

# Business Traveller Poland

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## TRENDS IN THE 21ST CENTURY TRAVEL



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# ROBOT FOR EVERYONE

**W**hat's in store for business travellers in 2017? It turns out that they can expect a lot of changes, most for the better. In our cover article, entitled "20 business travel trends", we focus on the most interesting ones.

Especially interesting, or even fascinating seem the predictions regarding the use of robots at airports and hotels. Importantly, these plans don't apply to the distant future. At the Hilton McLean in Virginia, robotic "concierge in training" Connie is gifted with artificial intelligence powered by IBM Watson, and speaks multiple languages. IHG's Crowne Plaza San Jose Silicon Valley hotel has been trialling Dash, a three-foot-tall robot who can use lifts thanks to a wifi sensor, and deliver you snacks and drinks. Starwood's Aloft is planning to roll out "Botlrs" across dozens of properties.

In Marrakech airport, Leo can check you in, print bag tags and carry cases to the baggage handling area. In Taipei, EVA Air now has Pepper who scans boarding passes, gives weather updates and poses for selfies.

Enjoy your reading and have wonderful trips!



*Marzena Mróz*

**Marzena Mróz**  
editor-in-chief



## ZAPROJEKTOWANA SPECJALNIE DLA CIEBIE *Nowa Business Class*



Wypróbuj perfekcyjnie zaprojektowaną przestrzeń do pracy, rozrywki i odpoczynku w Nowej Business Class Singapore Airlines. Panel, który mieści wszystko czego potrzebujesz, aby popracować, łącznie z gniazdkiem zasilającym, abyś mógł być w kontakcie oraz z licznymi schowkami, abyś wszystko miał w zasięgu ręki. Fotel o szerokości 71 cm można ustawić w kilku nowych pozycjach, tak żeby było Ci najwygodniej i który zamienia się w zupełnie płaskie łóżko, abyś mógł wygodnie wypocząć podczas snu. Każdy szczegół jest doskonale przemyślany i zaprojektowany z myślą o Tobie.



## Airline

### New partnership

## ETIHAD AVIATION GROUP AND LUFTHANSA GERMAN AIRLINES

Etihad Aviation Group and Lufthansa German Airlines, part of Europe's largest aviation group, have unveiled details of a new commercial partnership. The two airline groups have concluded a US \$100 million global catering agreement and a Memorandum of Understanding (MoU) to cooperate in aircraft maintenance, repair and overhaul. The four-year catering contract will see Lufthansa's LSG Sky Chefs provide catering services to Etihad Airways in 16 cities in Europe, Asia and the Americas. This makes LSG the largest provider of catering services to the UAE's national airline, outside its Abu Dhabi home base.

Etihad Aviation Group and Lufthansa Technik (LHT) also signed an MoU to explore cooperation in maintenance, repair and overhaul services across Etihad Airways and its airline equity partners, and opportunities for synergies with Etihad Airways Engineering.

The previously announced codeshare between the two airline groups went on sale on 1 February, for flights between Abu Dhabi and Germany. Lufthansa will place its 'LH' code on Etihad Airways' twice daily flights between its Abu Dhabi hub and both Frankfurt and Munich. Etihad will put its 'EY' code on Lufthansa's long-haul, non-stop intercontinental services between its home base of Frankfurt, the business and commercial capital of Germany, and Rio de Janeiro in Brazil and the Colombian capital, Bogotá as soon as government approval is obtained.

The codeshare agreement will grow both carriers' global networks, giving Lufthansa increased access to important feeder markets throughout the Indian Subcontinent via Abu Dhabi, while Etihad will gain access into South America through Germany.

## Zakopane

### Restaurant

## UNIQUE HALKA

Excellent location in the Tatra capital. Excellent cuisine combined with the spirit of Podhale.

It's not surprising that Halka has been ranked among Poland's 100 top restaurants (Poland 100 Best Restaurants Ranking), and the credit for this accolade goes in most part to Michał Lelek and his signature dishes. Tourists and locals are especially fond of the fusion of refinement, modernity and tradition presented at Halka. Especially noteworthy are such classic dishes, as carpaccio of lamb with powdered oscypek cheese; duck with mango, streusel and teriyaki sauce; as well as crayfish with cream, cognac and parsley. You should also try Halka's phenomenal pork knuckle with spinach and coriander; quail



served with risotto; pierogi seasoned with parmesan cheese and juniper; as well as fresh trout. The restaurant also offers a wide selection of burgers - from the classic quarter-pounder, through burgers with gorgonzola and guacamole to beef tenderloin, roast beef and lamb served on a hot stone. The choice of desserts includes pear in caramel with cinnamon; chocolate with raspberries or Italian sweet stuffed cannelloni.

[halkazakopane.com](http://halkazakopane.com)



## Warsaw

### Apartments

## PARK LANE

Park Lane is a small development project that comprises 12 super-luxury apartments, ranging from 170 to 330 sqm. All of them have been finished and equipped to the highest standards. This detached, eight-storey building offers state-of-the-art architectural and technical solutions to satisfy even the most demanding customers. The building stands close to the popular Royal Łazienki Park. On the ground floor of the building located at Podchorążych 83 street, there is a lobby with a 24/7 reception desk, as well as a relaxation zone available only for the residents. The upper levels feature tastefully decorated apartments - two on each floor.

All of them have been finished and equipped to the highest standards and you can move in on the same day you sign the purchase contract. State-of-the-art Miele kitchen appliances, Duravit, Dornbracht and Kaldewei bathroom equipment, walk-in wardrobes, a laundry room with a washing machine and a tumble dryer, air conditioning and the intelligent apartment management system (HMS) - these are just a few of the amenities provided for the residents of this unique building. The property also features an underground parking space for the residents.

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## Netherlands

### Keukenhof

#### THE MOST BEAUTIFUL SPRING GARDEN

Keukenhof, the Dutch garden that stretches between Leiden and Haarlem, is a real paradise for flower lovers. Each spring, 32 acres of the garden are filled with over 7 million flowers - tulips, hyacinths, daffodils and jonquils. No wonder then that the place is one of the most frequently visited and photographed spots in the world. If you decide to pay a visit to Keukenhof between mid-March to mid-May, you will certainly notice colourful fields of red, blue and yellow on your way there. The main actors in this symphony of colours are tulips, muscari and daffodils, blending into a sea of flowers, or sort of a flowery carpet. Keukenhof is a unique garden. It presents the world's largest collection of bulbous plants, gathered in one place. This is arguably the most popular attraction of the Netherlands. So far, the garden has been visited by more than 60 million tourists.

## Programme

### 2017 Top Employers Poland

#### BEST EMPLOYERS

The "2017 Top Employers Poland" programme has selected 43 best employers. These are: AbbVie Polska, Accenture Poland, Avon Cosmetics Poland, BGŻ BNP Paribas Bank SA, Bank Pekao SA, Bank Zachodni WBK, Boehringer-Ingelheim, British American Tobacco Poland, BSH Home Appliances sp. z o.o., Capgemini Poland sp. z o.o., Carrefour Poland, Chiesi Poland, Citi Service Center Poland, DHL Express (Poland) sp. z o.o., Dimension Data Polska sp. z o.o., Dow, Elica Group Poland, Goodyear Group Poland, Saint-Gobain Group Poland, Imperial Tobacco Poland, ING Bank Śląski SA, ista Shared Services Poland, JTI Poland sp. z o.o., Kaufland Polska Markety sp. z o.o. sp. k., Lidl Poland, mBank, McDonald's Poland sp. z o.o., Mercer (Poland) sp. z o.o., Merck sp. z o.o., MTU Aero Engines Poland, Nationale-Nederlanden, Orange Poland SA, PageGroup, PepsiCo Consulting Poland sp. z o.o., Philip Morris International Poland, Polski Koncern Naftowy ORLEN SA, Provident Poland SA, Raiffeisen POLBANK, Roche Poland, T-Mobile Poland SA, Turek sp. z o.o., Valeo Poland, Volvo Poland. The 2017 Top Employers certification was won by 1,200 companies and organizations in 116 countries.



## Airline

### More flights to Israel

#### CZĘŚCIEJ DO IZRAELA

LOT launches 5 routes from Polish airports to Tel Aviv, Israel's largest city. New connections from Lublin, Gdańsk, Poznań, Wrocław and additional flights from Warsaw will be offered as early as in June of this year, enabling passengers to comfortably reach one of the most popular holiday destinations in the Mediterranean. Flights to Tel Aviv will depart from Lublin on Mondays and Thursdays, on Tuesdays and Fridays from Wrocław, every Sunday from Gdańsk and every Wednesday from Poznań. Furthermore, LOT will nearly double the number of connections between Warsaw and Tel Aviv, adding a new day-time rotation on Mondays, Tuesdays, Wednesdays, Thursdays, Saturdays and Sundays. Since July most flights will be operated by modern Boeing 737-800 NG aircraft that are scheduled to join LOT's fleet in a few months' time. The new connections are offered to meet Israel's growing popularity among Polish tourists.



## Airline

### Finnair

#### DEVELOPMENT PLANS FOR 2017

Arunas Skuja, Finnair's General Manager for Eastern Europe and Baltic States, tells us about the plans of the Finnish carrier for 2017.

##### What expansion plans does the airline have for 2017?

We will receive 4 more Airbus A350 aircraft in 2017, and we will also grow our European fleet by additional four Airbus A321 aircraft. Our fleet is matching with our growing operations in Asia, the US and Europe.

##### What new destinations will be launched in 2017?

In summer 2017 we continue to operate our seasonal routes to Guangzhou and Fukuoka, and will open a new seasonal route to San Francisco. We will also add additional A350 frequencies to two key Asian cities, Tokyo and Hong Kong, on top of the daily flights, for the busy summer season. For the 2017 winter season Finnair is expanding with new scheduled flights to Puerto Vallarta in Mexico, Havana in Cuba, Goa in India and Puerto Plata in the Do-

minican Republic. In addition, Finnair will be adding extra frequencies to many of its popular winter holiday and business destinations in Asia such as Bangkok, Delhi, Singapore and Hong Kong. In Europe, new destinations for 2017 include Reykjavik, Menorca and Korfu. As to Poland, Finnair will add a daily frequency to Warsaw during the peak 2017 summer season, resulting in up to three daily flights between Warsaw and Helsinki on weekdays.

##### What benefits and amenities does Finnair provide to business travellers?

Corporate travellers appreciate our timetables that enable reaching most of the Asian cities we serve conveniently in the morning. We are world class with a 99% connection reliability at Helsinki Airport, and also have excellent reliability in baggage handling. Our customers also appreciate our new Airbus a350, which currently operates on our Shanghai, Beijing, Hongkong, Singapore and Bangkok routes. By spring 2017 all of our A330s will have wi-fi.



luksusowe apartamenty

na sprzedaż

HUCULSKA 5

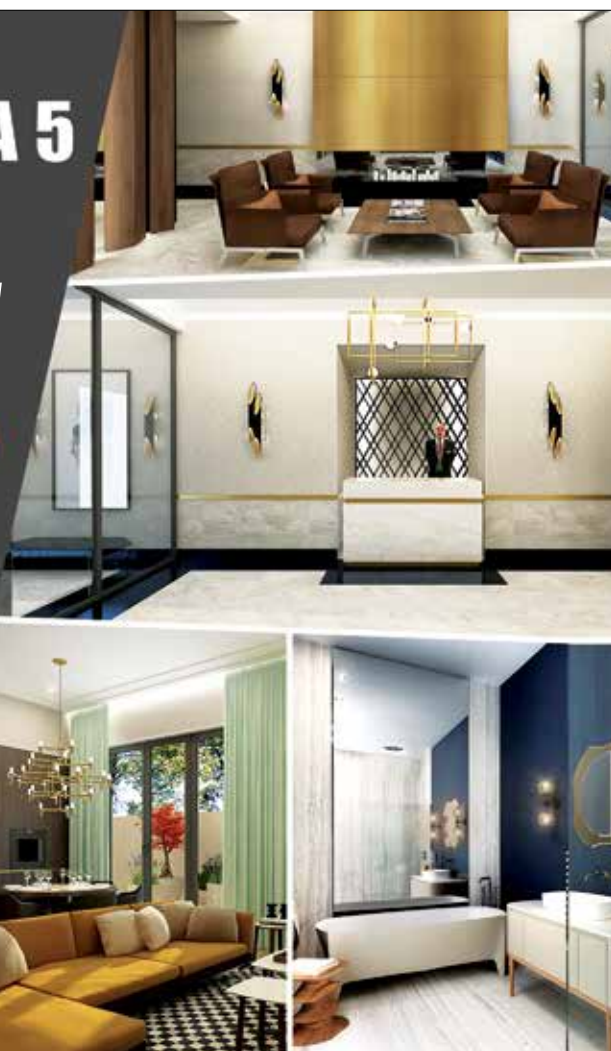
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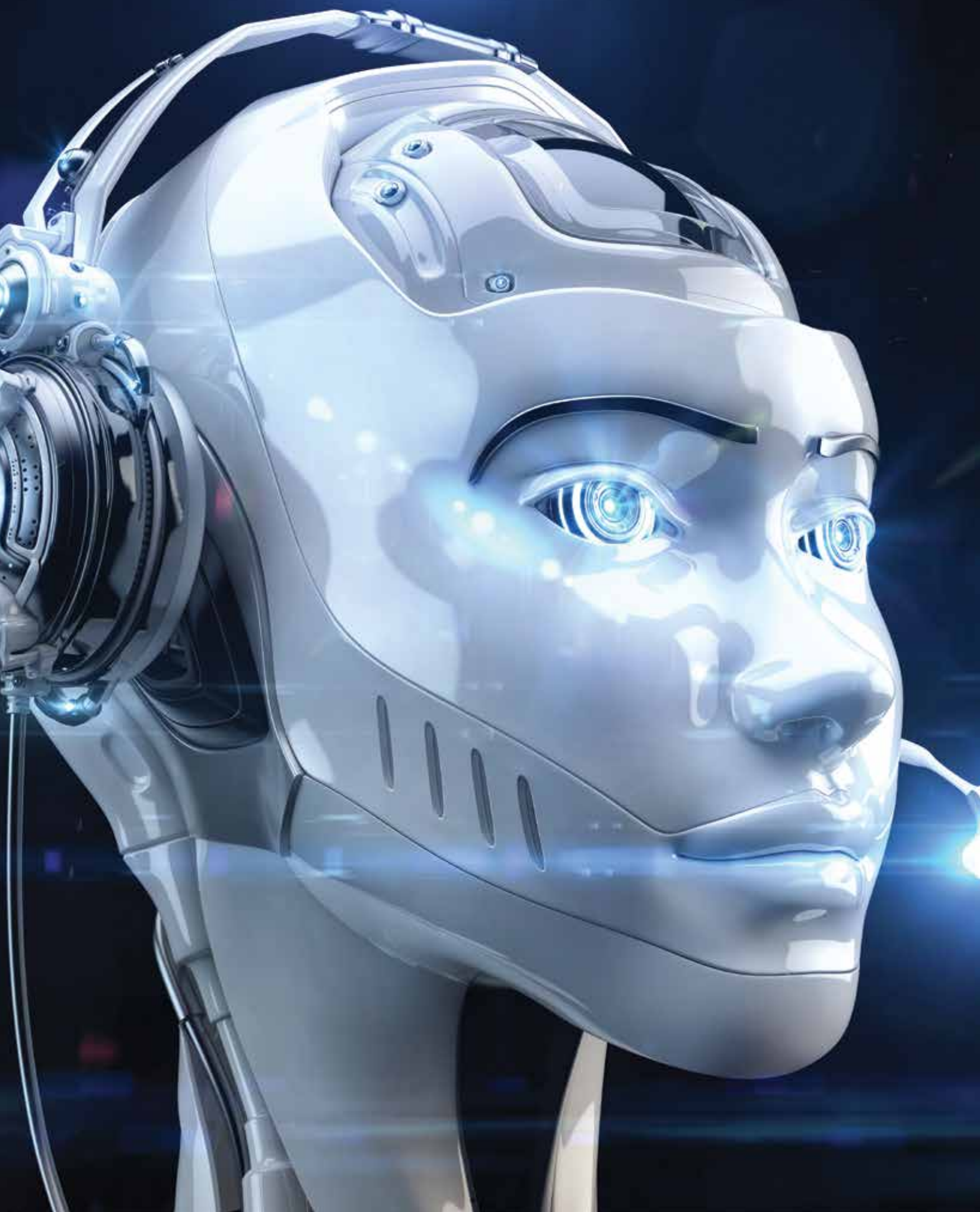
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## BUSINESS TRAVEL TRENDS FOR 2017

From charitable airlines to chat bots, **Jenny Southan** reveals what's in store for 2017.

