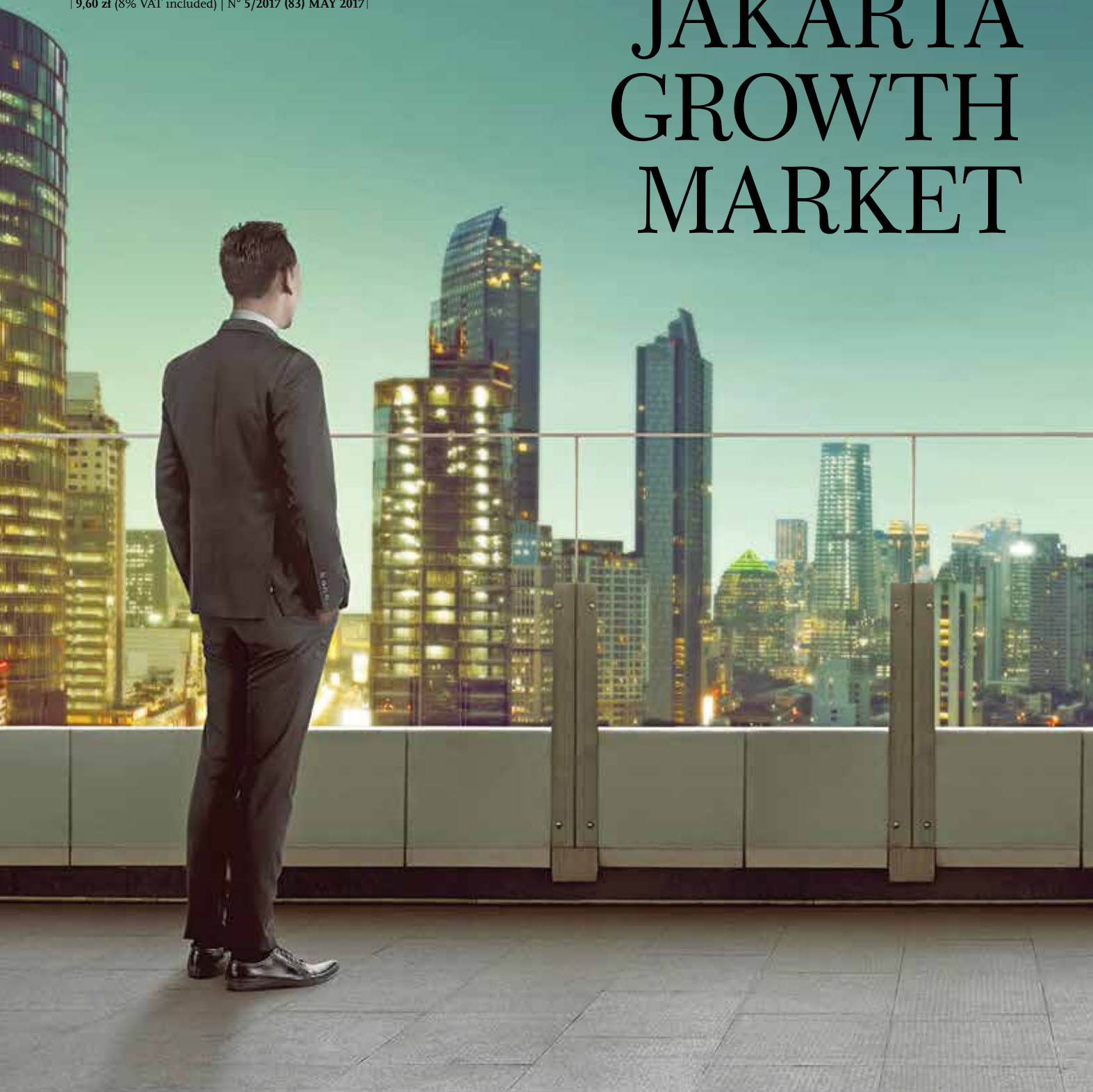


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## JAKARTA GROWTH MARKET



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## Editorial On Top

- Hotel, restaurant, and airline news

## Cover Story

- Jakarta: Growth market

## Tried&Tested

- With LOT from Warsaw to LA
- Royal Suite
- Grand Hyatt Singapore Hotel
- Hilton Shillim Estate Retreat & Spa
- Restauracja Pańska 85

## Report

- 30 ways to survive long-haul economy

## Air Travel

- Business Travel numerous benefits for companies
- Ten of the world's longest flights

## Hotels

- French Chic in Sofitel Warsaw Victoria
- The Icon Is Restored

## Destinations

- Bangkok for Business
- Lights, camera, action
- Tasting notes
- 4 hours in... San Francisco

## Interview

- RED completes Blu

## Moto&Techno

- Headphones: Beat generation

## Ask Peter

4

6

10

18

20

22

24

26

28

32

34

36

38

40

46

50

64

58

60

66

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# THE TWITTER CAPITAL

**I**n this issue's cover article we look closer at the 12 million Jakarta, a city that is on the verge of the economic boom. Why Jakarta? For example because according to experts, by 2050, Indonesia is predicted to be the world's fourth-largest economy.

The presence of many familiar international brands – from M&S, Tesco, Debenhams, H&M and the Body Shop to Armani, Bose, Ralph Lauren, Nike and Tag Heuer – attest to investor confidence in consumer demand in the city. There are more malls in Jakarta than any other city in the world. Whereas in Europe we might go to parks, the mindset here is that you go to air-conditioned malls, which tempt with hundreds of attractions. Some of the have waterparks, and some have cinemas with beds in them and huge karaoke centres.

There are currently ten million visitors to Indonesia a year, but the government aims to double this to 20 million by 2020. That is why, an express rail link to downtown is coming this year and a third runway is currently being developed at the airport. By next year the hub will be able to handle 62 million passengers annually.

Interestingly, the Indonesians are great social media aficionados. The country is the fourth-biggest Facebook market on the planet, while Jakarta has been dubbed the Earth's "Twitter capital". With 60 per cent of the population under the age of 30, you can understand why. Enjoy your reading!



Marzena Mróz

**Marzena Mróz**  
editor-in-chief



# WE CARE ABOUT AIR



## klimatyzacja / wentylacja / ogrzewanie

Grupa KLIMA-THERM jest wiodącym dostawcą najwyższej klasy systemów klimatyzacyjnych i wentylacyjnych. W swojej ofercie posiada bogate portfolio rozwiązań dedykowanych do użytku profesjonalnego, jak również przeznaczonych na potrzeby odbiorców indywidualnych. Profesjonalizm oraz doświadczenie zdobyte na przestrzeni ponad 20 lat aktywnej działalności w branży HVACR, dziś plasują firmę na pozycji lidera rynku urządzeń klimatyzacyjnych i wentylacyjnych w Polsce.

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## Technology

### FUJITSU

## AIR-CONDITIONING AT HOME AND IN THE OFFICE

Fujitsu LT is a series of wall-mounted air-conditioners, intended for home use, but also often utilized in office spaces as well as small shops. Experts say that LT is a successful marriage of top design with best technology. The devices combine state-of-the-art, environmentally-friendly technology with elegant design, that won Red Dot Award for Product Design. Air conditioners provide effective cooling of the floor area of up to 35 sqm., and, if necessary, can also be successfully used as efficient heaters, when the external temperature is as low as 20 degrees below zero. Devices from the LT series are also a comfortable and cost-effective solution. They are extremely quiet (21 dB), offer low energy consumption (A+++ class) and have a built-in presence sensor. Importantly, the Fujitsu LT air conditioners are equipped with ion and polyphenol air filters, which absorb odours, remove fungi, dust mites and mould, as well as purify the air of numerous harmful substances. Add to this the hard-to-beat manufacturer's warranty period of 10 years. More info at [klima-therm.pl](http://klima-therm.pl)



## Air line

### KLM

## NEW CONNECTION TO COSTA RICA

From 31 October, KLM will begin regular connections with San José, the capital of Costa Rica. Along with the recently launched Air France connection via Paris, the Air France KLM Group will offer a total of four flights a week to this Central American country.

The route will be operated by Boeing 787-900 Dreamliner, which will accommodate 30 passengers in World Business Class, 45 in Economy Comfort and 219 in Economy Class. The Dreamliner offers very comfortable conditions for long journeys as it's much qui-



eter during take off and landing, and features a special Smoother Ride technology that senses and counters turbulence for reduced symptoms of motion sickness.

Flights from Amsterdam will be run on Tuesdays and Fridays. Departure at 15:25 and arrival in San José at 20:05. The return flight from the capital of Costa Rica will take off at 22:05 and land in Amsterdam at 15:10 the next day.



## Tourism

### Biarritz

## CITY FOR ATHLETES

First surfboards appeared on the Basque coast of Biarritz, the site often referred to as "the most beautiful beach in France", back in 1956. They were so-called long-boards that came here straight from LA. Today surfers the sight of surfers parading in overalls with the board under their arms, is hardly surprising. Since 2015 Biarritz has enjoyed a reputation of a surfer's paradise, as this year the town will host the prestigious ISA World Surfing Games.

The Basque country has also been known as the birthplace of French golf, with the first golf course, Biarritz-le-Phare founded here in 1888. In later years, the growing popularity of the sport saw the launches of other courses, such as La Nivelle, Chiberta or Chantaco. Today, there are as many as 16 golf courses in a radius of 100 kilometers from Biarritz. In July, the oldest of them, these Biarritz-le-Phare will host the Biarritz Cup, the biggest French amateur tournament. The same course will also be the venue for this summer's Quicksilver Maider Arosteguy competition that boasts more than a century of tradition. The competitors will participate in eight disciplines, such as sprint with a weight, lifting 300-kilogramme stones or tug of war.





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## Lifestyle

### Weber

#### TIME FOR A SPRING GARDEN PARTY.

Weber Genesis E-310 is a gas grill like no other. It features a quick ignition system, three stainless steel burners, and a 0.5 sqm porcelain-enamelled cast iron cooking grate.

The enamelled flavourizer bars protect the burner and the juices dripping from grilled dishes evaporate, enriching the taste of the dish. The grill can be used to prepare a number of dishes at the same time, which makes it an ideal solution for larger BBQ parties. The cover, made of high quality steel and coated with multiple porcelain enamel, features a thermometer that allows you to control the temperature over the grate. Price from PLN 5,499; [weber.com](http://weber.com)

## Portugal

### Tejo

#### WINE FOR CONNOISSEURS

The Portuguese region of Tejo is now a fashionable European spot, which is quickly catching up with its famous neighbours. This was particularly evident at the wine fair in Düsseldorf. In Poland there is no shortage of Tejo wines, but this year promises to be unusually abundant in this respect. The Association of Polish Sommeliers has held a number of courses based on wines from that region. In April the wine from Tejo were presented in Warsaw by 12 manufacturers, while May will see a special promotional action for restaurants, where you can win a trip to Portugal. For more info about the region and vineyards go to [winaztejo.pl](http://winaztejo.pl)



## Air line

### LOT

#### NEW FLIGHTS

LOT Polish Airlines is spreading its wings! In summer 2017, in addition to the new connections to Gothenburg and Kaliningrad (since June), the Polish national carrier will fly to Los Angeles, Astana, Pula, Podgorica, as well as to Newark (NY) and four regional airports of the capital of Israel. The airline will also increase the frequency of flight on 25 routes, including Warsaw to Lviv (from 12 to 19 weekly connections), Luxembourg (from 6 to 11), Vilnius (from 20 to 34), Odessa (from 7 to 14), as well as to Tokyo, Seoul, Belgrade, Chisinau, Kharkov, Cluj Napoca, Sofia, Budapest, Dusseldorf, London, Zadar, Yerevan and Tallinn. The offering of direct connections at competitive fares, is unquestionably the strongest point of LOT Polish Airlines.

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



Lenovo zaleca system Windows 10 Pro.



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# JAKARTA GROWTH MARKET

By 2050, Indonesia is predicted to be the world's fourth-largest economy. How will it achieve this?

*Jenny Southan* reports from Jakarta.





et-lagged in Jakarta, I open the curtains and look out on the sleeping metropolis. The roads, chock-full of crawling traffic during the day, are empty at this time. And even through the double-glazed windows of the 56th floor of the Westin (the tallest hotel in the country), I can hear the 4am call to prayer rising up among the darkened tower blocks.

## SHOPPING AND PRAYERS

Indonesia has the world's biggest Muslim population (87 per cent of 252 million people), and there are hundreds of mosques all over the capital where devotees go to pray up to five times a day. The National Mosque is the largest in South East Asia, with space for 200,000 people, but Jakarta has also been experimenting with "mosque-mobiles", to make worship during busy times, such as Ramadan, easier.

For many, attending mosques is as much a part of life as visiting the city's 250 or so glitzy marble shopping malls, new Meccas to consumerism built for the burgeoning middle class. There are now around 88 million Indonesians that fit into this demographic. That's a lot of spending power.

Chris Wren, chief executive officer of the British Chamber of Commerce ([britcham.or.id](http://britcham.or.id)), says: "Twenty years ago, there were only a few Indonesians that could afford to have a glass of wine in an international restaurant. Now the middle classes are wining and dining. The wealth is filtering down." The presence of many familiar international brands – from M&S, Tesco, Debenhams, H&M and the Body Shop to Armani, Bose, Ralph Lauren, Nike and Tag Heuer – attest to investor confidence in consumer demand.

Joel Derbyshire, director of trade and investment for the UK Department for International Trade (UKDIT) in Jakarta, says: "There are more malls in Jakarta than any other city in the world. People love shopping. Whereas in the UK we might go to parks, the mindset here is that you go to a mall – they are air conditioned and have all kinds of things in them – I went to one with a huge waterpark, and some have cinemas with beds in them and huge karaoke centres."

I take an Uber to the Central Park mall in West Jakarta, 11km north of my hotel. It's a slow crawl through rush-hour, which my driver tells me lasts from 7am to 9am,

and from 4pm to as late as 9pm. One of the largest shopping complexes, not only does it have a glowing, elevated tunnel linking it to the Neo Soho mall across the road, but a Pullman hotel, and an urban garden with water fountains, lawns and trees lit up in pink and purple fairy lights. I sit on the terrace of a restaurant and watch as a violent rainstorm forces everyone inside.

## STATUS ANXIETY

Although the malls are busy, disposable income is not what it was. Indonesia's economy relies heavily on domestic consumption (60 per cent) but demand for exports such as coal and palm oil has slumped, triggering a fall in the value of its currency, the rupiah, and higher prices.

Richard van der Schaar, owner and director of consultancy Indonesia Investments, says: "There has been a big property boom but we are a little worried as it has really slowed down now. I live in a new apartment complex and it's almost empty. They built too much a few years ago so there is excess supply."

The same goes for commercial buildings. Arun Kumar, general manager of the Wes-



Twenty years ago, there were only a few Indonesians that could afford to have a glass of wine in an international restaurant. Now the middle classes are wining and dining.



tin, says: “There is a lot of vacant Grade A office space. People are moving to new offices and the old ones are left vacant. They are actually giving it away much cheaper.”

