

NEW HORIZONS

The Magazine from One Traveller

2019

All aboard!

Our new coach takes to the road



NEW FOR 2020

Passport to Patagonia

◆ Part of our once-in-a-lifetime South America holiday



Georgia

◆ Crossroads of Europe and Asia



£250

worth of vouchers to be won in our holiday photo competition!

SEE PAGE 11

That's great!

◆ Esther presents our new award



Come join our family!

A warm welcome

...to the One Traveller family from **Ian Darkin, Director**

Hello and welcome to the latest edition of New Horizons the magazine for the One Traveller family!

The One Traveller name is really getting out there in more ways than one – firstly we were delighted to be named Best Singles Holiday Operator at the Silver Travel Advisor Awards. We were competing against many of the big holiday operators so for a family-run business to scoop the award really was an accolade. Nominations are now open for the British Travel Awards 2019, so we would very much appreciate your support.

We're introducing our own branded coaches for some of our European holidays – I really love the eye-catching design and am delighted that it's helping to raise our profile out on the road!

We're thrilled to be introducing 10 new destinations in 2020 including Georgia, Croatia, and our fantastic new South America trip. We've allowed more days for you to really get to know this amazing continent with the chance

for time to explore Patagonia.

Your stories are really important to us too and we feature a selection in our holiday memories section. You can also read how your generosity is making a difference to good causes.

Your feedback is so important to us. We reveal the improvements we have made to our holidays as a result of what you have told us.

And finally, there are some delightful staff updates, including some new additions to the One Traveller family.

Our continued success at One Traveller is thanks to the tremendous support we receive from our loyal guests.

We are proud to be a family-run holiday company – and proud that you are part of the One Traveller family!

Ian



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What you need to know about the One Traveller family

- 1** We are a **family-run** company dedicated solely to the mature single traveller.
- 2** One Traveller director Ian Darkin (pictured) was a tour manager for many years along with other members of the team who have '**on the ground**' experience of the needs of the mature single traveller.
- 3** **Single travel** is all we do. We are not part of a large corporation and concentrate all our efforts on making your holiday a great success!

- 4** Our itineraries are **well planned** and every element of your holiday is personally inspected by our team as you will read later.
- 5** **Nothing is left to chance.** We deal with everything ourselves, visit every hotel, tread each cobble, walk each path, eat in every restaurant. We think carefully about your holiday and ensure that no stone is left unturned.
- 6** Holidays with the **mature single traveller** in mind. We plan longer itineraries and not 'breaks'.

Our long-haul holidays have unhurried itineraries with longer stops showing you a portrait and not just a glimpse of a destination. Why hurry things along when you do not have to rush back home? If you only visit a place once, you want see as much as you can, yet also have time to sit back and savour the moment.

- 7** **Our guests come back** time and again. In just over 10 years of operating, over 700 people have taken more than five holidays with us and 300 have taken more than 10 holidays.



One Traveller's Daniel Adams accepts the award on behalf of the team



Silver Travel Awards win is a huge honour – and it's all thanks to you!

We are absolutely delighted and proud to announce that One Traveller won the Best

Singles Holiday Operator at the Silver Travel Advisor Awards held on June 26th at BAFTA in London's Piccadilly.

More than 140,000 votes – a new record – were cast in this year's Silver Travel Awards for 21 main award categories as you, the general public, recognised the travel companies, cruise lines and destinations that have delivered the very best service and most outstanding experiences for the over 50s traveller in the last 12 months.

Hosted by Dame Esther Rantzen, and with no split size categories, it means that our family-run company competed alongside the giants of the industry. We were also a finalist for the judges Silver-I innovation award for our Refill not Landfill water bottle scheme on our Asian holidays.



One Traveller Director Ian Darkin said: "This is a great achievement and recognition of the dedication and tireless efforts of

the entire team, a huge honour and very humbling that our guests voted for us and express such gratitude for their holidays.

"We thank you all and hope that you will support us again as voting has now started for the British Travel Awards."

Silver Travel Advisor is now the UK's best and most reliable online independent resource dedicated to the mature traveller, understanding their needs and desires as they travel the world.

Head of Product and Marketing Daniel Adams accepted the award from Dame Esther on behalf of the entire team.



Esther Rantzen presented the awards

What's been happening...

Guest portal

We are very excited to let you know about our brand-new online guest portal!

The portal will allow you to instantly view all your holiday bookings and information that we have for you on a secure site where updates can be made instantly, at your convenience, without the need for letters or lengthy correspondence.

The portal lets you:

- View all the holidays you have booked - past, present and future.
- View which extras you have booked such as the pre-holiday get-together, connecting flights and any flight or room upgrades etc.
- Refresh your memory on the flight times for your holiday.
- Check which payments have been made and your outstanding balance.
- View copies of all documents that



have been sent to you as well as download and print them.

- Inform us of a change of address, passport details, next of kin or holiday insurance.

Adam Wigglesworth, our new digital systems and marketing co-ordinator, explains that the portal is a one-stop shop for our guests.

"We are always thinking about ways of improving things," says Adam.

"What we are increasingly realising is that our guests are also embracing new technology and we need to adapt our processes in line with that."

The portal has been road-tested by John Vincent (pictured), father of our very own Emma Darkin.

We hope you like the portal and of course welcome any feedback or questions that you may have about it.

Don't forget - we are always the same family-run team at your disposal and are available by phone, email or by post.

Remember...

◆ If at any time you would prefer to receive paper copies in the post then simply ask us.

◆ Guests for whom we do not have an email address will be sent all details by post.

◆ However, for your final holiday details that we send out 14 days prior to departure, we will always send these by Royal Mail (for all UK residents) as we know that receiving the final documents, pouring over them and studying everything in detail helps build the excitement for that upcoming, well-earned holiday!

Our new coach has us written all over it!

Wherever you are across Europe look out for our new One Traveller coaches with our logo proudly displayed! Created by Dean our graphic designer this logo is emblazoned on brand new coaches that this summer will be used on the following holidays:

Prague – Prague, Vienna & Budapest – Budapest, Austrian Lakes & The Tirol – Danube Cruise – Prague Christmas Markets – Austrian Lakes, Christmas Markets –



Prague Christmas – Austrian Lakes Christmas

Keep your eyes peeled – why not share a photo of our One Traveller coach on our Facebook page when you are on your travels!

