology, airlines are upping their game to stand out from the competition. Onboard wifi is quickly becoming as common as packets of pretzels (albeit at a fee), and some carriers are going further. Singapore-based Scoot and Qantas subsidiary Jetstar both offer passengers iPads preloaded with films and games to borrow for the duration of their flight. They'll also stream content directly to your own device, in a move away from the screen embedded in the back of your seat.

American Airlines offers guests a Samsung Galaxy tablet on certain routes, or if you've brought your own tablet or laptop you can rent programmes using its wifi connection. If you don't finish watching a movie during the flight, you can even watch it when you land. Delta, Virgin America and US Airways also offer similar services.

Streaming movies to your device can present its own issues, however. You could potentially rack up high internet bills in a hotel room as it demands greater bandwidth and, unfortunately, on-demand streaming services such as Love Film and BBC iPlayer only work when in the UK.

Even Netflix, which operates across the world, will only let British customers stream films and TV programmes in Britain. So it's worth spending a bit of time stocking up on downloads from sites such as iTunes Movies, Amazon and Google Play before you travel.

The frequent flyer has many options when it comes to new technology. Every tech company wants in on the act, with tablets, e-readers and other devices popping up every few months. Here is a round-up of the latest must-have gadgets.

Large and fast

SAMSUNG GALAXY TAB 2 10.1

From PLN1,300 samsung.com

What makes this 10.1-inch, 587g tablet different is its stylus – a chunky pen with a range of interchangeable nibs that makes taking handwritten notes feel surprisingly natural. There is something a bit anachronistic about using a pen with a tablet, but the hover and tap system really comes into its own when browsing the web and editing photos, allowing for a degree of precision that isn't normally associated with this kind of device. The hardware specs are pretty impressive – it has a lightning-quick processor and a three-megapixel camera – but like all Android tablets, it suffers from a lack of apps when compared with Apple's iPads. Films and TV programmes – which look excellent on the larger-than-normal-screen – are bought through Google



Cheap as chips

AMAZON KINDLE FIRE HD

From PLN 850; amazon.co.uk/kindle

The reason the new seven-inch Kindle Fire HD is such a bargain – £159 compared with £269 for the cheapest iPad – is that Amazon reportedly makes a small loss on every device sold. It expects to make its money back selling films, TV shows, ebooks and music through its online store, which gives iTunes a run for its money with 1.5 million ebooks, 9,000 TV titles and 52,000 movies. Unlimited films and TV programmes can be streamed via a £7.99 per month subscription, while books and songs can be bought individually.



Small but mighty

APPLE IPAD MINI

From PLN 1,449; store.apple.com/pl

Despite its daintier size (7.9 inches compared with 9.5 inches for the bigger version, and less than half the weight, at 308g compared with 652g), it can do everything its big brother can. It costs more than rival mini tablets, but for Apple fans who have built up a big iTunes library, the premium is worth paying – iTunes offers 45,000 films to rent or buy, with a new release costing £3.49 for 30 days or from £9.99 to download and keep. The iTunes Store also has 85,000 TV shows (about £2.99 an episode for newer content) and 28 million songs.



A tablet or a laptop?

MICROSOFT SURFACE

From PLN 1,899; microsoft.com/surface

It connects with a range of clip-on keyboards (you need to buy these separately) that make it more laptop-like and, thanks to a flip-out stand, is good for watching movies. Films are purchased through the Xbox video store, where prices are about the same as iTunes – £9.99 to buy, £3.50 to rent – but the numbers of films available are in the hundreds rather than the thousands. The device weighs 680g and has a 10.6-inch screen but, unlike many tablets, it also boasts a full-sized USB port, micro SD memory card slot and two high-res cameras. Those who find a tablet too limiting should consider it, but by trying to be all things to all men, the Surface risks pleasing no one.