Situated on the top 20 floors of the 69-storey mixed-use Gama Tower, the 272-room hotel opened last August. You only have to spend a little time in the panoramic lobby or decadent Seasonal Tastes restaurant, which has seven live cooking stations, to see how popular it is among locals.

However, overnight occupancy is only 40 per cent. “It is growing but not as fast as I would like because everyone is fishing from the same pond,” Kumar says. “The five-star segment is very tough.” Do a quick Expedia search and you will see almost every international hotel brand represented – Kempinski, Fairmont, Shangri-La, Raffles, Intercontinental, Grand Hyatt, JW Marriott, Ritz-Carlton, Mandarin Oriental... the list goes on.

And there are still more coming (although delays are expected) from Park Hyatt, Langham, Waldorf Astoria, St Regis and W. Which one will get your business, though, given the traffic, should be the one closest to your meetings.

Why keep opening luxury hotels if there aren't enough people to fill them? First, because there is potential – there are currently ten million visitors to Indonesia a year, but the government aims to double this to 20 million by 2020. Second, it's about status. Kumar says: “Indonesians pride themselves on the brands they associate themselves with – it's not primarily about making money.” While this doesn't seem like savvy business thinking, there has been such a wave of optimism and energy rippling through the country that you can hardly cast blame.

In 2014, Joko “Jokowi” Widodo was elected the seventh president of Indonesia after promising to boost GDP growth to 7 per cent. While he hasn't yet achieved the economic growth hoped, he has introduced reforms to make foreign investment easier. Last year, the country's GDP grew by just over 5 per cent.

Indonesia has the 16th-largest economy in the world, but by 2030 it is predicted to be the seventh-largest. More impressive still, a report from PwC claims that it will be the fourth most powerful economy on the planet by 2050, behind China in first place, the US in second and India in third.

## HEAVY LIFTING

Flying in over the sea towards the north-west shores of Java, it's clear from the huge container ships littering the bay that Jakar-



You only have to spend a little time in the panoramic lobby or decadent Seasonal Tastes restaurant, which has seven live cooking stations, to see how popular it is among locals.





ta's Tanjung Priok Port plays a vital role in its trading capabilities. A vast new terminal (Kalibaru) was unveiled last autumn to allow for the faster turnaround of ever-bigger vessels, with additional expansion to be complete by 2024.

Logistics costs equate to 26 per cent of Indonesia's US\$861 billion GDP, so improving infrastructure across the capital is a priority. By 2020, the country hopes to have reduced this overhead to 19 per cent. To take pressure off the city's congested roads, a US\$1.7 billion mass rapid transit system is being built. The first in the country (part overground, part underground), it is hoped that

it will be ready in time for the 2018 Asian Games, which are taking place in Jakarta.

Airlift is also critical – last summer, the new US\$560 million Terminal 3 opened at Jakarta Soekarno-Hatta airport. It is initially being used for domestic flights, but once running smoothly, international services will move over. Kumar says: "Not a lot of leisure travel comes into the city. It has little to offer – at the weekends locals are in Singapore. On Friday evenings, flights are full."

An express rail link to downtown is coming this year and a third runway is being developed. By next year, the hub will be able to handle 62 million passengers annually.

## CITY WITH HISTORY

With a population of 12 million people, Jakarta is a sprawling mega city with no discernable boundary, and little in the way of pedestrian-friendly zones. There is Chinatown, with its dank alleyways, market stalls selling nets of live frogs and crabs, and the charred, smoky Dharma Bhakti Temple (it caught fire last year but still has a forest of man-height candles burning inside). And there are car-free Sundays on Sudirman and Thamrin roads.

The old Dutch Colonial area of Kota Tua, once the heart of Batavia, was the capital city of the Dutch East Indies. Up until 1942,



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## Indonesia

### IN NUMBERS

- 18,307** Number of islands that the country comprises (about 6,000 inhabited)
- 742** Approximate number of local languages spoken
- 2004** First-ever presidential elections
- 3** World ranking in terms of size of democracy
- 1** World ranking in terms of Muslim population (87% of 252 million people)
- 60** Percentage of people under the age of 30
- 88 million** Approximate number of middle class people
- 141 million** Number of middle class people predicted in 2020
- 102 million** Number of internet users in 2016
- 55 million** Skilled workers today
- 130 million** Projected number of skilled workers by 2025
- 16** World ranking for Indonesia's economy today
- 4** Projected world ranking for Indonesia's economy in 2050
- 5.8** Percentage the economy has grown year-on-year over the past decade
- 91** World ranking for ease of doing business

when the Japanese took control, it formed a key trading centre with Asia, which saw spices, tobacco, sugar, opium, coffee and tea flow in and out with the help of a network of canals.

Today, the focus is the SCBD (Sudirman Central Business District), and new planned satellites such as Bumi Serpong Damai (BSD) Smart City in Tangerang. A private development from Sinar Mas Land, the blossoming urban stronghold has been designed as a self-sustained tech innovation hub, with housing, restaurants, offices, shops, a cutting-edge exhibition centre, and a co-working space called EV Hive (evhive.co). Unilever recently opened its new country HQ here.

### KEY TO SUCCESS

Indonesia has fiercely embraced digital – smartphone penetration is around 50 per cent and, by 2019 it is estimated that 92 million people will have one. Social media has exploded, too. Indonesia is the fourth-biggest Facebook market on the planet, while Jakarta has been dubbed the Earth's "Twitter capital". With 60 per cent of the population under the age of 30, you can understand why. At luxury hotels such as the Westin and Four Seasons, groups of women in colour-coordinated hijabs can be spotted posing for Instagram shots with their own professional photographers.

E-commerce is also taking off. "Five years ago, Indonesians would have been scared to buy things online," Wren says. That has all changed. In Jakarta there are bikers wearing green Gojek crash helmets everywhere. In 2015, the company launched a ride-hailing app for motorcycle taxis, which can weave in and around cars, making them the fastest way to get about. Since then, it has branched out into everything from food deliveries to on-demand massages. If you want to get ahead in a city like Jakarta, you have to be nimble. Even Uber is doing two wheels.

### PLAYING THE LONG GAME

How easy is it for a foreigner to do business here? The experts who know the local market say that to succeed in Indonesia you need patience, perseverance and persistence. This requires an investment in relationships, which takes time – it is not a transactional market. If you want to get off a plane and sign a deal, you simply can't. Wren says: "Visitors look at the headline stats and get really excited but then they see the legal uncertainty, awkward regulatory environment, bribery and corruption, and ask: 'How can we get at the opportunities?' We give them the streetwise version of what they need to know. The British Chamber of Commerce helps them to appreciate that the risks can be managed."



To succeed in Indonesia you need patience, perseverance and persistence. If you want to get off a plane and sign a deal, you simply can't.



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**L**OT Polish Airlines has launched a direct flight between Warsaw and Los Angeles. The Dreamliners fly to the City of Angels every Monday, Tuesday, Friday and Saturday. The connection from Warsaw to California is the longest scheduled flight in the offer of the Polish national carrier, with the aircraft covering about 10,000km in each direction. The journey takes about 12.5 hours, making it the shortest journey from Central and Eastern Europe to the West Coast of the USA. The route runs over Scandinavia, Iceland, Greenland and Canada. On board there are three experienced pilots and ten members of the cabin crew

who take care of the passengers, ensuring their flight is comfortable and safe. The connection to LA is LOT's fourth North American destination and the first ever scheduled one to the West Coast of the United States.

## WARSAW - LOS ANGELES

Shortly after 16:30, Boeing 787-8 Dreamliner took off from Warsaw Chopin Airport. My seat was 2F, situated in the second row at the window. I like traveling in Business Class on board the Dreamliners of the Polish carrier. This is because in comparison to other aircraft I flew with (except Airbus A380), the seats have more legroom and are wider. Windows on the new B787 have also been increased

by 30%, so now from your seat, you can look out more easily as the windows meet your eye line better, and add to a feeling of space. The new aircraft also features much larger overhead luggage compartments. They fit four regulation-size (25cm x 30cm x 61cm) pieces of hand baggage, so you no longer need superhuman force to cram your bag into the bin. What is also interesting and important, the cabin also features unique LED mood lighting which doesn't tire your eyes. The Business Class cabin comprises 18 seats which by pushing a single button can turn into flatbeds. They also have individual lighting, a partition wall for more privacy, as well as an individual in-flight





entertainment system. The cabin crew of LOT's Dreamliners are the best of the best, and I must admit that I could clearly see it on the flight to Los Angeles.

#### MENU

Business class passengers were welcomed with a drink of their choice – orange juice, mineral water, or well-chilled champagne (in this respect LOT stands out from most airlines). Then things went quickly. At 16:30 the plane was pushed back from the gate, at 16:40 it took off. At 17:10, the “fasten your seat belts” light turned off and the in-flight service started. For an appetizer I chose carrot and sweet potato cream soup, and for the main course fried salmon with green peas and yellow carrot. The dessert comprises a selection of cheese, fruit and pastries. In between the meals you could order a hot tortilla. The dinner served before landing included smoked salmon with cucumber salsa, a duck breast, as well as spinach ravioli.

#### AMENITIES

Each Business Class passenger received a travel kit with such useful items as travel socks and a sleep mask. The

kit also included a comfy pillow, a navy blue quilted blanket (incredibly soft in touch), and, surprisingly, a sheet (other carriers offer them only in the First Class). I also like the well thought out arrangement of compartments – two ones for travel kits, a narrow one for shoes, and a large one for a bag. There was also some space for magazines. Next to the touchscreen, there was a coat hanger, a socket outlet, a USB slot, and



Business class passengers were welcomed with a drink of their choice and in between the meals you could order a hot tortilla.



sensor switches for dimming the windows. The selection of films was large and, importantly, you can watch them in four languages: Polish, English, German and Russian. Another unique thing was a magnifying mirror in the bathroom, which was especially useful for ladies.

#### VERDICT

Boeing 787 Dreamliner is a state-of-the-art aircraft the offers a high standard of travel - at a competitive price. Take-off and landing are almost imperceptible. However, the biggest advantage of the Dreamliner is invisible. The quality of the air on board is now much better, while the air pressure is lower than on other aircraft. The flight is not tiring, at all. This might be owing to the fact that the cabin pressure in the B787 corresponds to the altitude of 1,800 m, which is 600 m less than in other aircraft. This guarantees 8% more oxygen, higher humidity and more efficient air filtration, reducing the effects of altitude sickness, and vertigo, and making a trip on board the Dreamliner a pleasurable experience. We landed in LA at 18:15, more than half an hour ahead of time. It was the most enjoyable experience.

**Marzena Mróz.**

However, the biggest advantage of the Dreamliner is invisible. The quality of the air on board is now much better, while the air pressure is lower than on other aircraft. The flight is not tiring, at all.

# ROYAL SUITE



The lower floor of the suite comprises the living room with a comfortable sofa, armchairs, a table, as well as the terrace.

**T**he Royal Suite is the most luxurious room in Radisson Blu Sobieski. The 142 sqm space is situated on the two top floors of the building, under the distinctive dome of the building that for many years has been an integral part of the architectural landscape of Warsaw.

The terrace of the suite, which is a perfect vantage point to watch the city life, overlooks the Zawisza Roundabout.

The lower floor comprises the living room with a comfortable sofa, armchairs, a table, as well as the terrace. The upper floor is accessed via transparent stairs with a lightweight, modern design. They lead to two bedrooms, one of which is smaller and overlooks the patio, while the other one features a glass wall. Both have separate bathrooms with the heated floor, and dressing rooms. The suite also comes equipped with work desks and comfortable chairs, as well as a vast lounge area. A major advantage of this unique space is its open and cosy dining area, as well as an amazing panoramic view of Warsaw, which you can admire from the large terrace located on the top floor of the hotel. There is also a smaller balcony overlooking the garden. On one of the walls of the living room hangs the original letter of King John III Sobieski to Bishop Jan Małachowski.

## AMENITIES

Guests of this unique suite have free access to fast broadband WiFi, LCD TV with a wide range of film channels, a minibar, Nespresso coffee machine and an individually adjustable air conditioning. In each bathroom they will find bathrobes



and slippers, as well as toiletries and cosmetics. The suite is taken care of by a professional staff, which provides a range of useful services, including the evening turndown service.

Over the years the Royal Suite has hosted many renowned guests, including Carlos Santana, Bill Clinton (as a former president), as well as Michael Jackson's band.

#### SPA AND DESIGN

Hotel's fitness centre and spa has recently been beautifully renovated. The centre features a wide range of exercise machines and a beauty salon offering various treatments, as well as relaxing massages that come in handy after a hard day at work. There is also a steam sauna. Design lovers will be happy to discover in the hotel the iconic egg chairs designed by Arne Jacobsen. Known for their comfortable design, the chairs further highlight the sophisticated character of Radisson Blu Sobieski.

#### RESTAURANT AND CONFERENCE FACILITIES

The property's vast conference facilities consist of 18 meeting rooms with access to natural light and the latest technology, as well as an excellent catering offer based on the Brain Food concept, which consists of the light and healthy menu. Add to this a welcome drink and healthy, delicious Super Breakfast Buffet, which is one of the best among all Warsaw hotels.

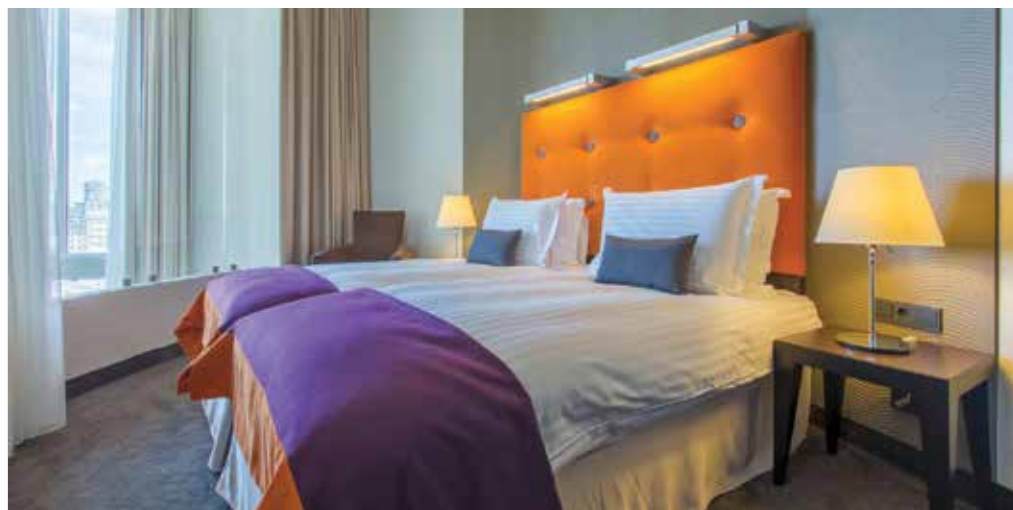
The décor of Trylogia restaurant, which is well-known not only among Warsaw residents, but also tourists, has recently been revamped. The restaurant serves dishes of Polish and international cuisine.