Supporting sustainability



From 2020 we will be rolling out our successful reusable water bottles initiative to more holidays including Alpine holidays in Austria and Oberammergau in Germany.

The scheme has proved hugely popular on our long haul holidays including

India, Vietnam and Cambodia. Guests on our Alpine holidays will be able to refill their bottles from mountainside water fountains – one of the purest sources of water available.

That means with the addition of these new holidays One Traveller guests will have saved the equivalent of 40,000 plastic bottles – or enough water to fill 40 London buses!

We're committed to doing our bit for the environment so we're delighted to announce that as part of our ongoing drive towards greater sustainability our brochures will now be mailed to you in compostable envelopes.



The One Traveller welcome team of local guides and coach drivers in Sri Lanka

Delighted to welcome you back to Sri Lanka!



We're delighted at the UK Foreign Office's decision to alter its travel advice for beautiful Sri Lanka.

The tragic events of Easter Sunday cast a dark shadow over the whole country and everybody who lives and works there.

With so many welcoming and friendly people we are very happy that we can continue to support them.

Additional security measures are in place across the country and the beautiful people are ready to welcome you back.

Our photographs above are proof of how tourism plays a vital role in supporting jobs and livelihoods in the Sri Lankan economy and why it's so important to support them. Visit our Facebook group to watch a video of the stunning beauty of the Isle of Serendipity.

Later in the year we are also considering resuming holidays to Burma as we feel that people there need to be supported, so look out on our website www.onetraveller.co.uk where we will post further details.



The Golden Temple in Dambulla, a UNESCO heritage site



Buddha Statues in Seema Malaka Temple, Colombo



Street murals in Rio.

We're thrilled to announce our new South America holiday for 2020. Karl Buck, Senior Product Manager explains how he has put the spectacular itinerary together.



The glacier ice fields of El Calafate in Patagonia



A place which is truly out of this world...

When you hear the ice carving on the glaciers of Patagonia, it's like a continuous roll of thunder. It's awe-inspiring and, close up, you can only marvel at the enormity of these glacial monuments of the sea.

South America is a continent to take your breath away – a vast landscape

overflowing with natural wonders and cosmopolitan cities.

For several years now many of you in our One Traveller family have asked for South America to be added to our list of long-haul destinations – and what a trip it promises to be!

Starting in Brazil, you will visit Rio and the iconic Christ the Redeemer monument and

Sugarloaf Mountain, staying in a hotel on the famous Copacabana beach.

Moving inland, there is a chance to see the mighty Iguazu Falls – the world's largest waterfall system.

From here we cross into Argentina, exploring the historic quarters of Buenos Aires before journeying to the Pampas flatlands experiencing the horseback culture and

traditions of the gauchos before heading south to see the glaciers of Patagonia. Then your trip concludes with a tour of Chile's capital of Santiago.

The 23-day trip has been about two-and-a-half years in the making and there's a lot of elements involved.

I went in February to do all the detailed research, inspecting 25 different hotels and narrowing it down to seven, as well as eating in the restaurants where we will take guests.

I wanted to include a lot of experiences so one of the main features is the cultural and culinary side – from watching a tango show over dinner, to a food walking tour where you sample meals in five different restaurants from all corners of Brazil.

And in Chile there is also the chance for some wine-tasting at Chile's largest winery in the Maipo Valley.

In Argentina you'll visit an estancia to see for yourself these quaint manor house traditions and try out some horse-riding amid the vast open spaces and far away horizons. The gauchos prepare a barbeque lunch and afterwards do a folklore show where you can see the costumes they wear.



Statue of Christ The Redeemer in Rio de Janeiro



See our 2020 brochure for more holiday details on South America or visit www.onetraveller.co.uk

Holiday highlights

- ◆ 23 Days – Departs March, September, October
- ◆ Sugarloaf Mountain and Christ the Redeemer visits
- ◆ Rio carnival experience
- ◆ Gaucho experience
- ◆ Live Tango show
- ◆ Boat tour to Perito Moreno glacier, Patagonia
- ◆ Eco train ride in Iguazú National Park
- ◆ Wine tasting in Maipo Valley, Chile

What do Einstein, Freddie Mercury, Lord Byron, and Charlie Chaplin have in common?

At some point in their lives each were to call Switzerland their home. With its breathtaking mountain scenery, it's not surprising that the country has called out to and inspired some of the best minds in science and the arts.

Traditionally, Switzerland has been a popular winter destination for our One Traveller family but in 2020 we're adding a summer trip to Lake Geneva to our growing Swiss itinerary.

And that means we'll be coming down from our usual mountain accommodation and staying lakeside in Montreux at the 5-Star Royal Plaza Hotel.

From the hotel you can wander down the promenade – taking in

Switzerland is one of our most popular winter destinations – but now you can visit in summer too explains

Daniel Adams, Head of Product and Marketing.



the iconic statue of Queen's Freddie Mercury along the way.

And if music is your thing, then our farewell dinner also takes place in Montreux's famous Jazz Café.

In an Olympic year, it's fitting that it's also home to the Olympic Museum in Lausanne, where you can celebrate the spirit of the Games.

For me the museum captures a memory – Torvill and Dean's costumes from when they did their

famous Bolero routine and Dick Fosbury's shoe from the Fosbury flop. They've also got cycling gold medalist Chris Hoy's outfits as well. There's a lot of interactive things you can do and they even have a podium where you can have your own medal ceremony!

On Lake Geneva, you can look across the lake towards Mt. Evian, famous for the mineral water. Another of Switzerland's well-kept secrets is its wine, so we include a visit to a winery in nearby Vevey.

Most people consider Switzerland expensive, but we include a drink as well as tea and coffee with meals. We also include a couple of lunches – so once you have paid for your holiday you will need very little spending money. Salut!

For more details visit www.onetraveller.co.uk

Spectacular home of the rich and famous

Scenic view across Lausanne



Some of our other stunning Swiss holidays

Lake Geneva Christmas

Enjoy a Christmas Day lunch onboard a vintage Belle Epoch steamship and marvel at the surrounding scenery by taking the Rochers-de-Naye Cog Railway, the Glacier 3000 cable car to view the highest peaks of the Alps.