## 1. DIGITAL WALLETS

In 2015, Worldpay predicted that credit and debit card payments would drop from two-thirds of all transactions to half by 2019. Taking their place are mobile transactions. Mobile wallets from Apple Pay and Google Android Pay entered the market in 2014 and 2015 respectively, while JP Morgan Chase unveiled Chase Pay in November 2016, and 2017 will see the UK launch of Samsung Pay. With a digital wallet you can pay for your lunch or Tube fare simply by touching your phone or smartwatch on an NFC sensor, as well as store boarding passes and loyalty cards.

Apple Pay receives a million new users a week and, by July 2016, it accounted for three-quarters of contactless payments in the US. Jet Blue and Emirates were the first airlines to partner with Apple Pay, while in November Qatar Airways announced it was integrating the technology for the purchasing of flights through its app. Other travel companies that have come on board include Airbnb, British Airways, Delta, Easyjet, Expedia, Marriott International and Uber.

## 2. CARING CAPITALISM

Over the past year we have seen a rise in travel start-ups with a conscience. Concept airline POP (People over Profit) wants to crowdfund flights between the UK and the Indian cities of Amritsar and Ahmedabad. If successful, its profits will be distributed between various charities.

The non-profit Green Rooms hotel opened in London's Wood Green in June, with artists, designers and actors given booking priority for its stylish rooms (from

£64 a night/£54 for creatives). In September, a former floating prison from the Netherlands took up a new mooring in Royal Victoria Docks near London City airport; all profits from the luxurious new Good Hotel will be reinvested in training schemes for unemployed locals. Founder Marten Dresden intends to open eight new properties by 2020.

## 3. BUY ON BOARD

As we reported in our December-January issue ("Snack attack"), more airlines are starting to charge for onboard catering in economy class. Following the example of low-cost carriers, many full-service airlines have started unbundling fares to generate profit by charging for the "freedom to choose" where you want to sit, how much luggage you want to take and whether you want extra legroom.

United and American Airlines have been offering buy-on-board menus on shorter flights for years. Last month, BA scrapped its short-haul food service in favour of paid-for Marks and Spencer sandwiches, snacks and Percy Pig sweets on Euro Traveller and UK domestic flights in and out of Heathrow and Gatwick, and London City and Stansted by this summer. It's likely that more airlines will take similar steps in the near future.

## 4. LUGGAGE TRACKING

New technology has greatly reduced the number of bags "mishandled" in transit. Over the next few years, we can expect electronic and home-printed tags, e-receipts, automated baggage systems and GPS tracking to improve things further.

By next year, 60 per cent of carriers will be sending baggage location status updates to your phone, according to air IT company SITA. By June 2018, IATA's Resolution 753 will require airlines to "track a bag... and share this information with the next handling agent". Delsey, Samsonite and Bluesmart all sell cases that alert you to their whereabouts. Qatar Airways provides push notifications with your bag's tag number and estimated arrival time on the carousel.

## 5. CHAT BOTS

This is the year that "chat bots" will take off. Powered by artificial intelligence, cyber helpers are popping up on websites across the travel industry – from Radisson Blu Edwardian's concierge "Edward" to Lufthansa's "Mildred", who will help you to find the cheapest flight.

Chat bots speak to you via instant messaging platforms such as Facebook Messenger. KLM's will tell you when it's time to check in, ping you a boarding pass and change your seat if you ask nicely.

The tech isn't perfect yet – Marriott's first chat bot, launched in March last year, was killed after it started private-messaging people to ask if they wanted to book a hotel. It has since been disciplined and given a job in the Marriott Rewards department. Other companies employing chat bots include Aeromexico, Booking.com, BA, Expedia, Hyatt, Icelandair and Skyscanner.

## 6. GEOPOLITICAL UNCERTAINTY

Two words: Brexit and Trump. Exchange rates and markets have undoubtedly taken





# INWESTYCJA W PRESTIŻ



## *Praskie perelki*

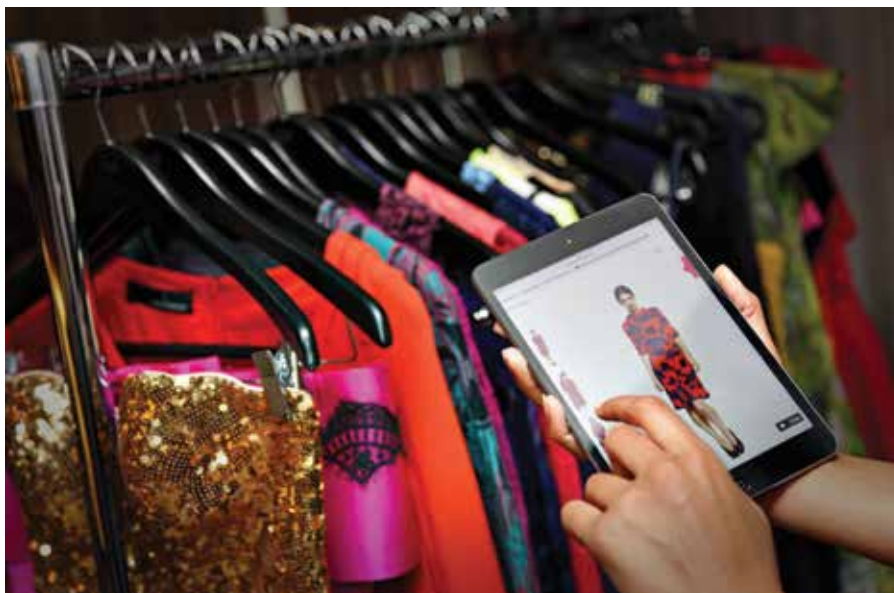
**W**arszawska „starówka” to nie tylko Śródmieście. Na Pradze dużo łatwiej o budynki pamiętające czasy konnych tramwajów. Wygląd tej dzielnicy intensywnie się zmienia i dziś stanowi ona miejsce, przyciągające mieszkańców i inwestorów. Dzięki Fenix Group, firmie specjalizującej się w wyszukiwaniu pięknych zapomnianych kamienic i ich pieczołowitej rewitalizacji, już niedługo będzie mogła poszczycić się kilkoma kolejnymi odnowionymi budynkami (przy ul. Okrzei 26, Kępczej 15, Jagiellońskiej 22, Jagiellońskiej 27, Targowej 21). Domy te przez dziesięciolecia popadały w ruinę, a dzisiaj ponownie mają szansę stać się prawdziwymi wizytówkami miasta.



**O**dnowione kamienice z przełomu XIX i XX wieku tworzą nową definicję luksusu. Nigdzie indziej nie znajdziemy równie stylowych wnętrz ze sztukateriami, parkietami inkrustowanymi ciemnym, leżakowanym dębem, czy posadzkami wykładanymi kaflami z małych manufaktur. Warszawskie adresy Hoża 50 czy Poznańska 16 to doskonałe przykłady odrestaurowanych budynków, w których zadbane o współczesne technologie i udogodnienia, takie jak windy, klimatyzacja czy parking podziemny. Zaletą apartamentów w kamienicach oprócz architektonicznej wyjątkowości, historycznej wartości i znakomitej lokalizacji jest ich prestiżowość i niepowtarzalność. Stanowią jakby „kolekcję limitowaną”, która daje pewność dobrej inwestycji.



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a hit, but when it comes to travel, most people want to keep calm and carry on. The American Express Global Business Travel Forecast 2017 predicts subdued growth and only moderate price increases across air, hotel and ground transport, indicating a higher level of uncertainty. The continued slowdown of the Chinese economy, terrorism and depressed oil prices are also contributing factors.

Choice Hotels' European Hotelier Pulse-Check survey found that only 19 per cent of respondents thought Brexit might have a negative impact on their business. A poll on our website revealed that 46 per cent of readers expect to travel more in 2017.

## 7. TEAM TRAVEL

The IBTM Trends Watch Report 2016 predicts 2017 will see a "continuing rally in demand for incentive travel", with budgets expanding for group incentive trips. Last year, per-person spending was back up to US\$3,165.

Meetings are also on the rise, but European firms are being cautious about budgets, shortening travel time and combining multiple meetings. According to the ICCA (International Congress and Convention Association), Berlin, Paris and Barcelona are the most popular cities for meetings in Europe. The US, Germany and the UK are the most frequented countries overall.

## 8. ROBOT STAFF

According to market research company Forrester, by 2021 robots will have eliminated 6 per cent of all US jobs. Professor Moshe Vardi, of Rice University in the US, predicts that in the next 30 years robots will cause global unemployment of more than 50 per cent.

At the Hilton McLean in Virginia, robotic "concierge in training" Connie (pictured above) is gifted with artificial intelligence powered by IBM Watson, and speaks multiple languages. IHG's Crowne Plaza San Jose Silicon Valley hotel has been trialling Dash, a three-foot-tall robot who can use lifts thanks to a wifi sensor, and deliver you snacks and drinks. Starwood's Aloft is planning to roll out "Botlrs" across dozens of properties.

In Marrakech airport, Leo can check you in, print bag tags and carry cases to the baggage handling area. In Taipei, EVA Air now has Pepper who scans boarding passes, gives weather updates and poses for selfies.

## 9. REMOTE-FIRST BUSINESS

More and more organisations are doing away with bricks and mortar HQs in favour



of being remote-first. For many people, this could mean continual or, at the very least, increased time abroad.

Bridging the gap between the nine-to-five office worker and the digital nomad running their business from a laptop by the pool are companies that have introduced “agile” working. Lancaster University’s Work Foundation predicts that 2017 will be the year that flexible working will reach a tipping point, with more people working outside of an office than in one.

Co-working spaces such as We Work are on the rise for people who are “location independent”, while “co-working retreats” are springing up overseas. Initiatives include Hacker Paradise, Coconat, Surf Office, Koh Hub, Alpine Coworking and Coworking in the Sun.

## 10. A330NEO TAKES OFF

TAP Portugal will be the launch customer for Airbus’s new aircraft, the A330neo, this year. Much like Boeing’s B787 Dreamliner, it has prioritised an enhanced environment for passenger comfort and wellbeing, with ambient LED lighting, larger overhead bins, spacious washrooms and wifi. So far, 186 aircraft have been ordered, with other airlines including Delta Air Lines, Air Asia X and Garuda Indonesia.

## 11. BRAND OVERLOAD

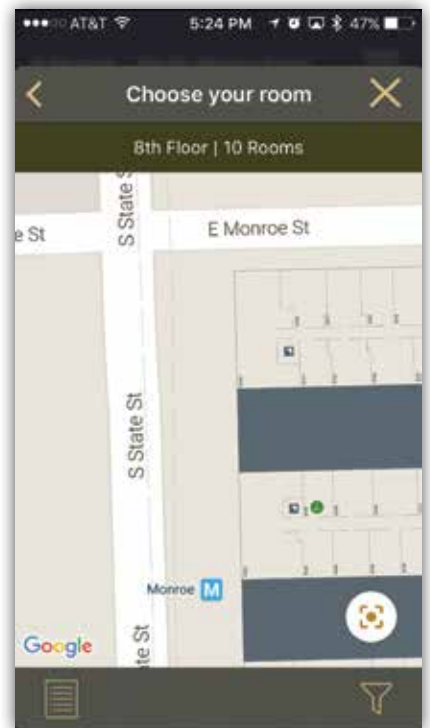
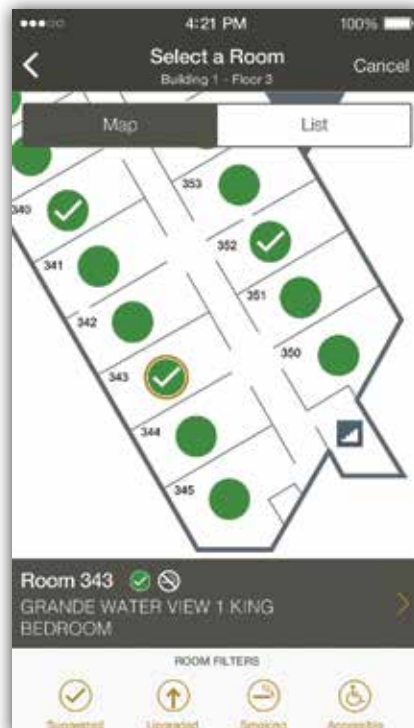
Do you know the difference between a Moxy, a Vib and a Jaz in the City? Hotel chains just can’t stop launching new concepts to appeal to ever-greater subsets of travellers. The result is an overabundance of brands that no one can keep track of.

Since its takeover of Starwood at the end of last year, the biggest hotel group in the world, Marriott International, now has 30 brands. After taking over Fairmont Raffles Hotels International, Accorhotels now has 23, while IHG has 12 and Hilton 13.

In the future, we can expect new hotel companies to embrace a “singular experience” – creating just one brand to remove the anxiety of choice. One hospitality company that has stuck to this approach (so far) is Four Seasons, which has no sub-brands.

## 12. DESIGNER ROOM SERVICE

Packing can be stressful when you are trying to travel light, but some hotels are delivering designer fashion to your room so you can choose the clothes you need on arrival. W London Leicester Square introduced its “Walk Out Wardrobe” in partnership with rental site GirlMeetsDress.com in 2015. Guests staying in suites can order items in advance or call down to have a rail of outfits



brought up free of charge. London's Berkeley hotel has collaborated with fashion resale site Vestiare Collective, which has curated a selection of vintage accessories to borrow or buy. The Fashion Trunk is stocked with everything from Hermès scarfs to Chanel clutches. In December, the Intercontinental London Park Lane teamed up with Harvey Nichols to provide a styling service. In Chicago, the Virgin hotel collects clothes you order from Gap on its in-room iPads and leaves them in your wardrobe.