#### VERDICT

The comfortable and spacious Royal Suite is the perfect solution for people who come to Warsaw on business and need a cosy place for important business meetings. It's also an ideal place for a wedding night or a



The Royal Suite, situated under a distinctive dome, overlooks the bustling Zawisza roundabout.



romantic getaway to the capital of Poland. Guests who choose Radisson Blu Sobieski, can use its mobile One Touch App to gain a faster access to all the services offered by the hotel.

**Rafał Sobiech**

#### CONTACT

Hotel Radisson Blu Sobieski  
plac Artura Zawiszy 1  
02-025 Warsaw  
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[www.radissonblu.com/pl/sobieski-warsaw](http://www.radissonblu.com/pl/sobieski-warsaw)

# GRAND HYATT SINGAPORE HOTEL

**CONTACT**

Grand Hyatt Singapore Hotel  
10 Scotts Road, Singapur 228211  
tel.: +65 6732 1234  
[www.singapore.grand.hyatt.com](http://www.singapore.grand.hyatt.com)

**T**he hotel is located on Scotts Road near the start of Orchard Road, the city's commercial and entertainment district. It features warm timber interior guestrooms and suites, five unique dining concepts and a bar, Damai Spa & Fitness Centre, as well as dynamic events space, featuring residential-style designs over three extensive floors. The Grand and Terrace Wings comprise 677 guestrooms including 46 suites.

**ROOMS AND SUITES**

The contemporary Grand Wing meet all the needs of business travellers, while the Terrace Wing

is all about the comfort of travel and unique experiences. It comprises 282 Grand Rooms and Suites and offers guests a wide range of first-class amenities and cutting-edge technology.

Each guestroom in the wing features light-coloured timber interiors for a warm and relaxing ambience, a functional extended workstation with access to natural light, a 37-inch LCD TV with a CD/DVD player, and a luxury bed with goose down bedding.

In each Grand room there is also a safe where you can store your laptop and other valuable devices. Interestingly, the safes have built-in chargers to make

sure that your device is full of juice when you need it. Also, if you need to be online all the time, you will be happy to find out that there is a broadband wifi access throughout the hotel.

**LUXURY IN THE BIG CITY**

Guests staying in the Grand Club Rooms or Suites have exclusive access to the property's Grand Club Lounge with the view of Singapore's skyline and the hotel gardens. The host of privileges available in the Lounge include complimentary light refreshments, canapés and evening cocktails, continental breakfast, butler service and private check-in and check-out.





More than just a private lounge, guests can also make use of the specially designed computer workstations and four meeting rooms located on the accommodation levels of the Grand Wing. They are all fully equipped with state-of-the-art technology, including wifi and the latest AV system. Guests also have the option of a complimentary one-hour use of the boardroom during their stay.

#### **BARS AND RESTAURANTS**

Grand Hyatt Singapore's restaurants and bars are some of the most enjoyable attractions of the hotel, offering a wide range of sensual experiences. The hotel's award-winning mezza9 restaurant serves authentic Asian and Western cuisine with nine different dining experiences, including Western grill and ro-

tisserie, Chinese steam basket, patisserie, the martini & cigar bar, Thai barbecue, as well as sushi and sashimi bar.

The hotel's 25 years old Italian restaurant Pete's Place enjoys great popularity both with guests and locals. The venue has a sumptuous salad bar, and is famous for its pastas, as well as wood-fired oven pizzas and Sunday brunches. A uniquely Singaporean showcase at StraitsKitchen features local cuisine prepared from the Halal-certified Chinese, Malay and Indian live show kitchens. Alfresco dining aficionado can go for a daily barbecue dinner by the poolside restaurant Oasis, or enjoy the afternoon tea or evening cocktails at 10 SCOTTS. Finally, those who want to tap into the city's nightlife, should visit BRIX, one of the hottest nightspots in town,



featuring three distinctive sections – the Whisky Bar, the Wine Bar and the Music Bar.

#### **VERDICT**

Grand Hyatt Singapore is unquestionably the best place for a business stay in the Lion City. We were particularly impressed by the hotel's 78,000 sq ft recreation facilities designed by the renowned Super Potato team from Japan. The lifestyle club, Damai Spa offers a range of uplifting spa facilities, while the 24-hour Fitness Centre is an ideal place for all wellness enthusiasts in search of innovative ways to restore balance. Recreation facilities also include a swimming pool, tennis and badminton courts, studio and outdoor restaurant, Oasis – providing all-day poolside dining.

**Rafał Sobiech**

Grand Hyatt Singapore's culinary facilities are some of the most innovative attractions of the hotel, offering a wide range of experiences for your senses.



# HILTON SHILLIM ESTATE RETREAT & SPA



## CONTACT

Hilton Shillim Estate  
Retreat & Spa  
Village Shilimb, Pawana Nagar  
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**L**ocated in the Western Ghats, the cosy Shillim Retreat is an innovative eco-project, created under Hilton brand. It's also India's largest wellness & spa resort, started by two brothers: William and Denzil de Souza. After 25 years of hard work of converting the foothill area in the green jungle, their dreams began to take shape. Renowned NY architects Margie Ruddock and Steven Harris undertook to present the first architectural layout of Shillim Retreat. Their vision was to situate stand-alone villas with their plots (some also with private pools), without the harmful interference in the

natural landscape that abounds in numerous species of trees, shrubs and flowers, as well as natural waterfalls. The area of over 78 hectares has been officially recognized as a UNESCO National Heritage site, and after nearly 10 years of efforts, in 2013, Shillim Retreat welcomed its first guests.

## WHERE IS IT?

It's hard to call Shillim a hotel or a spa resort. It's simply a luxurious haven for those who wish to stay in the wild, among the magnificent nature. The resort is situated in the state of Maharashtra, at the foot of the Western Ghats. The nearest city

of Lonavala can be reached by car in 45 minutes, Pune is 1.5 hours away, while the trip from the airport in Mumbai takes less than 3 hours. You can move around the site on foot, by bike or an electric buggy that you can call for to take you any place you want. However, the most interesting parts of the resort are within a short stroll.

## INTERIORS

Shillim offers 99 stand-alone villas: 36 Valley View, 33 Spa (including 15 with pools), 27 Forest View and 3 Presidential Villas, situated at an altitude of almost 900 metres at the foot of the Shillim mountain. The vil-



las range from 100 to 550 sqm in size and have one, two or three bedrooms. I stayed in the spa area, in a villa with a private pool and a magnificent view of the mountains. Each villa provides quality and comforts of a five-star hotel suite, with the added benefit of being close to the pristine nature and fresh air. All come equipped with large, comfortable beds, air conditioning, HD TV, a kettle or coffee maker, as well as fast WiFi. Some of them have a balcony or an adjoining patio. I was very much impressed with the simplicity architectural solutions combined with the luxury provided by modern technologies that utilize natural materials for both construction and finishing of the interiors.

#### SPA ZONE

The resort's spa occupies almost 70 acres and comprises 17 independent treatment rooms. There you can undergo over 80 different health treatments that rejuvenate the body, cleanse the skin, sooth pain, as well as remove tension and stress. The therapists use various techniques, including reiki, chakra opening, acupressure, acupuncture, hydrotherapy and Ayurvedic treatments. This great team led by Dr Arun Pillai makes every effort to guarantee that the treatments are beneficial for your health. Before the treatments the doctors carry out a detailed interview with the patient, to provide an appropriate and customized treatment. An integral part of the treatment in spa is participation in yoga and meditation classes.

#### RESTAURANTS

In Shillim you can enjoy Asian, Indian and Mediterranean cuisine.

Terazzo restaurant offers delicious dishes from across the globe. The Green Table, which was my favourite eco-restaurant, serves vegetarian and vegan food. Its head chief is a true artist and all his dishes are small



Shilim isn't just a hotel. It's simply a luxurious haven for those who wish to stay in the wild, among the magnificent nature.



culinary masterpieces. Mountain Pool Bar & Bistro is known for its Italian cuisine. The restaurant's bar offers fantastic views of the mountains and the pool situated nearby. The Reserve is the place to go for wine tasting, while Tea House, as the name suggests, offers a wide choice of teas from all over the world. Finally, there is the Valley Bar, where guests usually begin their evening with a special cocktail.

#### VERDICT

Pristine nature, tranquillity, space. Fantastic, healthy, eco-cuisine. Excellent spa facilities. It's simply a perfect place to unwind, practise trekking, road cycling, take part in pottery classes, as well as watch the stars at night, and listen to the enchanting chirps of birds. The highly professional service is an additional highlight of the resort.

*Katarzyna Siekierzyńska*

# RESTAURACJA PAŃSKA 85

**CONTACT**

Restauracja Pańska 85  
ul. Pańska 85  
00-001 Warsaw  
tel.: 512 671 756  
[www.panska85.pl](http://www.panska85.pl)

**A** new Chinese restaurant on the culinary map of Warsaw, which can take on similar venues in Beijing, Shanghai, Sichuan or Xi'an. They serve the best Peking duck, tofu mapo and jellyfish salad I've ever tried!

**WHERE IS IT?**

The restaurant is located in the new seat of the Polish Filmmakers Association, a carefully restored building at 85 Pańska Street. It's close from here to the city centre and there are parking spaces on both sides of the street. The restaurant was opened on 17 January this year, which marks the first day of the Chinese New Year - The Year of the Rooster.

**INTERIOR**

The modern, minimalist interior, decorated in line with the latest trends, is hardly a prelude to the exotic feast that is waiting for you in Pańska. The venues two large and two smaller rooms are quite spacious, yet cosy. From 1 May you can also dine in the restaurant's garden, as well as rent the additional rooms for events and conferences.

**MENU**

The menu is served to the tables on tablets. This is because the dishes change here several times a week, depending on the ingredients purchased on a given day. However, browsing through the menu, you can observe that the recipes here a

based on cuisines from three Chinese regions: the appetizers come mainly from the area of the China Sea, hot dishes come from Sichuan culinary tradition, while flour-based dishes from Xi'an. The pasta is hand made by the chef who kneads the dough and then forms it into hundreds of thin strands - all this is done in front of the customers. Since the chefs come from various parts of China, the dishes served in Pańska are delicious and original. Unquestionably, the biggest hits of the restaurant are: the Peking duck with pancakes (each duck has its own number), roasted ribs, marinated seaweed with garlic, salmon wrapped in slices of ripe mango, tuna with





avocado, aubergine in oyster sauce and crispy white turnip pouches. Real gourmets come to Pańska for pressed pig ears served in a special vinegar brine, claiming that you can't find a better delicacy anywhere.

#### THE ART OF TEA BREWING

It's also worth visiting Pańska to watch the lavish tea ceremony and taste its best varieties. That unique ritual is always performed by the same qualified tea art specialist Ms Jia Mei. The time of brewing is measured with the movement of hands,

which resembles a dance, while the taste of the carefully brewed tea is second to none. For real tea-lovers I recommend: Jin Jun Mei, Biluochun, green Xihu Longjing from Hangzou, and double fermented hand-pressed Yunnan Puer, as well as jasmine tea with chrysanthemum. The tea is served with desserts: matcha (made with green tea), mung cake (made from ground beans) and mochi with fruit. You should also try the mango pudding with ice cream, as well as pumpkin pudding sprinkled with grated coconut.



#### VERDICT

Undoubtedly, the best Chinese restaurant in Warsaw. The venue can accommodate up to 120 guests. The owner, Ms Yajia Lin-Iwanejko, has managed to create an original place with a soul, but first of all, with excellent oriental cuisine. Everything served here is fresh, free of monosodium glutamate and prepared with natural ingredients with the addition of Chinese herbs and spices. Pańska 85 is a perfect address both for a lunch and dinner with friends that you can celebrate for long hours. The highest note from me.

**Marzena Mróz.**

Interestingly, the menu is available on tablets, because dishes change here several times a week, depending on the ingredients purchased on a given day.



# 30

## WAYS *to survive long-haul economy*

Travelling long distances at the back of the plane is a challenge. Here are 30 tips to ease your pain.





**1.** Adjust your expectations. If you are used to being pampered in business class, recognise that in economy you won't be. Making the best of what you have is the way to survive. Forget the "Do You Know Who I Am" attitude (DYKWIA) – it isn't attractive even among premium passengers.

**2.** At check-in, ask if there are any spare seats and, if so, whether you can move so that one of them is next to you – giving you more room to spread out.

**3.** Build status with your airline and alliance of choice – this will increase your chance of an upgrade and provide you with lounge access before the flight.

**4.** Invest in Priority Pass membership (£259 annual fee for unlimited visits) – lounge access is good for loading up on food and drink before boarding if you travel in economy-of-ten.

**5.** Buy a bottle of water once airside to have on board.

**6.** You may enjoy ignoring fellow passengers in business class – after all, it's all about space and privacy – but in economy, being polite to the person you are rubbing shoulders with for ten hours-plus is the best advice. You don't have to tell each other your life story, but the odd smile and remark will help make the enforced proximity a lot more bearable.

**7.** Pay for an exit or bulkhead seat. On a long-haul flight the cost is worth it, particularly if you are tall.

**8.** Seat choice is personal. If you don't want to be disturbed and are confident about not wanting the bathroom on a regular basis, then window seats are for you. If you like getting up and stretching, then an aisle will be the better choice. Avoid middle seats at all costs.

**9.** Be aware that some airlines cram in more seats than others – ten-across instead of nine-across on a B777, for instance, will be more claustrophobic. Do your homework on cabin layouts in advance.

**10.** Take a portable battery for your phone or tablet in case the plane is old and you can't charge it.

**11.** Avoid sitting at the very back of the aircraft – it is bumpier, noisier (behind the engines), it often takes you longer to board and disembark, and you may be disturbed by people queueing for wash-rooms if these are located at the rear. For the best seats visit our sister website, [seat-plans.com](http://seat-plans.com).

**12.** If you can, choose a carrier with new seating, which will be more ergonomically comfortable.

**13.** Try to get on board early so you can find a place for your bags in an overhead locker that is reasonably close to your seat – ideally, directly overhead. It will lessen hassle when you need to get things out during the flight, and also help when it comes to disembarking.

**14.** Dress in loose-fitting clothes – you'll be sitting down for hours. Bear in mind that the temperature at your departure point is unlikely to be the temperature of your destination, but if the airline loses your checked bag, you'll be wearing them for even longer.

**15.** Wear layers. Cabin temperatures vary hugely, even during the course of a flight, so make sure you have ways of keeping warm or cooling off without a change of clothing – the airline will provide a blanket (probably), but it's a good idea to have a jumper or hoodie to keep warm if necessary.