Good price and quality

GOOGLE NEXUS 7

From PLN 850; google.co.uk/nexus

Apple's iPads are in danger of becoming too ubiquitous. Enter the Nexus 7, undoubtedly the best Android-based tablet on the market. Starting at just £159 for the 16GB model, the low price point belies its excellent specs, which include a super-fast processor and a stunning high-res screen made from the same super-tough glass found on Apple's products. Smaller and lighter than the iPad, it weighs 340g and has a seven-inch screen. Like all Android devices, there aren't enough top-tier apps, while the video and music buying experience through Google Play is less polished than the Kindle Fire.



Matrix reloaded

EPSON MOVERIO BT-100

From PLN 2,000; epson.com

An entertainment gadget straight out of a sci-fi flick, this pair of glasses allows you to watch movies in 3D virtually anywhere. They are ideal for a long-haul flight, providing a much better experience than the seat-back screens found on most aircraft. Although more comfortable than you might expect, watching two films one after the other is likely to be a bit tiring on the eyes. There are a few other trade-offs, too – you can't download movies directly to the device (you'll need to get them from somewhere like iTunes first and then transfer them from your PC), the 4GB memory is a little on the small side, it is expensive, and the six-hour battery life is too short. You might get a few stares from your fellow passengers too. They are pretty cool, though, and a glimpse of the technology of the future.



Two in one

SONY PLAYSTATION VITA

From PLN 900; uk.playstation.com

Although the PS Vita is first and foremost a portable games console (it has a five-inch screen and weighs 260g), it also performs admirably when it comes to other forms of entertainment. The crisp high-res display might be made for playing Fifa, but movies downloaded from the Playstation Network store look excellent too. There are thousands to rent or buy, with new releases available for under £5. There's also a music player and other features you would usually find on a tablet, such as twin cameras and a simple but effective web browser. The device can be had for a little over £200, making it a strong contender for those who like to punctuate their movie watching with something more interactive.



A perfect sound

LOGITECH UE MOBILE BOOMBOX

From PLN 400; ue.logitech.com

All mobile entertainment devices have one thing in common – less than perfect sound. Headphones might do for a flight but can be a nuisance if you're watching a movie in your hotel room. There is a huge array of portable speakers on the market, but few are as good as this. Despite the small size (11.2cm x 6.6cm x 6cm and 298g), the speaker is impressive and can be paired using Bluetooth, while the battery, which lasts for an impressive nine hours, is charged via USB.



A portable cinema

PROJEKTOR BENQ JOYBEE GP2

From PLN 2,000; benq.co.uk

There is something masochistic about squinting at a movie on a tiny smartphone or tablet screen when you're in a hotel room with a huge widescreen TV. Some hotels allow you to connect your device to the TV via a media hub, but it can be frustrating if you find there isn't one. Enter the Joybee, a palmtop projector that turns your portable device into a personal cinema showing all your favourite films – it's also handy for presentations. In a darkened hotel room on a light-coloured wall, the image quality is surprisingly good, at a width of two metres, with movies looking crisp and vivid. Not bad for a device that measures only 14cm x 13cm x 5.3cm and weighs 560g.



Let the power be with you

POWERBAG

From PLN 500; mypowerbag.com

These gadgets are all well and good, but if they run out of power then the traveller really is stranded. Introducing the Powerbag, which can charge your devices. Containing a rechargeable battery, the bag has connectors for iPads, iPhones, Kindles, Blackberrys and other portable gear. The battery will charge a smartphone four times (depending on the model). It is available in various styles – messenger, backpack and suitcase. The last, at 26cm x 42cm x 26.5cm, is ideal as cabin baggage.



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4 HOURS IN... TEL AVIV

Tensions frequently run high in Israel, but Tel Aviv seems determined to remain unruffled, with an entrepreneurial spirit and love of life that is palpable in its high-tech boom and vibrant nightlife.



