



## Travel after COVID-19 - We will Travel again, but not like before



We will travel again, but it will not be the same. Even if borders reopen, travellers must trust that boarding a plane is safe and that they will be able to enter the destination country. New health safety protocols and systems will need to be in place, and these have yet to be defined. As governments and industry plan for recovery in this new context and adapt to changing traveller behaviour, the use of digital identity and biometrics technologies could restore trust while also ensuring a seamless journey. However, these tools will only be effective if users feel that their data is protected. Privacy, consent and transparent data governance must be at the heart of any technical solution.

Here are two key areas of transformation in which digital technologies will shape the future of travel.

### Touchless travel

The most immediate and perhaps most visible change will be a shift to touchless travel from airport curbside to hotel check-in. Even with strict cleaning protocols in place, exchanging travel documents and touching surfaces through check-in, security, border control, and boarding still represent a significant risk of infection for both travellers and staff.

Automation across the entire sector will become the new norm. Biometrics are already a widely accepted solution for identity verification, and their use will become more widespread as physical fingerprint and hand scanners are phased out. More touchless options will come into play including contactless fingerprint, as well as iris and face recognition. Moreover, technology for touchless data-entry such as gesture control, touchless document scanning and voice commands are already being tested. Care must be taken to ensure these technologies are inclusive and to eliminate the risk of potential biases.

### Digital health passports

From now on, health could be embedded in every aspect of travel. According to a survey by the International Air Transport Association (IATA), measures such as visible sanitizing,

screening and masks all increase passengers' feelings of safety when thinking about travelling after COVID-19.

To date, there is no standard or agreement on the acceptable level of risk for reopening borders or allowing individuals to travel. Until a vaccine is developed, the focus is shifting to assessing the risk of individual passengers. With the passenger's consent, travel companies and airlines could use personal data such as their age, underlying health conditions and travel history to compile an individual risk profile.

Efforts to develop health protocols and standards using digital technology for the travel and tourism industry are still in their initial stages. In the meantime, airlines such as Emirates are conducting on-site COVID-19 testing for passengers. European airports have begun drawing up industry guidelines for passenger health screening. While not new, the use of thermal cameras at airports is becoming more widespread. A number of symptom-tracking and contact-tracing apps now exist in many countries. Apple and Google are close to finalizing a contact-tracing software scheme for developers to build compatible apps.

New health-screening and tracking tools offer hope of a return to relaxed and confident travel. However, they have also brought privacy and data issues to the forefront of the discussion. Any solutions need to be transparent and secure if travellers are to embrace them. Data should be shared on an 'authorized to know' and 'need to know' basis, with informed consent and in line with applicable regulations.

### The digital traveller

Many organisations are already well advanced in their digital journey. This must be accelerated to enable the new normal, help businesses to adapt to changed consumer behaviour and rebuild trust. Integrated digital identity solutions are key to realising touchless travel. They also allow organizations to draw on multiple data points to efficiently assess a person's risk profile, enabling them to manage risks in real time.

The World Economic Forum's Known Traveller Digital Identity initiative is an example of such an approach. This initiative brings together a global consortium of individuals, governments, authorities and the travel industry to facilitate safe and seamless journeys. Consortium partners can access verifiable claims of a traveller's identity data to improve passenger processing and reduce risk. Travellers can manage their own profile, collect digital 'attestations' of their identity data and decide which information to share.

In a COVID-19 context, a traveller would be able to securely obtain and store trusted, verifiable health credentials such as immunizations or their health status in their digital identity wallets. This would be combined with other trusted, verifiable identity data from public or private entities.

Testing and health screening at airports is difficult to achieve at scale. Under schemes like Known Traveller Digital Identity, travellers would be able to consent to sharing their identity and health data in advance of the journey, allowing border officials to conduct any required risk assessments in advance of the journey while avoiding queuing and bottlenecks at airports.

### Collaboration is key

In this time of unprecedented change, governments and industry have a unique opportunity to redefine travel and build a more sustainable, agile, and resilient industry. This will not be possible without collaboration.

In the near term, stakeholders will need to cooperate to accelerate the use of digital technologies. Next, they will need to develop a cohesive policy and legal regime around the deployment of digital technologies that balance the protection of civil liberties and public health. The third challenge is to ensure that different digital identity solutions can operate together. The role of organizations such as the World Health Organization, the International Civil Aviation Organization (ICAO) and the International Air Transport Association (IATA) will be critical to align health and aviation priorities, guidelines and policies.