### 13. APARTMENT RENTAL

Home stays are becoming more popular with business travellers. In April 2016, Onefinestay, which has a portfolio of more than 2,600 units in London, New York, Paris, Rome and LA, was bought for £117 million by Accorhotels, which will invest £50 million on expanding into 40 new cities over the next five years. Accorhotels also owns a stake in Oasis Collection, which has homes in 18 cities – by the end of 2017, it plans to have a presence in 50 cities.

Business nights booked on Airbnb, which launched self-service portal [airbnb.com/business-travel](http://airbnb.com/business-travel) in 2015, tripled last year. American Express Global Business Travel, BCD Travel and Carlson Wagonlit Travel all now have agreements with Airbnb allowing clients to track bookings, while PAs and managers can reserve stays for travellers.

### 14. VOICE ACTIVATION

Voice recognition has been easing its way into our lives for a few years, via built-in virtual smartphone assistants such as Apple's Siri. Last year, Amazon launched a voice-

activated home speaker, the Echo, which answers questions, reads audio books and plays music on command. The Wynn hotel in Las Vegas has just installed them in each of its 4,748 rooms.

Aloft has unveiled the world's first voice-activated hotel rooms in Boston and Santa Clara. A simple "Goodnight" will turn out the lights, while "Good morning" will switch them back on. Clarion Hotel Amaranthen in Stockholm has run a trial using Amazon's voice assistant, Alexa, allowing guests to book a taxi or set a wake-up alarm.

### 15. HYPER-PERSONALISATION

In summer last year, a survey of 2,000 people by travel tech firm Sabre found that many UK consumers were content to share their details in return for more bespoke service, with 25 per cent agreeing to share their location with travel companies.

Dr James Canton, of the Institute for Global Futures, says: "We'll see predictive travel analytics anticipating what consumers want... The hotel booking will be helped along by artificial intelligence software agents, using data mining." Uber's latest app stores trace data from your journeys, enabling it to predict from your routines where you will want to go next. Google's Trips app can trawl your Gmail account for flight and hotel bookings, store your reservations and propose itineraries.

Skyscanner forecasts that hotel software will link with guests' social media profiles. The search engine's director of hotels, Nik Gupta, says: "Guests will be provided with menus of things to do, restaurants and theatre performances, that exactly meet their individual preferences."

### 16. CO-LIVING

Co-living is a cross between co-working spaces and house rentals – with flatmates. For the longer-stay business traveller or expat, a co-living set-up can give you the chance to stay in a stimulating environment alongside like-minded people. Working is central to the experience but so is sharing an evening meal or hosting a party. They are like modern communes for professionals.

Co-working giant We Work (now valued at more than US\$16 billion) is now beta-testing stylish co-living spaces on New York's Wall Street and Crystal City in Arlington, Virginia. By 2018 it is predicted that the new We Live brand will be generating more than US\$600 million a year, with people staying from one night to one month at a time. Private studios start from US\$135 a night and come with fold-out beds, TVs, AirPlay speaker systems and kitchens.

Roam runs co-living centres in London's Sloane Square, Miami, Madrid and Bali. Tokyo and San Francisco are coming soon. Rooms come with en suite bathrooms, and one-week leases cost from US\$500.

### 17. STRIKES, DELAYS AND CANCELLATIONS

Last year was a nightmare for people travelling with many of the UK's transport providers, and problems can be expected to continue in 2017. Southern Rail has seen endless strikes, cancellations and overcrowding, while Gatwick Express and London Underground passengers have also been affected by industrial action. Since December 23, Virgin Atlantic's pilots have been refusing to work more than their rostered hours and, last month, British Airways staff went on





strike for 48 hours. The Europeans are no better – French air traffic control has gone on strike more than a dozen times in the past year. In November, a Lufthansa pilot walkout disrupted 525,000 passengers, while earlier in the year, the employees of numerous German airports refused to operate. These days, business travellers need to be armed with back-up plans, appropriate insurance and knowledge of how to claim compensation.

## 19. VIRTUAL REALITY

It's a bit of a gimmick, but there is value in virtual reality headsets such as Google Daydream View, Samsung Gear and Oculus Rift. VR certainly won't be replacing the need or desire for travel, but plenty of companies are tapping into its potential to showcase their products and destinations.

In November, Marriott teamed up with UK tech start-up GoInStore to provide virtual tours of event facilities. United is using 360-degree virtual reality to show off its new Polaris business class seat, while Accorhotels, Amba, Best Western and Shangri-La have been using it to present their properties.

## 19. POSITIVE PSYCHOLOGY

The business traveller is at greater risk than most of stress, fatigue, depression and burnout. A 2016 Booking.com survey of 4,555 frequent flyers found that 93 per cent were wrung-out by business travel.

In 2017, positive psychology – essentially the science of happiness – will be a popular buzz phrase of the moment. Gaining an understanding of our own mental health can help us to make better life choices. Thinking positively can even improve our physical health – last year, a study of 70,000 women in the American Journal of Epidemiology found that optimists were less likely to get fatal cancer, heart disease, lung conditions or stroke in retirement.

## 20. IQ ECONOMY

The business traveller of yesterday lived by the mantra “time is money”; the business traveller of today lives by the mantra “time is mine”. Linked to the “optimised self” trend for self-betterment, travel companies are recognising the demand for enrichment.

Shangri-La, Rosewood, Soho House, Ace and Hoxton are inviting industry experts to speak at cultural workshops and seminars. London's Corinthia hotel has a resident neuroscientist who has developed a Brain Power package, while Marriott is working with TED Talks to organise live events and bespoke in-room TV programming.





# VILLA CAMPUHAN

**CONTACT**

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80811, Indonesia  
+62 818-0538-6053  
[www.villacampuhan.com](http://www.villacampuhan.com)

**I**t's a truly remarkable place. Situated on the shores of the Indian Ocean in East Bali, this vast area of land is home to picturesque wooden villas that overlook high sea waves, the mystical Mount Agung and the Seraya mountain range. It's an exotic retreat at its best, as well as a peaceful oasis that weaves the luxury of the west with the spiritual beauty and simplicity of "Bali Asli".

**LIKE A MOVIE FRAME**

The site was founded by Rob Cohen, the director of action-adventure movies (The Fast

and the Furious, Dragonheart) and an avid surfer, who visited the place with his wife Barbara. Delighted by what they saw, they bought the land with the intention of reviving there the architecture of buildings of the Minangkabau tribe of western Sumatra. All the pavilions were made almost entirely of recycled wood and placed about 10 feet above the ground on huge stones. A dozen carpenters erected the pavilions over a period of a year without benefit of cranes or Caterpillars and assembled them without nails, pegging them in place. The ex-

tensive grounds of the estate also feature a unique collection of Bali Aga statues.

The Campuhan Lounge is the heartbeat of the place. It's a living/dining room house for use by all guests, wide open to the sea, mountains and the river. Decorated with furniture covered by hand-woven fabrics, sumptuous coaches, wide and deep, the living room area is a perfect spot to await meals or get lost in a good book. This is also where foreign guests sit at a round dining table, meeting others and enjoying delicious dishes prepared daily by a top



chef. The resort has its own spa that specialized in Balinese massages. Campuhan is also a perfect base point for surfing adventures, as well as touring the island with a private driver. Ketut, the invaluable manager of the place, who knows Bali and its traditions, makes sure that the guests have everything they need.

#### VILLA AGUNG

- Sleeps up to 5 people/230 sqm.

For romantic getaways One of the undeniable advantages of this villa is the view from its windows, featuring Bali's major and the holiest Gunung Agung volcano. Featuring deluxe his and her bathrooms, a 2-person tub, living room, hand-hewn teak floors, and crafted and king-sized bed, this villa was designed to house those who require the very best. The villa also has the 8-metre high ceiling, woven bamboo walls and huge sliding windows.

#### VILLA SELAK

- Sleeps up to 3 / 139 sqm

The Honeymoon Villa "Selak" is a delicious fruit grown in east Bali that tastes like a cross between a pineapple and an apple. It's for the selak's rarity and sweetness this villa was named. Totally private across the river by a cantilevered bridge, Villa Selak boasts its own 12-metre-long ocean-side swimming pool for use of Selak guests only. It's a Balinese-style house for honeymooners or lovers of any age. It has a large bathroom with a two-person marble tub open to the sky, a king-size bed downstairs and a single bed upstairs, wrap-around decks overlooking both the river and a lotus pond complete with yoga deck.

#### VILLA TUMAN

- Sleeps up to 3 / 65 sqm

Original and picturesque The house was built in the Balinese style with high ceilings and sacred Balinese proportions. The







The place is a true ode to the archipelago of Indonesia - a sophisticated fusion of Sumatra and Bali, Sulawesi and Sum.

walls are of local stone, the floor is marble, the doors are hand-carved, and a roof is composed of layered “ylang-ylang” grass grown locally. The villa features a king-sized bed and a bathroom with bathtub and outdoor shower. Its spacious decks wrap the villa on three sides, so sun and shade are available options all day.

#### VILLA JASI

- Sleeps up to 4 / 92 sqm

Named after the nearby village of Jasi (or Jasri), this villa provides a luxurious home for a couple or small family with a king-sized bed, ironwood floors,

and crafted bathroom. It has high ceilings sporting pond and ocean views from all its windows. Like the other villas, it has woven bamboo walls, a lava stone shower and abounds with Indonesian antiques and art.

#### VILLA LUMBUNG

- Sleeps up to 2 / 74 sqm

Next to Villa Agung sits Villa Lumbung. “Lumbung” is the Indonesian word for “rice barn”. The complex roof-line, landscaped setting, high ceilings, and thick ironwood floors, house a lovely space complete with king-sized bed and bathroom with pond and ocean

views. It’s perfect for a couple or a single desiring something intimate and special.

#### VERDICT

The place is a true ode to the archipelago of Indonesia - a sophisticated fusion of Sumatra and Bali, Sulawesi and Sum. Designed by Linda Garland, an Irish-born interior and landscape designer and environmentalist who has lived on Bali for 35 years, Villa Campuhan is a real gem of the island and one of Asia’s most picturesque spots. I recommend it wholeheartedly.

**Marzena Mróz**





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# BELMOND JIMBARAN PURI



## CONTACT

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Kuta Selatan, Jimbaran  
Bali 80361, Indonesia  
tel.: +62 361 701605  
[www.belmond.com](http://www.belmond.com)

**T**he luxury Belmond Jimbaran Puri resort sits on one of the most picturesque Balinese beaches, renowned for its clear, fine sand, warm water and glorious sunsets.

## VILLAS AND BUNGALOWS

The resort has 42 bungalows and 20 villas with their own swimming pools, all designed in a traditional Balinese style. The interiors are made with cold marble, black Indonesian stone, teak wood and bamboo. You can

choose between air-conditioned houses with ocean views and private villas tucked away in lush tropical gardens. Right on the oceanfront there is Nelayan, a fine restaurant that serves fresh fish, seafood, and Mediterranean cuisine. The hotel has also another restaurant called Tunjung, which offers Indonesian and vegetarian cuisine, as well as Puri beach bar - popular with those who enjoy sunsets. At the heart of the resort there is a large infinity pool with cascading waterfalls and fountains.

The bottom of the pool is lined with green and blue stone tile, making it blend perfectly into the surroundings - the blooming frangipani shrubs, banana trees, bougainvilleas and shady palm trees.

## RELAXATION AND SPA

Belmond Jimbaran Puri is a perfect place for those who seek peace and quiet. You can take here morning meditations and yoga classes, or listen to the sound of waves, unwinding in one of the hammocks tied to



palm trees. The hotel spa offers traditional Balinese and Ayurvedic massages, performed on the seafront or in air-conditioned treatment rooms. All cosmetics used in the spa are made with local ingredients.

The hotel is situated close to a small fishing village of Jimbaran, in the heart of a quiet, shallow bay, so it's safe to swim, as the waves are rather mild. In the evening, at low tide, the local teenagers play here volleyball, while young couples pose for romantic wedding photos with the ocean in the background. After sunset along the shore open numerous traditional fish restaurants. You can also observe fishermen sailing into the sea and casting their nets, as well as planes taking off and landing. Interestingly, although the local airport is quite close, the noise generated by planes doesn't get to the resort.

#### SPORTS AND TRADITIONS

Belmond Jimbaran Puri has three small temples where numerous ceremonies are held. You can participate in them as an observer or actively, learning how to make proper flower offerings. Guests of the resort can also enjoy a wide range of water sports, including surfing, canoeing, boogie and paddle boarding. The hotel has its own boat that can be used for cruises around the shore of the island and admiring cliffs, coves and caves, as well as snorkelling. During the stay guests can learn the basics of Balinese massage, the local wood painting technique and bahasa language.

#### VERDICT

A luxury, well-located hotel, offering all possible comforts for the most demanding guests. It's only 15 minutes away from the local airport and 40 minutes from Kuta bars, swish restaurants of Seminyak, Uluwatu cliffs and beaches of Nusa Dua.

**Anna Drozdowska**



Nelayan restaurant, situated right on the oceanfront, serves fresh fish, seafood, and Mediterranean cuisine.



# FOCACCIA RESTAURANT



## CONTACT

Restauracja Focaccia  
ul. Senatorska 13/15  
00-075 Warszawa  
tel.: 22 829 69 69  
[www.focaccia.pl](http://www.focaccia.pl)

**T**hree spacious rooms, stylish interiors, an open kitchen and delicious menu. Warsaw's Focaccia restaurant is a good choice for a business lunch, afternoon aperitivo and romantic dinner.

## WHERE IS IT?

The restaurant is situated in the very centre of Warsaw, in the 16th-century Primate's Palace - home to Bellotto hotel. Its modern, yet surprisingly cosy interior make it stand out from many other eateries located in and around the Old City.

## CHEF RECOMMENDS

Michał Rajewski, the head chef of the restaurant, has prepared an intriguing Italian menu with a modern twist. It's based entirely on genuine Italian ingredients, as well as handmade pasta. You can try here e.g. delicious Mediterranean appetizers, juicy meats, fresh seafood, a wide range of pastas, and sweet Italian desserts. Every day the restaurant offers a new tasting menu consisting of five dishes from the main menu, but in smaller portions. One of

the highlights of the place is its excellent pizza, prepared by the pizzaiolo using a special technique to make the crust thin and crispy.

## MENU

As a starter, guests are served focaccia - warm, fluffy bread served with olive oil and balsamic vinegar. The restaurant offers several outstanding dishes, but the best ones are: vitello tonnato served with fried capers and marinated artichokes; ravioli alla Sorrentina - large dumplings stuffed with ricotta, Italian ham and egg yolk; as well as zuppa di pesce with shrimps, mussels, calamari and vegetable ragu. Focaccia is also the place to go for homemade pastas: spaghetti aglio e olio, pici (spinach dumplings with bacon, shallots and tomatoes) or spaghetti with shrimps served in white wine with garlic and parsley. As for pizzas, I recommend particularly the melanzane (with aubergine, gorgonzola, red onion and spinach), but salami and parma are equally good. Desserts offered in Focaccia are a real treat for the mouth. Such delicacies as meringue with passion fruit

and exotic fruits or praline fondant with balsamico ice cream, have their faithful followers.