◆ Eight days for £2450

Lake Lucerne – A Swiss New Year

Ride the cog railway up Mt Rigi on New Year's Eve and venture on the Stoosbahn, the steepest funicular railway in Europe and see in the New Year with a fabulous gala evening!

◆ Six days for £2190

Swiss Winter Glacier Express

Scenery on an epic scale! Ride in first class panorama carriages of the Glacier Express with lunch and afternoon tea included. In the land of William Tell join us on a holiday that is also legendary!

◆ 6 days for £2110

◆ See our festive brochure for details

Swiss Alpine Railways

Breathtaking views, magnificent mountains, unspoilt nature, glistening lakes and three spectacular excursions by train including the Gornergrat Matterhorn Railway

◆ Eight days for £2230

Chillon Castle



Dining room on the cruise ship



Cruise ship on Lake Geneva



Items from the Olympic Museum in Lausanne: Left, Torvill and Dean's Bolero costumes; right, gold medal winner Chris Hoy's cycling outfit

Glacier walk

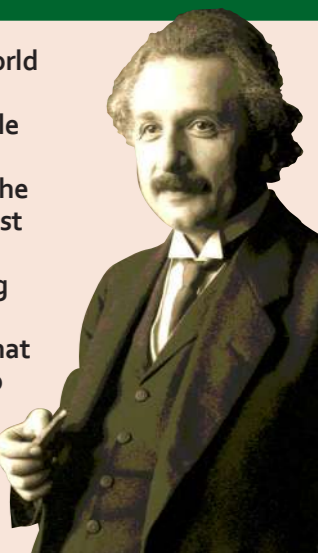


Holiday highlights

- ◆ Seven nights in the five-star Royal Plaza Hotel, Montreux
- ◆ Lunch on a vintage Belle Epoch steamship
- ◆ Rochers-de-Naye Cog Railway
- ◆ Visit to Charlie Chaplin's mansion
- ◆ Visit to Chillon Castle
- ◆ Dinner in the famous Montreux Jazz Café
- ◆ Departs May, June, Aug, Sept.

Weird science...

Albert Einstein is known the world over as the father of modern physics, but in Switzerland a tale has emerged that he may also have played a helping hand in the creation of one of the nation's most iconic chocolate brands – the Toblerone. It was while working in the Federal Institute for Intellectual Property in Bern, that the patent application is said to have passed the then 30 year old's desk. Or did it? There's been quite a debate ever since and you may need to unwrap that mystery yourself during your visit!



For more information on all One Traveller destinations, visit www.onetraveller.co.uk or request a brochure

Memories are made of this...

Oman is awesome! When I told friends I was going to Oman, the question I got asked the most was "why?"

My response was 'why not'? It is there to be explored.

The trip gave us a taste of what the country has to offer and not much was left out. We visited Muscat, the desert, mountains and seaside. Each was very attractive in its own way.

Sue Williams
on an amazing stay in Oman.



My highlight was the land cruiser trip to the mountains and desert.

The time spent in the desert was memorable – and driving over the edge of dunes can get the heart pumping!

The next morning, some of us opted

We are always looking to add exciting destinations to our list of holidays and 2019 was no exception. Here, three guests share their experiences of some of our trips.

to ride a camel into the desert to watch the sun come up. That was an experience I will always remember. It was magical – amazing and very peaceful – a trip well worth taking.

Later on, we took an incredible journey up the highest mountain, Jebel Shams, to look into the craggy-edged Wadi Ghul, the second deepest canyon on Earth after the Grand Canyon. It was amazing!

A highly recommended holiday!



The wonder of China

My most memorable visit was the Terracotta army," Sue explains. "I could have spent the whole day there just wandering around looking at how they are piecing them together.

"Each one is different and, as our guide explained, it's strange to think that one of them could have been the face of one of her ancestors.

"Travelling across China by bullet train was also another stand-out moment as well seeing the contrasts between ancient and modern throughout the country.

"The Great Wall of China was just amazing! I did about three miles of the wall, which I felt was quite good

For Sue Brinton
the Terracotta Army was a highlight of her visit to China.



because some parts are quite steep and narrow.

It's only when you are standing there, that you realise the vastness of the place," Sue adds.

I've been on five trips with One Traveller now and I just find it such a superb company, especially if you are on your own.

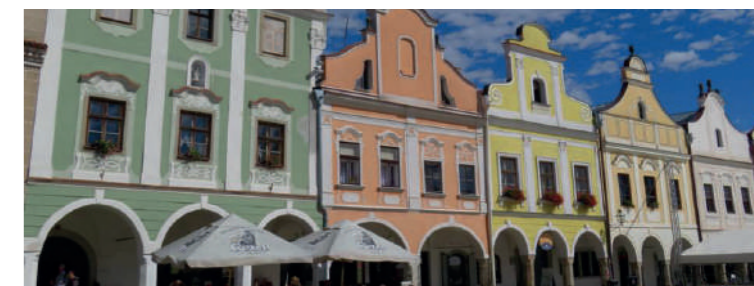
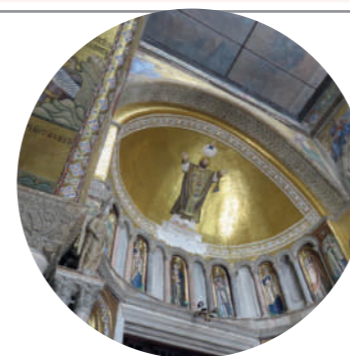
They look after you and their organisation and their care for people is second to none."

Sue, who is also president of the



National Association of Flower Arranging Societies here in the UK, travelled to China in April.

◆ For details of all our holidays see our brochure or visit www.onetraveller.co.uk



Springtime view of Venice

Venice has always been near the top of my bucket list of places to visit so when I saw that One Traveller were introducing it as a holiday destination in 2019, I jumped at the opportunity to go.

The holiday was in early April, which meant that although Venice was busy – when is it ever not! – it was before the cruise ship season starts.