Paper passports are still required as the main form of identity for travellers. In a contactless world, the adoption of standardized digital travel credentials and initiatives like IATA's ONE ID concept, which promote the use of biometrics for a smoother journey, must be accelerated and adapted to this new context.

Ultimately, the pandemic is likely to speed up two trends that have been gathering steam for some time. One is seamless travel, where your face and body are your passport. The other is the idea of a decentralized identity. This means the individual is in possession of and controls their identity attributes, such as their date and place of birth and physical characteristics, but also travel history, health information and other data. Combined, these trends will ensure travel is enjoyable, efficient and safe.

News Courtesy : <https://www.weforum.org>



**Editorial**

**Lead Your Business Through The Corona Virus Crisis**

There is wrong notion among people, countries that no work, no travel and no social interactions in life after corona virus. These are just some of the changes thrust on populations across the world by the upheaval of the corona virus pandemic, but do you think, it is going to continue?

Of course not! Cancelled flights, closed borders and social distancing measures - now is certainly not an appealing time to set off on a trip. But when the corona virus pandemic

We know that aviation is the most global compared to all the other industries and fortunately, we are lucky to be part of this industry. Yet now vast parts of the network have been shut down as a result of the corona virus pandemic. The number of daily flights has fallen by 80% since the start of the year, and in some regions nearly all passenger traffic has been suspended. The industry is in survival mode, with airlines, airports and ground-handling firms all desperate to conserve their cash reserves, while their normal revenue streams have dried up.

by working out some mid-ways beneficial both parties for the short while. This seems to be a good mechanism than having many jobless during these difficult times for all and retaining the main pillar of the company –good manpower who were instrumental in the growth of these companies.

Do you think airlines will not fly again? This is impossible! As we are reading it, attention is gradually turning to the future, and how airlines around the world can cope to slowly return to normalcy is being planned. We are going to see this happen in every sphere of activity in the human life and economies; it will never have an abrupt stop and said as above, the life has to go on.

This is the time that we have to think about the post corona virus world. Once we emerge from this crisis, business executives can reinvent their product offerings to survive in the post-corona virus economy. The most important factor is that in this moment of panic, when companies and workers are trying to figure out how to be productive and how to be happy working from home as working remotely is very effective, preferably if it is in family surroundings. Industries like shipping, cargo that are still enjoying the maximum business opportunities during this Corona times will emerge again after the post corona period as the demand for supply will only increase. The demand for supply increases, all the connected businesses will start flourishing, means, economies will be coming back to normal. Simultaneously, these activities require people to travel for business negotiations and the aviation infrastructure will be brought back to normal which will force airline companies to introduce more flights with the support of other ancillary services.

Therefore, getting disappointed is not the solution at this point in time rather than thinking intelligently on how we will be able to bring back the normal atmosphere whether this pandemic is with us or not? This is the time, once again, you would be able to put your hard work in the market and keep monitoring on how it can be nourished and fertilized? The end result is that the smartest platforms will survive and those unnecessarily lamenting for the lost past will vanish from the scene; you should select which one you want?

**Mantra**



subsidies, will people be reaching for their suitcases again? God has given a universal medicine to humanity called “healing process” and this is what will happen once corona virus disappear from this world in one way or other, may be through vaccine or people find a way to live with this pandemic – whichever ways the life will go on, may be much better than now.

Success depends on how you win over the negative situations and that process is going on, we are sure that at the end, we will be free once again to move around in a free corona virus world. I understand, the catastrophic effects of this virus attacked the human lives, economy and every aspects of our day to day life. But as always everything that goes around comes around like the ancient saying, this will also vanish, provided together and work towards the betterment.