## APERITIVO BAR

Just like in Milan, every day from 4 to 8 pm, Focaccia serves traditional Italian snacks. If you order a plate of Italian cold meats, cheeses and olives, you will get a glass of delicious prosecco free of charge. The bar also offers fine wine, best Italian pasta, olive oil, olives and many other ingredients, with which you can make your own Italian feast at home

## VERDICT

It's an excellent restaurant with a free car park for guests, which is noteworthy, especially in such congested city as Warsaw. On my visit to Focaccia, I noticed that at the two adjacent tables there were Italian families. You can't get a better testimonial than that. Apart from the excellent menu Focaccia is famous for its selection of good wines at reasonable prices. The restaurant has a real class, style, well-composed menu and friendly service. Simply perfect.

**Marzena Mróz.**





FOCACCIA  
— RISTORANTE —

*B*  
HOTEL  
BELLOTTO  
★★★★★

MIODOWA  
— Cafe —

Hotel Bellotto

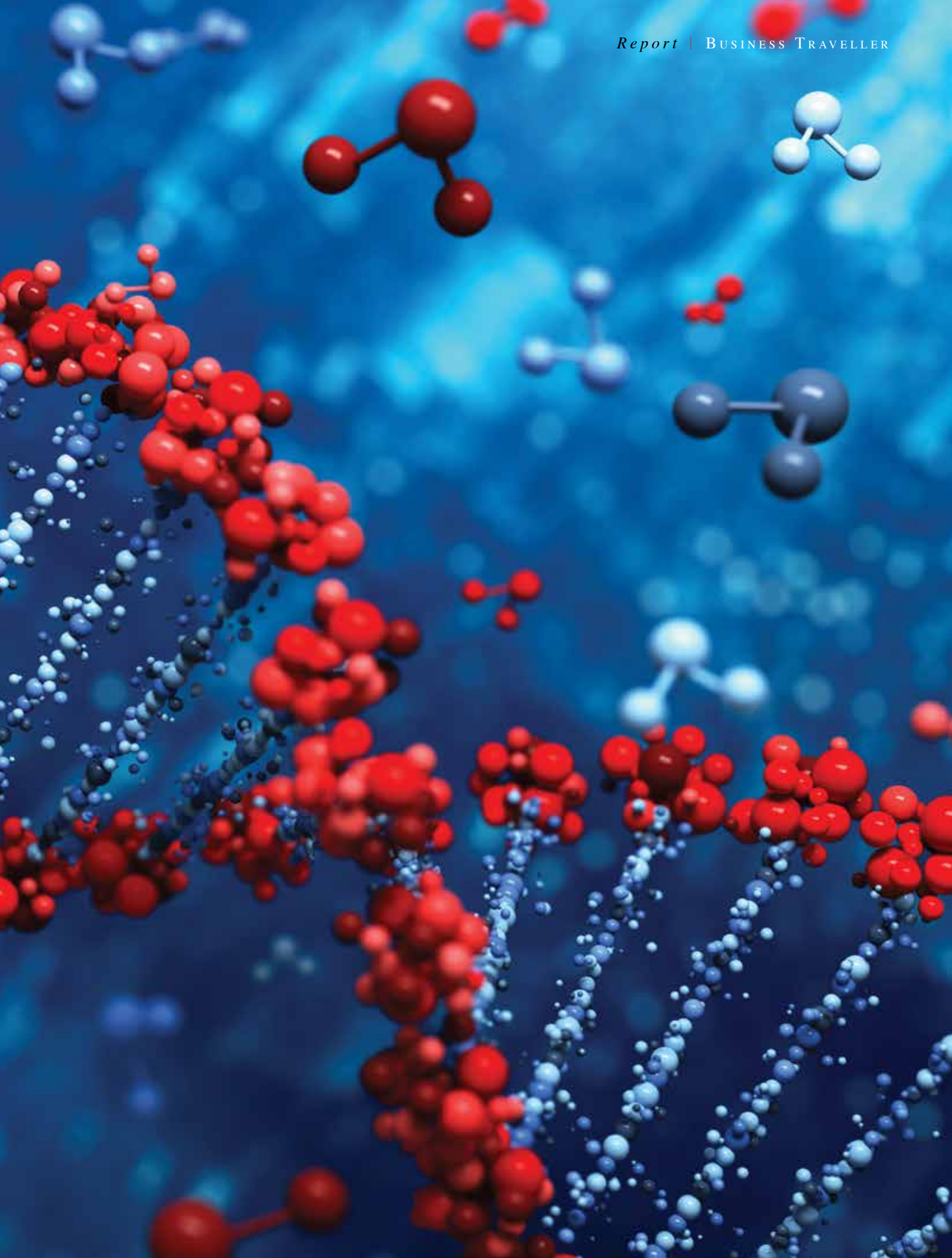
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# HEALTH DNA TESTING: ALL IN THE GENES

New DNA kits promise to give us a deeper understanding of ourselves – and tell us how to make our lives healthier, happier and longer. **Jenny Southan** takes the plunge.





Over the past few weeks I have made some interesting discoveries about myself – my risk of developing type-2 diabetes is 5.4 times higher than the average person; I am unlikely to be gluten intolerant; red wine is good for me (but gin and champagne are bad); I'm best suited to short bursts of high-intensity training; and I am 16 per cent Scandinavian.

Home DNA testing is set to revolutionise our understanding of ourselves – we no longer have to feel bad about why we find yoga so difficult (I am genetically inflexible) or worry about whether our unborn child will have cystic fibrosis. Today, a simple saliva sample can reveal what kind of diet or fitness regime will be most effective for you, where your ancestors came from and how likely you are to suffer a sudden cardiac arrest. The prospect is at once terrifying and empowering.

## FIND THE DIFFERENCES

Genotyping – comparing common differences in known genes – first entered the consumer marketplace in 2006 with the birth of California-based company 23andMe (the name comes from the 23 pairs of chromosomes found in every human cell). It was set up by Anne Wojcicki, the ex-wife of Google founder Sergey Brin, who provided financial backing in the early stages of the start-up.

The journey the company has taken has not been without controversy. Home tests for 254 diseases and conditions were made

available to US citizens but, in 2013, were banned by the Food and Drug Administration (FDA) because of concerns about a lack of accuracy. In 2015, 23andMe improved its analysis of 36 hereditary diseases and relaunched kits in the US with FDA approval.

23andMe arrived in the UK in 2014, and its home kits cost £149. Today, 80 per cent of its 1.2 million users have consented to participate in scientific research. What's happening with all this information? In January 2015, 23andMe signed its first multimillion-dollar deal with drug company Genentech. It is now sharing anonymised data with more than a dozen pharmaceutical giants.

Other DNA companies, such as 1amYam and Pure Genetic Lifestyle, which launched in the past year or so, charge more for home tests (between £387 and £1,365) but, as a consequence, promise not to farm out your data. Personally, so long as there was no connection between my name and my DNA, I don't take issue with the idea of crowd-sourced medicine if it is for the greater good. But it's a question of trust that the end is ethical.

## KNOWLEDGE IS POWER

There are about 25,000 genes in the human genome. Some of these will determine the likelihood of developing certain disorders, while others are responsible for traits as wide-ranging as alcohol flush reaction and hair curl. Genetic variations in DNA sequence can determine anything from poor eyesight to aerobic capacity. Maarten van

Dijk, founder of Pure Genetic Lifestyle, says: "We want to make people happier, healthier and older."

Gaining an understanding of your make-up can be hugely beneficial to your wellbeing. But can you trust the results? Lorena Puica, founder and chief executive of 1amYam, says: "Genetic science is a probabilistic science. Basically, what we say is that over 95 per cent of the people that have that specific gene are predisposed to hypertension, for example." So if you know you are predisposed to coronary disease, you could start doing regular sport, give up smoking and go vegetarian.

In 2013, UK fitness trainer Matt Roberts ([mattroberts.co.uk](http://mattroberts.co.uk)) began offering personalised training based on a person's genetic response to nutrition and exercise. East London gym Ethos ([ethos.co](http://ethos.co)) has followed suit. Both partner with DNAFit ([dnafit.com](http://dnafit.com)) to interpret 30 genes and their variants. For example, the tests look for variants in the ACTN3 "power gene" common in Olympic athletes and the FTO "fat gene", which determines how likely your body is to store saturated fat. Other sensors highlight alcohol and salt sensitivity, sports injury resilience and aerobic potential. DNAFit tests cost £99-£249 (or £49 if you have already used 23andMe, with which it collaborates), while the 100-Day Fat Burner or Muscle Builder programme is a £49 per month add-on.

Roberts says that a DNA test can show "in a snapshot exactly what it is about your body that would make training easier". If



FOT. FOTOLIA

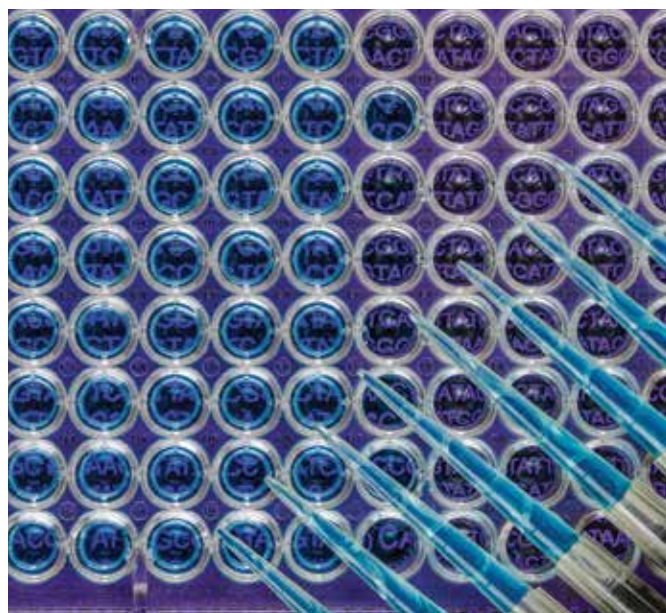




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Home DNA testing is set to revolutionise our understanding of ourselves – we no longer have to feel bad about why we find yoga so difficult or worry about whether our unborn child will have cystic fibrosis.

you are not built for endurance, running a marathon will be more difficult for you than other people. He adds: “We can also establish how to programme your diet to make it that bit more productive to your needs.” Isn’t it time you reached your genetic potential?

#### FOUR DNA KITS TRIED & TESTED

All of these kits are bought online and require a saliva or swab test to be carried out at home before being registered, and posted back using an envelope or box provided. Results can take several weeks to arrive and all medical conditions tested for can be delayed or prevented.

#### IAMYIAM

● **What does it test?** This company analyses 41 genetic parameters to provide a profile of your DNA-based weaknesses and strengths across four categories – diet, nutrients, fitness and health. By identifying the presence of genetic variations (single nucleotide polymorphisms, or SNPs), you can establish the probability of certain dispositions. For example, if you have SNP rs4988235 located within your MCM6 gene, you will likely be lactose intolerant.

● **What will my results look like?** Once you have registered your kit and created an online account, you will see a pie chart for each category, with colour-coded slices relating to the different elements. I discovered I am “excellent” at metabolising caffeine and gluten, for example, but “poor” at process-

ing salt, carbs and monounsaturates (fatty acids found in avocados, for example). I am able to metabolise Vitamin A, D and B9 efficiently, but not B12 or Vitamin E, so there is a chance I could be deficient. My body is best suited to resistance training and muscle building (“expect good results, fast”), but my flexibility is bad.

● **What next?** Pinpoint advice is given for every trait being tested. This includes nutrients to boost your flexibility, such as taurine and fish oil rich in Omega 3. A custom algorithm that links your results with more than 136,000 human-based scientific papers then creates a tailored plan for you to achieve your goals. For example, if I want to lose weight, I should try Pilates, acupuncture or nutritional therapy.

● **Verdict** Results and advice are packaged in a user friendly way. Some findings were obvious but others were surprising and useful, such as the fact that my body treats all fats as equal (even “good” ones) so an all-round low-fat diet would be preferable for weight loss.

**Price:** £387

**Contact:** [iamyiam.com](http://iamyiam.com)

#### 23ANDME

● **What does it test?** This kit looks at inherited conditions, drug response, genetic risk factors and traits, as well as your ancestry. For example, you can find out if you carry the genetic variant for cystic fibrosis (both parents must be carriers for it to be passed down). Non-health related traits picked up include bitter taste perception, coriander

aversion and whether you sneeze in bright light (photic sneeze reflex). The ancestry side of the test tells you what per cent of your DNA can be traced back to 31 populations worldwide – these include Japanese, Mongolian, Native American, Iberian, Ashkenazi, Balkan and Finnish. It even reveals how much Neanderthal is in your make-up (the average person is 2.6 per cent).

● **What will my results look like?** Results are available online after creating a secure account. You will get more than 100 specific reports arranged in drop-down menus, with subsections for more detailed explanations. In my case, variants were absent for Parkinson’s and Alzheimer’s, which meant I had a “typical” risk of developing them. If I smoked, I would be likely to smoke more than the average person. I have one of two working copies of alpha-actinin-3 in my fast-twitch muscle fibres (many world-class sprinters have this genotype). When it came to ancestry, unsurprisingly, I am 100 per cent European (mainly British/Irish) with a bit of French, German and Scandinavian in the mix. The 0.5 per cent Sardinian is a mystery.

● **What next?** Your results are stored as part of a giant database for furthering the understanding of human genetics, as well as helping you to trace and contact unknown relatives (this is an opt-in extra). You can also build a family tree and trace genetic traits across generations.

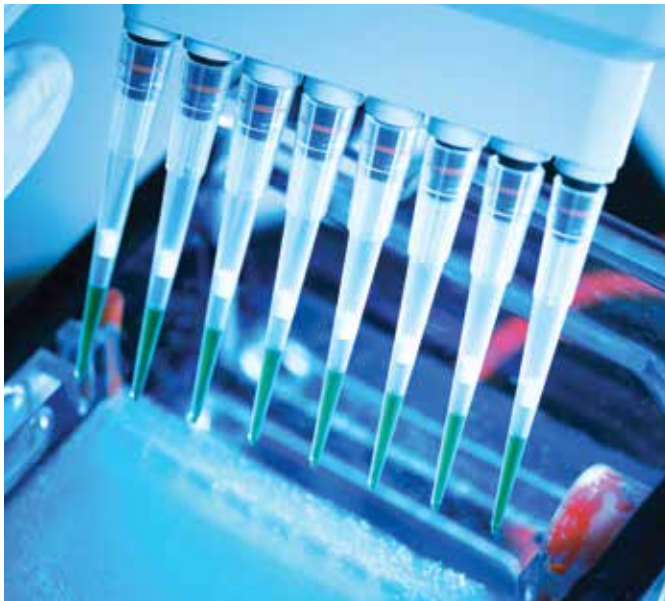
● **Verdict** This test offers the best value for money but you will have to think care-





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Today, a simple saliva sample can reveal what kind of diet or fitness regime will be most effective for you, where your ancestors came from and how likely you are to suffer a sudden cardiac arrest.

fully about the data you are willing to share. 23andMe says: “We will not sell, lease or rent your individual-level information to a third party for research purposes without your explicit consent. We may share anonymised and aggregate information with third parties.”