SHLOMO LAHAT PROMENADE

To get a sense of the geographical position the city enjoys – slap-bang on the Israeli-Mediterranean coast – begin your walking tour on the 6km stretch of seaside promenade (Shlomo Lahat, merging into Homat Ha Yam) that runs between the Hilton and the ancient port town of Jaffa. If you have time to swim, the sea in front of the hotel tends to be calm as there is a breakwater – otherwise, it's a pleasure simply to take off your shoes and socks and stroll along the sand. You could also cycle along the waterfront (bikes can be rented from docking stations), pausing to observe the locals surfing, fishing and bronzing themselves among the forest of multicoloured parasols in summer. There are attractive marinas at both ends of the strip, and plenty of bars and eateries for refreshments. Goldman's Court (goldmanc.co.il), by Honey Beach near Jaffa, serves frosty glasses of Goldstar beer and great food from morning until night – try the grouper kebabs, eggplant salad with tahini and deep-fried calamari.

OLD JAFFA

One of the oldest walled cities in the world with a history dating back 3,500 years, Jaffa (also known as Yafo) has long been a maritime stronghold thanks to its hilltop vantage point and natural harbour. It was under Ottoman rule for 400 years, during which time it was attacked by Napoleon, swept by bubonic plague and besieged for 40 days. Between 1917 and 1947, it was under the British Mandate but, in the early twenties, many Jews left for neighbouring Tel Aviv after riots flared up with fellow Arab residents.

More recently, the winding sandstone streets and blue-shuttered houses have become gentrified, with lots of families and businesses moving in, and a mix of Muslims, Christians and Jews. Pop into the Franciscan Roman Catholic St Peter's church, by Kikar Kedumim Square, before heading over the Wishing Bridge (touch your star sign cast on the hand rail, look



To appreciate the location of Tel Aviv, the best idea is to start your tour round the city with the picturesque coastline. But that is just the beginning. There is also old Jaffa, the art galleries, and the flea market ...

out to sea and your dreams will come true) to the Gate of Faith. Standing on a palm-fringed plateau that provides sweeping views of the sea and city, the 1970s monument is carved out of white Jerusalem limestone and depicts Bible scenes.

ILANA GOOR MUSEUM

Work your way down through Jaffa's ancient cobbled alleys – 12 of which are named after signs of the zodiac, with hand-painted blue and turquoise plaques – to one of the most extraordinary private homes and art galleries you are ever likely to come across. The 18th-century building belongs to Israeli artist and collector Ilana Goor, with more than 500 works not only by herself but the likes of Henry Moore and Diego Giacometti, displayed throughout the numerous rooms of her stunning sandstone home. Nothing is behind glass and there are fascinating examples of tribal art, furniture, antiques and drawings that she has procured during her travels around the world.

There is also a rooftop sculpture garden with dazzling sea views, and the option to hire the entire museum for private events. Look out for photos of Ilana – all wild hair and round sunglasses – with people such as the Dalai Lama and Bill Clinton. If you are looking for unusual gifts, the on-site shop



sells all manner of unique creations. Open Sun-Fri 10am-4pm, Sat until 6pm; entry 38 NIS (£6.80) 4 Mazal Dagim Street; ilanagoomuseum.org

JAFFA FLEA MARKET

A ten-minute walk from Ilana's place is the Jaffa flea market – open daily from 10am until sundown (weather permitting), not only are there dozens of rough-shod stalls hawking trinkets and second-hand wares, but shops selling quirky vintage, antique and army memorabilia, and hip bars and eateries. It's a scruffy kind of place, but characterful, with lots of curios to catch your attention – in one shop I spotted a dish of glass eyes (complete with lashes) and a sign next to them in Hebrew translated as: "I don't

like pulling the eyes out of dolls – these eyes were stock from a factory for dolls. Ten shekels per eye."

The Fleamarket restaurant (8 Rabi Yohanan Street; 2eat.co.il/eng/fleamarket) is a trendy place to try everything from Lebanese fat-toush salad to Andalusian gazpacho, while a short walk away is Olei Zion (oleizion.rest-e.co.il), on the road of the same name, which is a hotspot for tasty local fare. But if you are too pushed for time to sit down and eat, save your appetite for your final stop...