It is true that there are widespread job losses and many of us are in a confused state of mind, thinking about our own situations? We have to understand that these processes have always been happening all these years also in one way or other; you name it as recession or similar disruptions. But at the same time, when things back to normal, we have seen the employment opportunities; perhaps more than before, the same companies will be recruiting. That’s why, we have to take this as a temporary phenomenon and our complete energy should be invested to overcome this short period. Until such time we will concentrate on our current business and continue working with the best cooperation and understanding between the employer and employee. When we hear about the layoffs or termination of employees in many organizations, it is very upsetting. However, there are many multi-nationals keeping their employees and building their confidence, providing job securities

**IndiGo to operate 97 repatriation flights between India and Gulf**

Private airlines will now participate in the Vande Bharat Mission to bring back Indians standard abroad. IndiGo on Thursday said it has been allowed to operate 97 Kerala reparation flights between Kerala and Saudi Arabia, Doha, Kuwait and Muscat. IndiGo has been given nearly half of the total 180 repatriation flights allotted to private airlines.

IndiGo CEO Ronojoy Dutta said, "We had expressed eagerness to support Indian government’s repatriation efforts from the Middle East. We are grateful for the approval to operate



flights to four countries to bring back our fellow citizens, who are either stranded due to suspension of operations or have registered to fly back owing to the economic landscape. These special flights offer an opportunity to leverage our network strength in the Middle-East to support the nation at this crucial time. IndiGo will continue to contribute and adapt its business to the needs of the hour".

The 97 repatriation flights will include 36 flights from the Kingdom of Saudi Arabia, 28 from Doha, 23 from Kuwait and 10 from Muscat, to Kerala.



## Coronavirus: will my summer holiday go ahead? Should I cancel?

### Should I cancel my summer 2020 package holiday?

Given the disruption facing holidaymakers at the moment, you may be tempted to just cancel now. Don't. If you cancel your booking now you'll lose all the money you've already paid and/or have to pay a cancellation fee. And you won't be able to claim for this on your travel insurance as it's classed as a 'disinclination to travel'. If you wait for the holiday to be cancelled by the holiday provider, on the other hand, you'll be entitled to a full refund. Holiday providers are only applying the FCO indefinite ban on travel to 'imminent' bookings (a term for which there is no legal definition) on the basis that the FCO advice could change at any time. If you have a holiday booked in the summer, the provider is likely to wait until closer to the time to see if the FCO advice is still in place.

If it is, your holiday will be cancelled and you should be offered a refund. But if it's not, you'll be required to pay for the holiday regardless of whether you want to go on it or not. Only consider cancelling your holiday now if you have decided you definitely don't want to take the holiday anymore and you're sure you can reclaim any losses from your travel insurer. If the FCO advice against all non-essential travel is still in place up to 28 days prior to your departure, you may be able to cancel the holiday and claim back the cost from your insurer. This isn't straightforward, though, so make sure you check the cancellation section of your insurance policy first. It's also a good idea to call your insurer and ask them to confirm in writing that your understanding of that part of the policy is correct. Alternatively, if you've decided you definitely don't want to take your holiday this year and don't want to risk running down the clock to see if you'll get your money back or not, you may be able to make changes to your booking without it costing you a penny.

**Should you cancel?** Not unless you're sure you can recoup the cost of cancellation from your travel insurer. Otherwise, your best bet is to either reschedule your holiday for 2021, if you can do so for free, or to leave your booking unchanged. As long as the FCO advice is still in place closer to your departure date, it will be cancelled and you should get your money back. Most holiday companies we spoke to are cancelling two to four weeks ahead of travel.

### Flights booked for summer 2020

If your flight is cancelled, you're entitled to a refund as long as you were booked on an EU airline or any airline from an EU airport. Don't be fobbed off with a voucher or the option to rebook if you want a refund, although there's no rush. You have at least 12 months to claim your refund. But if you are due to fly in the coming months and the airline has not yet cancelled your flight, you probably won't be able to cancel these flights without incurring a fee, even if the airline has grounded its fleet. However, that doesn't necessarily mean you won't get a full refund in due course. The FCO is indefinitely advising against all non-essential travel, but because that advice could theoretically change at any time, airlines are prioritising imminent flights. This also helps them to stop their customer service teams from being further overwhelmed.