**16.** Compression socks are important if you think you may suffer from DVT – and since you'll want to kick your shoes off during the night, having a couple of pairs of old flight socks from business class (or just old socks) is a good idea to keep your feet cosy.

**17.** Wear slip-on shoes – or, at least, not boots. They are a pain to lace and unlace at security, and the same applies on the flight if you want to take them on and off.

**18.** If you wear contact lenses, consider glasses instead – your eyes will dry out during the flight.

**19.** A wide scarf or pashmina is good for using as a pillow or blanket in case the one given to you is unwashed.



FOT: ISTOCK





**20.** Carry a small toiletry bag with a toothbrush, toothpaste, moisturiser, facial mist, lip balm, eye mask and maybe some eyedrops or saline nasal spray to help with dehydration.

**21.** Take a pack of wet wipes for hands and surfaces. Tray tables can be sticky and some people like to lean forward and sleep on them.

**22.** Invest in a good neck pillow – being able to sleep without nodding forwards or sideways is all-important (for some recommendations click [here](#)).

**23.** If you have a bad back, consider packing a bolster.

**24.** Take along some snacks of your own – it's a nice treat and you can't rely on all airlines to serve you food you like.

**25.** Consider upgrading your meal – some airlines offer the option to pre-order choices. Alternatively, buy something after security at the airport and bring it on board – although try to avoid anything smelly that might upset your neighbours.

**26.** Whether you think alcohol will help you relax is down to personal preference, but if you like a drink, try asking for an extra bottle or can when the trolley comes around. It might not be possible but, if it is, then at least you have created your own creature comfort.

**27.** Bring your own ear plugs in case the airline doesn't provide them, and also headphones – preferably noise-cancelling – along with your own choice of music to help pass the time and block out sound while you are sleeping.

**28.** Consider airlines that offer wifi or good in-flight entertainment. If you doubt your ability to sleep or have built in a day of rest when you arrive before your first appointments, then it's a good way of passing those sleepless hours.

**29.** Download some films in advance in case there isn't much choice in the in-flight entertainment, or none at all.

**30.** Pack a good book. If you can't sleep, you'll get the benefit of finally finishing that tome you've been meaning to. If you fall asleep reading it, then it did the trick.

# BUSINESS TRAVEL NUMEROUS BENEFITS FOR COMPANIES



**P**artnerPlusBenefit is the free Lufthansa corporate bonus programme for small and medium-sized enterprises (SMEs) with which your company can earn points on business trips with

eight airlines participating in the programme.

#### **PARTNERPLUSBENEFIT**

The participating airlines are: Lufthansa, Air Canada, ANA (All Nippon Airways), Austrian

Airlines, Brussels Airlines, Eurowings, SWISS and United Airlines. What are the benefits of the programme? PartnerPlusBenefit helps you reduce travel costs, because using the comprehensive offer of eight air-



lines, it's fast and easy to collect Benefit points.

#### ATTRACTIVE REWARDS

Benefit points can be regularly redeemed for attractive awards, such as free flights, FlyNet® vouchers, free access to business lounges, upgrades, extra luggage, cashback, merchandise awards from Lufthansa WorldShop, as well as reserving your favourite seat on board.

#### DOUBLE MILES

Note that business travellers can accrue their points twice. With each business trip you collect both Benefit points on the account of your company, and new miles on your individual passenger account in Miles & More programme. Both programs complement each other perfectly.

#### WELCOME POINTS

To join the PartnerPlusBenefit programme you don't need to worry about the minimum turnover required. A company that joins the programme receives a welcome bonus of 1,400 Benefit points (1,000 points for registering and activating your account plus additional 400 points for registering at least one credit card in your profile). Quick registration can be done at [www.ppb-infolounge.com](http://www.ppb-infolounge.com)

#### AUTOMATIC ACCRUAL

Benefit points are calculated and accrued automatically with a payment by a credit card registered in the programme, by adding your customer number to the reservation made by a travel agent.

#### INDIVIDUAL CONTRACTS

International companies that incur huge travel costs, can conclude an individual contract, which offers many benefits and assistance from Lufthansa. Don't hesitate and register your company now in PartnerPlusBenefit programme to enjoy the great awards it guarantees. [www.ppb-infolounge.com](http://www.ppb-infolounge.com)



Note that business travellers can accrue their points twice. With each business trip you collect both Benefit points on the account of your company, and new miles on your individual passenger account.



# TEN OF THE WORLD'S LONGEST FLIGHTS

With Qatar Airways recently having launched the world's longest commercial flight between Doha and Auckland, Business Traveller rounds up some of the other contenders – present, past and future...



In 1989 Qantas operated a one-off, non-stop delivery flight for one of its B747 aircraft (named City of Canberra), covering 18,000km and taking just over 20 hours.

**N**ote that the approximate distances quoted below are the great circle distance (ie: the shortest distance between the two destinations measured along the surface of the earth) – these can differ quite considerably from those actually flown by the airlines.

Also, where flight durations quoted, these are for the longer of the two legs.

## **QATAR AIRWAYS**

**From:** Doha **To:** Auckland  
**Distance:** 14,535km

Qatar Airways launched what is currently the world's longest commercial non-stop flight in February 2017, between Doha and Auckland. The route takes approximately 17 and a half hours and covers 15,535km, and

is the Gulf carrier's first destination in New Zealand.

Flights are operated by Qatar's B777 aircraft configured for 42 fully flat business class seats and 217 in economy.  
[qatarairways.com](http://qatarairways.com)

## **EMIRATES**

**From:** Dubai **To:** Auckland  
**Distance:** 14,200km

Fellow Gulf carrier Emirates has also operated non-stop flights to Auckland since March 2016, and this route was the holder of the longest non-stop service until the introduction of Qatar Airways' flights from Doha (situated around 300km west of Dubai). The daily service was originally operated by B777-200LR aircraft, but has since been upgraded to the carrier's A380 superjumbo.

Emirates also offers the option of flying from Dubai to Auckland with a stopover in Australia on one of the carrier's three daily A380 services.  
[emirates.com](http://emirates.com)

## **QANTAS**

**From:** Sydney **To:** Dallas  
**Distance:** 13,800km

Prior to the Auckland services above, Australia's flag carrier held the record for the world's longest commercial flight, between Sydney and Dallas.

This route was launched in 2014, and is currently operated by Qantas' A380 aircraft, with a flight time of around 16 hours 50 minutes. [qantas.com.au](http://qantas.com.au)

## **SINGAPORE AIRLINES**

**From:** Singapore **To:** San Francisco  
**Distance:** 13,595km



The carrier launched non-stop flights between Singapore and San Francisco in October 2016, a route which is currently the longest in the airline's network. The route is operated by SIA's new A350-900 aircraft, which are configured in three classes, with 42 business class seat, 24 in premium economy and 187 in economy. [singaporeair.com](http://singaporeair.com)

#### UNITED

**From:** San Francisco **To:** Singapore  
**Distance:** 13,595km

United has also operated flights on the San Francisco-Singapore route since June 2016, using its B787-9 aircraft.

It is currently the world's longest Boeing Dreamliner service, with a flight duration of around 16 hours and 20 minutes.

United's B787-9 aircraft are configured for three classes, with 48 business class seats, 88 Economy Plus seats, and 116 in economy. [united.com](http://united.com)

#### FORTHCOMING SERVICES

##### ● Qantas

**From:** Perth **To:** London  
**Distance:** 14,498km

The Australian flag carrier has announced plans to fly non-stop between London and Perth from March 2018, using its new B787-9 aircraft.

The 17-hour flight will be just short of Qatar Airways' Doha-Auckland service in terms of distance, but will also be the only direct, non-stop route between the UK and Australia when it launches.

Qantas' Dreamliner aircraft operating the flight will be con-

figured for three classes, with 42 fully-flat Business Suites, 28 of the carrier's newly-designed premium economy seat, and 166 in economy. [qantas.com.au](http://qantas.com.au)

##### ● Emirates

**From:** Dubai **To:** Panama  
**Distance:** 13,821km

The Gulf carrier announced plans to fly non-stop between Dubai and Panama in August 2015, with an original launch date of February 2016.

The new service was hit by several delays, and has yet to commence, with the carrier stating in March 2016 that "We firmly believe in the potential of Central America, and remain keen to link the Emirates network to the region", adding that "We will retain staff in Panama City to continue developing our presence, as well as commercial opportunities with our industry partners, and will launch by the end of 2016 or early 2017 as soon as conditions allow".

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

##### ● Singapore Airlines

**From:** Singapore  
**To:** Los Angeles and New York  
**Distance:** 14,113km and 15,348km respectively

Singapore's flag carrier has previously operated non-stop flights to both Los Angeles and New York but was forced to cancel the services in 2013, when it retired its A340-500s from service.

SIA has since signed an agreement to be the launch customer for a new ultra-long-range variant of the Airbus A350 aircraft, paving the way for the carrier to relaunch these services from 2018.

Should these come to fruition SIA is likely to regain the crown for the world's longest commercial flight, with the Singapore-New York route being around 800km longer than Qatar's Doha-Auckland service.

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

#### A SPECIAL NOTE TO...

##### ● Air India

**From:** Delhi  
**To:** San Francisco

Air India's route between Delhi and San Francisco is considered by some to be among the world's longest, because of the considerable difference between its great circle distance (12,400km), and the actual route taken by the carrier.

The flight's current routing over the Pacific Ocean means it can cover as much as 14,500km, which places it up there with Qatar Airways' and Emirates' services to Auckland.

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

#### AND THE LONGEST EVER COMMERCIAL FLIGHT...

##### ● Qantas

**From:** London  
**To:** Sydney  
**Distance:** around 18,000km

In 1989 Qantas operated a one-off, non-stop delivery flight for one of its B747 aircraft (named City of Canberra), covering 18,000km and taking just over 20 hours.

The flight had 16 paying passengers on board, making it what is generally considered to be the longest ever commercial (non-charter) non-stop service.

[qantas.com.au](http://qantas.com.au)

Qatar Airways launched what is currently the world's longest commercial non-stop flight in February 2017, between Doha and Auckland.



# FRENCH CHIC IN SOFITEL WARSAW VICTORIA

BT interviews **Philippe Godard**, the Vice President Operations Luxury and Upscale Eastern Europe.



**Philippe Godard** – Vice President Operations Luxury and Upscale Eastern Europe

He has a vast experience in international hotel management, and has been with AccorHotels since 2000. In his long career he served as an Area General Manager Vietnam, where he was responsible for Sofitel hotels on Bora-Bora island and in the Philippines. Currently, Philippe Godard is Vice President of Operations for Luxury and Upscale Brands for Eastern Europe, managing such properties as MGallery and Sofitel hotels in Budapest and Prague, Pullman Bucharest, as well as three flagship Sofitel hotels in Poland - Sofitel Warsaw Victoria, Sofitel Grand Sopot and Sofitel Wrocław Old Town.

## How did you get this idea to create this kind of exhibition in this hotel?

Sofitel has created a partnership with Paris Match, the famous magazine a few years ago and we decided to set this exhibition entitled "La Parisienne by Sofitel", which is now presented at Sofitel Warsaw Victoria. Everything here is about French elegance, about women highlighting the elegance from France, the chic and about the art of vivre la française. This partnership has been signed with Sofitel exclusively and this exhibition is travelling all around the world, everywhere where there is a Sofitel hotel. So the first exhibition was held in Paris, the second one in London, and the third one in Amsterdam. From the Dutch capital we have come to Warsaw,

where we are now. After that the exhibition will go to Budapest, Lisbon. Finally, after the European tour, we will visit New York, Los Angeles, Middle East and Asia.

## What is a French woman like?

It's a very good question. A French woman is elegant in every details, even in the morning, when drinking her coffee. Not many people know that in Paris on all the terraces of cafeterias and brasseries, the chairs are set next to each other, not in front of each other. The reason is simple: the street is a kind of show, a sort of a catwalk. The whole city is a catwalk, and the pleasure that you have when you are in Paris during the nice days of spring, summer and autumn, is

that you take your coffee, you sit on a terrace next to each other, and you observe Parisian women. Everyone is doing that. Every single Parisian is doing that, including ladies and designers, because it's a source of inspiration for them. Parisian ladies are very creative and they have the flair to e.g. pair jeans with nice shoes, or to pair just a simple pullover with a fancy skirt.

## And what is this Parisian thing?

In everything you do, from morning to evening, you seek elegance. That's the definition of La Parisienne.

**This exhibition is like adventure through the timeline: there are photos from the 1950s and 1960s, as well as**





### current photographs. Do you like this kind of photography?

Definitely! It's an example of the so-called street photo, currently very trendy, and the exhibition is the evidence that it was also popular in the 1950s and 1960s. And it's in the mind of every young French man and woman for sure, because Paris Match was the first magazine that presented the photos of celebrities - already back in the 1950s. In one of the pictures you can see Edith Piaf and then it goes to more recent ones, like that of Lou Doillon or Inès de la Fressange. But there are also other, international celebrities, such as Monica Bellucci and Juliette Binoche who we hosted here at Sofitel Warsaw Victoria. Our hotel has always been one of the favourite venues among celebrities. It has hosted such stars as Penelope Cruz, Elton John, Steve Wonder and Cristiano Ronaldo. Its interiors were also used for shooting iconic films, such as "Wielki Szu", "07, Come In" and "Miś". Following a comprehensive makeover, the property is now one of the most recognizable hotels in Poland.



### So the Sofitel is also elegance, like la Parisienne?

Sofitel is a French brand. It's an elegant answer for travellers who seek unusual aesthetic sensations, as well as all the good things in life. 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. We have a collection of hotels in the world, and we definitely want to differentiate our sales by having this French flair, which means trying to find all details, the origins of elegance, the artistic spirit and the highest quality. So this exhibition reflects perfectly the DNA of the Sofitel brand.

**Thank you for the interview.  
Merci beaucoup!**

### SOFITEL - LUXURY HOTELS WITH A FRENCH SOUL

Sofitel is an elegant answer for travellers who seek unusual aesthetic sensations, as well as all the good things in life. Each property is a creative blend of local culture and the French soul.

For years, Sofitel hotels have maintained a reputation for excellence, in line with the French art of living. The brands 120 hotels in 40 countries across five continents, invite all those who seek modern and unique solutions, as well as uniqueness that matches their unconventional personality. 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 ser-

vice, whether it's in Paris, London, NY, Rio de Janeiro, Dubai, Bangkok, Shanghai, or off the beaten track, in the scenic landscape of Morocco, Egypt, Thailand and French Polynesia. Sofitel Legend - it's her where heritage meets modernity. The chain comprises five timeless and iconic hotels that ooze with French luxury and guarantee a complete satisfaction of your stay.

SO Sofitel is a brand known for its unconventional and lively style, and charged with the energy of the local culture. SO Sofitel hotels in Bangkok, Singapore and Mauritius are recognized for their avant-garde design, state-of-the art technology, as well as creative events, which guarantee unforgettable memories.

