

## Bahamas Paradise Cruise Line to begin commercial sailing to Grand Bahama Island and offers cruise guests an opportunity to help the island rebuild

Bahamas Paradise Cruise Line has announced it will resume commercial operations with two-night round-trip sailings from Palm Beach to Grand Bahama Island beginning Friday, September 27.

With its return to Freeport, the company becomes the first cruise line to bring leisure travelers back to Grand Bahama Island following Hurricane Dorian, which devastated the island on Sept. 1.

Bahamas Paradise Cruise Line was the first cruise line to dock in Freeport, Grand Bahama Island following Hurricane Dorian when it was transporting critical humanitarian aid and hundreds of volunteers.

The company also announced that it is adding sailings to a second destination, Nassau, onboard *Grand Classica*, beginning Oct. 12.

“After ongoing discussions with the Bahamas Ministry of Tourism, we are thrilled to have been given official approval to resume leisure cruises to Grand Bahama Island, as well as to introduce Nassau as a second destination for our guests,” said Oneil Khosa, CEO of Bahamas Paradise Cruise Line.

“Tourism is the most important industry in the Bahamas, and we all know the lifeline it brings to residents across the islands. While we remain focused on providing aid to our friends and family on Grand Bahama Island, we also know that returning to a traditional sailing schedule will make an incredibly positive impact. After hosting two successful humanitarian sailings, we are excited to bring our guests back to the Bahamas.”

### Revitalizing Tourism to Grand Bahama Island

In an effort to spur tourism to the stricken island, the *Grand Celebration* cruise fares start at just \$109 per person, and 50% off the second guest for all sailings this fall.

Once in Freeport, travelers can enjoy a Beach Getaway excursion, experiencing the south side of the island. Or, travelers can join the island’s rebuilding effort and participate in a volunteer excursion, which Bahamas Paradise Cruise Line is currently planning with local organizations.

Volunteer excursions are expected to include light manual labor. The Volunteer excursions will need to be requested and booked in advance.

In addition, Bahamas Paradise Cruise Line has announced that Bahamians currently in the United States and looking to return to the Bahamas may book a one-way sailing to Freeport aboard *Grand Celebration* at just \$105 per person, beginning with the September 27 departure.

Bahamas Paradise Cruise Line will continue to deliver donated supplies from its warehouse to Freeport during future commercial sailings.

Bahamas Paradise Cruise Line operates two ships, *Grand Celebration*, and *Grand Classica* – which recently earned Cruise Critic’s 2019 Cruisers’ Choice Award for Best Entertainment. Bahamas Paradise Cruise Line is majority-owned by the family of former Norwegian Cruise Line President and CEO Kevin Sheehan.



## AENA extends Dufry’s duty free concession contract at 25 Spanish airports

The Board of Directors of Spanish airport operator AENA SME S.A. has extended Dufry’s current duty free contract covering 25 Spanish airports for up to an additional 5 years.

The newly extended contract will be operational after the expiration of the current concession agreement, which ends on Oct. 31, 2020. The structure of the annual minimum guarantee (MAG) will see an average annual increase of 1.56%. The level of the variable concession fee component remains unchanged.

The newly extended contract includes an initial duration of 3 years and an option to further extend the contract in two steps of one year at the time, in parallel with the investment program to be implemented by AENA. The maximum duration of the extended contract will be Oct. 31, 2025.

Under the contract extension, Dufry will implement and rollout to other airports the commercial initiatives and best practices successfully launched and tested across five pilot airports (Barcelona T2, Malaga, Alicante-Elche, Gran Canaria and Bilbao) since June 2018. This test was part of the common program to identify and implement actions to improve the commercial performance. These initiatives included pricing policy, improvement of shop design and layout, assortment and brand optimization, marketing & digital partnership actions, as well as sales staff incentives.

Julian Díaz, CEO of Dufry Group, commented: “I am most pleased with the contract extension awarded by AENA and the renewal of our long-term partnership. We are convinced that the extension and the even closer cooperation of our local teams will increase the revenues and the profitability for both partners. This will allow us to support AENA in its upcoming important investment program to further develop the Spanish airport infrastructure.

“I would like to thank AENA for their renewed confidence in Dufry. Our commitment is to create the best shopping experience throughout the Spanish airports, bringing the most exciting shop concepts for local and international travelers.”