So, if you're due to fly later in May, your flight is likely to be cancelled if it hasn't been already, in which case the airline should get in touch with you prior to departure to offer you a full refund. But because flights later in the year are not imminent, the airline is more likely to hold off on deciding whether to cancel the flight until closer to the time, partly to see if the FCO advice still applies. But if you've already decided you don't want to travel and aren't prepared to wait until closer to the time to see if the airline cancels your flight, you may be able to amend the date of your journey for free if you paid for a

flexi ticket. Even if you didn't, many major airlines have updated their policies to be more flexible (but be aware you will usually have to pay the fare difference). These include: British Airways – free date/destination changes for travel up to 31 December for bookings made since 3 March EasyJet – free date changes up until two hours before departure until further notice Emirates – free date/destination changes for travel up to 30 November booked on or before 30 June, as long as there is a valid reason to cancel, such as an FCO travel ban in place, or a lockdown preventing you from travelling to the airport Ryanair – free date changes on bookings up to 31 May, but the flight can only be moved to a date up until 31 August 2020 Tui – free date changes up to seven days before departure on travel before 30 June. Jet2 is also offering free date and destination changes if you're due to depart before 17 June. However, Jet2 has ceased all flights between now and then, so you're better off waiting for Jet2 to contact you and explain your options, as you are entitled to a refund. Some airlines are also offering vouchers for those who cancel.

British Airways passenger Alan Chambers is due to fly to California in late May. BA are offering to cancel his booking in exchange for a voucher of the same value, which he can use within a year of the original flight date. Alan isn't sure he will want to use the voucher in that time, so he may be better off holding out for a refund. It seems likely that the FCO travel advice will still be in place at the end of May, which means Alan's flight will probably be cancelled and he'll get his money back. It's a bit of a gamble, though, because if the FCO advice is lifted before the end of May, his flight is likely to go ahead, meaning Alan won't be entitled to anything if he decides he doesn't want to go on the holiday. Amending your travel dates or accepting credit vouchers is only worth doing if you've already decided you don't want to take the trip this year, regardless of whether the FCO advice is lifted and if you're sure you will want to book flights with that airline at some point in the next 12 months.

**Should you cancel?** Only if you've decided that you definitely don't want to take the holiday this year and are happy to either postpone it until next year or accept travel vouchers. If you want your money back or are holding out hope the holiday will go ahead, it may be better to leave your booking in place for now and keep a close eye on the FCO travel advice.

### Accommodation booked for summer 2020

If your accommodation was booked as part of a package, refer to the above advice on package holidays. But accommodation that you've booked yourself is subject to different rules. If the hotel you're due to stay in is closed as a result of government advice in that country, you should be able to get your money back – provided the hotel stays in business. If the hotel is open for business and you don't show up, you'll probably have to pay for the room, even if the government advice is not to travel and you have no way of getting there because your flights were cancelled. If you booked with an accommodation booking site, check its terms. Hotels.com is currently offering anyone with hotel stays up to 31 May a full refund or face-value voucher, provided the booking is cancelled at least 24 hours before check in. Airbnb said that reservations for stays and experiences made on or before 14 March with a check-in date between 14 March and 15 June 2020 are eligible for a full refund, if customers cancel before check-in. Booking.com is also waiving its cancellations fees for affected bookings. You should also contact the hotel directly.

They are not obliged to offer a refund, but they may given the current circumstances. Or they may agree to postpone your booking. If not, check your travel insurance to see if you're covered for any financial loss. For UK

## Tourism highlights

accommodation, you should check the terms of your booking and contact your provider to see what your options are.

But getting your money back may be tricky. Even in cases where stays have had to be cancelled because of the lockdown, we've found that some holiday cottage companies are refusing to refund customers. For more information read our guide on what to do if your UK break is affected by coronavirus.

**Should you cancel?** Not yet. If you're still hoping to go on the holiday and have already paid for the accommodation, keep your booking for now, but check the cancellation policy and the terms of your travel insurance.

### Cruises booked for summer 2020

Many of the major cruise companies have cancelled sailings in April and early May, but if you've got a cruise booked after that, it's probably going ahead as things stand. So you're unlikely to get a refund if you've already decided that you don't want to go on your cruise this year, although there's no harm in checking with the provider. However, you may be able to postpone the trip by up to two years. If you're booked to sail with either Cunard or P&O before 31 August 2020, for instance, you can decide to postpone your voyage up until 48 hours before departure, in which case you'll receive credit to use up until March 2022.