Our hotel was in the perfect location on one of the smaller canals, a five minute walk from San Salute church and the Grand Canal, with St. Mark's Square directly across the water, and

Rosalind Coldrey-Mobbs
says Venice was the perfect place to explore both by boat and on foot.



a gentle stroll through backstreets and over bridges to lots of lovely shops and galleries plus the Peggy Guggenheim Museum. On three of the days, we had waterbus passes, which allowed us to explore the city at our own pace during any free time.

The first full day was spent doing a walking tour of the city and visiting many of the landmarks for which

Venice is famous throughout the world – St. Mark's Square, including the Basilica; the Doge's Palace with its jaw-droppingly beautiful private apartments plus interesting prison cells and offices; the Bridge of Sighs (which I found out was so named because prisoners on their way to the cells had to cross this bridge and often took their last breaths of fresh air!) and the Rialto Bridge. We also saw lots of the gondolas for which Venice is so well-known and I was surprised at how opulent many of them were, with padded and gilded seats!!

Our trip included one of the touches that make One Traveller holidays so special – a visit to Ca' Macana mask workshop.

Here, the excellent Nancy explained the history behind the famous Venetian masks before we all had the opportunity to choose and paint a mask of our own to take home.

All-in-all, this was a fabulous holiday, and one I can thoroughly recommend.

◆ For details of this holiday see our brochure page 40 or visit www.onetraveller.co.uk



£250 of vouchers to be won in our photo competition!

Do you like to capture on camera the special moments from your One Traveller holiday?

If so, then we want to hear from you! We're launching a competition to find the best photo taken of your holiday. In addition to great landscapes we're looking for the best pictures featuring you and the group you are travelling with. You can be as creative as you like, just make sure you tell the story of your holiday with your fellow guests. We'll feature the winning entries in our

next New Horizons magazine*.

First prize is £150 of vouchers and two runners up will each receive a £50 voucher.

Email your photos with the subject header 'New Horizons photo competition' to: customerservices@onetraveller.co.uk.

To see more great holiday photographs from our guests visit our One Traveller Facebook community.

*Our team will choose the final winners and we reserve the right to use all submitted photographs in all our marketing and publicity materials.



Georgia - country at the crossroads of East and West



New for 2020

*Bridging Europe and Asia, Georgia is a fascinating land, but if you think you know what to expect then think again says **Daniel Adams**, Head of Product and Marketing.*



Martvili Canyon



Georgia is a place that everybody tries to pigeon-hole, but after a while you just have to realize that Georgia is Georgia! You can't pigeonhole it, because there are influences of everything to a degree.

Standing at the crossroads of Western Asia and Eastern Europe, it is bordered by Russia to the North, Turkey, Armenia and Azerbaijan to the south and south-west and the Black Sea to the West.

The country has a long and ancient history – and it's even said Jason and his Argonauts visited in search of the Golden Fleece.

What is amazing in Georgia is there are four-and-a-half million people speaking and writing in their own distinct language that's very different to everything else.

It is a testament to their resilience because throughout their history they've had everybody invade them and colonize them, and yet somehow they've come out of it with their own distinct cultural identity.

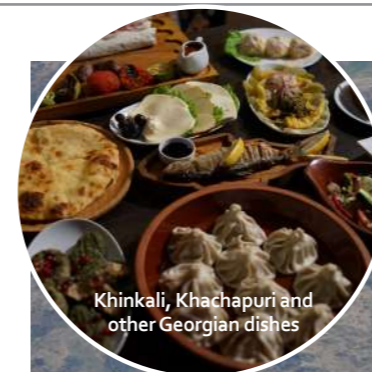
That is a big thing with Georgia that I think will surprise people.

The climate is surprisingly diverse for such a moderately small country – mild in spring, hot in summer, with short sharp winters. In the Caucasus the climate is Alpine-like with heavy snowfalls in winter. In fact, warmer



Did you know...

Today's Georgian cuisine is a rich interplay between Mediterranean and Middle Eastern tastes, but remains steadfastly true to itself. Walnuts are the workhorse of Georgian cooking, an essential ingredient in menu stalwarts like chicken bazhe and vegetable pkhali (chopped salads), adding flavour as sauces, and even coarsely chopped and candied in honey – in a simple dessert known as gozinaki.



Khinkali, Khachapuri and other Georgian dishes



clothes are a must particularly for the two-night trip in the mountain villages of Mestia and Ushguli.

Whether it's exploring the charming old town of capital city Tbilisi with its narrow winding streets and brightly painted multistoreyed houses, or the tree-lined boulevards of Batumi – very reminiscent of the French Quarter of New Orleans, the blend



Gelati monastery, Kutaisi

of influences from both Europe, Asia, and indeed the Middle East can be seen everywhere – both in the architecture and the food.

You'll experience this first hand as you travel around – from the 4x4s we use to navigate the mountain tracks into the higher Caucasus, to the high-speed double decker trains which take us back to Tbilisi from the Black Sea.

Autumn harvest is a time well-worth visiting, particularly around the vineyards of Kakheti to the east – a region known as Georgian Wine Country.

It's beautiful, sandwiched between hills and the lower Caucasus. Our hotel at this part of the trip is on its own private lake, so, you just have a spectacular backdrop as well. With visits to local family wineries, you'll

Dadiani Palace museum



Gergeti church



Holiday highlights

- ◆ 16 days
- ◆ Departs Apr, May, Jun, Sept
- ◆ First class Stadler train from Batumi to Tbilisi
- ◆ Khareba cave winery with tasting
- ◆ Gelati Monastery and Bagrati Cathedral
- ◆ Dadiani Palace Museum
- ◆ Black Sea afternoon tea cruise

see that the wine itself is not made in wooden vats, but put in clay pots in the floor. And it's ladled.

Not surprisingly, it was the most sought-after wine for the whole of the Soviet Union era.

Georgians regard their country as the motherland of wine and I think the wine country will blow people away!

◆ For full details of this fantastic holiday visit www.onetraveller.co.uk or request a 2020 brochure.

Food glorious food!

Guests on our One Traveller holidays often tell us that the cuisine is one of the highlights of their trip. And here are our top 10 foodie destinations as voted by you (via our feedback forms)

1 Talin, Riga and Vilnius

The Baltic countries may not be well known for their food, but it certainly got the thumbs up amongst our One Traveller guests, claiming top spot!