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## London Heathrow still world's most connected airport; Chicago O'Hare wins OAG's connectivity award in U.S.

Once again, London's Heathrow Airport has proved to be the world's most internationally connected airport in OAG's Megahubs Connectivity Index. There are over 65,000 possible connections on the busiest day for aviation at Heathrow and while the Megahubs Index score for LHR is slightly below where it was a year ago, the airport continues to perform well ahead of the competition.

O'Hare International Airport (ORD) has been named the most-connected

airport in the United States for 2019 – the fourth consecutive year it's earned the distinction. O'Hare was also named the third best-connected airport in the world, behind Frankfurt, according to OAG.

The connectivity data analyzed goes beyond the size of an airport's route network and measures the number of connections possible within a specific time frame.

The rankings also take into account the relative attractiveness of

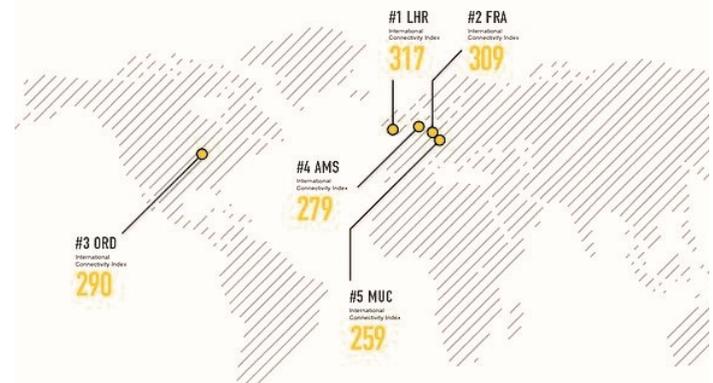
each airport as a connecting point for scheduled domestic air passengers.

O'Hare has added more than 50 new routes announced or launched this year, including 17 new international routes. This growing service is linking Chicago to new regions of the world for the first time, including Africa and New Zealand. Chicago is currently the only city in the U.S. providing nonstop services to all six major inhabited regions of the world.

There are 15 U.S. airports ranked among the Top 50 Megahubs, a sign of the traditional emphasis on creating networks based around hub airports by the major American carriers. While Chicago O'Hare Airport ranks third in the 2019 Megahubs Index, the close cooperation between airport and airline that is often required to create a Megahub is apparent in the fact that at Atlanta Airport (ATL - ranked 8th), Dallas/Ft. Worth (DFW - ranked 19th), Miami Airport (MIA - ranked 20th) and at Houston Airport (IAH - ranked 21st) the dominant airline operates 75% or more of all scheduled flights, says OAG.

Aside from London Heathrow, a further four European airports make it in to the Top 10 – Frankfurt Airport (FRA) #2, Amsterdam Airport (AMS) #4, Munich Airport (MUC) #5 and Paris Charles de Gaulle (CDG). The fact that half of the Top 10 Megahubs are located in Europe reflects the sheer density of the aviation market, with a very high proportion of flights being international, the high propensity to fly among Europeans and the concentration of flights at a handful of already very busy airports. 15% of all scheduled aviation capacity in Europe is to or from one of these 5 airports.

Elsewhere in the world, a number of major airports have seen their ranking in the OAG Megahubs Index fall. These include Dubai (DXB), Delhi (DEL), Mumbai (BOM) and Fort Lauderdale (FLL). Meanwhile, airports rising up the rankings include Munich (MUC) which moved from 11<sup>th</sup> place to 5<sup>th</sup>, Incheon Airport (ICN) which moved up to 11<sup>th</sup> place from 15<sup>th</sup>, and Mexico City (MEX) which rose to 15<sup>th</sup> from 20<sup>th</sup> position.



OAG: Top 5 connected airports 2019

## Paradies Lagardère helps to fight hunger

Paradies Lagardère operates several programs in the U.S. and Canada to help fight hunger.

In its most recent initiative, Paradies Lagardère is partnering with YYC Calgary International Airport in a program designed to help fight hunger in the city. Beginning September 15, travelers, airline and airport employees will have the opportunity to purchase and donate convenience foods, healthy snacks, HABA, beverages, and other items the customer may want to purchase for donation, which will then be distributed to the **Airdrie Food Bank**.