„La Parisienne  
by Sofitel”,  
24 March- 20 May,  
ul. Królewska 11,  
Warsaw,  
free admission.

# THE ICON IS RESTORED



**S**heraton Warsaw presents its new interiors, created by the famous London-based designer Alex Kravetz - a truly elegant place to stay at Three Crosses Square. The property has always been the venue where various personalities, as well as the heads of states and business leaders met, but it is also one of the most popular hotels with leisure tourists. The recent renovation helped restore the glamour to this icon of

the hospitality industry, which combines tradition with excellent location and contemporary décor of the rooms.

Alex Kravetz has designed elegant yet cosy interiors, redolent of a mansion décor. In the new rooms the work and relaxation spaces permeate each other, while the works by a local artist add the distinct Warsaw atmosphere. The décor of each of the newly renovated, spacious rooms and suites takes inspiration from the long tradition of

the hotel, which has resulted in elegant, yet modern interiors.

The residential décor will appeal both to business travellers, high-rank diplomats and leisure tourists. The rich social life heritage of Sheraton Warsaw is reflected in the small details of the décor, as well as unique works of art made by a local artist. In the rooms you will find high-end architectural elements, such as multi-level, non-intrusive lighting, luxury fabrics, as well as a whole cornu-



copia of textures and finishes. The bespoke furniture is both creatively designed and functional to provide as much comfort as possible. Conveniently, each room features an openable window to allow guests to take a breath of fresh. The Sheraton Signature Sleep Experience set includes the iconic custom-designed bed, which helps eliminate uncomfortable pressure points that cause tossing and turning, and improves blood circulation, ensuring a peaceful, refreshing sleep, even after a long flight, intense physical exercise or exploring the beautiful sights of Warsaw.

The new rooms also feature the state-of-the-art technology. Each is equipped with 5 USB ports, 10 electrical outlets, as well as free wifi and LAN. Add to this, the 48-inch TVs with access to VOD, multimedia and several dozens of international channels, to make your stay even more enjoyable. All the rooms have laptop safes, while many of them overlook the nearby Łazienki Park (Royal Baths) and the Three Crosses Square.

Guests staying in Club rooms gain access to the Sheraton Club: a private space with complimentary wifi, breakfasts, drinks and snacks during the day, as well as evening cocktails with a large selection of alcohols and refreshments. You can spend there time with your friends, meet your colleagues after work or simply unwind in the elegant interior of the lounge.

Booking a room in Sheraton Warsaw Hotel, you can also enjoy a 24-hour access to the modern Sheraton Fitness Club. The hotel has several on-site restaurants: The Olive, which offers Mediterranean cuisine and delicious brunches; Someplace Else with a wide Tex-Mex offering as well as live music; and the highly-appraised inAzia, which is known for its cuisine of South-East Asia.

More info at [new.sheraton.pl](http://new.sheraton.pl)



The residential décor will appeal both to business travellers, high-rank diplomats and leisure tourists. The rich social life heritage of Sheraton Warsaw is reflected in the small details of the décor, as well as unique works of art made by a local artist.



# BANGKOK FOR BUSINESS





Few countries are as immediately associated with hospitality as Thailand, and its capital Bangkok has a long list of hotels worth visiting. Between renovations and reflagging of existing properties and a number of major new arrivals during the remainder of this decade, there is plenty to watch out for on the hotel front.



**T**he city's oldest luxury hotel, Mandarin Oriental Bangkok, celebrated its 140th anniversary last year by reopening its historic Author and Garden wings following a complete overhaul, adding a six-bedroom, 600 sq m Grand Royal Suite in the process. At the same time, the hotel is looking to the future with a series of residences in the contemporary ICON Siam development across the Chao Phraya river.

While Four Seasons is working on a similar riverside hotel and residential set up further south (more on that below), Anantara Hotels rebranded the Canadian group's longstanding hotel opposite the Royal Bangkok Sports Club as Anantara Siam and renovated a portion of its rooms. Como Metropolitan Bangkok gave its 169 rooms in the Sathorn business district a refresh, adding rainforest showers, smart TVs and wireless music systems.

### AVANI RIVERSIDE BANGKOK

Having added Anantara Siam to its portfolio, parent company Minor Hotels also opened the Avani Riverside Bangkok, in September last year. The first purpose-built Avani hotel, it rises 26 stories directly behind the Anantara Riverside Bangkok (what once was a Marriott hotel). The lobby is on floor 11, with a total of 248 rooms and suites, a rooftop bar and pool, and over 4,500 sq m of event space. [minorhotels.com](http://minorhotels.com)

### PARK HYATT BANGKOK

Due to open this summer in the end is Park Hyatt Bangkok, around the corner from sibling Grand Hyatt Erawan on Ploenchit Road. Part of the mixed-use Central Embassy development – a 'curvilinear, twisted-coil structure' – the hotel will have 222 rooms and suites. On the 34th-36th floor will be the 'Penthouse Bar & Grill', with a restaurant and a number of bars in what feels like an evolution of the famous New York Bar & Grill at the Park Hyatt Tokyo. Reservations are live from end of June. [park.hyatt.com](http://park.hyatt.com)

### HYATT REGENCY BANGKOK

Once its Park Hyatt opening is out of the way, Hyatt can move on to two additional properties it has plans for: Hyatt Regency Bangkok Sukhumvit and Hyatt Place Bangkok Sukhumvit. Hyatt Regency will have 300 rooms and suites and over 1,000 sq m of meeting and event space, along with two restaurants, a bar and spa and fitness centre. Hyatt Place will have 220 rooms and seven studio suites, with a similar set of facilities to complete the hotel. Originally planned for 2017, the hotels will likely take a little longer to open. [hyatt.com](http://hyatt.com)

### THE BANGKOK EDITION

2017 will be a big year for Edition Hotels, doubling its portfolio from four to eight hotels. Openings include Shanghai, Abu

Dhabi and Barcelona, but first up should be Bangkok, inside architect Ole Scheeren's pixelated MahaNakhon Tower. The Bangkok Edition will have 154 rooms, above which there will be private Ritz-Carlton Residences. Thailand's first Dean & DeLuca opened a few years ago on the ground floor of the MahaNakhon Cube retail centre next door. [editionhotels.com](http://editionhotels.com)

### WALDORF ASTORIA BANGKOK

There isn't much space on Ratchadamri Road, lined with hotels and residences facing the green expanse of the Royal Bangkok Sports Club. Nonetheless, Waldorf Astoria Bangkok is squeezing itself into a narrow slot between the Grand Hyatt Erawan and the Anantara Siam, finding itself not just in between those two but surrounded by other hotels as well as a number of embassies. Part of a 60-story, mixed-use high-rise, the hotel will occupy the first 16 floors and offer 170 rooms and suites, along with restaurants, bars, and a spa and fitness centre with outdoor pool. Opening is listed for 2018. [waldorfastoriacollection.com](http://waldorfastoriacollection.com)

### FOUR SEASONS BANGKOK AT CHAO PHRAYA RIVER

Announced for the same year, though we would not be surprised if it turns out to be closer to the end of the decade, is Four Seasons Bangkok at Chao Phraya River: the







The city's oldest luxury hotel, Mandarin Oriental Bangkok, celebrated its 140th anniversary last year by reopening its historic Author and Garden wings.







Four Seasons is working on its own riverside hotel and residential set up further south the Chao Phraya.



riverside hotel that will be the return for Four Seasons to the city. 300+ rooms will be spread across a multi-level, contemporary building, with the vertiginous tower (no less than 73 stories) next door reserved for 355 private residences. Renderings show equally contemporary interiors, with a mixture of greys and whites; a departure from the dark wood and traditional silk prints at its former home on Ratchadamri Road.

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

### CAPELLA BANGKOK

Part of the same development and also listed for 2018 is the all-suite Capella Bangkok, a hotel Capella has had listed as being under development since 2009. It's one of four openings for the group in the next two years; other upcoming destinations are Shanghai, Ubud and Riviera Maya, Mexico. [capellahotels.com](http://capellahotels.com)

### ROSEWOOD BANGKOK

Right about the time Park Hyatt can celebrate its two-year anniversary will Rosewood Hotels open Rosewood Bangkok, just up Ploenchit Road. The rendering shows the two connecting triangular high-rise structures that will make up the hotel from the side, joined by an atrium with vertical gardens in a design reflecting the traditional Thai 'wai' gesture of greeting and welcome.

The Central Embassy complex that Park Hyatt is part of is so close it's in frame (the third building to the right of Rosewood, with its steep ski slope side), as is The Okura Prestige across the street (a different architectural interpretation of the 'wai', with its distinct infinity-edge pool that juts out of its façade).

With a direct link to Ploenchit Skytrain station, the hotel will have 159 rooms, including 'Pool Sky Villas' with large terraces and private plunge pools. The 33rd (top) floor will contain an event space, while there will also be a Sense Spa, swimming pool, fitness centre, and a number of restaurants and bars.

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

### MELIA BANGKOK

Looking further into the future, Spanish group Meliá Hotels announced its first Bangkok hotel for 2022. With 315 rooms, Meliá Bangkok will be part of a mixed-use development along with all the usual leisure, business and F&B facilities you'd expect.

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

**Paul J DeVries**





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

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# LIGHTS, CAMERA, ACTION

**Marisa Cannon** investigates the attractions that are driving Abu Dhabi's thriving events scene.

**I**n 2016, the UAE capital welcomed 4.4 million visitors, up 8 per cent on the previous year. Events such as the Abu Dhabi Summer Season, Abu Dhabi Food Festival and Qasr Al Hosn Festival, which celebrates the emirate's history and heritage, have helped to tempt tourists.

Last year, Abu Dhabi was ranked one of the world's fastest-growing destinations by Mastercard. It is gearing up for an eventful few years, with the long-awaited Louvre due to open by the end of the year, and other impressive new attractions under development.

Visitor numbers are likely to grow still further thanks to a new terminal building at Abu Dhabi airport, opening this year. Expected to increase annual capacity to 30 million passengers, it will have 28,000 sqm of retail and dining space, eight airline lounges and a 163-room transit hotel.





Still, the emirate is not only looking to pull in tourists – it also wants to attract meeting and event planners. The convention bureau has developed the Advantage Abu Dhabi programme to attract business gatherings aligned with the “Abu Dhabi Economic Vision 2030”, the city’s long-term growth strategy. Its central aim is to diversify the UAE’s economy beyond oil and gas, by investing in sectors such as aviation, tourism and financial services.

The programme offers financial incentives and marketing support to events that show their value within these industries. It seems to be working – a record 14 conferences were

secured last year, and are expected to draw more than 35,000 delegates to the region.

#### FRENCH CONNECTION

The most anticipated of Abu Dhabi’s upcoming openings, and one that should be on any future event itinerary, is the Louvre Abu Dhabi. Originally due for 2012, the dome-shaped building on Saadiyat Island has finally taken shape. It was designed by Pritzker Prize-winning architect Jean Nouvel and has been built on a manmade island. Two-thirds of the museum is covered by a white latticework disc, inspired by the interlacing of palm leaves, used traditionally as

roofing material in the region. The US\$650 million museum will contain 600 pieces of art across 23 halls, with works borrowed from the Louvre in Paris, the Musée d’Orsay, Centre Pompidou and the Château de Versailles.

Also on Saadiyat Island, the Guggenheim Abu Dhabi is expected to be 12 times larger than its New York counterpart, although a contract has yet to be awarded for its construction. The Zayed National Museum is on track to open within the next few years – backed by the British Museum, it documents the history and unification of the UAE.



Alongside its growing cultural scene, Abu Dhabi also offers an impressive range of high-octane experiences. Chief among these is Yas Marina Formula One Circuit.



## ADRENALIN RUSH

Alongside its growing cultural scene, Abu Dhabi also offers an impressive range of high-octane experiences. Chief among these is Yas Marina Formula One Circuit, which, as the final race of the season, is one of the tournament's most expensive tickets. Corporate hospitality is well catered for with a variety of venues on offer, while groups can organise track hire, circuit tours and a number of driving experiences. Activities range from drag racing on a National Hot Rod Association-sanctioned strip to an escorted whizz around the track in an F1 car.

The world's largest indoor theme park, Ferrari World Abu Dhabi, has revealed plans for 19 new rides, the first of which was due to open as we went to press in March. Based on a Ferrari driver training facility, the Turbo Track is made up of a 180-metre circuit that reaches 62 metres above the park and speeds of 102km/h.

Next door, Warner Bros has announced plans for a new theme park offering immersive attractions, plus the world's first Warner Bros-branded hotel.

## HITTING HEIGHTS

For aviation buffs, the Etihad Airways Innovation Centre in the city's Al Maqta district features a walk-through reconstruction of the airline's A380 and B787 aircraft cabins, including mock-ups of the luxurious A380 Residence and first class Apartments. It is also set up for events, with two meeting rooms, an auditorium and ten classrooms, often used by cabin safety instructors from the airline's training academy.

Organisers planning larger-scale gatherings could consider Etihad Towers. This multi-use development on the Corniche contains apartments, offices, a shopping mall and a convention centre with a ballroom that can host 2,200 delegates. Within the complex, the luxurious Jumeirah at Etihad Towers hotel has 382 rooms and 199 serviced apartments as well as 13 meeting rooms and the Mezzoon ballroom, which can host 1,400 guests.

A two-hour drive from Abu Dhabi, event planners looking for a day out of the city can opt to visit Al Ain Oasis, which opened last year. The 1,200-hectare site contains more than 147,000 date palm trees in 100 varieties plus an Eco-Centre visitor experience that shows what measures are being taken to conserve the environment.

Another highlight is Al Jahili Fort, the former headquarters of the Trucial Oman Scouts, who guarded the region's mountain passes and maintained inter-tribal peace.





A number of luxury properties have recently opened in the emirate, with several more on the horizon, each offering a variety of standout spaces for events, from intimate gatherings to gala dinners.

Its north wing is now home to a captivating exhibition on British explorer Wilfred Thesiger, displaying photographs from his travels with Bedouin tribes and Sheikh Zayed, whom he befriended, alongside video footage and excerpts from his best-selling book, *Arabian Sands*.

### NEW HOTELS

A number of luxury properties have recently opened in the emirate, with several more on the horizon, each offering a variety of standout spaces for events, from intimate gatherings to gala dinners.

#### ● Bab Al Qasr

Opened in August, Bab Al Qasr is one of the emirate's largest hotels, with 677 rooms. Set on a private beach on the Corniche, the hotel is 30 minutes from the airport and within easy reach of Marina Mall shopping centre and Heritage Village. Featuring Moroccan-themed interiors, the hotel's event space spans 3,000 sqm, split into 15 meeting rooms, a ballroom and a number of outdoor venues. Leisure facilities include an outdoor pool, a gym, three restaurants and a spa spread over two floors.  
[millenniumhotels.com](http://millenniumhotels.com)

#### ● Four Seasons Abu Dhabi

The luxury hotel group opened its first Abu Dhabi property in May last year. Located next door to the Galleria shopping mall on Al Maryah Island, it has 162 guestrooms and 38 suites, an outdoor terrace, a pool and a 300 sqm garden overlooking Al Maryah's waterfront promenade. The hotel has almost 2,000 sqm of meeting facilities, including five function rooms and two ballrooms. Services include video conferencing, webcasting and creative set design.