A popular dish is 'Cepilina', potato dough stuffed with cheese - real calorie bombs, but delicious!

You said: The itinerary was perfect as was the choice of hotels and restaurants.

Well done, One Traveller.

2 Scenic Lake Garda and Spa

Ah yes, Italy! It's no surprise that Italian holidays have grabbed three spots in our culinary Top 10. Just think of pizza, spaghetti, ravioli, lasagna, Parmigiano Reggiano (parmesan cheese), prosciutto (ham), ice cream (in Italian: gelato), espresso and many more.

You said: The quality of food in the hotel was exceptional. It's the best hotel food I have ever had.

3 Lake Maggiore

Still hungry? There's Swiss cuisine to enjoy on this trip too - as we're about to discover!

You said: Fabulous holiday, Excellent food in a superb hotel, good choice of restaurants for the two meals away from the hotel.

4 Swiss Alpine Railways

The country's ubiquitous vegetable dish, rösti (hashbrown potatoes), is excellent when popped into the oven coated with cheese, which melts and turns a golden brown.

You said: The holiday package was amazing. Hotel Steinmattli was situated in stunning Alpine surroundings and staff could not be nicer. The food was excellent!

5 Vienna

Wiener schnitzel, a bread-crumbed and fried escalope traditionally with veal but more commonly today with turkey or pork) is something of a national dish.

You said: The gala dinner and concert were absolutely brilliant, most enjoyable.

6 Sri Lanka

Potato and lentil (Dahl) curries, a variety of salads, vegetable dishes as well as breads and pastas are always available in Sri Lanka, while the freshest local tropical fruits are always available in plentiful supply including papaya, pineapple, melon, rambutan (like lychee) and red and yellow bananas.

You said: I really enjoyed the variety of lunch stops, which contributed to each days' enjoyment.

7 India - Delhi, Royal Rajasthan, Bombay

From exotic pastries to the deep-fried Dal Bathi Churma, a Rajistan treat, there is plenty to make the mouth water and in the 'Pink City' of Jaipur you can enjoy dinner and a cookery lesson with a local family.

You said: The dinner and cookery demonstration with a local family in Jaipur was very interesting and informative, 10/10!

8 Vietnam and Cambodia

A classic Vietnamese dish is pho, a fragrant, rich rice noodle soup typically made with beef or chicken and served with Vietnamese basil, lime, bean sprouts and chillies.

You said: High end restaurants and meals with local families, both offering the most amazing quality of food; from the largest prawns I have ever seen and the tastiest of broths to sampling those crickets and a tarantula!

9 Cairo and Nile Cruise

Falafel - a well-known dish in the Middle East is thought to have originated in Egypt. Did you know that Aish - the Egyptian word for bread - also means life?

You said: The Marriott by the pyramids was absolutely superb. It had the best food I have ever had on a trip.

10 Umbria

We're pretty full now, so espresso anyone?

You said: We all appreciated the choice of restaurants we were taken to. We had super evenings and lunches with very good food indeed.



New for 2020 - The Basque Country

Foodies will simply love the feast available in our new holiday to the Basque country in 2020, which is being put together by Product Manager Nicky.

The region's cuisine, built around authentic and local products like cured meats, salt cod, sheep's and goat's cheese, piquillo peppers, fresh anchovies, will be brought to life with a cookery lesson where you will enjoy the fruits of your labour. You'll head to the Rioja wine region where you'll visit the medieval city of Laguardia and the wineries around it to sample some of the local wines.

One of the highlights of the trip is a visit to the Crusoe Treasure Winery, in the picturesque Plentzia Bay, the first underwater winery and artificial reef in the world with over 8 years research in underwater wines. The results are limited-edition underwater wines of extraordinary quality to taste! Keep an eye on our website or the One Traveller Facebook Group for details of this superb holiday.



Calm beauty of captivating Croatian towns

A visit to the world's smallest town is just one of the highlights of our new holiday to Opatija in Croatia. Product Manager **Darren Case** introduces this new Adriatic destination for 2020.



Main image: View over Rovinj
Below from left: Krk Island, Hum, Rovinj



When the nobles and aristocrats of the Austro-Hungarian Empire needed an escape from the pressures of court life and politics, they headed to Opatija.

And you can hardly blame them for that, as even today the region has a genteel, off the beaten path feel to it.

In fact, the many Belle Epoch villas are a testament to this, though you'll also discover a rich architectural heritage of Renaissance, Venetian, and Baroque, and with its azure coastline and Roman amphitheatres, it's not surprising there is a distinct Mediterranean feel to the place, too.

For our seven-night trip, we've tried to highlight that blend of traditions in a laid-back holiday where you can wander through old towns at a

relaxed pace and really get a flavour of the people and the culture.

We've included a boat trip on the Kvarner Bay, and a visit to the nearby island of Krk so that you can enjoy unspoilt views of the coastline from the sea. We visit the Pula amphitheatre and then there's a chance to try olive oil tasting.

And our trip would not be complete without the chance for some wine tasting in Vrbnik with prosciutto, cheese & bread.

And then of course there is Hum – which with its 30 inhabitants is proclaimed locally as the smallest town in the world – it's something which has to be seen to be believed!

♦ Full details of this trip will be released later this year so keep an eye on our website www.onetraveller.co.uk.



For full details of this holiday, request a 2020 brochure or visit www.onetraveller.co.uk

Peter's more than just a Day Tripper

Can you imagine what the world would have been like without the Beatles? The music of the Fab Four has touched all corners of the earth and endures to this day.

And Peter Pilbeam, a regular One Traveller guest, was instrumental in giving John, Paul, Ringo, and George their big break on the national stage.

Now aged 90, back in the 1960s Peter was working for the BBC on a show aimed at teenagers which went out daily at 5pm.

"I was a producer for BBC Radio 2 and auditioned them and got them their first five national broadcasts," he explains. "My particular thread was called 'Here We Go' and I guested a pop group on each programme."

According to the website www.theBeatlesBible.com, these recordings were broadcast between March 1962 and 1963.

And for the Beatles it was a turning point in their careers – albeit one which they were still getting used to!