The Airdrie Food Bank collects and distributes food to those in need and helps the community find solutions to hunger-related issues. The organization provides food hampers for individuals and families, as well as those in crisis, baby formula, nutritional meals for new moms, and facilitates a number of school meal programs.

Paradies Lagardère has initiated a similar program at the **Edmonton International Airport**, which partners with the Leduc & District Food Bank. To date, more than 2,300 items have been donated by travelers to those in need.

In the U.S., Paradies Lagardère's Treat Our Troops program provides travelers, airline and airport employees, the opportunity to purchase goods – from socks and snacks to phone cards and sundries – which are then distributed to military personnel overseas through the USO and other military service organizations.

The program also includes free meals for troops from Memorial Day to Independence Day, and “pay it forward” opportunities in which customers donate meals for active or retired military personnel. In 2018, Treat our Troops allowed travelers in airports throughout the U.S. to donate 1 million items of need to military service men and women around the globe.

### Paradies Lagardère ACDBE partner E & K Retail Inc. awarded

In related news, Elliott and Kathryn Threatt of E & K Retail Inc., a long-time partner with Paradies Lagardère at Kansas City International Airport (KCI), was recently named Kansas Minority-Owned Business of the Year Retail Firm by the Kansas Department of Commerce, Office of Minority & Women Business Development. They will be honored at the 35th Annual Awards Luncheon, to be held on Thursday, Oct. 10, 2019, in Topeka, Kansas.

Paradies Lagardère also recently awarded Elliott Threatt with the Jethro Pugh Community Initiative Award during the Airport Minority Advisory Council's (AMAC) 35th Annual Airport Business Diversity Conference. The Jethro Pugh Community Initiative Award recognizes ACDBE partners who have coordinated or executed initiatives that have or will significantly benefit, improve or assist the quality of life for members of the communities surrounding the airports Paradies Lagardère serves.

## Furla unveils new logo, Spring Summer 2020 collection



Furla 1927

### Rituals to unveil latest innovations and new travel retail furniture in Cannes

Rituals is returning to TFWA World Exhibition with a brand-new booth (**Riviera Village, RC4**), where it will present its latest innovations and new travel retail furniture.

Specially created for travel retail, the furniture includes a new gondola, gifting fixture and Chinese cabinets. This new furniture will allow the brand to present an extended product assortment, featuring the Amsterdam Collection and Private Collection, while highlighting the various different retail display solutions available for travel retail.

On the product side, Rituals will introduce some of its Q4 novelties including Travel Retail Exclusive Gift Sets, Travel Retail Exclusive Pouches, Winter Limited Edition 2019 and the relaunched Private Collection and Eau de Parfum.

Rituals Director Travel Retail, Neil Ebbutt, comments: "Our beautiful new booth location in Riviera Village – featuring a larger space – will allow us to showcase our entire lifestyle offering to its full potential, including the innovative Hair Temple.

"From the Private Collection of home products to haircare and Travel Retail Exclusive sets, our product line-up has something for everybody and targets customers at every leg of their journey.

"Our new stand, furniture and novelties together demonstrate how

seriously we are taking the travel retail channel and our commitment to constant innovation."

Rituals' first-ever Travel Retail Exclusive Gift Sets aim to create a meaningful experience for the body, mind and soul, says the company.

Available in The Ritual of Sakura, The Ritual of Ayurveda and The Ritual of Happy Buddha, the luxury gift sets contain a full-size foaming shower gel (200ml), a full-size hair & body mist (50ml), mini body cream (70ml) and mini body scrub (70ml).

The inlay of the giftsets is 100% compostable and once the gift set is empty, it can be reused.

The new Travel Retail Exclusive pouches contain a variety of travel-friendly products that are all under 100ml from The Ritual of Sakura, The Ritual of Ayurveda, The Ritual of Karma, The Ritual of Happy Buddha and The Ritual of Samurai for men.

The Private Collection and Eau de Parfum (EDP) have both been reworked to feature new packaging and a renewed fragrance direction. Two luxurious new perfumes have been added to the basic EDP collection: Rose de Shiraz and L'Essence.

The Private Collection of home products now includes new items such as Mini Fragrance Sticks as well as new scents such as Orris Mimosa and Sweet Jasmine.