**Price:** £149

**Contact:** [23andme.com](http://23andme.com)

### PURE GENETIC LIFESTYLE

● **What does it test?** This is the most comprehensive DNA-based wellness test I have come across, covering both health and nutrition. It measures the risk of developing conditions such as Alzheimer's, breast cancer, hypertension, thrombosis, arthritis and Crohn's disease, plus how well you metabolise certain drugs. It also analyses the genes associated with weight and how well you absorb vitamins and nutrients.

● **What will my results look like?** Results can be accessed online or in a personalised hardback book. For every sensor examined, there is a bar indicating how low or high your risk of developing the associated condition is, as well as advice on prevention and detection. For example, my risk of developing glaucoma is “increased” so I should get my eyes tested once a year. My genetic tendency for obesity is also high, so while I don't put on weight by eating carbs, I am sensitive to fat of all kinds.

● **What next?** Pure advocates holistic “lifestyle genetics”, providing pinpoint information on your body's blueprint, and then guiding you on how to avoid its pitfalls while reaching your potential. The book

has a large section on menus, training sessions, and the effect of different kinds of food. How much of each item you should consume is indicated by up to six happy or sad faces. Much of it is obvious, but I should avoid coconut, balsamic vinegar, dates and gin, while chickpeas, halloumi and red wine are good for me. The final step is ordering a batch of 28 vitamins, crafted to your needs (this is part of an £89 monthly package).

● **Verdict** The price may be off-putting but the precision and personalisation of data is impressive. Discovering you face a higher risk of cardiac arrest or breast cancer could be life saving. If you are struggling to lose weight, it could help you to see where you are going wrong.

**Price:** £820 nutrition analysis; £1,365 complete health and nutrition analysis

**Contact:** [puregeneticlifestyle.com](http://puregeneticlifestyle.com)

### AVIATION NUTRITIONIST

● **What does it test?** This test is designed for people who spend a lot of time at altitude, writes Marisa Cannon. It educates frequent flyers about which foods, nutrients and types of exercise could help them to recover more quickly from fatigue and stress. It looks at six categories – cardiometabolic health, food intolerances, weight management, body composition, eating habits and physical activity – to calculate nutritional values such as how much Omega-3 fat, vitamin B and D you need; if you have any lactose and gluten intolerances; and more niche features such as your ability to taste fat in food or how motivated you are to exercise.

● **What will my results look like?** Results come in a 40-page document, which gives a thorough breakdown of the benefits of each dietary or fitness component, its enzyme role, which gene variant you have of it and your body response/risk level. I found out that, unlike Jenny, I digest monounsaturated fats better than starch, but I may have low levels of Omega-3, which could increase my risk of heart disease. I also have a slight lactose intolerance, which might come from my mother's South Asian genes, and a higher than average pain threshold, which means I should be able to withstand prolonged exercise.

● **What next?** The Aviation Nutritionist can go through your results with you and recommend diet changes. It has also teamed up with London-based caterers Absolute Taste to tailor onboard meals that address clients' nutrient deficiencies, although this is currently available only on private jets. My onboard meal included foods high in vitamin D and C, calcium and Omega 3s, with no gluten and limited dairy. I would be served dishes such as miso glazed salmon with grilled asparagus and cauliflower rice, grilled courgette carpaccio with goats' cheese and cinnamon poached pear with coconut yoghurt.

● **Verdict** While the test doesn't reveal anything groundbreaking, it could help to know which food groups are making you feel sluggish or whether it's the yoghurt and cheese at breakfast that's causing your blocked sinuses, rather than dry cabin air.

**Price:** £495

**Contact:** [theaviationnutritionist.co.uk](http://theaviationnutritionist.co.uk)





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# AIRBUS A350-900 FOR LUFTHANSA



**T**he new A350-900 was presented to the public on 2 February in Munich with a spectacular light show and an official unveiling ceremony in the Lufthansa Technik Hangar. A media show with light projections served as a 10-minute "fireworks". In the presence of 2,000 employees and guests, the world's most advanced long-haul aircraft was then christened and named after city of Nuremberg. „With the A350-900 we introduce our 2-litre fleet, a milestone in our fleet strategy as its entry into service marks a generational change on long-haul routes,” said Carsten Spohr, CEO of the Lufthansa Group.

As of 10 February, Lufthansa will be stationing the first ten Airbus A350-900 aircraft in Munich. The first destinations will be Delhi and Boston. The aircraft will have room for 293 passengers - 48 in Business Class, 21 in Premium Economy and 224 in Economy Class. The A350-900 is the world's most ad-

vanced and most environmentally friendly long-haul aircraft. It uses 25 percent less kerosene, produces 25 percent fewer emissions and is significantly quieter on take-off than comparable types of aircraft.

## FLY WITH YOUR BIORHYTHM

Lufthansa will be the first airline worldwide to use a range of different settings for the on-board lighting of the A350-900 which are designed to fit with the day and night-time biorhythms of their passengers. Any passengers who have ever traveled across a number of time zones will know the problem - your body clock gets out of sync. With the introduction of Lufthansa's new A350-900, it has now for the first time become possible to work with and fit with the biorhythms of the passengers by providing the right type of light at the right time. Lighting effects will also be used to emulate a pleasant restaurant atmosphere on board

during mealtimes. Altogether, the new A350-900 LED technology can provide around 24 different lighting settings. Following on from the A350-900, Lufthansa will also be re-fitting its Boeing 747-800s with the new lighting system.

## INNOVATIVE LIGHTING

The use of a range of lighting settings is based on findings from research in the field of chronobiology and on known effects of our day and night-time biorhythms. A large number of scientific findings provide the foundation for the technology, such as those by Prof. Christian Gunga of Charité and by Dr. Achim Leder. Warm light for relaxation is supplied during periods of rest, whereas cooler light provides stimulation for more active phases. Lufthansa has developed these various lighting moods in collaboration with lighting designers from Kardorff Ingenieure in Berlin "Our focus is on passengers' needs when it comes to selecting the

The use of a range of lighting settings is based on findings from research in the field of chronobiology and on known effects of our day and night-time biorhythms.





type of light to be used. We are thus able to create a pleasant atmosphere which can significantly improve the passengers' feeling of well-being," explains Professor Volker from Kardorff.

#### UNIQUE IFE SYSTEM

The possibilities offered by the on-board entertainment system on the A350-900 are likewise leading edge. For the first time, passengers will have the option of making a selection from the on-board program from home before setting off and adding their favourite items to a playlist. To do this, all passengers need to do is load the "Lufthansa Companion App" onto their own tablet or mobile phone. The on-board program is available up to six weeks in advance. Once on board, passengers then

synchronize their personal favorite playlist with the screen in front of the seat, and there is also the option to use the own mobile device as a second screen. During the flight, passengers can then choose something to watch from their favorites list, and at the same time call up flight information, go on social media websites via FlyNet or do a little online shopping in the WorldShop. The app is available now and can be downloaded from Google Play Store - find it by entering "Lufthansa Companion App" in the search field.

Lufthansa's entertainment program offers a choice of 100 movies, 200 TV programs, an extensive audio program with lots of CDs, playlists and audio books, games to play, and a chil-

dren's section with lots of different films and music to choose from, plus information from the world of Lufthansa. Current news and sports reports from live TV channels can also be accessed via the seat screen or via the free FlyNet portal. The flight information on offer also gives passengers an opportunity to try out a digital travel experience in 3D. New interactive options make it possible to see the flight route in advance and to call up various different flight views.

The A350-900 also offers further improvements to comfort and convenience with larger screens for passengers in all classes. The user interface in the latest design provides passengers with a choice of ten different languages.



# PARIS AND WOMEN X 32

*Photo exhibition  
at the Sofitel Victoria Warsaw*



## LA PARISIENNE by Sofitel

The retrospective  
is an invitation  
for an extraordinary  
tour around Paris from  
the past and present.

**S**ophia Loren, Coco Chanel, Catherine Deneuve and Monica Bellucci, for the first time at the Sofitel Victoria Warsaw. Warsaw is another city, after Paris, London and Amsterdam, which will host the photo exhibition entitled “La Parisienne by Sofitel” and dedicated to the Parisian women who make the iconic city so chic and elegant. The photos made for the “Paris Match” magazine are perfectly complemented by 10 winning photos from the contest “La Parisienne, photographed by amateurs and young professionals. The retrospective, which will be presented in the hallways and the lounge of the 5-star Sofitel Victoria Warsaw, features a total of 32 photographs of top person-

alities of the world of film, fashion, music and literature.

These include such renowned figures, as Brigitte Bardot, Sophia Loren, Jane Fonda, Catherine Deneuve, Coco Chanel, Charlize Theron and Monica Bellucci. This gallery of iconic women is presented along with the portraits of contemporary Parisiennes - always full of style and charm. You can see them walking along the Seine, cycling or enjoying an afternoon in a typical Parisian café in the bustling streets of the city.

### PARIS AND ITS SECRETS

“La Parisienne by Sofitel” is an invitation for an extraordinary tour around Paris from the past and present. The capital of France is both full of mystery

and madness! It has inspired and seduced people for ages. It attracts artists, as well as travelers from all over the world. No to mention that it's also one of the world's most beautiful cities. But Paris is also about its residents, and particularly the female ones. “La Parisienne” is more than a woman who was born or who lives in the capital. She is a symbol of femininity and independence. The photos present beautiful women who radiate with charm and unforced spontaneity. Regardless of the era, they like to stand out of the crowd. They are unique and enjoy life to the fullest. Some of the photographs were taken by the famous Italian photographer Emanuele Scorscelletti. In his work, the artist



draws inspiration from such masters, as Cartier-Bresson or Mario Giacomelli. He is particularly attracted to Giacomelli's realism, which makes his works resemble the early films by Federico Fellini. In his photographs, like his master, he likes to use strong contrasts and avoid secondary details. "Compared to the women from Rome, the Parisiennes present a sort of loftiness, which highlights their elegance. Italian women have also more warmth and are more direct. However, the thing that distinguishes the Parisian women is their freedom and independence," he adds.

#### **SOFITEL WARSAW VICTORIA AND L'ART DE VIVRE**

Sofitel Warsaw Victoria is one of just few luxury Sofitel hotels to host "La Parisienne" exhibition. These include Sofitel Paris Arc de Triomphe, Sofitel London St James and Sofitel Legend The Grand Amsterdam. At the end of May the retrospective will be shown in Budapest and then in Lisbon.

In line with the French *l'art de vivre*, Sofitel hotels worldwide combine such elements as the highest quality, unique décor, creative cuisine and tailor-made service.

Sofitel Warsaw Victoria is one of the most recognizable hotels in Poland. Located in the very heart of the capital, near the historic Old Town and the Royal Route, and launched in 1976, it has immediately become an iconic place and has merged seamlessly with the architecture of Warsaw.

The new décor of the hotel was created by a prominent French interior designer Didier Gomez, who has worked for such international brands, as Louis Vuitton, Kenzo and Celine. He also designed residences of such celebrities as Harrison Ford or Pierre Berge. Using the natural shades of beige and brown, highlighted by energizing orange accents, he has created interiors that are both

Sophia Loren, GAROFALO Jack



Jane Fonda, PAGES François

modern and cosy. This is not the first Sofitel hotel whose interiors were designed by Gomez. The effects of his work can also be seen in Sofitels in Paris and Morocco.

Sofitel Warsaw Victoria has always been one of the favourite venues among celebrities. The property hosted such famous personalities, as actress Penelope Cruz and Juliette Binoche, the pianist Martha Argerich, composers Ennio Morricone and John Williams, music stars Elton John, Stevie Wonder, Julio Iglesias, Katie Melua, president

Ronald Reagan, and Cristiano Ronaldo at Euro 2012.

Soon the hotel will host another 32 distinguished guests from the "La Parisienne by Sofitel" exhibition. Looking at them carefully, you can take a journey to Paris to meet the celebrities, shown in the photos taken by professional and amateur photographers. It's a wonderful trip to one of the world's most beautiful cities.

„La Parisienne by Sofitel”, 23 March- 22 May, ul. Królewska 11, Warsaw, free admission.  
[sofitel.com/gb/europe/index.shtml](http://sofitel.com/gb/europe/index.shtml)

# JACK & BURGER,

*world's burgers in restaurants of Sheraton, Westin and Marriott hotels*



Until the end of April 2017, six different bars and restaurants belonging to Marriott International hotel chain, feature Jack & Burger offer that involves pairing hamburgers with whiskey. As a part of promotion, the good, old meat patty will be offered in as many as seven different incarnations. Enthusiasts of culinary adventures can enjoy the above promotion in: SomePlace Else at Sheraton Warsaw, SomePlace Else at Sheraton Krakow, SomePlace Else at Sheraton Poznań, JP's Bar at Westin Warsaw, as

well as Lobby Bar and Champions Bar in Warsaw's Marriott hotel.

Jack & Burger menu features seven hamburgers - each one filled with juicy beef and the best ingredients specific to individual regions of the world. This year's novelty is the Jack & Burger Party - a huge burger to share among six people, served with Jack&Cola cans and side dishes, as well as Macaron Burger - dessert with chocolate and mint mousse and raspberry jelly.

"I wanted to add a little more variety to a traditional burger, so I thought that presenting its

seven different forms can be truly interesting. That's why, we have created several burgers, but I think that Asian Vibes is the most unique. It's a burger with prawns covered in panko bread crumbs and served in a green bun with lemon grass and a side of mango, cucumber and sweet chilli salad," says Marcin Sasin, the head chef at Sheraton Warsaw who has designed the menu.

The Jack & Burger Party for six people features 1,200 grams of juicy Angus beef, and is served with Jack&Cola cans and various sides.





#### HISTORY OF THE HAMBURGER

Hamburger as a dish and a word derives from German city of Hamburg. Everything started with Hamburg beefsteak, that is hand chopped beef patty. The dish was then brought to the US by immigrants from Germany, and the whole America has gone crazy about it. In 1904, a potter named Fletcher Davis, who also ran a bar in Texas, came up with an idea to serve the Hamburg beefsteak with lettuce, mustard and mayo to guests visiting pottery exhibitions. A typical hamburger is a flat pat-

ty made of chopped beef which is roasted or grilled. According to the original recipe, the meat should be seasoned only with salt, pepper, and mustard, but for years the recipe has evolved, providing burger lovers with new taste sensations. What's interesting, the famous steak from Hamburg didn't include a bun.

Meat used for a perfect burger can't be too lean, because it's not fried on fat. The burger's natural fat makes it juicy, plump, and soft. The ideal meat for hamburgers is entrecote, which isn't as delicate as sirloin. And one last thing - a real hamburger

must be cooked on a grill or barbecue - never fried in a pan.