[fourseasons.com/abudhabi](http://fourseasons.com/abudhabi)

#### ● Marriott Al Forsan

Ten minutes from Abu Dhabi International airport, this 400-room hotel opened last month in Khalifa City, adjacent to the Al Forsan International Sports Resort. Rooms feature flatscreen TVs, high-speed wifi and marble bathrooms. Facilities include a waterski and wakeboard lake, an equestrian centre, paddock and polo field, plus six dining venues and a spa with a hammam and 50-metre lap pool. It has nearly 500 sqm of event space, including a ballroom that can hold 350 guests.  
[marriott.com](http://marriott.com)

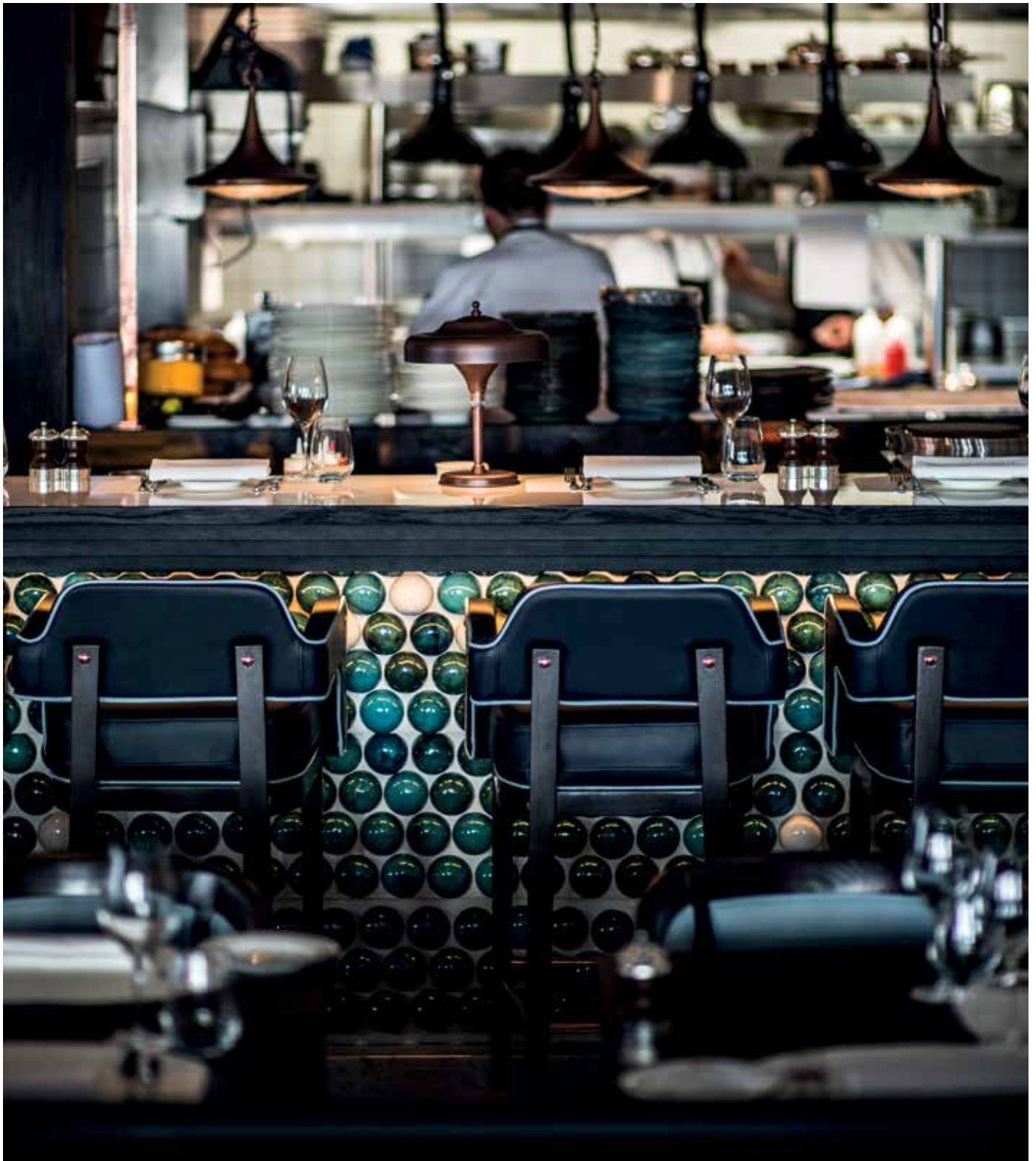
#### ● Saadiyat Rotana Resort and Villas

Later this year, Rotana is set to open a five-

storey resort with 327 rooms and suites, 13 villas and a private stretch of beach on Saadiyat Island. It will have eight dining outlets, conference facilities and a Bodylines gym and wellness centre. Another two Abu Dhabi openings are scheduled for the end of the year. The Beach Arjaan by Rotana will offer 326 guestrooms and apartments near the Corniche and central business district, as well as four restaurants, a pool, spa, gym and tennis courts. The 315-room Capital Centre Rotana will be situated near the National Exhibition Centre and have four dining venues, a pool and gym.  
[rotana.com](http://rotana.com)

#### ● Fairmont Marina Resort and Residences

Opening this year, this will be the city's second Fairmont hotel, housed in a 39-storey tower next to the Marina Mall. It will have 563 guestrooms and suites and 249 apartments. Situated on the waterfront, it will offer panoramic views of the Arabian Gulf, the Corniche and city skyline. Facilities include nine restaurants, tennis courts, a yoga lawn, an infinity pool and spa, a large ballroom and several outdoor spaces where events can be held.  
[fairmontmarinaresidences.com](http://fairmontmarinaresidences.com)



# TASTING NOTES

Did you know that every day in London there is at least one new restaurant being launched? The Business Traveller team tries out the capital's latest restaurant openings





## MARGOT

This Italian venue in Covent Garden is the first collaboration from restaurateurs Nicolas Jaouen and Paulo de Tarso, who previously worked together at Scott's in Mayfair. Executive chef Maurizio Morelli is formerly of fine-dining Italian restaurant Latium in Fitzrovia. Margot opened last October.

The restaurant is split across two levels – the main ground floor with a bar across the back, and a basement floor with a smaller bar. De Tarso said that they tried to avoid the “stuffy” feel of many high-end eateries – to this end opting for lots of low-height, curved booth seating, allowing an open feel. The menu is extensive. Pasta dishes can be or-

dered in small (starting from £9.50) or large (from £13.50) portions. My starter of tagliolini with Sicilian red prawns, artichokes and torpedino tomatoes was delicious – the pasta perfectly cooked, the sauce rich, and the prawns juicy and bursting with flavour. A main of roast Cornish monkfish wrapped in pancetta, cannellini beans, black truffle and quail eggs was well cooked, although the flavours didn't quite hit the heights of the tagliolini.

My companion started with burrata from Puglia, with a heritage tomato salad and basil pesto, followed by the ricotta and lemon ravioli, fresh tomatoes and basil sauce – probably among the most simple dishes

on the menu, but both fresh and flavour-some. The service was attentive yet discreet throughout, and we were impressed at how smoothly the restaurant ran on a busy night. Combine that with the superb pasta dishes and buzzing atmosphere, and Nicolas and Paulo have created a welcoming venue that should appeal to business travellers and the-atregos alike. (Mark Caswell)

**Open** 12pm-3pm (4pm Sat-Sun), 5.30pm-10.30pm (9.30pm Sun).

● Starters £9.50-£14.50; mains £13.50-£60. Wine from £6 by the glass, from £24 by the bottle.

● 45 Great Queen Street; tel +44 (0)20 3409 4777; [margotrestaurant.com](http://margotrestaurant.com)



High-end Indian restaurant chain Jamavar made its London debut in December with this elegant opening on Mount Street in Mayfair.

### JAMAVAR

High-end Indian restaurant chain Jamavar made its London debut in December with this elegant opening on Mount Street in Mayfair. The concept was created by Leela Palaces, Hotels and Resorts, which operates Jamavar venues in its Bengaluru, New Delhi, Chennai, Goa and Mumbai properties.

The restaurant is split over two floors, with peachhued interiors and walls panelled in dark wood and inlaid with large mirrors and green marble pilasters. Executive chef Rohit Ghai has been poached from Michelin-starred Gymkhana. His focus at Jamavar is on small plates inspired by street food from both North and South India, but there are also more substantial portions of curry, biryani and tandoori, with some knockout flavours.

Fried potato cakes (chowk ki aloo tikki) were slathered in honey yoghurt, white radish and tamarind chutney, while the idli sambhar (south Indian steamed rice and lentil cakes) were

presented on a skewer with Brussels sprouts and a hot savoury broth.

Mains include old Delhi butter chicken and eight-hour slow-cooked Hampshire lamb shank with Rajasthani chilli, while the vegetarian options include kasundi paneer tikka (delicately charred cheese with raw papaya chutney) and gucchi mutter curry with morels, green peas, fresh tomato and star anise.

It's unusual, in London, where there are so many restaurants opening all the time, to want to eat in the same place twice, but I am already looking forward to going back to Jamavar. (*Jenny Southan*)

**Open** Mon-Sat 12pm-2.30pm, 5.30pm-10.30pm.

● Starters £8-£15, mains £12-£30, seven-course tasting menu £55-£60, wine pairings £50.

● 8 Mount Street; tel +44 (0)207499 1800; [jamavarrestaurants.com](http://jamavarrestaurants.com)

### TEMPLE AND SONS

Jason Atherton's the Social Company launched this City grill venue in November. The Michelin-starred chef's City Social is located in the neighbouring Tower 42, and executive chef Paul Walsh heads up both venues.

Seating 66 people, Temple and Sons occupies a former Wagamama, with one half of the restaurant overlooking the open kitchen. The other part is more secluded, making it less distracting for a business lunch.





Nordic restaurant Aquavit opened in the sleek new St James's Market development, just off Lower Regent Street, in November.

The deli menu, bar and interiors are inspired by “a traditional British grocery store”, with dishes including game sausage roll and Old Spot spiced pork belly sandwich. Some cocktails, such as Yellow Paint (Sailor Jerry spiced rum, Colman’s mustard, elderflower, lemon), are served in milk cartons and cans.

To start, we had the Pork Haslet “mining food” and pickled beetroot salad (£8.50) and cured English meat from Cannon and Cannon (£9). Both were filling and excellent – the pork dish had a sweet and cleansing effect on the taste buds and was a good precursor to the main course of braised Irish short rib, spring onion and coriander (£25).

The fish of the day was sea bream, which was large and delicious, while the sticky toffee pudding with Cornish sea-salted caramel and clotted cream ice cream (£8.50) was lovely and rich. (Tom Otley)

**Open** Mon-Sat 12pm-2.30pm, 5.30pm-10pm; bar 11.30am-12am.

● Starters £3.50-£16; mains £9.50-£25, with fish and meat priced by size. Wine from £5.50 by the glass.

● 22 Old Broad Street; tel +44 (0)20 7877 7710; templeandsons.co.uk

### AQUAVIT

Nordic restaurant Aquavit opened in the sleek new St James's Market development, just off Lower Regent Street, in November. A sister venue to the acclaimed Aquavit in New York, which has two Michelin stars, it takes a more relaxed approach than its fine-dining sibling.

As much a showcase for Scandi design as it is Nordic dining, the interior, by Martin Brudnizki (behind the likes of Sexy Fish and the Ivy), is glossy and gorgeous, light

flooding the double-height 142-cover space through floor-to-ceiling windows.

The menu, created by executive chef Henrik Ritzen and Aquavit New York executive chef Emma Bengtsson, offers “a contemporary take on authentic Nordic cuisine”. I recommend starting with a smorgasbord of small plates – we had crunchy, tart pickles (£3), creamy and crisp shrimp skagen (prawns on toast, £9), subtly spiced blood pudding with lingonberries, bacon and lardo (£6), refreshing and earthy celeriac, mustard and lovage (£4) and delicate slivers of gravlax with mustard and dill sauce (£9). It was all delicious, and looked great, too – all vibrant colours and pretty garnishing.

My main of Swedish meatballs, lingonberries and pickled cucumber (£16), was comforting – the tang of the berries and cucumber cutting through the sweetly sea-



Seating 66 people, Temple and Sons occupies a former Wagamama, with one half of the restaurant overlooking the open kitchen. The other part is more secluded, making it less distracting for a business lunch.

soned pork and beef, silky mash and velvety veal stock-based sauce – while the warm chocolate cake with tarragon ice cream and clementine sorbet (£8) was beautiful, oozing hot sauce. Service was accomplished and friendly, which, combined with the fantastic Nordic flavours and glamorous setting, make Aquavit an impressive addition to London's dining scene. (*Michelle Harbi*)

**Open** Mon-Fri 7.30am-10.30am; brunch Sat-Sun 11am-3.30pm; lunch daily 12pm-2.30pm; dinner 5.30pm-10.30pm (Sun 10pm).

● Smorgasbord £3-£19; starters £9-£17; mains £16-£34; wine from £6.50 by the glass; from £27 by the bottle.

● St James's Market, 1 Carlton Street; tel +44 (0)20 7024 9848; [quavitrestaurants.com/London](http://quavitrestaurants.com/London)

## STREETXO

StreetXO is the first London outpost from three Michelinstarred Spanish chef David Munoz, who runs its sister venue along

with a conceptual fine dining restaurant DiverXO in Madrid. StreetXO opened in Mayfair in November, serving Spanish-Asian sharing plates.

Located underground, the restaurant is a dark, sultry space decked out with Japanese-inspired neon street signs, chain mail detailing and bulbous light fixtures hanging from low ceilings. It felt like a cross between a club, a psychiatric unit and a meth lab thanks to the straitjacket-clad chefs, a thumping electronic soundtrack and yellow hazard tape. The human heart-shaped crockery displayed on the bar's shelves added to that feeling.

Munoz's taste for theatricality extends to the drinks menu, with cocktails such as the Liquid Madrizzzz's DiverXO (£13), made with jasmine, coconut shrub, lime, ginger and "violet candy nectar", and presented in an orb-shaped goblet the size of my head.

Among the menu's 18 sharing plates, favourites include Pekinese dumpling with crunchy pig's ear (£14.50), served with Jack-

son Pollock-esque splatters of strawberry hoi sin, and the prawn suquet (£19.60), served on a wafer-thin cracker with dollops of yellow saffron aioli. Flash cooked, the robata carabinero prawns paired well with the brittle cracker and the velvety coconut-based soup in which they stewed.