"They were four very frightened lads from Liverpool, they weren't sure what had hit them," Peter recalls. "They'd just come back from Hamburg and Brian Epstein had just got hold of them when they came to me for audition."



"Pete Best was involved in the first audition, but by the time we did the first broadcast Ringo had taken over the drummer's seat."

"I would sit with them while they were chatting away over a coffee and cigarette. I remember talking to John in particular."

"The girls used to scream and we used to have to smuggle them out!"

Peter also helped introduce the band to the music publisher Dick James, who created the company Northern Songs to publish their original music.

"He was a friend of mine and he said to me once over lunch in London 'Have you heard of a group called the Beatles?'"

"I said 'yes' why and he answered that he had been offered a chance to work with them. I told him to take it!"

Peter's BBC career also included him auditioning the comedian Les



Dawson for his first national radio slot. And he retired early in 1987 after being with the organisation for 44 years, since the age of 15. Since then he has enjoyed travelling including taking 10 One Traveller holidays to destinations ranging from China to a recent trip to Lake Maggiore. In September he is off to Kraków followed by the Rhine Cruise at Christmas.

And did he ever wonder what would have happened had he failed the Beatles at that audition?

"I knew they were going to be big," he says. "They would still have got there, but it would have been later. I gave them their first nudge up the ladder of success!"

◆ We love hearing your stories, so if you have a story you'd like to share then email info@onetraveller.co.uk For more stunning seasonal breaks see pages 24 and 25 of this magazine.

Liverpool and the Beatles Story

◆ Experience stunning replicas of the Yellow Submarine, the Cavern Club and the Casbah Coffee Club as you immerse yourself in the story of the Beatles and 1960s musical

culture. The award-winning The Beatles Story is the world's largest exhibition purely devoted to the band.

◆ A visit is included in our New Year's holiday to Cheshire.



These stunning scenes of the Viareggio Carnival in Tuscany were taken by One Traveller Tour Manager Jill Kogler.

With parades of giant floats weighing up to 40 tonnes and 27 metres high, tens of thousands of people have flocked to Viareggio on the northern coast of Tuscany since 1873 when the first carnival took place.

And now One Traveller guests can witness this carnival themselves as part of a six-day spring trip or even try the Venice and Verona carnival holiday which departs in February.

Alternatively, why not join Richard Lord for one of the greatest parties on earth at the Mardi Gras in New Orleans? You can enjoy a grandstand

view of flamboyant, costumed dancers, marching bands and the Kings and Queens of Mardi Gras, past and present.

As Richard explains, "When it's Mardi Gras in New Orleans the whole city comes alive! It's a celebration, a festival of music and culture and colour. Parades glide around the whole city. Multi-coloured beads adorn the trees, telephone wires and balconies for months after the parades have gone. It is indeed a perfect time to visit this beautiful city."

Viareggio carnival



Carnival Time!



Mardi Gras in New Orleans



For more details, see our festive brochure or visit www.onetraveller.co.uk

One Traveller Supports...

Emma Darkin
reports on
our ray of
hope for
children in Egypt's
Sunshine Orphanage



When Penny Jones and fellow Tour Manager Carol McKenna visited the Sunshine Orphanage in Egypt, they couldn't help but be moved by the plight of the children.

Penny had often dropped off boxes of useful supplies to the orphanage in Luxor at the end of tours to Egypt to try and help.

But since the Arab Spring, support for the orphanage has dried up and Penny was shocked at what she saw there when she and Carol decided to pay a visit recently.

"They are in such desperate conditions," she said. "These children have got nothing. They are hungry."

That has spurred both of them on



to try and find ways of establishing support for the orphanage.

Carol said both had been left moved by the plight of the youngsters.

"It would be great if we could get something in place for these poor kids," she said. "I've never seen such squalor in my life, they have nothing."

But doing so won't be easy, not least navigating a way through Egyptian

rules and red tape.

However, both are determined to try and hope that if something can be set up, then One Traveller guests may also be able to contribute, in the same way that many have generously supported projects in India and Vietnam.

"This is so important," Penny adds.

"We can make such a difference to their lives."

A big Thank You from Sue

The generosity of the One Traveller family has helped to raise £8,000 to support the work of the RSPCA at its East Winch Wildlife Centre in Norfolk.

Sue Leavings, RSPCA administrator, said the money is already being put to good use.

"The RSPCA only exists because of public donations, so the fantastic £8,000 donation from One Traveller has enabled us to provide this accommodation for deer which we would not have been able to do without them," she says.

"We cannot thank them enough for their support of our work."

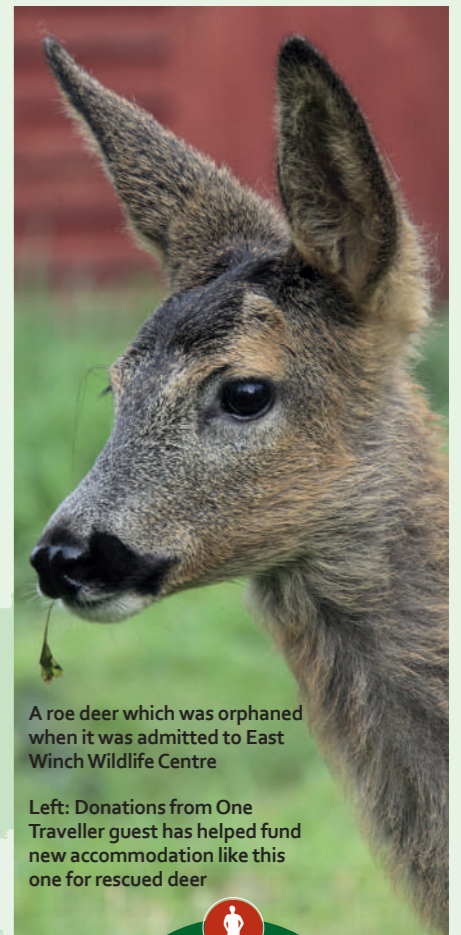
"Deer are admitted to the Centre

for a variety of reasons - they can be orphaned, have been hit by a car, caught in fences/railings etc.

"Their money will be used to purchase a double deer loose box. This has a dividing wall so that we can move deer from one side to the other when they require medication and cleaning because deer are such flighty animals.