#### JACK & BURGER IN SHERATON AND WESTIN HOTELS

Until the end of April Some-Place Else at Sheraton hotels in Warsaw, Krakow and Poznań, as well as JP's Bar at Westin, Lobby Bar and Champions Bar at Warsaw's Marriott hotel, will serve Jack & Burger menu. The offered burgers cost from PLN 25 to PLN 59, while the largest one - Jack & Burger Party for six people - costs PLN 295. More information at [spgpolska.pl](http://spgpolska.pl)

Jack & Burger menu features seven hamburgers - each one filled with juicy beef and the best ingredients specific to individual regions of the world.



# HOTELS WITH HISTORY



Housed in castles, palaces or mansions, historic hotels offer a unique insight into Polish history. Most of the properties have been perfectly restored to their former splendour, style and elegance.

**W**hen planning your trip around Poland, it is a good idea to book your stays in hotels that boast an interesting historical background. There are several dozen of such properties across the country. Housed in castles, palaces or mansions, historic hotels offer a unique insight into the Polish past. Most of the properties have been perfectly restored to their former splendour, style and elegance. Not surprisingly, a lot of tourists who travel around Poland, quite often choose to stay in such hotels.

## TRADITION AND LUXURY

Historic hotels are unique properties. Ranging from medieval castles that have already embraced all the latest technological novelties, to idyllic country houses located in the countryside near forests - all of them offer remarkable atmosphere combined with luxury at an affordable price.

## VISION FOR BUSINESS

The owners of historic hotels are a group of enthusiasts and

visionaries who met in 2007 in one of the renovated palaces in Lower Silesia, to socialize, but also talk business. That first meeting led to establishing a formal organization, called "The Historic Hotels of Poland". Several years later, in January 2015 in Krakow, the owners of 16 historic properties from different regions of the country formed "The Historic Hotels" foundation. The idea to establish the organization was born among the members and supporters of "The Historic Hotels of Poland".

## ART OF HOSPITALITY

"The Historic Hotels" foundation brings together independent hoteliers and owners of historic properties; enthusiasts, who were determined to rebuild their estate from ruins, and restored them painstakingly. Today they are the guardians and hosts of the estates, treating them as the elements of the heritage of European history and culture for future generations. All the hotels are listed in the register of national monuments and boast an individual charac-

ter. Focused on providing visitors with unique experiences, they are known for impeccable service and high quality offerings. These are the properties where hospitality is the art practised with real passion.

Of course, this success would not be possible without guests who come in their thousands to stay in the palaces, castles, mansions and sometimes old industrial sites, such as mills or factories that have been adapted for hotels. The number of such properties is increasing year-on-year, which shows how strongly the Poles are attached to their rich history.

All the historic hotels have adopted the set of values they share and follow in their daily activities. These include a real passion for hospitality and the enthusiasm for restoring the historical heritage.

They work hard to promote a healthy lifestyle in harmony with nature, as well as the art and culture. They are also actively involved in the development of the local communities and protection of the environment.





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# NEW INVESTMENT IN UNIEJÓW



**U**niejów, a small town in Łódź Province, situated picturesquely on the banks of the Warta river, at the foot of the 14th-century Castle of the Archbishop of Gniezno, has gained its popularity with its thermal waters and the expansion of its thermal pool complex.

Since 2011 the town is officially a thermal spa. Medicinal water from Uniejów is known for health promoting properties and recovering vital forces of the body. Brine is rich in unique minerals and their concentration is greater than in sea water.

## WATER FOR ALL PROBLEMS

The healing geothermal water used for baths and other treatments (such as underwater massage), has a beneficial effect on skin conditions and degenerative changes in joints. It is also prescribed for patients after surgeries of the locomotor system. Baths accelerate the healing of wounds, smooth away the skin and reduce wrinkles. Drinking therapies with geothermal wa-

ter from Uniejów stimulate the secretory activity of the stomach and pancreas, as well as metabolism. Inhalations have anti-inflammatory properties and cleanse the respiratory system. With its water, Uniejów has become the centre of active recreation, which has been noticed by the tourist industry. Currently, the town is Poland's First Thermal Spa. A new investment developed at Thermal Spa Uniejów complements the urban space and is a ready solution for those who would like to live in this charming town.

## BRINE AT YOUR OWN HOME

Termy Uniejów company has already built a housing complex of thermal blocks, whose residents enjoy the greatest treasure of the town - its brine water - at their own homes. Currently there are three blocks of flats where this technological solution has been implemented. With two more blocks currently under construction, the total number of flats with brine access will soon reach 150. The investors have recently come

forward with another interesting solution - a new housing estate that would consist of semi-detached houses with access to the healing brine from Uniejów. The new estate would be situated near the woods, have comprehensive technical infrastructure and comprise 52 houses, the first of which is to be completed in spring 2018. The houses will be 115-123 sqm, and, depending on the option, will feature a utility attic, a separate driveway with one parking space for residents and a garage. The total area of each plot is about 250 sqm. On the ground floor there will be a kitchen, a living room, a toilet, a boiler and utility rooms, and a garage. Upstairs there will be three bedrooms, a bathroom and a dressing room. Each house will be covered with a wooden gable roof. One of the major advantages of the new thermal estate is the price - only PLN 3,000 per sqm of the usable space, without the need to deal with such formalities as the building permit or the technical infrastructure.

Since 2011 Uniejów is officially a thermal spa. Medicinal water from Uniejów is known for health promoting properties and recovering vital forces of the body.



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# BON VOYAGE

Cruising is big business in the UK – almost two million holiday packages were sold in 2016, at an average price of just over £1,000, while in Poland this type of leisure was chosen by more than 10,000 people.







A booming part of the leisure sector, 12 new ships will arrive this year, ranging from National Geographic's 100-passenger Quest expedition ship, to MSC's Seaside, with capacity for more than 5,000 customers when it launches in December.

There are essentially two ways to take part in a water-borne holiday – deep-sea or river cruising. You can book direct with the operator or via a specialist cruise agent. And, conveniently, you can spend two weeks abroad without changing money from sterling. Your ship docks, you join a tour, or just take a walk, and then return.

If you are a regular to the US, Cunard – which has been operating the Atlantic since 1840 – has a Queen Mary 2 programme between Southampton and New York that allows you to travel by air in one direction and by sea in the other. Price-wise, it is much the same as flying on a premium ticket. This year, there are 11 passages in each direction. Out of Southampton is the best for Brits, with no air passenger duty to pay, and the arrival in New York, sailing past the Statue of Liberty, is spectacular. Cunard certainly knows how to keep its customers happy – and busy, if required – even youngsters, who have their own area and specially qualified staff.

Other companies cross the Atlantic in the spring from North America and the other way in the autumn. It's a good way to get a taste for cruising, and the operators offer a busy onboard entertainment programme, franchise spas and well-equipped gyms. Wifi at sea is also getting better and better.

#### Spoilt for choice

When choosing a cruise, there are a number of factors to consider. How much do you want to spend? Would you prefer deep-sea or river cruising? Are you happy to fly to or from your start or end port, or would you prefer a Dover, Southampton or Tilbury rendezvous? Or maybe you want to fly to one destination? It usually takes two days to sail to warmer weather from these shores.

Ship choice is vast, ranging from big liners with 2,500-plus passengers and medium-sized vessels holding 1,250 upwards, to something in the boutique class, which can mean from 50 guests to 750. Whatever size you choose, boarding and departure are swift and easy, and usually much better than airports.

You can cruise across the North Atlantic, Scandinavia, the Mediterranean, the Caribbean, Alaska, North and South America, the Far East, Antipodes Islands and the Pacific. New areas are being slated for sea holidays all the time, and world

cruises are proving more and more popular. Do you want a cruise that takes in a new port every day, or that has a day at sea, and then a day in port? Do you want to holiday with children, or without? Both markets are catered for. Would you rather dine at a fixed time with the same company each meal time, or at a time that suits you? Some offer both. Note that smoking is usually restricted to certain deck areas or a cigar lounge.

Would you consider a budget cruise or do you want five-star luxury? The requirements of both are well catered for. Would you be happy with an inside cabin (with no windows), or would you want an outside one with views? Be aware that a cabin with a balcony can easily double the cost of the trip.

As part of their marketing efforts, many companies offer specialised cruises, typically dedicated to cooking, wine tasting, music, theatre, history, politics and sport. Crystal Cruises often has a golf professional on board who will plan ahead to visit major venues at each port of call. Royal Caribbean offers golf simulators on ten of its vessels, each with a selection of 20 courses. Most ships have putting greens, too.

Don't be put off if you have a disability – the cruise companies were among the first members of the holiday trade to realise there was a big market for people with limited, or



A budget cruise or a five-star luxury? The requirements of both are well catered for. Would you be happy with an inside cabin or would you want an outside one with views? A cabin with a balcony can easily double the cost of the trip.





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## Major

### CRUISE LINES

This list includes the most popular cruise lines, but may not be comprehensive.

- **Crystal Cruises:** Luxurious, offering both deep-sea and river cruising [crystalcruises.co.uk](http://crystalcruises.co.uk)
- **Regent Seven Seas Cruising:** Competes with Silversea in its offering [rssc.com](http://rssc.com)
- **Silversea:** Quality product inclusive of alcohol [silversea.com](http://silversea.com)
- **Azamara:** Luxury boutique ships. [azamara.com](http://azamara.com)
- **Cunard:** Very British, US-owned, onboard charges are in dollars [cunard.co.uk](http://cunard.co.uk)
- **Oceania:** A foodie's cruise line [oceaniacruises.com](http://oceaniacruises.com)
- **P&O Cruises:** British four-star operator [pocruises.co.uk](http://pocruises.co.uk)
- **Celebrity Cruises:** Four-star sister brand of Royal Caribbean [celebritycruises.co.uk](http://celebritycruises.co.uk)
- **Royal Caribbean:** Three-star Southampton-based operator with huge ships [royalcaribbean.co.uk](http://royalcaribbean.co.uk)
- **Princess Cruises:** American outpost of P&O (same owners) [princess.com](http://princess.com)
- **Norwegian Cruise Line:** Competes with P&O, Princess and Celebrity [ncl.com](http://ncl.com)
- **MSC Cruises:** Four-star product [msccruises.co.uk](http://msccruises.co.uk)
- **Viking:** Built its reputation on river cruising, and now offers deep-sea passages as well. [vikingrivercruises.co.uk](http://vikingrivercruises.co.uk)
- **Scenic:** River cruise specialist, owns Emerald Waterways [scenic.co.uk](http://scenic.co.uk)

no, walking ability. The same goes for those with dietary requirements; chefs are keen to cater for guests' personal needs, and the latest ships have some spectacular restaurants. There's no need to worry about falling ill at sea, either. You must be covered by adequate travel insurance, but the medical facilities on modern ships are exceptional – better than in many UK regional hospitals in terms of the equipment provided. Virtually every ship, of any size, has at least one full-time doctor on board, and helicopter evacuation is not unknown in emergency cases.

### GO WITH THE FLOW

River cruising is an entirely different concept, with the largest vessels, certainly in Europe, limited to 200 passengers. It should really be compared with car, coach or train tours, except with no unpacking and packing every night and accommodation that travels with you. It also scores in another respect – you can't get seasick – although, in fairness to the deep-sea fraternity, the latest ships with advanced technology offer very smooth sailing.

The Danube and Rhine (and its tributaries) were the great commercial waterways of Europe in centuries gone by. The Volga, for example, links Moscow and St Petersburg, and great medieval cities were built at European rivers' bridging points. They also pass through spectacular scenery, including the Black Forest Gorge and the wine country bordering the Douro and Rhône. Most river packages are fully inclusive of daytime ex-

cursions, onboard meals and the service of an expert cruise director. Cabin sizes are limited, but you will have at least a private shower/washroom, and private balconies are much in vogue.

Some ships squeeze in three restaurants, but evening activities tend to be limited to a lecture on the next day's programme, a resident pianist, or regional entertainers joining for a few hours. Emerald River Cruises has introduced an indoor pool with a roof that folds back, becoming a cinema at night.

All river ships have large, unencumbered top decks suitable for sunbathing, the occasional buffet dinner and, sometimes, a pool. But the design has to be clever, and as economical with space as possible. This is because the vessels have to pass under bridges when rivers are flowing at their peak – usually this problem occurs in the winter, but not always. Squeezing underneath when the water has risen to its maximum level can prove entertaining.

It's impossible to get lost on a river cruiser, as it comprises only three decks and a single corridor between the cabins. Embarking and disembarking could not be simpler, as the boats often dock in the centre of a city – Dusseldorf or Avignon, for example. Amsterdam is at the head of the Rhine, but also the starting point for trips through the Dutch canals and the Elbe. The port of Amsterdam is close to the city's main railway station, with the big sea-bound ships nearby towering over you in comparison.

**Malcolm Ginsberg**



Most river packages are fully inclusive of daytime excursions, onboard meals and the service of an expert cruise director.





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# HAMBURG: REACHING A CRESCENDO

Hamburg's Elbphilharmonie concert hall has finally opened its doors, signalling a new chapter for the city's ambitious Hafencity development. **Marisa Cannon** reports.

**D**iving past Gothic brick warehouses and over iron truss bridges, our car weaves through traffic towards the site of Hamburg's new Elbphilharmonie. It has been a few weeks since the soft launch of the €860 mil-

lion concert hall and there's a tangible sense of excitement from our guide whenever its name crops up in conversation.

Striking though it is, the project has had its share of controversies since it was first commissioned in the early 2000s. Tom

Schulz, spokesman for the Elbphilharmonie, says things started well when property developer Alexander Gérard approached old school friends Herzog and De Meuron, architects of Beijing's "Bird's Nest" stadium and the new Tate Modern, to design a





landmark on the banks of the River Elbe. “The wave-like silhouette was such a hit with the city authority that it took over the project from Gérard, and the task of funding it,” he says. At that point, the total cost was estimated at €77 million.

### EUROPEAN PHILHARMONIC

A slew of challenges soon followed. Construction paused for over a year while the city launched a lawsuit against its contractor for grossly underestimating costs. Unsurprisingly, revelations of a €300 toilet brush and €1,000 paper towel dispenser for the lavatories weren’t well received.

Under new management, the construction company thrashed out a new contract

with the city. Seven years overdue and ten times over budget, the Elbphilharmonie opened officially last month. The public mood is now soaring, and hopes are pinned on the performance space redefining the city as a cultural centre.

Inside, the building is split into three, with luxury apartments and the four-star Westin Hamburg cushioning three concert venues at its centre. The acoustics of the largest of these, which seats 2,100 people, were developed by Yasuhisa Toyota, who worked on the renovation of the Sydney Opera House. Occupied for rehearsals when I visited, the sound quality is said to have moved musicians to tears. In the public areas, the interior design is clean and eco-

nomical, with details redolent of the city’s maritime history including funnel-shaped columns and strip lights that look like neon grab handles. In the building’s brick base, Europe’s longest curved escalator transports visitors along an 82-metre stretch of white light and glistening wall sequins to a 360-degree viewing platform and the halls’ entrance.