The cruise lines had previously suspended operations until May 15. This has since been extended to 31 July. Other brands allowing customers to rebook for a future cruise in 2020 or 2021, include Azamara, Celebrity, Royal Caribbean and Silversea. If you still want to go on your cruise holiday this year, or are holding out for a full refund, then it's another case of wait and see for now. But make sure you're clear on your rights if the cruise is cancelled, as they can vary depending on how you booked the cruise. If you booked as a package, with flights included, you're entitled to a full refund if the cruise provider cancels. The same is true if you booked multiple elements of the trip through a third party, such as a travel agent. Although, you would need to ask the agent for your money back rather than the cruise line. But if you booked elements of your holiday separately, then your rights are different. Your flights, for example, would be subject to the cancellation advice set out above.

**Should you cancel?** No. If your cruise is still scheduled to operate, there will be a cancellation fee. Even if it doesn't go ahead, you should be able to either get a refund or at least get a voucher that provides you with flexibility. Keep your booking for now, but contact your provider to find out more about their cancellation and postponement policies.

### Should I take out travel insurance?

You should always take out travel insurance at the same time as booking a holiday. But travel insurance has changed dramatically since this crisis began. Check our guide coronavirus: what it means for your travel insurance before buying a policy. While buying insurance now for your summer holiday may not cover you for claims related to coronavirus, it should cover you for a range of other issues.

If you buy an annual policy, the start date needs to be the date you booked the holiday (or as soon as possible afterwards) in order to cover you for claims before your holiday starts, such as cancellations. But if you take out a single-trip policy, you just need to provide the holiday's start date and duration when taking out the policy, and you'll be covered from the day you take out the insurance to the day you return home from holiday. For more, go to our guide on travel insurance explained.

New Courtesy: <https://www.which.co.uk>



## Things travel agents should do to ease the fear of Coronavirus

There is no denying that global travel has been impacted by the coronavirus outbreak. As of 8 March 2020, COVID-19 cases have now exceeded 100,000 worldwide and have resulted in more than 3,500 deaths.

The travel and hospitality industry has been particularly hit by the outbreak. Inbound and outbound travel to China – one of the largest travel and tourism markets in the world – remains literally at a stand-still. In addition, airline companies and hotels have incurred heavy financial losses as tens of thousands of flights and hotel bookings have been cancelled across the world as the outbreak worsened, with Europe, the Middle East and Asia-Pacific being the most impacted.

Below are the four things that travel agents must do to ease the fear of travel.

### Be informed

Correct information is the best weapon in this age of fake news and misinformation. Understanding the risks of the disease is of vital

importance. Risk includes travel risk is all about likelihood and consequence.

The likelihood of a traveller being exposed to COVID-19 is better than 500,000 to one. In comparison, the H1N1 (Swine Flu) outbreak of 2009-10 has infected a billion people and killed 576,000 worldwide, according to WHO.

### Advise them of the safest destination

While it is important to respect the clients' legitimate concerns about travelling this time, travel agents should not tell them not to travel or how to cancel their booking unless they insist. Instead, travel agents should redirect their clients to the best and safest ways to undertake their intended trip.

Redirect them to the safest destinations. There are a lot of destinations with low or no reported case of coronavirus.

### Keep close tabs on travel advisories

Sudden travel restrictions affect everyone's travel plans that will affect the profit margins of companies in the travel sector. Travel

professionals need to be updated with government travel advisories in order to advise their clients and to create a contingency plan.

Clients must also understand what travel insurance policies do and don't cover in relation to COVID-19.

### Promote responsible travel

Responsible travel has taken a whole new meaning these days. It means that you travel while understanding the risks involved and taking necessary precautions while travelling. Travel agents should spread positive information being in the front line of travel and communicate the measures being taken by airlines, tour operators, accommodation providers, cruise operators and attractions to minimise the threat of COVID-19.

Conversely, travellers should travel while taking necessary precautions such as handwashing, wearing a mask if needed, taking vitamins, and getting enough sleep to ward off the virus.