Italian accessories brand Furla unveiled its new Spring Summer 2020 Collection on Sept. 18 at Palazzo Isimbardi, one of Milan's historical palaces.

The company also unveiled a new logo, inspired by the architecture of the archway, which it says is reminiscent of Bologna's world-famous Portici and the archway of Fondazione Furla.

Furla says that the new logo heralds a new chapter in its long history, with 90 years of Italian heritage and elegance, "always forward looking."

Those attending the show walked through arches in the shape of the new Furla logo, passing through different worlds. The idea of the arch can also be seen in the design of the bags in the new collection, which include 'Furla 1927', 'Furla Pillow' and

'Furla Piper.'

The highlight of the SS20 collection is the contemporary Furla 1927, the brand's new "icon bag" presented in a rainbow of colors. It is the first bag that includes the Arch, the brand's new logo, as a structural element, to underline its brand identity - heritage, identity and craftsmanship.

The 'Furla Pillow' is a variation of the 'Furla 1927', a crossbody in ultra-soft nappa leather with a palette of delicate pastel tones and side gussets which increase the bags' capacity.

The 'Furla Piper' bags, an iconic Furla style, have been updated with a new font logo and a turn-lock metal detail shaped like an arch. It comes in Ares calf leather, and is available in three shapes, dome, belt bag, or backpack.



The Winter Limited Edition for 2019 is The Ritual of Tsuru, which features a fragrance based on gold and pine. The line is inspired by the Japanese legend of the graceful crane or Tsuru which was believed to live for 1,000 years, symbolizing peace and prosperity.

Rituals will also showcase

its new personalized, luxury haircare concept – The Hair Temple – in Cannes.

Introduced to the domestic market earlier this year, The Hair Temple allows customers to choose their favorite Rituals fragrance as the shampoo or conditioner base then add an elixir based on their haircare need.

## m1ndset: First time buyers' drawn to duty free exclusives and promotions

First time duty free buyers are more likely to purchase a duty free exclusive and merchandise that is on promotion than do shoppers who have previously purchased the products in travel retail, according to the latest industry monitor report from m1nd-set.

The report by the Swiss research agency tracks key differences in the paths to purchase and shopping behavior among first time buyers (FTBs).

The report defines this segment as shoppers who only purchase a product (or products) that they have never bought before, and as shoppers who had never bought some of the products they purchased before. It compares these first-timers with shoppers who have previously purchased the products in travel retail and reveals some key differences in behavior between the two groups.

The tendency to purchase travel retail exclusives and promotions is one of the key differences. According to m1nd-set, 71% of FTBs purchase travel retail exclusives and 79% purchase promotions, compared to only 42% and 54% among 'non-first time buyers.'

The report also highlights the importance of clear and consistent communications to attract FTBs to purchase. This is shown through their tendency to be more undecided than non-FTBs (86% vs 69%) and the fact that they research the duty free shopping offers online prior to travel more than other shoppers (53% vs 43%). First-time buyers also notice touchpoints such as advertising billboards more.

Sales staff are also key to influencing the purchase decision among FTBs. They are significantly more likely than non-FTBs to interact with sales staff (76% vs 62%) and among those who interact, their purchases are influenced more by these interactions than they are among non-FTBs (74% vs 48%).

Purchases by FTBs in duty free shops are significantly more likely to be triggered by aspects related to

### Most distinctive aspects of First Time Buyers in TR



value, exclusivity and the in-store experience, than purchases by non-FTBs.

'Good value for money' is one of the key purchase drivers among FTBs, followed by the possibility of purchasing a product not available in the home market. Products that are suitable for gifting and souvenirs are also among the main purchase drivers for FTBs.

"The differentiation aspect – the unique nature of duty free shopping – is one of the main defining criteria of first time buyers in duty free," said m1nd-set Owner and CEO, Peter Mohn. "This means it's

important to ensure they are aware of the unique and exclusive nature of shopping in the channel.

"These unique values can be demonstrated and promoted not only through the travel retail exclusives, but also through elements such as special packaging, different duty free sizes or formats, and in particular aspects such as local touch to enhance the souvenir and gifting suitability of the products" Mohn added.

"Value for money, promotions, exclusives and gifting opportunities should all be communicated consistently across all touch points."