Performers in the coming months include Chinese-American cellist Yo-Yo Ma, pianist Mitsuko Uchida and the Chicago Symphony Orchestra. “The response has been extraordinary,” Schulz says. “We’re totally sold out for the first season, but we are still looking to create a few more dates because the demand is there.”

## New properties

### HOTELS

Hamburg continues to boast strong visitor numbers, with 6.3 million hotel stays in 2015 – an increase of 3.7 per cent on the previous year – of which 50 per cent were for business. In July, the city will host the G20 summit – good news for the city's renowned Fairmont, Sofitel, Park Hyatt and Steigenberger properties, which will likely receive a large portion of the summit's delegates.

Some 15 more hotels are set to join them in 2017, including the Fontenay, which will become the first luxury hotel to open in the city in 18 years when it is launched in July. Located on the western bank of Alster lake, the 131-room Leading Hotels of the World member is housed in a handsome droplet-shaped structure that reflects the fluid lines of the lake and surrounding parkland. It will have a Michelin-starred chef, a 1,000 sqm rooftop spa, indoor and outdoor pools, and a panoramic rooftop bar.

This month, boutique group Sir Hotels, which has properties in Amsterdam and Berlin, will open Sir Nikolai in Hamburg's old town. Located in a grand former merchant town-house and goods store, it will have 94 rooms, a 300 sqm underground spa with a pool and sauna overlooking the canal, plus a Japanese-Peruvian restaurant.

**Meeting in hafencity** In 2015, Hamburg joined the International Congress and Convention Association's top 100 worldwide rankings, hosting over 600,000 events and more than two million participants each year. Although event space inside the Elbphilharmonie itself is limited, the foyers around the halls can be booked out for private events, as can the Stortebeker restaurant, which holds up to 230 people. Meetings can also be held in the Westin. Elsewhere in Hafencity, vestiges of the district's maritime history have been repurposed into charming event venues able to accommodate everything from small cocktail gatherings to mid-scale exhibitions.



### PORT OF CALL

The launch of the Elbphilharmonie heralds a glitzy new chapter for the old port harbour in which it is situated, and where an enormous regeneration project is well under way. In 2000, Hamburg's senate decided to rename the district Hafencity, announcing plans to revitalise the 157-hectare stretch of land, which had fallen into disuse when the traditional loading harbour became too small for modern containers.

Not unlike the revival of London's Docklands, a mixed-use development was proposed, comprising office and residential blocks, retail areas, leisure facilities and parkland. With just over half of the project now finished, it is due to be completed in 2025 and is currently Europe's largest inner-city development project, intended to expand the centre by 40 per cent and create more than 45,000 jobs. So far, more than 700 companies have moved in, including Unilever, Hanjin Shipping, Greenpeace and Twitter.

Susanne Buehler, Hafencity's head of communications, says the area has attracted as much as €10 billion worth of private investment. "A crucial element in Hafencity's strong attraction – as well as its situation at the heart of Hamburg, beside the River Elbe – is its visionary and sustainable urban development strategy," she says. Buildings are heated through a combination of fuel cells, solar panels and geothermal energy, while commuters are transported around the district by hydrogen-fuelled buses and a new metro line.

Boasting more parkland per capita than anywhere else in the city, it is also blossoming into an attractive tourist destination. Bike-sharing stations have made the area more navigable, with cycling paths and walking routes installed along the river, while guided tours are available on the district's history, planning and green-friendly initiatives.

Hafencity is also home to the International Maritime Museum, which has the world's largest private collection of model ships, and historic monuments such as Chilehaus – a UNESCO-protected Expressionist warehouse that smacks of New York's Flatiron Building. The quirky 25 Hours Hamburg Hafencity hotel is nearby, offering 170 rooms that evoke the area's shipbuilding history, along with a stylish bar and restaurant; and meeting space for 200 people (see panel opposite for other Hafencity event venues).

### CREATIVE CLUSTERS

As Hafencity continues to take shape, it will only add to Hamburg's reputation as a business destination. Germany's second-biggest city, after Berlin, it is notably wealthier than the capital, with one of the highest numbers of millionaires per capita than anywhere else in Europe. Last year, it was voted Europe's second-best city to invest in (again after Berlin) by PwC and the Urban Land Institute, while ranking fifth for economic potential and seventh





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## Where to stay

### HOTELS

● **Westin Hamburg** The 205-room Westin has eight meeting rooms below the Elbphilharmonie in the building's brick warehouse. Ranging from 23 sqm to 469 sqm, the rooms are sleek with sea-themed details such as reef-like reliefs on the walls and rippling ceiling light fixtures. The largest has a capacity of 220 people. On the lobby level, the Bridge Bar is a pleasant venue for cocktails offering views across the River Elbe. [westinhamburg.com](http://westinhamburg.com)

● **MS Bleichen** Originally a bulk freighter, the MS Bleichen has been transformed into a creative event venue with three venues. Below deck is the ship's former cargo compartment – a dimly lit, atmospheric space with industrial steel walls, rustic wooden floorboards and capacity for 200 people. There is also the Salon, the captain's quaint dining quarters, for smaller parties, while the main deck can be filled with cushioned banquettes and recliners for informal receptions overlooking the historic dockside warehouses. [msbleichen.de](http://msbleichen.de)

● **Schuppen 52** Built at the turn of the 20th century, this former store warehouse has functioned as an event space since the 1970s. Everything from formal gala dinners to conferences can be held under its lofty ceilings, with room for up to 3,000 people for banquets and receptions. There's also a flexible outdoor area that can be extended into with a marquee for receptions or catering.

for business friendliness by the Financial Times' European Cities and Regions of the Future Rankings 2016/17.

In this historic port city, shipping is big business – it is Europe's third-largest container port, after Rotterdam and Antwerp. Meanwhile, Airbus's Hamburg plant is the world's third-largest aerospace facility after Boeing's factory near Seattle and Airbus's Toulouse HQ. Facebook, Google, Airbnb and Yelp have all opened offices here in recent years.

Some of this economic strength can be credited to the government's cluster policy, which was launched in 2002 in support of Hamburg's innovation and technology-related industries. The aim is to focus growth in the city's eight strongest sectors, or "clusters" (such as aviation, the maritime industry, renewable energy and logistics) through funding, development programmes and academic partnerships.

One cluster is the media sector, which produces the lion's share of Germany's top-circulating publications. Der Spiegel, Bauer Media and Gruner and Jahr – which prints German Vogue and National Geographic Traveller – are all based in Hamburg. Content start-ups are benefiting from this cosy network, too, with companies looking to invest in new streams that will carry them through the digital revolution. Next Media Hamburg is a government-

funded cluster initiative that gives a helping hand to the city's digital and media-related start-ups. "There have always been support initiatives for new media companies, but the city decided to create a central point of contact so entrepreneurs could find everything that they need in one place," says May Lena Bork the programme's director. The project helps start-ups from the earliest seed stages, offering consulting services, access to potential investors and the chance to gain visibility at overseas conferences.

Last year, Next Media launched an accelerator scheme to give start-ups the chance to win a place on a six-month mentoring programme and up to €50,000-worth of funding, in partnership with Google News Lab, Amazon Web Services and Spiegel Group, among others.

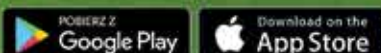
Bork says the programme has opened up to more investors. "It's a good way for companies to see what ideas could work for them, and it's easier for a start-up to trial new things than for large companies to risk it." She adds that the start-up culture is not only attracting local entrepreneurs but foreign firms, too, with many approaching the accelerator in the last few rounds. With global visitors also set to descend on the city's dazzling new cultural landmark, Hamburg's footing on the world stage can only become firmer.



The launch of the Elbphilharmonie heralds a glitzy new chapter for the old port harbour in which it is situated, and where an enormous regeneration project is well under way. In 2000, Hamburg's senate decided to rename the district Hafencity.



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# CARS: THE CLASS OF 2017

From superminis to supercars, this year sees the introduction of some fantastic new motors. **Nat Barnes** picks ten of the best.



## BENTLEY BENTAYGA DIESEL

**Price:** £157,000

**On sale:** now

No matter what you thought about the arrival of the monstrous Bentayga in 2015, you can't deny its success, with more than 5,500 sales so far. Bentley will be hoping to go even further with this version – its first-ever diesel model – as well as the option of a seven-seater. A 4.0-litre V8 diesel engine that boasts two turbos and a supercharger ensures it's still fast enough to see off most sports cars despite its hardly-Lilliputian dimensions.

Enthusiasts might bemoan a diesel engine behind that flying B badge, but with Russia and some European markets being mainly diesel, it's a crucial move for the Bentayga's long-term success.





## MERCEDES AMG GT ROADSTER

**Price:** est from £120,000

**On sale:** April

With all the sharp edges of a ten-minute-old sherbet lemon, the curvy Mercedes AMG GT Coupé might not be to everyone's liking, but this new Roadster version is nothing short of gorgeous. Losing the roof gives the AMG GT an entirely different look, which we actually prefer to its coupé sister.

Under the bonnet is the same twin-turbo 4.0-litre V8 engine, available in standard 476bhp or full-on bonkers 557bhp forms. The latter is capable of the 0 to 60mph sprint in an eye-watering 3.7 seconds and on to a toupée-tugging 196mph top speed. The faint-hearted needn't apply.



## CITROËN C3

**Price:** from £12,800

**On sale:** now

Citroën's C3 might have been the French firm's biggest seller worldwide, but it was about as interesting as a bowl of day-old semolina. This version plans to set that straight. Out go the conservative looks and, in their place, some striking lines, a touch of design flair and the eye-catching Airbumps on the doors, borrowed from the larger C4 Cactus. A range of new engines with 92g/km emissions and average fuel economy of up to 80.7mpg look impressive, and there's a dash-cam for taking pictures or video in the event of an accident. Watch this space – 2017 should be the year that the Citroën C3 comes out of the shadows.



## LAND ROVER DISCOVERY

**Price:** from £43,495

**On sale:** March

More than 1.2 million sales and 28 years after it first arrived, it's fair to say that the Land Rover Discovery is popular. The squared-off looks have been toned down and the split tailgate has gone, but there's still plenty of appeal in this fifth-generation Discovery.

Not only has it gone on a much-needed diet, but it's more practical than ever, with the traditional seven seats, plus nine USB sockets (no more arguments about which of your offspring's tablets to charge first), a waterproof key and the ability to reverse it at low speed while being towed from outside the car. Expect to see more than one or two on the school run near you soon.



## BMW 5-SERIES

**Price:** from €41,700

**On sale:** now

For all the appeal of the small BMW 3-Series, it's the larger 5-Series that really declares to the neighbours that you've arrived. The upper echelons of company management, the keys to the executive bathroom (do those even still exist?) and the obvious step up from the ubiquitous 3-Series – the 5 represents them all.

With a lot of the technology borrowed from the larger 7 – gesture control, remote parking and the futuristic display key – the seventh-generation 5-Series also boasts emissions and economy as impressive as 108g/km and 68.8mpg. If it's not the class leader by the end of 2017, we'll eat our Fedoras.



## PEUGEOT 3008

**Price:** from £25,200

**On sale:** now

Unless you've been living on Jupiter these past few years, it has been hard to miss the rising popularity of crossovers epitomised by the likes of the Nissan Qashqai.

This new Peugeot 3008 should shake things up a little, though, with some funky styling and a futuristic interior to breathe new life into an otherwise conservative sector.

A new range of engines is available – including the latest tech three-cylinder turbo-petrols – together with digital, adaptable instrument dials and a sliding boot floor to sit on and remove your wellies after a walk. Along with the new Mazda CX5, the new Peugeot 3008 could be one of the best new cars of the year.



## ŠKODA KODIAQ

**Price:** from €24,900

**On sale:** April

Like the new Land Rover Discovery, but don't like the price tag? Welcome to the new Skoda Kodiaq. If you needed reminding of just how far the Czech manufacturer has come in recent years, then this it. Skoda insiders talk about the Kodiaq being a step-change for the company and it's

hard to disagree. Coming in five- and seven-seater versions and with two- or four-wheel drive, this new Kodiaq is perfectly placed to take advantage of the strong trend towards seven-seater SUVs instead of people carriers. Expect lots of tech and clever gadgets, including pop-out protectors to cover the edge of the doors when opening them in tight spaces.





## MINI COUNTRYMAN

**Price:** from €26,000

**On sale:** now

Big, it seems, is the new small – welcome to the largest Mini ever. BMW's new Mini Countryman is longer and wider than before, as it grows to meet the new breed of crossovers and 4x4s. It has also grown in price, with a starting figure north of £22,000, which is no small change.

For the first time, the Countryman will get a plug-in hybrid version, while that plus-sized exterior thankfully means more space on the inside. Add an electric tailgate, a larger boot and clever touches such as a fold-out cover to protect the bumper from clambering dogs, and it's sure to be a hit. With its continued low ground clearance, though, don't expect the same 4x4 ability as some rivals.



## AUDI Q5

**Price:** est from £43,500

**On sale:** April

No, you're not imagining things – this really is the new Audi Q5. While it may not look much different, the German firm's new mid-range off-roader gets a sharper front end and more dominant grille, and has grown longer and taller, too. Despite those extra dimensions, though, the new Q5 has been walking past plenty of cake shops, losing 90kg over its predecessor. It will initially offer a choice between just one 2.0-litre turbo-diesel and one turbo-petrol engine, both with four-wheel drive. A larger diesel will follow, as will a sportier SQ5 model. As well as the latest driving safety tech and Audi's usual superb interiors and build quality, this new Q5 should be better than ever.



## FORD FIESTA

**Price:** est from €15,500

**On sale:** July

More than 4.3 million UK sales and 41 years at the top of the country's sales charts have cemented the Fiesta's position as Britain's favourite car. However, blink and you'll think you might have missed the changes to the seventh-generation model. The design might be more of an evolution than revolution, but inside is the latest in-car touchscreen tech and more frugal, cleaner engines. There's a wider choice of models, too. There will now be four versions of the Fiesta with a luxurious Vignale, sporty ST-Line (as well as the pocket rocket ST coming in 2018), the standard Titanium and a new crossover model called the Active. Don't expect many fireworks, but don't expect it to lose that sales top spot any time soon either.



# MEASURE OF SUCCESS

Going for a run is no longer enough – Jenny Southan reveals how a data-driven approach to your workout can help you become fitter, faster and stronger.

**A**s the demand for personal training continues, we can expect more gyms to offer data-based programmes – and more body scanning machines in reception. Fit3D

scanners have recently been installed in high-end gyms such as Equinox, which has dozens of locations in the US, UK and Canada, while Styku 3D scanners are now available in more than 25 countries.