Info Courtesy: <https://www.traveldailymedia.com>

## NEW RULES FOR CONTACTLESS AIR TRAVEL



Mask Compulsory



Thermal Scanning



Middle seats will be occupied  
Last 3 rows will be empty  
for those showing symptoms



No Cabin Luggage



Check-in Baggage  
Under 20kg allowed



Frisking will  
be avoided



Additional Metal  
Detectors in Place



No Stamping Of  
Boarding Pass



No in-flight service  
except water



Passengers above  
80 not allowed



Arogya Setu App  
is mandatory



Report 3 hours prior  
for domestic flights



For domestic, check-in  
will close 1 hours  
before departure



Those with temperature  
will not be allowed  
to travel



Passenger mobile no.  
and email id is necessary  
with booking



**The Loyalty Effect: Hidden Force behind the growth of Caesars Travel Group (An interaction with a Senior Staff)**

Loyal employees are always an asset for our company. In this edition, we would like to spare an interactive session with one of our very senior staff, Mr. Thushan Pathirana, Branch Manager - Hawally - Caesars Travel Group, who led a way to different developmental activities of our organization.

**As a first question, would like to know about your educational & professional background?**

I would like to mention my mother school name, I went to Asoka college Colombo one of the finest colleges. I have passed advance level on 1996. By the time in Sri Lanka had only 5 universities, only the highest marks people got the opportunity apart from that I have professional education. Before coming to the travel industry, I have done the Diploma in Airline Ticketing and Reservations. After that I have passed managing The Travel Business Diploma conducted by IATA. If I reminded My professional background I started work as a Ticketing executive in one of leading travel company Colombo. Had a good experience with various department as we had couple of GSAs.

**What makes you passionate to travel domain?**

I love Aircraft since my childhood. I used to ran out from my house to see when huge metal birds flying. I was thrilled. I feel that bond pushed me to the travel industry.

**How was your first job experience in this travel domain?**

It was fun and lot to learn while working those days. We used AOG's (Airline Official Guide) two huge books for fare calculations. we wrote tickets by hand. Since then so many changes happen to the industry.

**How is your experience with our company, better you can share your likes and dislikes?**

10 Sep 2005 is the day I joined to Caesars Travel Group. I still remember when Mr. Kumar interviewing me in Colombo- he said, 'I am giving you a good platform it is up to you' from that day till now I haven't got any second thought. When the captain of the ship is good,



**Thushan Pathirana - Branch Manager / Group Coordinator  
Hawally Branch - Caesars Travel Group**

sailors need not to be worried.

**How was your career ladder in Caesars as you are one of the senior employees?**

As I said I joined 2005 as a reservation officer dedicated to Salmiya1 Branch by the time we had only 5 Branches. After sometimes I got promoted as senior reservation officer. I must thankful to Mr. Singh and team who had supported me. With office expansions year 2011 Hawally branch has opened I became Branch In-Charge, again I must remind late Mr. Sajeev who supported me from the beginning to get everything right. Then I got promoted as Manager then, Manager cum Group Coordinator.

**What are your major achievements and contributions to our company till date?**

In terms of achievement and contribution, I think it is my branch when it started. We had to pay back what we borrowed and today we stand on our feet without any obligations or support. It is all about the team achievement and contribution.

**What is your expectation regarding travel domain in future?**

Technology is the future it is equal to every industry. With Covid-19 pandemic one of the

worst effected is travel industry but we all know that human being are social animals they will travel soon. We must gear up with technology to face the future.

**Travel market is getting more challengeable due to Corona outbreak, as a manager what is your plan or idea to tackle the situation?**

Before the Covid-19, inclusive travel was the trend. But I feel it will shift to end to end individual travel for sometimes, till the situation become normal. For the time being we should consider about those markets.

**Who is your role model and what is your dream?**

Frankly speaking, I don't have any particular role model but I'm following those who are came up in their life from zero. I think we can grab lot of things from them. Of course, we all dreamed to be a successful person.

**What is your advice to the new staff who joined Caesars?**

You must love your job, if not you could not survive. Do not forget the fact that your job is your bread and butter. Use your mind but work by heart.

**HOW YOU CAN BE A PART OF "expressions"**

By sending your submissions to "expressions" newsletter, including articles, photographs, aviation updates, personal information which can be released in our newsletter, etc. The next issue will be out in July 2020. Please send us your article or similar texts as soon as you can and it should reach us on or before 15th June, 2020. The contribution Articles should be submitted in Word format. All articles which are selected for publication will be proof read for content, spelling and grammatical errors. Also please note that it is not mandatory that these articles will be published in "expressions" newsletter as it is strictly subject to screening before publishing. Furthermore, we may make minor editorial changes or correct spelling mistakes. To establish the identity of the authors, your name will be published with your article.

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