

March 7, 2017



Editor's Insights



The Best New Hotels in the World...

At the end of every year Travel + Leisure is busy taking stock of the past 12 months and putting together the It List, their annual collection of the best new hotels around the globe. This year, the competition was fiercer than ever. The 44 hotels and resorts ahead are making waves for different reasons-some for killer design, others for culinary bona fides or an unbeatable location-but all are inspiring the rest of the hospitality world to take note.

[Click here for list](#)

Stay Connected



[ARTA Travel](#)

QUOTE OF THE DAY

"When I read biographies, I'm only interested in the first few chapters. I'm not interested in when people become successful. I'm interested in what made them successful"

- **Michael Eisner**
American
Businessman born
on this day in 1942

ARTAFact

ARTA Travel is the
14th Largest
Women-Owned
Business in
Dallas/Ft. Worth
according to the
Dallas Business
Journal.



CLIENT CORNER



ARTA Travel Client Letters

Over the course of the last several months we have had the pleasure of working with Suzanne Gardner in order to plan a trip to Germany. We found Suzanne through the American Express Travel website.

During the planning phase Suzanne was extremely helpful, knowledgeable, always followed up and helped guide us as we planned the trip. We were extremely satisfied. Suzanne embodies all the characteristics of someone who excels in customer service.

We expressed those sentiments in a survey which was sent to us by American Express where we documented our experience with Suzanne with the highest possible ratings.

Our last stop, during our recent trip, was Munich. We arrived in the late afternoon on New Year's Day. We checked into the Hotel Excelsior and when we walked into our rooms we were extremely

10 Fascinating Places You Are NOT Allowed to Visit...

With new transportation links and technology that improve planning and booking, the most secluded corners on earth have become closer than ever. However, there are some places around the world that will never make it into the tourism brochures, and for good reason.

[Click here for list](#)

Airfares from Dallas / Fort Worth International Airport

DFW to Chicago O'Hare, IL	\$180
DFW to St. Louis, MO	\$229
DFW to Honolulu, Hawaii	\$905
DFW to Madrid, Spain	\$1,226
DFW to Los Angeles, CA	\$243
DFW to Atlanta, GA	\$178
DFW to Washington DC - Dulles	\$209
DFW to San Francisco, CA	\$219
DFW to New York, LaGuardia, NY	\$203

*Fares shown are round-trip based on availability, not including taxes and fees
Conditions Apply*

ARTA Travel clients, receive discounted pricing with FreedomPark Valet at DFW Airport.

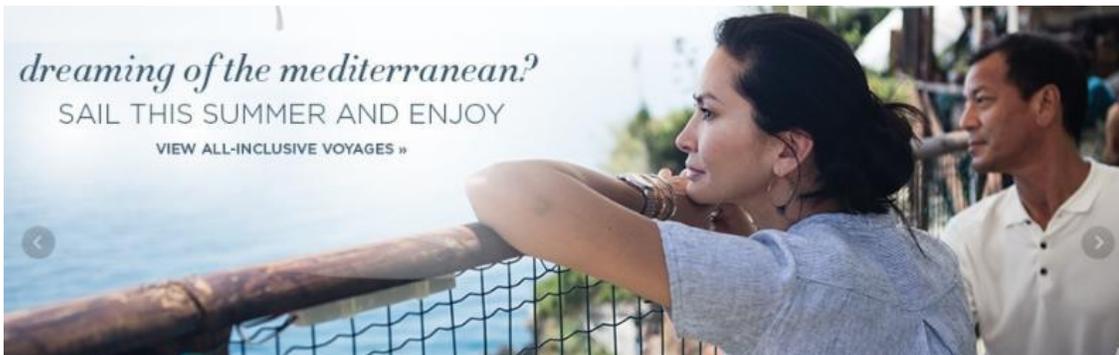
Contact your ARTA agent for more details



LEISURE TRAVEL

Regent

SEVEN SEAS CRUISES



Regent Offers a Variety of Mediterranean Voyages...

From Spain's Costa del Sol to the earthy richness of Tuscany, participate in life at its fullest among the world's greatest landscapes. Senses are heightened by the panorama of fruits and spices, freshly baked breads complimented by delectable wines. Surrender to the Rivera's magical siren-song and discover life's simple pleasures wandering groves of olives lit by a golden sun in Provence. Sail across Aegean waters that shimmer like gracious silk, under the pink-gold aurora of the sky. Days of wonder stretch into star-filled nights of grandeur with more calls offered than ever before to the world's most beautiful ports.

[Contact an ARTA Leisure Travel Counselor for information](#)

CORPORATE TRAVEL

disappointed; actually that is putting it rather mildly. The hotel had been represented as a 4 or 5 Star hotel and we felt the rooms more closely resembled an old Super 8 badly in need of renovation.

I won't take the time to outline the issues we had with the hotel since the purpose of this note is to make sure you know how Suzanne responded when faced with very unhappy clients.

We contacted the American Express Travel 800 number on New Year's Day. American Express reached Suzanne and she contacted us immediately. She again demonstrated that, at her core, she is the essence of a person who defines excellent customer service.

The following morning, January 2nd, Suzanne had arranged for us to have a private driver take us to Dachau. By 9:30am we had confirmed that Compass Tours did not have us on their schedule and would not be picking us up. As you might imagine we were not pleased. I sent Suzanne a rather



American, United Begin Selling Basic Economy Fares...

American's first flights to offer basic economy will begin March 1 with the following routes: New Orleans-Philadelphia; Orlando- Charlotte; Charlotte-Philadelphia; Miami-Philadelphia; Dallas- Philadelphia; Dallas-Tampa; Baltimore Washington-Dallas; Miami-Tampa; Fort Lauderdale-Philadelphia, and Miami-New Orleans. American will allow passengers to carry on a single personal item, which must be placed under the seat.

[Click here for entire article](#)

GROUP TRAVEL

terse email regarding the mix up.

The reason I wanted to reach out to you is that it is my experience that you really understand someone's commitment to customer service when things go wrong. As a small business owner I am keenly aware that generally speaking I only hear from our customers when things don't go well and rarely do I hear when something goes right.

I wanted to make sure that as the owners of your travel company you know that Suzanne Gardner's actions reflect well, not only on her, but on your agency as a whole.

At every turn Suzanne acted on our behalf to rectify these situations. I am quite certain that had Suzanne not proactively worked to make things "right" for us we would have ended our trip on a sour note. Instead, solely because of Suzanne and the steps she took we returned as happy and satisfied clients and would not hesitate for one minute to contact



15 Great Trips to Take with Your Friends...

It's almost inevitable. You're sitting around your friend's living room or grabbing a beer and burger and someone will mention a burning desire to get away from it all. They want to head to the mountains, the beach, a historic city-anywhere that gives them the chance to share a new adventure with old friends. In its best moments, traveling with friends means common interests, big laughs, and new stories to add to the rotation.

[Click here for entire list](#)

Suzanne and your organization again to plan our next trip, which we believe will be this coming summer when we return to Germany and then travel on to Italy.

It is my hope that on our behalf you will recognize the outstanding job that Suzanne did, she represented your organization in a superior manner.

Thank you for taking the time to read this and we wish you and your organization continued success.

Sincerely,

Jay and Cindy J.

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