The technology is seen to be effective not only at getting people off the couch, but in motivating them to continue exercising as they see their body change. It also pairs well with wearable fitness trackers for real-





## SAMPLE FITNESS STATS AND WHAT THEY MEAN\*

- 160bpm: use the beats per minute your heart is pumping to reach optimal fat burning (the number depends on your age and how fit you are)
- 180bpm (HR Max): measures the maximum number of beats per minute your heart should pump when fully exerting yourself (the standard formula is 220 minus your age)
- 200 metres (elevation gain): a measurement of elevation using a built-in altimeter to show how hard you have worked going uphill or upstairs
- 8.12km/h: your average pace is measured by the time it takes to run 1km
- 185spm: your steps per minute or "cadence" is vital to showing how efficient your running form is (tracking allows you to target an optimal number)
- 250 milliseconds (ground contact time): the amount of time your foot makes contact with the ground when running – the quicker, the better (an Olympic sprinter might be 190 milliseconds)
- 10cm (VO): vertical oscillation is the amount you bounce up and down when running – it typically ranges between 6cm and 13cm, with pros leaning towards the lower end of the scale (the more you bounce, the more energy you waste)
- 40ml/kg/min (VO2Max): you will need to test your VO2 Max, which is a measurement of how efficiently your body can consume oxygen, in a laboratory – the fitter you are, the higher the number (49ml/kg/min would be a good result for a 35-year-old man)
- 1,235cal (BMR): your basal metabolic rate is a measure of how many calories you burn over 24 hours without any exercise or effort
- 162cals (EPOC): excess post-exercise oxygen consumption is an indication of the amount of calories you continue to burn after a workout



\*NUMBERS QUOTED ARE ILLUSTRATIVE AND WILL VARY FROM PERSON TO PERSON

time readings. In 2016, more than 50 million fitness trackers (not including smart-watches) were sold, according to research company CCS Insight. By 2020, they are expected to exceed 165 million.

Keen triathlete Gemma Taylor uses cycling and running app Strava. "It tracks all my activities so I can quickly see an overview of all the training I have completed over many weeks at a time," she says. "This helps me to push harder and further. I am training for a marathon so I'll use it to track my weekly mileage and make sure I'm hitting my targets."

David Howaston, master trainer for fitness equipment manufacturer Technogym, says: "Apps and tracking devices have changed the way we approach exercise, making users more self-aware of their habitual movement. Technogym helps people to track their workouts via Mywellness.com. This [cloud-based platform] allows users to log into their own workout anywhere in the world, be it outdoors or in a hotel gym with Technogym Unity screens. When travelling, you can use the My Running Logbook to recreate your favourite outdoor run on a treadmill."

## GENETIC EFFECT

The final piece in the puzzle is the role your genes play, and the good news is DNA testing has finally become affordable and easy. In 2013, UK fitness trainer Matt Roberts began offering personalised training based on your genetic response to nutrition and exercise. East London gym Ethos (ethos.co), which opened in August, has followed suit.

Both partner with DNAFit (dnafit.com), which interprets 30 genes and their variants. Anyone can order one online and a saliva sample will, for example, highlight the ACTN3 “power gene”, which is common in Olympic athletes, and the FTO “fat gene”, which determines how likely your body is to store saturated fat. Other sensors indicate sports injury resilience and whether you are better suited to power or endurance activity. Roberts says a DNA test can show “exactly what it is about your body that would make training easier”.

Ethos co-founder Dr Theo Koutroukides agrees. “Knowing what genes one carries for fitness and which diet is best suited for each unique genetic profile minimises guesswork to achieve results more effectively, safely and in less time,” he says.

Ethos also has an InBody scanner, plus indoor WattBikes that track your performance across 40 parameters – data can be recorded on compatible apps and displayed on TV screens to boost competitiveness in groups. In the future, its “Fitlab” will offer tests for adrenal stress and food sensitivity, hormone status and your cardiometabolic profile.

If you don’t have access to a gym that provides you with a biometric workout, DNAFit can provide one for you virtually. Once you have your results, you can sign up for one of its “Elevate” programmes (100 Day Fat Burner or 100 Day Muscle Builder), which use the “world’s first and only proven genetic training algorithm” to create a bespoke schedule. Knowing, for instance, that you have the potential for fast recovery and that you respond best to power training means you could cope with daily weight lifting and spinning classes.

Still, personal trainer and former Royal Marine Commando Philip McDougall warns that it’s also important to listen to your instincts: “Fitness tracking tools can help beginners to gauge things such as pace and distance, but I’m personally against tech being involved in fitness monitoring for regular exercisers, apart from a simple stopwatch or interval timer. Runners should plan their route, memorise distance markers and rely on feedback from their own bodies.”

### TOMTOM TOUCH



**Price:** €150, tomtom.com  
This fitness tracker measures body fat and muscle mass composition, steps, calories, sleep time and heart rate. You can also log your workouts and receive incoming call/SMS notifications so you don’t have to worry about checking your phone.

### FITBIT CHARGE 2



**Price:** from £160, fitbit.com  
Standout functions include GPS connection to your phone and SmartTrack, which records activities such as cycling and hiking. It also shows your cardio fitness score and creates guided breathing sessions in time with your heart rate.

### MOOV NOW



**Price:** €60, welcome.moov.cc  
Designed to “coach” you with voice commands and real-time stats, Moov Now’s 9 Axis Omni motion sensor will track your form in 3D. It can assess your boxing technique, swimming stroke rate and the landing impact of your feet when running to help avoid injury.

### SAMSUNG GEAR FIT 2



**Price:** €200, samsung.com  
This GPS sports band will track your running route independently of your smartphone so you can leave it at home. Its heart rate monitor will show you when you hit high-intensity zones and can tell the difference between cycling and elliptical trainers.

### MICROSOFT BAND 2



**Price:** €220, microsoft.com/microsoft-band  
Calculates your running pace and personal bests, tracks the elevation of your bike ride, and uses GPS to show you how far away holes are from you on the golf course. Cortana voice-recognition is embedded.

### UP3 BY JAWBONE



**Price:** €150, jawbone.com  
Track your resting, passive and active heart rate, as well as deep, light and REM sleep. You can also log your food intake in the app and set alerts to encourage you to exercise if you need that extra boost. It comes in six colours, including black, silver and navy.

### UA BAND



**Price:** €170, underarmour.co.uk  
Under Armour’s device counts your steps, workout intensity and calories burnt (and consumed, if you input what you eat). Set goals, see your progress and control the music you are listening to on UA wireless headphones.

### GARMIN VIVOFIT HR+



**Price:** €230, buy.garmin.com  
Measure the number of floors you have climbed, get social media alerts and see how hard your heart is pumping. You can also view the routes you have walked or run on the app. Move IQ discerns between different types of motion.

### MYZONE MZ-3



**Price:** €150, myzone.org  
This activity belt is worn around the chest, and claims to give more accurate heart rate readings than wrist trackers. When synced with its own app or the likes of Apple Health, you can view your effort readings and compare with friends.





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Ekskluzywna linia sprzętu do zabudowy marki Siemens łączy elegancję oszczędnej formy z futurystyczną funkcjonalnością. Nowatorskie rozwiązania widoczne są zarówno w pięknym i konsekwentnym wzornictwie, jak i w zaawansowanej technologii, przekładającej się na maksymalną samodzielność i efektywność wszystkich urządzeń. Kontrolowane przez elektroniczne systemy sensorowe, pracują oszczędnie i cicho, z gwarancją

doskonałych efektów. Zarówno piekarniki, płyty grzewcze, okapy, jak i zmywarki oraz chłodziarki to prawdziwi eksperci, stworzeni do perfekcyjnego spełniania oczekiwań użytkownika. Technologia iSensoric otwiera przed nami nowe horyzonty, nadając obowiązkom kuchennym rangę kreatywnej twórczości. Marka Siemens wkracza w nową erę, inspirując swoich Klientów do odkrywania nieznanych dotąd możliwości dla domowej kuchni.

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# 4 HOURS IN... LISBON

**Tom Otley** traverses the Portuguese capital by tram, discovering colonial treasures and devouring custard tarts.



Lisbon has more than 50 museums, but one of the best is the Nacional Museum.

## **MOSTEIRO SAO VICENTE DE FORA**

The centre of Lisbon isn't large – even including its suburbs, the city's population is only 600,000 – but it is hilly, and can get crowded with visitors. To make the most of your time, consider booking a guide – [insidelisbon.com](http://insidelisbon.com) is good, with tours ranging from two hours to day trips outside the capital.

Use public transport to save your feet – the metro is excellent but the trams are best, taking you to Belem (your third stop), or from Baixa all the way to Campo de Ourique, passing through the historic districts of Graca and Alfama and making light of the hills (tram 28). If you are staying longer, the Lisbon card (€18.5 for 24 hours) offers discounts on attractions as well as covering your travel.

You can catch the 28 tram after your first stop, the Mosteiro Sao Vicente de Fora. Founded in 1147, this monastery houses the remains of several Portuguese kings, as well as beautiful frescoed rooms, chapels and galleries. It also has a rooftop with a stunning view over the Tagus river and the city. Largo de Sao Vicente; entry €5.

## **PRACO DO COMERCIO**

Every visitor to Lisbon heads for the Praco do Comercio (Commerce Square). Built after the earthquake and flood of 1755 that devastated the city, it has been renovated over the past decade so that the yellow stucco buildings and heroic statues can stand proud against the onslaught of tourists and selfie sticks. Running north is the shopping street of Rua Augusta.

You can pick up the metro here, but for a more scenic route take the 15E tram west to Belem – a 15-minute ride with good views to the Tagus and along the waterfront. Before you do, stop for a drink under the arcade at Martinho da Arcada (Praca do Comercio 3), dating from 1782 and once the favourite haunt of Portuguese writer Fernando Pessoa. Depending on the time of day, or your constitu-



tion, have a coffee or a Ginjinha – the local cherry brandy, served chilled.

## BELEM

You could spend four hours in Belem alone, taking in attractions such as the 16th-century Belem Tower, the outstanding UNESCO site of the Jeronimos Monastery, and the Discoveries Monument, built in 1960 to commemorate the 500th anniversary of the death of Prince Henry the Navigator, promotor of the Discoveries. Take time to check out the art in the Museu Colecao Berardo (open 10am-7pm; free entry; [en.museuberardo.pt](http://en.museuberardo.pt)). Exhibitions change regularly, but the permanent collection includes works by Bacon, Duchamp, Miro, Mondrian, Picasso and Warhol.

Afterwards, make sure you try a pastel de nata (custard tart) at Pateis de Belem pastry shop (Rua de Belem 84-92). There may well be a long queue, but it moves quickly, and the tarts are divine.

## MUSEU NACIONAL DE ARTE ANTIGA

Lisbon has more than 50 museums, but one of the best is the Nacional Museum, easily reached by hopping off one of the trams that run between Belem and the centre. Housed in a 17th-century palace overlooking the modern container harbour, its paintings, sculptures, gold and jewellery span the 12th to 19th centuries and include Portuguese, European, African and Oriental works.

Highlights are the Panels of Saint Vincent, by Nuno Goncalves, and the Belem Monstrance, made with the gold brought by explorer Vasco da Gama from India. There is also a beautiful garden with a restaurant. Open Tues-Sun 10am-6pm; €6 or free with Lisbon card. [museudearteantiga.pt](http://museudearteantiga.pt)

## MERCADO DA RIBEIRA VELHA

Time to eat – and while Lisbon has thousands of great restaurants, you will be spoilt for choice at your final stop. Built in 1882, this market reopened as a foodie destination in 2014 with 24 restaurants, eight bars, shops and a music venue in the evening. The options go way beyond Portuguese cuisine, but make sure to try some local specialities – pasteis de bacalhau (salt cod fishcakes), Portuguese wines, serra de estrela (sheep's milk) cheese and delicious desserts such as Fios de Ovos (angel hair). There are also stores for buying gifts, including Arcadia for artisanal chocolates and Conserveira de Lisboa for colourful tins of sardines. Open 10am-12am (2am Thurs-Sat). [timeoutmarket.com](http://timeoutmarket.com)  
[visitlisboa.com](http://visitlisboa.com)



The Praco do Comercio (Commerce Square), built after the earthquake and flood of 1755 that devastated the city, is one of the most popular tourist attractions of Lisbon.





# 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@businessstraveller.pl](mailto:redakcja@businessstraveller.pl)

### A hotel for a group

*I would like to make a hotel reservation for the employees from abroad branches of the company I work for. Altogether, there will be about 40 people, some of the employees will come earlier, while others will stay a bit longer. I thought I would pay the same price for every room, but our travel agency offered different prices - from €95 to €220. Why wasn't I offered the same price for a room, when booking for a whole group? What's more, when I checked their prices on the Internet, the prices were lower. How's that possible?*

**Agnieszka**

Dear Agnieszka,

Hotel chains, just like the airlines, use a dynamic and sophisticated sales management systems. Prices of the same room may vary. This is influenced by a number of factors. Depending on demand (real or forecasted booking of the hotel), the system may offer lower or higher rates. For example, during trade fairs and conferences there is no point in lowering the price, as it goes without saying, that all the rooms will be booked even at full rates. In low season or at weekends, on the other hand, the hotels are more likely to lure us with promotional rates.

When making a group reservation, we automatically expect a discount from the lowest rate available. That is not always the case. The promotional rates apply to a limited number of rooms and can't be used for an entire group. This is the rate you have probably seen on the website. The hotel would suffer a loss if they confirmed more than just a few rooms at a promotional price. The group rate is always estimated based on average prices, which guarantees certain revenue. What is more, the hotel can offer different rates for weekends and weekdays, hence the price dispersion.

When booking 40 rooms, you can also expect more restrictive cancellation policy than it is with individual rates. Usually, the hotels require only full or partial deposit, which is not refundable in case of resigning. It is often required to sign a contract, that sets out the conditions for group bookings in detail.

### Tickets for miles

*I often fly on business and collect points in Miles & More programme. Some time ago I wanted to buy a ticket for miles. I was very surprised, as I could always pay the taxes with my points, but now I had to pay by card. Has the policy changed? My colleague from Munich told me he was able to pay with the points. What is now the required number of points for a ticket in Europe?*

**Mariusz**

Dear Mariusz,

Redeeming miles for prize tickets has always been very popular with frequent flyers. The cost of carriage is free, but the taxes and airport charges have to be paid separately. For many years, the airport fees could be paid only in cash or by credit card. After the introduction of high fuel prices (which is in fact an insurance charge against sudden fluctuations in the price of fuel), loyalty programmes introduced the possibility of paying the fees with additional points. In case of Miles & More this applies only to European routes, not to long-haul ones.

The rules for exchanging the points for free tickets changed after 15 September 2016. It now takes more miles to get a free ticket, but the airport charges have been reduced. For instance, before the policy changes, you needed to have 30,000 miles and about PLN 700 (about €160) to get a free European ticket (although the airport charge varied depending on the airline and a transit point). Now, it is 35,000 miles and about PLN 350 (about €80), because of the fuel tax reduction. The number of points required for a Fly Smart award (to be booked less than 2 weeks before departure) has increased from 15,000 to 20,000 miles.

At the same time, the option to pay for the taxes and airport charges (previously 18,000 points) with points was withdrawn from the Polish offer. In other countries, however, it is still possible to pay with the points. That's why your colleague, a German resident, can continue to enjoy the previously applicable rules. The number of points required to be able to pay taxes is now 15,000 (outside the Polish market).

Currently, Miles & More has introduced a few Cash & Miles offer, which enables travellers to pay for the ticket partially with cash and partially with the points. For more information, please visit the programme's website.





[www.celebritycruises.pl](http://www.celebritycruises.pl)

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