The atmosphere is friendly and relaxed, with both waiters and kitchen staff taking on a service role. Expect an elaborate experience, offering bang for your buck in terms of theatre and sensory stimulation. (*Marisa Cannon*)

**Open** Mon-Sat 12pm-3pm, 6pm-12am; bar 12pm-12am.

● Sharing dishes £8.50-£19.90; cocktails £12-£14; wine from £7.95 by the glass.15

● Old Burlington Street; tel +44(0)20 3096 7555; [streetxo.com](http://streetxo.com)

## TEN MORE NEW OPENINGS

● MNKY HSE

Pronounced "monkey house", this Latin





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StreetXO is the first London outpost from three Michelinstarred Spanish chef David Munoz, The venue opened in Mayfair in November, serving Spanish-Asian sharing plates.

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Elystan Street is an upscale European restaurant in Chelsea, serving artistically arranged seasonal plates.

American restaurantcum-nightclub is popular with a young, monied crowd thanks to its sexy, upbeat vibe. The food is great – try the sublime black cod marinated in miso and chilli.[mnky-hse.com](http://mnky-hse.com)

#### ● ELYSTAN STREET

Order artistically arranged seasonal plates such as roast calf's sweetbread with winter slaw, rabbit ravioli and salt-baked white beetroot with Jerusalem artichoke at this upscale European restaurant in Chelsea.  
[elystanstreet.com](http://elystanstreet.com)

#### ● VENETA

Located in the new St James's Market, eat seafood at the raw bar, charcuterie in a banquette booth or cheese from a trolley. Enjoy small plates of prawn tortellini and octopus with polenta.  
[saltyardgroup.co.uk/veneta](http://saltyardgroup.co.uk/veneta)

#### ● FUCINA

Pop over to Marylebone for a plate of spaghetti with Devonshire crab or pizza topped

with tomato, purple broccoli, sausage, fig and Scamorza. The restaurant was founded by Kurt Zdesar and all produce is organic.  
[fucina.co.uk](http://fucina.co.uk)

#### ● TEMPER

At this Soho meat lovers' den, barbecued cuts are presented in 100g fixes while tacos are filled with aged cheeseburger and chipotle miso pork. There is a selection of 20 varieties of smokey mezcal available.  
[temperrestaurant.com](http://temperrestaurant.com)

#### ● LUCA

Explore British seasonal ingredients "through an Italian lens" in Clerkenwell. Savour portions of grouse ravioli with potato sauce and whisky, Hereford beef stuffed with pancetta or Wiltshire trout with herb butter.[luca.restaurant](http://luca.restaurant)

● SAKAGURA Heddon Street, in the West End, is now the place to come for traditional washoku Japanese cuisine, which looks far too pretty to eat, and sake (there is a dedi-

cated cellar). Try the diver scallops with buttered shoyu.

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

#### ● TANDOOR CHOP HOUSE

North Indian tandoor-style cooking loves British meat; unwind with after-work Amritsari crispy lamb chops, bhaji onion rings, butter naan and gunpowder fries. Gin is distilled locally.[tandoorchophouse.com](http://tandoorchophouse.com)

#### ● ASTER

Courtesy of D&D, New Nordic has arrived at Victoria's new Nova development. Tuck into portions of hotsmoke Arctic char with Greenland prawns, or foie gras with smoked eel, celeriac, apple and lace potato.  
[aster-restaurant.com](http://aster-restaurant.com)

● MERE Opening this month is the new restaurant from Masterchef: The Professionals judge and former chef at Le Gavroche Monica Galetti, who will be championing "great seasonal produce and classic techniques".  
[mere-restaurant.com](http://mere-restaurant.com)





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i dbaj o środowisko



**TAXI?**  
**NATURALNIE!**



Płatność kartą i aplikacją w każdej taksówce

WARSZAWA • WROCŁAW • GDAŃSK • GDYNIA • Sopot

# RED COMPLETES BLU

Why is the first Radisson RED project in Eastern and Central Europe set to be located in the Polish town of Krakow? What is so very special in this concept? What's new in Radisson's portfolio for Polish market in the forthcoming months and years? **Valerie Schuermans**, Senior Director Business Development at the Rezidor Hotel Group, answers those questions in an interview she gave Business Traveller.



**It's a sort of a brave initiative that Radisson has decided to open its fourth Radisson RED hotel in Europe and the first in Central Europe just here. Why Poland then?**

Poland, because of its rising economy, solid infrastructure and active development industry was nominated as one of our focus countries (amongst Nigeria and Saudi Arabia). For the last months, our eyes have been on Poland, focusing on introducing Radisson RED and rolling out Park Inn by Radisson in primary and secondary cities. No surprise that Krakow, with its dynamics and mythical heritage, is the first city in Central Europe to welcome Radisson RED. Additionally, the hotel will benefit from the Radisson RED hotels in Vilnius and Tbilisi;

creating a clustered presence in Central and Eastern Europe – a market with strong Radisson Blu presence allowing us to leverage on the Radisson name.

**Coming back to the first RED in Poland: why Krakow, not Warsaw?**

The Krakow market is very dynamic, offers opportunities for both business and leisure and is the city where domestic and international visitors meet. We believe that the market, its energy and its people are a good match with the Radisson RED philosophy, driven by an ageless millennial mindset. Krakow will be the first city in Poland offering our three brands: Radisson Blu, Radisson RED and Park Inn by Radisson. Aside from the adequate location and project, finding the right partner is equally

(even not more) important when launching a new brand concept. We are confident that with our partners of Treimorfa Project we will be able to deliver an exceptional Radisson RED product. Nevertheless, I have no doubt that other cities, such as Warsaw, Wrocław or Gdańsk will follow soon.

**I assume that once you decided to invest in Krakow, you had to do some research to make sure that this particular investment in Poland and in Krakow will be a success. What is so unique about the RED project that it may attract Polish guests?**

As we are already operating 2 hotels in Krakow, we are well acquainted with the market and its demand generators. We believe



PHOT: PRESS MATERIALS, D. KAWKA





that the Radisson RED hotel will be a strong addition to the Krakow hotel offer and is complementary to our existing presence – both regarding location and concept. It is a great honour to be part of the redevelopment of the largest high-rise building – the Unity Centre development will redefine the Krakow's city centre and is a landmark in Krakow's skyline.

The Lifestyle brand Radisson RED is stands for boasting a forward-thinking focus on design and is inspired by the growing customer need for new experiences, fashion, music and art. Key driver to achieve such vision and product is the focus on integration. Radisson RED Hotel, Krakow will cooperate with local artists, fashion designers, musicians and will host local art exhibitions. Our aim is not to attract the international and domestic traveler, but also to integrate within the local community and successfully host events for the Krakow people.

**If we compare Blu brand to RED, what difference will we see? Also, aren't you afraid that your current Blu guests might want to switch to RED?**

We analysed the market and our concepts thoroughly, especially here in Krakow. Blu is a very recognized and noble brand,

well known throughout Poland (Radisson Blu is represented by 10 hotels in operation and under development – total of 2,600 rooms). It's not our ambition to develop Radisson RED at the same pace, but focus on efforts on key cities such as Warsaw, Wroclaw and Gdansk. Radisson Blu represents a first class, full service international upper upscale hotel whereas Radisson RED is an ageless millennial-mindset, lifestyle brand offering select services – 2 different, yet complementary concepts. As market demand for hotel accommodation is steadily growing (both in Krakow as in Poland in general), we are confident that we can extend our market share with this new hotel.

RED encourages hotel guests to communicate with the staff, one another and the surrounding.

You make your booking and interaction with the hotel staff starts – via traditional channels or via the Radisson RED application. After the check-in you will also be able to communicate, through the app, with other hotel guests. Imagine when traveling alone, you can ask in the community if anyone would like to join you to visit Cracow or meet at seven at the bar. At the same, using a special chat channel, communicate with the staff – for instance „I am just arriving, please prepare some-



thing special for my room”, „I am looking for a nice restaurant nearby, can you help me?”.

What about the pricing in Radisson RED Krakow? Will this be competitive to other Blu properties in Poland?

We consider Radisson Blu as an upper upscale product, Radisson RED is our upscale product, Park Inn by Radisson – for midscale market. Pricing for those different segments and concepts must differ from each other. As Radisson RED is a premium product with a new guest experience, we are confident that our clientele is willing to pay a premium.

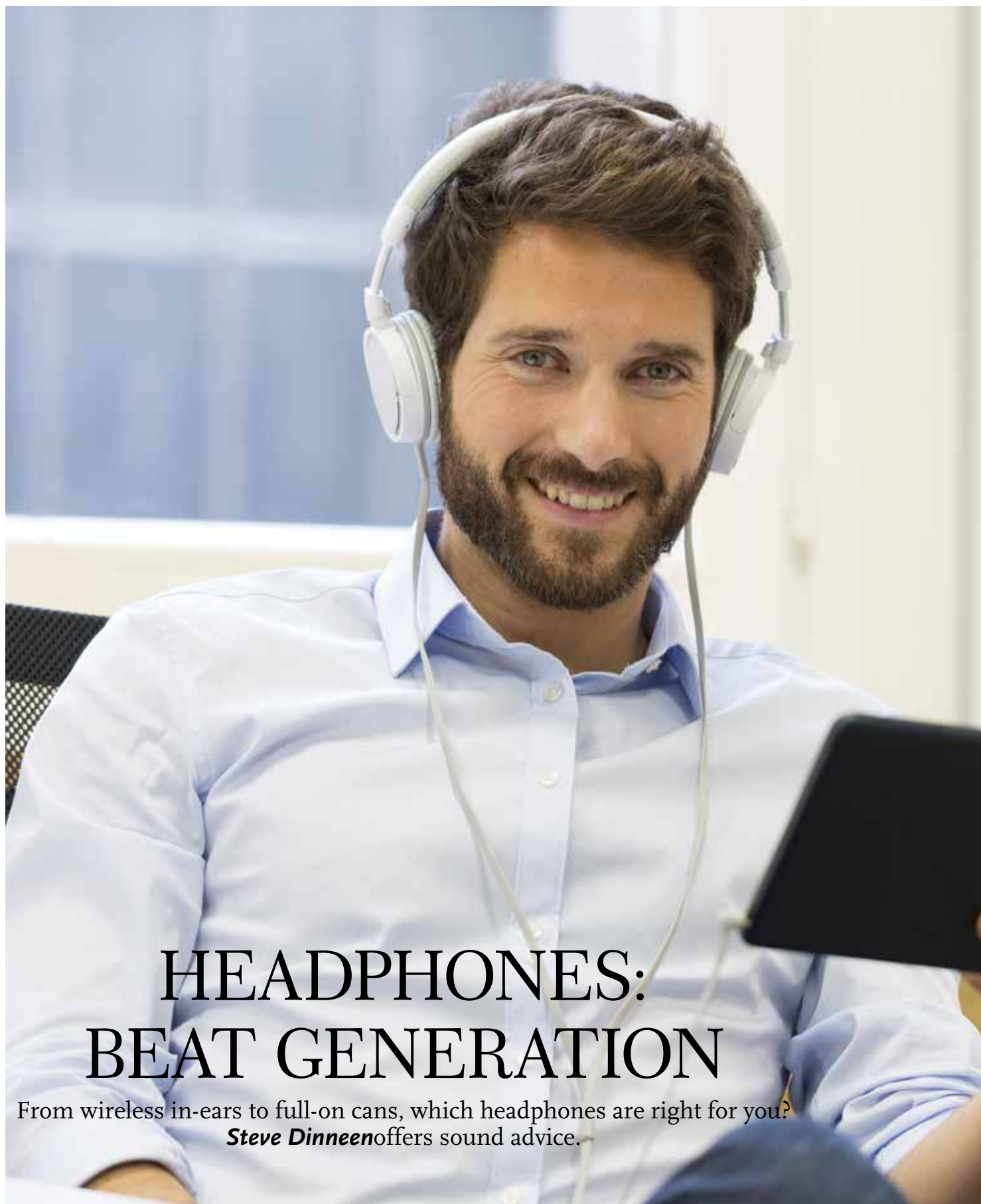
**What about other new investments of Radisson brand on the Polish market? As far as we know, some of them will take place in the forthcoming months.**

This year we are going to open Radisson Blu in Świnoujście (Spring 2017) and Park Inn by Radisson Poznań - set to open in late autumn. For next we plan to open Radisson Blu Zakopane, t hotel component and apartments. In 2019 we will open this Radisson RED Hotel Cracow, Radisson Blu Hotel, Sopot and Radisson Blu in Szklarska Poręba. As I said earlier: we have our eye on Poland and are focused to develop our brand across the country. Stay tuned for more news!

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This year  
we are going  
to open Radisson Blu  
in Świnoujście  
and Park Inn  
by Radisson Poznań.

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# HEADPHONES: BEAT GENERATION

From wireless in-ears to full-on cans, which headphones are right for you?

**Steve Dinneen** offers sound advice.



## Ultimate minimalism

### BANG AND OLUFSEN BEOPLAY H4

**Price:** £249 [beoplay.com](http://beoplay.com)

These on-ear headphones are a masterclass in minimalist design, with distinctive gold detailing on each can and beautiful twisted fabric wires visible beneath the headband; wear the H4s and you'll be the envy of the business class lounge. The lamb-skin padding is attached to a thin, adjustable headband and they can be folded flat when not in use.

The sound is what you'd expect from Bang and Olufsen (great) and a welcome addition is compatibility with the Beoplay app (Android and iPhone), which allows you to customise your listening experience (sound profiles include "commute", "workout" and "podcast"), and check the remaining battery life. They are wireless but, like most headphones in this category, come with a cable should you want to jack yourself into the in-flight entertainment (IFE) system. They come in charcoal grey and the battery should last 19 hours.



## Comfort for everyone

### BEATS SOLO3 WIRELESS

**Price:** £250 [beatsbydre.com](http://beatsbydre.com)

iPhone users should be especially eager to get their hands on these headphones by Beats, one of only three non-Apple branded sets to include the new W1 chip for seamless syncing, the others being Beats' Powerbeats3 and BeatsX wireless in-ear headphones. Convenience isn't the only reason to consider them – they are also a cracking all-round option, whether you're bowling down Oxford Street, listening to a podcast or running a cable out of them to watch La La Land during a flight.

Beats seems keen to move away from its blingy image of yore, with the gloss black and gloss white versions dominating the ad campaigns, but they also come in rose gold, gold, silver, red and ultra violet. The battery lasts an astonishing 40 hours, with just five minutes of charge giving you three hours' playback.