"It also has padding on the inside so that the deer do not injure themselves."

"I really want everyone to know how much the donations from One Traveller guests help us care for sick, injured and orphaned wildlife and we cannot thank them enough!"



A roe deer which was orphaned when it was admitted to East Winch Wildlife Centre

Left: Donations from One Traveller guest has helped fund new accommodation like this one for rescued deer

By booking with One Traveller, you contribute directly to these inspiring projects.

How we're helping support projects around the world

Many of our guests tell us how moved they are by some of the things they have seen and encountered on our holidays.

One Traveller Supports is our way of trying to help and put something back. By selecting us, you too are choosing to contribute directly to some inspiring projects and great causes.

Here are the other projects we are currently supporting:

Age UK

The largest charity dedicated to helping everyone make the most of later life, help tackle loneliness, and supporting people to stay independent for longer.

Project Ladli, Jaipur, India

Helping around 60 girls by teaching them various skills as well as offering informal classes in Hindi, English and dance. Creating tomorrow's female pioneers!



Family 4 Danang, Vietnam

This small orphanage is home to 27 children aged between 5 and 19 years old, giving them a healthy start and access to education from kindergarten to university.



News from our team

Kerry's getting used to life with new boss

Kerry Nelson, our office manager here at One Traveller has been getting used to a new role – that of proud mum to baby Eilidh.

Eilidh (pronounced A-Lee) was welcomed into the world on February 10 after a 14 ½ hour labour and weighing 5lb 13oz.

"She is the complete double of her daddy, Paul, but definitely has my personality – she's far too head strong already," says Kerry, who is planning to return to her office manager role in November.

Eilidh's Scottish name is a nod to her dad's nationality, and she is certainly keeping both parents on their toes.

"The biggest thing I have had to get used to is never being alone," says Kerry.

"I used to spend whole Sundays on the sofa indulging in a book, not thinking of anyone or anything but the words on the page but I haven't picked one up since she has been here! Now if I do find myself without her for even a minute I'm lost! Oh, and leaving the house is like organising a military operation!"



Alison joins our One Traveller team

We are delighted to announce that **Alison Bisset** has joined One Traveller as a Tour Manager.



Alison, who has worked in the travel industry since she was 18, will be leading her own trips later this year.

In September she will be with guests travelling to Lake Maggiore while in October she will be on the trip to China. February next year will see her accompanying guests to Vietnam and Cambodia.

"I'm looking forward to meeting One Traveller guests," she said.

"I've been very impressed with how One Traveller organises its holidays and I'm delighted to come on board!"

Both Alison and her husband have enjoyed careers in the travel industry – but even so she says there are still corners of the globe she intends to explore.

"I haven't been everywhere, but my intention is to tick off as many places as possible!"

Sam says ready meals are the cat's whiskers



He is the One Traveller office member you may well have heard of but probably never spoken to.

Sam the Cat has been a part of the One Traveller family since deciding to make our Swaffham office his home in 2014.

And now, while we haven't quite given him the keys to the place – we've done the next best thing and installed his very own catflap, so that he can come and go as he pleases.

Since his arrival, Sam and his office handler Nicky have worked hard to help create a homely atmosphere, with cat beds distributed throughout

the building and litter trays on hand.

But as part of the latest upgrade, a circular automatic feeder has also been installed so that Sam's meals are delivered on time, on those rare occasions that he is minding the shop on his own.



Our Luke pops the question!

It was a perfect spring day in the Rhonda Valley when Luke Abendroth, our Assistant Product Manager, decided to pop the question to fiancée Rachel.

The couple were in Wales on a walking holiday staying with Rachel's brother, or so she thought.

Instead he had been key to Luke's plan.

"Rachel and I are both keen walkers and I liked the idea of finding a spot with a nice view which would have a special connection for both of us," Luke explains.

"I'd already asked for

permission from Rachel's family and her brother and his partner helped choose the view, which was near to their house.

"They went up there and made sure there was a phone signal so that we could phone her parents and nanna – I wanted her family to share in the joy of it!"

"It was quiet and the view was beautiful."

In fact everything went to plan – although Rachel already said yes, before Luke could get the question out!

But actions speak louder than words and the couple are now busy getting ready for their big day next year!



Staff successes

We pride ourselves on the fact that One Traveller is very much a family business and you are all part of our family! So, we wanted to share some updates about our staff and their latest successes within the business.



Luke Abendroth has been promoted to assistant Product Manager.



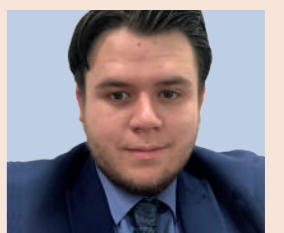
Darren Case has been promoted to Product Manager.



Matt Pomfret has been promoted to Customer Services Manager.



Joining him in the customer services team is our new staff member Sammy Pearcey.



We'd also like to welcome Adam Wigglesworth – our new Digital Systems and Marketing Co-ordinator who joined us at the start of the year.

Take a different kind of Advent adventure



Main picture: Christmas in Prague



Christmas is that time of year when a certain someone clambers aboard his sleigh to deliver presents around the world.

And Santa isn't the only one exploring the globe at Yuletide.

In fact, at One Traveller our Christmas and New Year breaks are perfect for those looking for a change of scenery and a relaxing break, where everything is taken care of.

So, if you fancy taking in some seasonal sights or experiencing how other cultures see in the New Year, then we've got some wonderful treats in store!

Our seasonal tour starts in Poland at Kraków Christmas market.

You can wander among the wooden stalls bedecked with gifts – from locally crafted jewellery to delicious local delicacies.

And for those seeking a seasonal memento, the trip includes a visit to a working Christmas decoration factory with the chance to deck your tree with your very own hand-painted bauble.

For our next stop we head to Prague – well known of course as the home of Good King Wenceslas.

Experience a real feast for the senses, taking in the delicious aromas of the local mulled wine *svařák* and *medovina*, a warm honey liquor.

An afternoon wandering through the Vinohrady Christmas market is the perfect place for some gift shopping, while a folklore show and an evening dinner cruise on the Vltava River is not to be missed.

