

# 1 IN CIRCULATION & READERSHIP

SOUTH ASIA'S LEADING TRAVEL TRADE FORTNIGHTLY

ddppl.com

TravTalkIndia.com

TRAVTALK

Published from : ★ India ★ Middle East

Nominate Now

West India Travel Awards

14<sup>th</sup> October, 2015  
at Grand Mercure, Goa Sheem Resort

Supported by Incredible India

www.indiatravelawards.in



Harvey India completes 10 successful years in the travel industry. For a decade we have been taking care of your travel needs with sincerity & dedication, and will continue to do so. We would like to take this opportunity to convey a big thank you to our well wishers and supporters for helping us reach greater heights.

*- Joe Rajan & Team*



Harvey India

Global Outreach Local Presence



# 'Togetherness on **JTB** Holidays'!

## Star Cruises Specials

Cruise to Exotic Destinations:

• Sanya • Halong Bay • Kaohsiung • Taichung • Keelung  
• Malacca • Pulau Tioman • Port Klang • Pulau Redang • Penang • Langkawi



**\*\*AVAIL SPECIAL RATES\*\***

Discover Asia's truly vibrant city...  
**SuperStar Virgo - Ex Hong Kong**  
@ ₹18,800/-\* onwards per person  
Valid up to 1st November 2015

Indulge in Asia's Ultimate Destination...  
**SuperStar Gemini - Ex Singapore**  
@ ₹15,300/-\* onwards per person  
Valid up to 30th October 2015

\* Subject to GOI Service Tax & RBI Regulations; JTB Booking Terms & Conditions apply.

**JTB**  
Togetherness Holidays

*a voyage of*  
**DISCOVERY & SURPRISE**



# www.jtbtours.com

- Ready to Travel tour options
- Honeymoon Specials
- Hot Deals!
- 'Bespoke Holidays'

**JTB TRAVELS PVT LTD**

Head Office: G - B, PIL Court, 111 Maharshi Karve Marg Churchgate, Mumbai 20.  
Tel: (+91 22) 6620 2800 Email: holidays@jtbtours.com

Sales Offices: Ahmedabad • Bangalore • Chennai • Goa • Jaipur  
• Jalandhar • Kolkata • Lucknow • New Delhi • Pune • Vadodra



# 1 IN CIRCULATION & READERSHIP

SOUTH ASIA'S LEADING TRAVEL TRADE FORTNIGHTLY

ddppl.com

TravTalkIndia.com

Published from : ★ India ★ Middle East

STAR CRUISES  
The Leading Cruise Line In Asia-Pacific

SuperStar VIRGO

Connecting Oceans Worldwide

**ARK HOLIDAYS**  
Tel.: +91-22-42461919 / 31 operations@arktravels.com

# Media ‘hypes’! What’s your role?

In an affidavit filed before the Supreme Court in response to a PIL, the Delhi Police have claimed that media’s ‘exaggerated characterization’ has led to tourists developing a ‘distorted notion’ about the law and order situation in the city. **TRAVTALK** asks industry stalwarts how they are working to correct this image and paint a better picture of Delhi.

TT BUREAU

We have started a 24x7 helpline which is right now in two languages and very soon we'll have in 12 languages. We have also asked the state governments to appoint tourist police and launch mobile apps to help domestic and foreign tourists. I request the media to not overplay it because it affects negatively. Security issues are there in most of the countries, it depends on how you handle it. On behalf of my ministry and the government, we are handling it sensitively and on priority basis.

**Dr Lalit K Panwar**, Secretary, Tourism, MOT

The foreign media always describes India as having the maximum number of rapes, but this is not true. During the 9/11 tragedy American media tackled it very well. Media should get more responsible. The government should host more conferences for the media and interact more often with the group. This is the only solution.

**Subhash Goyal**, India Travel Award Winner and Chairman, Stic Travel

It is not that India has more rape incidents; it is that there is a greater outcry now at such things in India than in other countries. India has much lesser rapists than the US while having four times the population. Media has a significant and indispensable role. One-upmanship is a natural phenomenon in any competitive field. But, the media should be aware of their responsibility and exercise more restraint while reporting such cases.

**Biji Eapen**, Chairman & CEO, SpeedWings Aviation Academy

Contd. on page 35 ▶

# Modi India’s best ambassador

**Dr Mahesh Sharma**  
Minister of State for Tourism and Culture (Independent Charge) and Minister of State for Civil Aviation

**PEDEN DOMA BHUTIA**

India may not have formerly appointed anyone as our Tourism Brand Ambassador, but Prime Minister Narendra Modi sure seems to be doing a great job at that. While detractors may criticise Modi’s frequent foreign visits and call him an ‘NRI Prime Minister’, **Dr Mahesh Sharma**, Minister of State for Tourism and

Culture (Independent Charge) and Minister of State for Civil Aviation, put forward statistics that herald the PM as a true brand ambassador for tourism.