## Futurist design

### V-MODA CROSSFADE WIRELESS HEADPHONES

**Price:** £249 [v-moda.com](http://v-moda.com)

If you want a pair of headphones you won't find anybody else wearing, look no further than the V-Moda Crossfade, the striking, futuristic design of which was created in collaboration with top DJs and producers. While the term "rugged" conjures images of boxy iPhone cases, these headphones prove that sturdy doesn't have to mean ugly – they are designed to last and should survive being chucked in your hand luggage, even without the reinforced carry case they're sold with.

All that polished steel isn't light, but there is plenty of padding under the headband so they are still comfortable for long listening sessions. They come in four colours – phantom chrome, white silver, gunmetal black and, most eye-catching of all, rouge. The battery will last up to 12 hours, with three hours of playback from only 30 minutes of charging.





## Depth of sound

### SENNHEISER PXC 550 WIRELESS

**Price:** £330 [en-uk.sennheiser.com](http://en-uk.sennheiser.com)

These wireless noise-cancelling headphones from the German masters of audio hit the sweet spot between affordability, sound quality and functionality. The over-ear cans are solidly – if unspectacularly – constructed, and are able to fold away when not in use. Even better, when folded, the active noise-cancelling automatically shuts off, saving battery life. Not that you need to worry too much about running out of juice – a single charge will last 30 hours, long enough to get you to Auckland with some to spare (if you do forget to charge them, or want to hook into the IFE system, they come with a wire, too). Playback is rich and deep, and you can control your music with the touch-pad on the right.

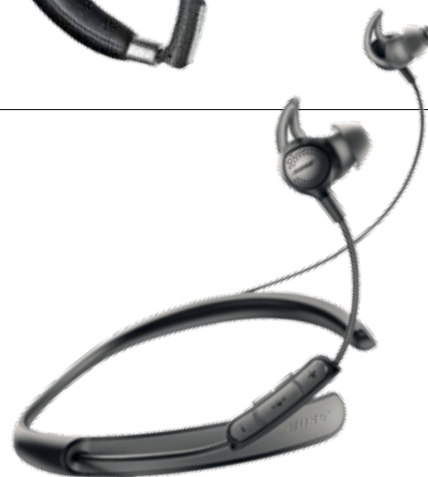


## Noise under control

### BOSE QUIETCONTROL 30

**Price:** £260 [bose.co.uk](http://bose.co.uk)

These wireless in-ear buds are Bose's first active noise-cancelling headphones that give you a choice of how much ambient sound you want to block (probably a lot if you're sitting on a plane, less if you're waiting at the gate). They have a controversial "collar" design, a rigid horseshoe that sits around your neck, meaning gravity isn't always straining to rip the buds from your ears. This also houses the battery (ten hours from a full charge), so there's no bulky weight on the cord like there was on Bose's QC 20 headphones. It does, however, become uncomfortable after prolonged use, especially if you're wearing a shirt. The buds themselves are the most comfortable on the market, and sound quality is great, if not quite earth shattering.



## No plugs necessary

### APPLE AIRPODS

**Price:** £159 [apple.com/uk](http://apple.com/uk)

When Apple axed the 3.5mm jack from the new iPhone, the tech world reacted like it had slaughtered a field full of sacred cows. Its solution was the Apple AirPods, which are not as ridiculous as they first appear. Sure, you are going to lose them at some point (tellingly, Apple sells individual replacements for each ear), and they do look a bit silly, but the sound quality is better than you might expect. They don't reach the heights of rival units from the likes of Bose, but music is clear and nuanced.

They also sync like a dream – pair them the first time with your device and after that they will automatically do this whenever you put them in your ears, and disconnect when you take them out. There is no option to run a wire out of them, though, so they won't work with IFE systems.



## For travellers

### BOWERS AND WILKINS P9 SIGNATURE

**Price:** £700 [bowers-wilkins.co.uk](http://bowers-wilkins.co.uk)

If money is no object and you don't care about noise cancellation or wireless connectivity, these beauties from Bowers and Wilkins should be near the top of your list. With a retro design featuring brushed aluminium and soft brown leather, everything about these over-ear cans exudes quality. Unlike some top-level headphones, these are made with travelling in mind, with the default cable the perfect length for plugging into your phone (there is also a five-metre version for when you're in the house), and hinges to (slightly) reduce their size





when not in use. Sound quality is excellent, with incredible clarity. Well-moulded cans will also help to block out ambient noise and stop you from driving the person next to you mad by leaking sound into their personal space.



## Functional design

### AUDIO-TECHNICA ATH-SR5BT

**Price:** £149 [audio-technica.com](http://audio-technica.com)

Audio-Technica is one of those brands that music geeks go wild for. It produces some wonderful, top-end headphones that allow musicians and producers to discern individual instruments amid vast orchestral pieces. Buyers of this kind of tech tend to eschew wireless headphones for their lack of depth compared with wired versions. These over-ear sets, however, boast high-res audio, which is capable of playing higher-than CD quality music, and the fidelity is hugely impressive, especially at this price point.

The design is functional but uninspiring, with physical buttons for skipping tracks, changing volume and answering phone calls. The battery is another selling point, with a lifespan of 38 hours between charges, making it one of the best-in-class for long-haul flights. The SR5BTs also come in a blingy white and silver colourway, if that's your thing.



## For true audiophiles

### AKG N40

**Price:** £350 [uk.akg.com](http://uk.akg.com)

Coming in at the more expensive end of the in-ear headphone market, AKG packs plenty of features in to justify your outlay. The buds come in a variety of sizes and, combined with the over-ear hooks that form part of the cable, they fit snugly enough to form a decent passive noise-cancelling shield.

It comes with two cables, one "straight", the other with an in-line remote for skipping tracks and controlling volume (Android and iPhone compatible). But the USP is the inclusion of three sound "filters" that you can switch in for extra bass, high boost or reference sound. In practice, this is a fiddly task that most users will rarely bother with. But these are aimed squarely at the dedicated audiophile, the kind of person who will fill their iPhone with gigantic high-res audio downloads and know which filter to use when they switch from Bach to Kanye midway across the Atlantic.



## For music and films

### SONY MDR-100ABN H.ear on WIRELESS NC

**Price:** £250 [sony.co.uk](http://sony.co.uk)

If your ideal long-haul flight involves catching up on half a dozen movies, these over-ear headphones with active noise cancellation are a great choice. While the cancellation and music playback are inferior to alternatives from Bose, Sennheiser or Bowers and Wilkins, there's something about the balance of sound that works brilliantly for speech-heavy films. You will also struggle to find this much tech in rival cans for anything like this price, making them a good option for those on a budget.

The build quality isn't great, especially at this price point, with lots of plastic and some frankly atrocious colours (cinnabar red, bordeaux pink, lime yellow, viridian blue), but also black. When the battery chokes, you can run a wire from them to keep listening and, if you have an Android phone, you can pair them using near-field communication (NFC).



# 4 HOURS IN... SAN FRANCISCO

The misty city with a rich history and distinctive landmarks, most of which we know only from Hollywood movies



San Francisco together with LA, is California's most important city and its history is a wonderful example of the "American Dream".

Visiting San Francisco, you need to see Alcatraz prison, eat local dungeness crab and watch resident sea lions honking and lounging around on floating plank-board pontoons.

In 1776, at the end of a mountainous peninsula, which sheltered the peaceful Pacific gulf, the Spanish colonizers, led by Juan Bautista de Anza, founded a small mission of Dolores and the fort Presidio of San Francisco. Situated at a strategic point, the fort grew slowly, and the missionaries fought for survival on the inhospitable lonely lands. In 1821, both centres were captured by Mexico, but 25 years later became a part of the USA. These were the beginnings of San Francisco, which today, together with LA, is California's most important city and its history is a wonderful example of the "American Dream" fulfilled.

## THE FERRY BUILDING

We start at San Francisco's most famous downtown landmark, opened in 1898, whose iconic clock tower has been a focal point for those arriving in the port city by sea or train for more than 100 years. As the city grew, the Ferry Building became the conduit for commuters from points all round the Bay, with up to 50,000 people passing daily under its many attractive interior arches and skylights.

In 1999, the somewhat rundown two-storey building began a four-year renovation project, and today it has been turned into a busy public food market based around a vibrant indoor street called the Nave, where local farmers and artisans sell fresh produce, and bistros and cafés draw tourists, lunch crowds from the nearby financial centre – and commuters from the still-running ferry terminals.

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

## COIT TOWER

Exiting the Ferry Building turn north, then grab a cab for the short ride to the top





After a sumptuous meal, roll on down to the end of the pier to watch dozens of resident sea lions honking and lounging around on floating plank-board pontoons.

of Telegraph Hill, where the Coit Tower stands, built in 1929 with money donated by the wealthy but eccentric Lillian Coit. She left a third of her estate to the City of San Francisco, “for the purpose of adding to the beauty of the city which I have always loved”.

The ground floor boasts superb wall frescos of local historic events, created by local artists as part of Roosevelt’s Federal Arts Project. A short ride in an old, clanking elevator, followed by a set of steep steps, brings you to the open-air summit of the tower, from where there are fantastic views of the city in all directions. Entrance costs US\$8; open 10am-5pm November through March (10am-6pm April through October); [coittowertours.com](http://coittowertours.com)

## ALCATRAZ

A short walk downhill on Kearny Street brings you to Pier 33, the embarkation point for trips to “The Rock” – Alcatraz Island, which served as the US’s most infamous maximum security prison between 1934

and 1963, housing characters such as Al Capone and Machine Gun Kelly. A ferry takes you two kilometres to the island, where you collect an audio headset for an emotive and highly enjoyable guided tour as narrated by both inmates and guards from that period. It’s a sobering journey into the harsh reality of a place most will know only from Hollywood movies. Booking in advance is highly recommended, with ticket prices starting from US\$35.50. [alcatrazcruises.com](http://alcatrazcruises.com)

## FISHERMAN’S WHARF

Hopping off the return ferry from The Rock, turn west and wander along to Fisherman’s Wharf, the city’s waterfront dining and entertainment district and its main tourism hotspot. The repurposed wooden Pier 39 plays host to seafood restaurants such as the Fog Harbor Fish House, which serves up tasty clam chowder in sourdough bread “pots”, as well as the local speciality Dungeness crab. Once you’re suitably stuffed, roll on down to the end of the pier to watch

dozens of resident sea lions honking and lounging around on floating plank-board pontoons. Other wharf attractions include Aquarium by the Bay, Madame Tussauds and the San Francisco Dungeon. [fishermanswharf.org](http://fishermanswharf.org); [pier39.com](http://pier39.com)

## GHIRARDELLI SQUARE

Ghirardelli Square, North Point Street, San Francisco, CA, United States

At the far end of Fisherman’s Wharf, up a grassy slope, stands an imposing complex of red-brick buildings that once housed the famous Ghirardelli chocolate factory. Comprehensively renovated, today it has been turned into a handsome shopping and dining complex. Head up to the left side of the square and you’ll find the Ghirardelli Ice Cream & Chocolate Shop, where you can try one of their world-famous hot fudge sundaes. Alternatively, head to The Pub, choose from its wide selection of beers or order one of the best Bloody Marys in town, and watch the sun set over San Francisco Bay. [ghirardellisq.com](http://ghirardellisq.com)



# 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)

### Corporate rates

*Our company uses an application for booking business travel. Recently, I've managed to book an air ticket, but there was a problem with hotel reservation. My boss asked me to book for him a room in a specific hotel in Paris, with whom we have signed an agreement for special rates. I made a reservation for €456, but I didn't get any info that the price was too high. After my boss returned from Paris he told me that he had met there a manager from a different department of our company who had paid only €290 for the same type of a room. Why were we charged more? Is it possible to get a refund of the difference in price? After all, the signed contract for special prices should be in effect.*

**Renata**

Dear Renata

Corporate deals with hotels are very complex and they may include more than just one rate per night. The contracted prices depend on several factors, such as the room category, the season, the length of stay, additional services, free cancellation conditions, and the points that may be accrued in the loyalty programme. The number of rooms available in the corporate rate may be limited. The contract that your company signed with the hotel includes a variety of rooms and price tiers. Indeed, the lowest rates start at €290 (for a standard room), €350 for a superior room, €420 for deluxe and €456 for executive room (with access to the Club Lounge on the top floor).

The company employee who booked his room earlier, received the confirmation of the lowest price for a standard room. When you were making your reservation, standard rooms were already sold out, and the lowest available room category was executive for €456. And this is the rate that you received.

In addition, I've noticed that your contract with the hotel applies only to individual bookings and it doesn't require from the hotel to reserve for your company an unlimited number of rooms. Hence, at times when the hotel has a higher occupancy rate (for example during fairs or conferences - the so-called "blackout dates"), the hotel has the right to close corporate rates and offer only full list prices.

I can't see here any grounds for an official complaint nor a possibility for the hotel to refund you the difference in price, because the reservation was made in line with the agreement and for a room of the highest category.

### The flight sequence

*My boss is going to a monthly meeting of the sales managers in Lisbon. I've already booked a ticket for him from Warsaw to Lisbon via Madrid. However, it has turned out that another group of employees is flying to Madrid by a chartered plane. Now my boss wants me to cancel the ticket I booked, because he wants to fly with the group. He will fly only from Madrid to Lisbon and then back to Warsaw. Our travel agent insists that we need to buy a new ticket because they can't change the previous reservation. Why isn't it possible to use only a part of the ticket, since it will be much cheaper?*

**Alicja**

Dear Alicja,

A general rule is that all the legs of an air trip must be used in an order indicated in the ticket. Any deviation from this rule results in cancellation of the ticket. This could be caused by the passenger not using the first leg of the journey, discontinuing the trip or even not turning up for the return flight. Each change of the date and route should be reported before departure to the airline, which recalculates the new route and exchanges the ticket, often for a fee.

Purchasing an air ticket means that you have made a contract of carriage with an airline, in accordance with general (general contract of carriage) and specific conditions (fare restrictions). In this way, you have concluded a contract of carriage for a specific route, dates and flight, as well as agreed to the conditions for the given fare.

Note that all the flight coupons in the ticket must be used exactly in the same order as they are shown on the travel document, as well as in accordance with the booking of all flights. Failure to appear for one of the flights (first or a subsequent one) will cancel the remaining booked flight and invalidate the ticket.

Slightly other rules are used by budget airlines, which is mostly caused by simplified IT systems (passengers can book only point-to-point tickets).

In this particular case a promotional fare of PLN 1,176 was applied for a trip from Warsaw to Lisbon and back with a layover (plane change within 24 hours) in Madrid. Fare conditions don't allow for the change of the country of departure, so it's impossible to change it to Madrid. Your agent is right to say that you need to buy a new ticket for the amended route. Since your boss often travels to Lisbon, you can ask the airline to change the dates on the initially issued ticket for a fee (but the route must remain the same).



**BOSCH**

Technologia bliżej nas

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**[www.nofrost.pl](http://www.nofrost.pl)**

Bosch. Marka nr 1 w Europie wśród dużego sprzętu gospodarstwa domowego. Źródło: Euromonitor, ilościowa sprzedaż, 2016.



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