Staying on the water, it's time to board the MS Swiss Crown

Our new Rhine cruise is a fantastic way of exploring atmospheric Christmas markets of Speyer, Strasbourg, Basel, and

Cologne.

Take in the festive foods and flavours, without any need to unpack. We also include quizzes and parlour games or you might prefer to relax in the on-board sauna and steam.

Simply enjoy the scenery as you glide through Germany, France, and Switzerland!

Or if you are looking for something else to float your boat, discover the land of the Pharaohs with a seven-night cruise visiting the Pyramids and Sphinx of Saqqara and the Valley of the Kings in Luxor along the way.

Looking to go a bit further afield? Then for our next stop how about celebrating the festive season in the warmth of the 'land of smiles'? Our 14-day holiday to Thailand is the perfect way to unwind amid white sandy beaches, stunning temples and gala evenings on both Christmas and New Year's Eves.

For the foodies among you, you could try the mouth-watering Italian food of Puglia and a cooking demonstration at a masseria (a Pugliese farmhouse) and celebrate the New Year over a lavish dinner with live music and dancing in the 'heel of Italy'.

And finally, you can enjoy a fantastic New Year's celebration on these shores too.

Don your best bib and tucker at a black-tie gala evening on our Solent and New Forest holiday, enjoying fascinating trips to Winchester, the seat of King Alfred, Historic Portsmouth Dockyard, Beaulieu Palace and the National Motor Museum.

Or put your glad-rags on and head to Cheshire for a gala meal and live music as you count down to midnight!

◆ For more details of all these holidays, request a festive brochure but hurry as these holidays do sell fast!

“You asked and...



More time in Morocco

We have doubled the amount of time we spend in Casablanca compared to last year because a lot of people said 24 hours wasn't enough.

And we've also now changed the hotel. The feedback for the last one was all right, but we knew we could do better. We've since had two holidays go to the new hotel and it's done really well.

Swiss Glacier Express

This year we had feedback from the group after they spent a day in Zurich. Guests said while they enjoyed the visit it wasn't really in the spirit of the holiday, so we've now taken that out of the itinerary to include more natural scenery excursions.

Kraków

On the final day of this Classical Towns and Cities holiday there is normally the chance for some free time and guests have typically chosen to pay a visit to the Oskar Schindler Museum. By very popular demand and as the tickets need to be pre-booked in advance, we have now added this to our official itinerary.

A friendly call before you depart

Our Tour Managers now call our first time travellers a couple of days before the holiday sets out. We do find that a lot of the first time



Your feedback is so important to us at One Traveller. We listen very carefully to what our guests tell us about each trip.

Matt Pomfrett, Customer Services Manager, explains some of the recent changes we've made based on your comments and suggestions.



guests are naturally quite nervous so we've been looking at ways to offer support to them a bit more and give them extra reassurance. This means that they have already had a chance to get to know our Tour Managers a little bit before

they depart. The idea came in part from feedback from our guests and also from our Tour Managers themselves who said they wanted to have more connection with guests before they arrive.

we answered!

Making feedback easier

We really value your feedback and many of you have told us that you would like us to make the process even easier. So from September we will be sending self-addressed envelopes with pre-paid postage with our questionnaires.

You have told us that this would make things easier for you and we have listened to that.

Guest portal

You've already heard from Adam about our new guest portal, and we're going to be sending guests an FAQ sheet to help make the most of the new platform. We want people to realize the benefits of the portal because it's really useful and it makes things a lot quicker and easier and we want to make sure our guests are able to get the most out of it.



Rodina– the new way we reward our loyal guests!

Since One Traveller was founded by our director Ian Darkin in 2007, we've realised how lucky we are to have such loyal guests.

In fact, it has helped make our One Traveller family what it is today.

We're delighted that so many of you decide to travel with us again and again.

And to celebrate this we are launching Rodina – our new loyalty scheme, following a suggestion from Megan Collette, our After Sales Admin team member.

Rodina is a Czech word meaning family, and we've chosen it because of Ian's Czech heritage, which was such an important factor in the One Traveller story – Prague also being the first destination we ever visited.

"After 11 years we have over 700

guests who have taken five or more holidays with us and more than 300 who have taken ten or more," explains Ian. "Our success is all down to you, our guests, and we wanted to reward that loyalty with our new Rodina scheme, but also remind people that even though we have grown since those first holidays in 2007, we are that same family-run company and not part of a larger corporation."

Watch this space for more details of Rodina!



Experience the One Traveller difference

All our award-winning holidays include:

- ◆ Return flights (except UK breaks and ocean cruises)
- ◆ Your own double room
- ◆ Four and five-star hotel accommodation
- ◆ Half board and some lunches
- ◆ Drinks with many meals
- ◆ On all our holidays some evening meals will be in local restaurants as opposed to in your hotel
- ◆ Excursions
- ◆ Extra touches such as boat, cable car and horse and carriage rides
- ◆ Wine tastings and local produce tastings
- ◆ Real, local experiences such as meals with local families
- ◆ Concerts, folklore shows and other entertainment
- ◆ Caring Tour Managers and expert local guides



Join our family!

- ◆ A family-run company that cares!
- ◆ More than 10 years of nothing but single travel!
- ◆ Tried, tested and trusted by our high level of repeat guests!
- ◆ Go from nervous first timer to a fully-fledged conqueror in one holiday!
- ◆ Holidays with all the extras included!
- ◆ Awarded repeatedly by public votes for our customer care and service dedication!

Call us to request a brochure
01760 722011



Join us for a pre-holiday get-together

NEW FOR 2020

New York City	7 Days
Southern Spain	8 Days
The French Riviera	8 Days
Opatija	8 Days
The Basque Country	8 Days
Lake Geneva	8 Days
South America	23 Days
Georgia	16 Days
US West Coast and Las Vegas	18 Days
Rhine, Moselle and Bulb Fields Cruise	12 days

Our 2020 brochure will be available from mid September

Flying from local airports.

Wherever possible, we offer to fly you direct from your nearest airport to your holiday destination. See our brochure for full details.



OPENING HOURS:

Our friendly team is available six days a week.

Monday - Saturday: 09:00 - 17:30

or book via our website 24/7



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