## Mars Wrigley ITR to introduce M&M's Block in Cannes

Mars Wrigley International Travel Retail (MITR) is introducing M&M's Block to the global travel retail trade in Cannes.

The 165g M&M's Block chocolate tablets come in five different flavors: Peanut, Crispy, Chocolate, Hazelnut and Almond. They feature a packaging design exclusively designed for travel retail (with the exception of the USA, which will use the established M&M's Block domestic range packaging).

The company says that the new product is designed to capitalize on the higher spend of chocolate block consumers.

According to Mars Wrigley's commissioned research, block chocolate makes up 14% of the chocolate category in travel retail,

and over 40% globally.

The introduction of M&M's Block will be supported by high profile activations, promotions and dedicated merchandising materials, including key visuals, floor stickers and shelf strips. M&M's Block will be available to travel retailers from August 2020 onwards, at a RRP of €4.50.

Raghav Rekhi, Category Director MITR, said: "The M&M's Block encapsulates our ongoing commitment to developing new ways of attracting the attention of an evolving confectionery consumer base in the travel retail environment. We are very much looking forward to discussing the potential of this new M&M's opportunity with buyers in Cannes."



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**ESSENCE CORP.****Brand Manager**

Essence Corp. has an immediate opening for a Brand Manager reporting to the Executive Director – of the Marketing Department.

This position will supervise a Marketing Coordinator.

The ideal candidate must have excellent communication and presentation skills and strong marketing or commercial experience, preferably within the luxury industry.

This individual will be the liaison directly with the brands and will be responsible for purchases, inventory and assortment management, business reviews, A&P investments, promotional activities, marketing plans, price lists, brand communication to all teams and reporting to brands. Must have a high level of analytical skills, using Excel, PowerPoint and other MS Office applications. Fluent in English, French and Spanish both written and oral is a must.

**Accounts Payable Clerk**

Essence Corp has an immediate opening for an Accounts Payable Clerk.

The position mostly consists in issuing payments, controlling expenses and reconciling AP accounts. The ideal candidate should be fluent in English & Spanish with an advanced level of Excel skills and basic accounting knowledge. Responsibilities include but are not limited to paying suppliers, recording expenses and reconciling AP accounts. Must possess strong organizational skills, self-driven, team player, and have the ability to multi-task in a very fast paced environment.

Please send resumes to

[musallan@essence-corp.com](mailto:musallan@essence-corp.com)

**Cruise Ship Sales Representative****Job Summary**

'One Stop' service provider and distributor of global lifestyle brands throughout the Americas travel retail channel is in immediate need for Cruise Ship Sales Representative to conduct Luxury Watch Trunk Shows on board cruise ships sailing around The Caribbean. The position involves travel onboard high end cruise ships from 3 up to 7 consecutive days. While on board, the Sales Representative will have the task of generating sales by promoting our brand through onboard seminars, special events, and promotions in coordination with the Cruise staff.

**Responsibilities**

Achieve/exceed sales goals per voyage.  
Daily sales reporting  
Set up all merchandise in the shops showcases.  
Conduct inventory control on a daily basis.  
Arrange and distribute marketing collateral to promote more sales.  
Load and unload marketing collateral on & off board, from the cruise ships.  
Attend confirmed Voyage dates accordingly & on time

**Show time:** Attend every show, Night or Day (when out at Sea) during event, he/she must interact with consumers and show host, visually merchandise product, arrange marketing material accordingly, Speak & Present the product, track sales and ensure all items are accounted for, packed appropriately, and returned back to inventory safely.

**Relationship Building + more****Qualifications**

Passion for the Travel Industry  
Experience in promoting and selling luxury Watches; Experience living on Cruise ships for extended periods; Bilingual English & Spanish. Knowledge of Spanish and / or French is an advantage. Valid Passport good for travel around The Caribbean with minimal Visa requirements . • Candidates must have good communication and interpersonal skills; Dynamic, proactive, with own initiative.

Departing Port: Fort Lauderdale, Florida.  
Compensation Base: hour wage plus commission based on sales On board accommodations  
Starting Date: November 1<sup>st</sup>, 2019

Please send your CV to  
[irasema.vazquez@dutyfreedynamics.com](mailto:irasema.vazquez@dutyfreedynamics.com)