BAKERY SAID ABUELAFIA AND SONS

This open-fronted bakery is a short walk around the corner from the market on 7 Yefet Street, near the clock tower. It's one of the most famous in Jaffa so attracts long queues, especially at lunchtime, but it is worth stopping by for a bite. Choose from flatbreads topped with basil and zaatar (a fragrant blend of Eastern Mediterranean spices), stacks of awwami (doughnut balls), crescent-shaped chocolate rugelach, baklava and pizza. Or go for a warm sesame bagel and select a combination of fillings – you can't go wrong with hummus – and eat as you go.

Visit thinkisrael.com

Agata Janicka



ASK PETER

Letters

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 Piotr.

Mail your question to: redakcja@businesstraveller.pl

Missing luggage - what now?

I flew from Warsaw to Las Palmas with two airlines. Unfortunately, upon arrival it turned out that my suitcase (checked-in in Warsaw) was missing. I was only able to collect it after I came back. Can I expect a refund for the basic necessities I bought after I reached my destination? I am not sure which airline I should complain to. And one more thing - It was a business trip, and all the equipment I needed for my job was in the suitcase. I was unable to carry out my obligations. Is there any chance for a refund?

Joanna

Dear Joanna,

In the case of luggage problems (delay, missing luggage, damage) you should immediately complain about it and receive a document called Property Irregularity Report (PIR) while still at the airport. "Lost and found" offices located within the luggage reclaim zone deal with matters like that. When lodging a complaint you should produce your ticket, a boarding pass and a baggage tag.

Details concerning the liability in case of lost luggage can be found in The Montreal Convention and Regulation 889/2002 of the European Parliament. When it comes to a refund for the things you bought you may get back your money provided you have the receipts. However, it depends on what the airline interprets as the basic necessities. The liability for baggage delay is limited to 1000 SDRs (foreign exchange reserve assets), that is, about 1,200 euro. You should complain with the airline that operated the last flight. The regulation allows you to complain with each airline which took part in the transfer - that is both the one which issued your ticket, as well as the one which operated the flight.

However, airlines cannot be held liable for the consequences of delays or losing baggage. You cannot expect the airlines to account for any lost benefits resulting from failure to carry out the obligations on the part of a passenger. A lack of exclusion from liability would lead to unjustified demands and could open the doors to abuse.

It is also important to watch the deadlines. A written complaint should be lodged within 7 days (damaged luggage) or 21 days (lost luggage). As a last resort, you can choose to take a legal action - you need to file a lawsuit within 2 years.

How to evaluate the cost of car renting in the USA?

I want to rent a car in the USA. Travel agencies give me different prices, which change depending on the length of renting time. The insurance is either included or optional. The names of the policies are also different than in Poland. Can you explain those differences?

Adam

Dear Adam,

Estimating the costs of car rental can indeed seem complicated, as you have to take into account several factors. It is difficult to carefully compare the offers if one company gives you only a basic charge for car rental, while another one offers a combined price including taxes, insurance and unlimited mileage. I will gladly remind you the basics of car rental and I will try to compare the names of insurance policies.

The standard rates include: a daily rate (for each day of rental), a weekend rate (a rate for the whole weekend from Friday evening to Sunday evening) and a weekly rate (for seven days). The rates may have unlimited mileage (it is more beneficial as you may travel as many miles as you want) or you can be charge for each mile, which is less beneficial.

Optional charges usually refer to State Tax (the rates vary from one state to another) and Airport Surcharge (a charge for picking up the car at the airport). Sometimes they may also charge you for winter tyres, a second driver or young age of the driver. The most basic insurance policies are Collision Damage Waiver - an equivalent of the Polish OC, Theft Protection and Loss Damage Waiver - equivalents of AC, and Personal Accident Insurance - an equivalent of NNW. I also recommend buying additional assistance insurance and cancellation of deductible in case of a damage.

I hope this information will help you compare the offer thoroughly and taking into account all the components of the ultimate price.

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