Based on the countries that Modi has visited after taking charge, Dr Sharma said the increase in tourism from these places have been as follows: **US (10.3%), Brazil (13.7%), Mauritius (26.3%), Canada (7%), Germany (5.7%), Bhutan (18.6%), Uzbekistan (49%), Myanmar (30%) and Seychelles (8%).**

Dr Sharma said the tourism industry can be the strength and backbone of our country, be it in foreign revenue earning, women empowerment and employment generation. Lauding the efforts of tour operators, he said, “Since the world

has become a global village we need to link it with various industries and tourism is a very important tool.” Dr Sharma, added, “The participation of private stakeholders as partners should be explored with greatest potential so that it helps to make tourism an important industry. Until and unless we have participation of stakeholders in making decisions it’s not possible to achieve that target.”

**Andaman Islands**

SPECIAL DEALS FOR TRAVEL COMPANIES ON HOTELS & RESORTS, PACKAGES AND LEISURE ACTIVITIES AT

www.mountainedge.in

**Mountain Edge**  
DESTINATION MANAGEMENT COMPANY  
ANDAMAN ISLANDS  
call us : +91 810 1221 000  
email : info@mountainedge.in

Take the ‘Dreamliner’ to London

Larger, brighter cabins, more spacious seats and innovative new social areas: our 787-9 is now flying Delhi-London. Find out more at [vsflyinghub.com/787](http://vsflyinghub.com/787)

virgin atlantic



# Discover Your Dubai with TravelBullz

- 10 exclusive holiday themes to choose from to suit your every need
- Leisure getaways - make your family time more memorable, by the beach, in the waterparks or at the desert
- Romantic getaways - discover world famous attractions, festivals, heritage and nature
- New Beginnings - Relax, Shop, Dine, Explore.. it could be all be just for you two.
- Family Escapes - Expand Your Entertainment Options
- Shopping Sprees
- Tee Off - Take a swing | Dubai is home to many championships.
- Luxury Offers - Travel without stress, pressure of time or daily routine, where your every need is pre-empted and your every expectation is met and exceeded.
- Exclusive Indulgence - Undertake a new experience and immerse yourself in a new destination whilst indulging in the very best levels of personal and attentive service - lavish and sumptuous accommodation, exquisite and unrivalled levels of gastronomy and informative and educational guides.
- Sun, Sand & Surf Offers - Fasten Your Seatbelt, Harness Or Helmet, Conquer the dunes, soar above dubai
- Rejuvenation breaks - Treat yourself to a world of relaxation in well known spas.



**travelbullz**  
Passion to Innovate. Improve. Implement

**DUBAI**

visitdubai.com

Exclusive Discounts and Special Offers During Ramadan & Eid

*Contact Us*



fit@travelbullz.com / groups@travelbullz.com



www.travelbullz.com



+91 11 49429900

*Follow Us*





# Vkonect Luxury from Oct 10-11

The recently concluded Vkonect MICE at the Holiday Inn, Aerocity, New Delhi, witnessed over 600 meetings, in a format which included both table-top and networking meetings.

TT BUREAU

India's premium B2B meetings platform for luxury players, the second edition of Vkonect Luxury will be held on October 10-11 at The Westin Sohna Resort & Spa. This was announced by **Punam Singh**, Promoter and Director, Vkonect Events at the recently concluded Vkonect MICE.

Over 30 Indian travel and hospitality companies participated in Vkonect MICE, India's premium B2B meetings platform for MICE from July 10-11. The two-day event, held at the Holiday Inn, Aerocity, New Delhi, included a networking session between corporate buyers and exhibitors on Day 1. At the event, speakers shared their thoughts and ideas pertaining to growing popularity of MICE destina-



(L-R): Vineet Gopal, Consultant and Advisor, Vkonect; Punam Singh, Promotor and Director, Vkonect Events; Ravinder Talwar, Area Sales Manager - India, Thai Airways; Sanjay Soni, Treasurer, ICPB, and Runeep Sangha, Executive Director, PATA India

tions. On Day 2, travel trade met the exhibitors for exclusive business session in a tabletop and round ribbon format.

According to Singh, Vkonnect MICE witnessed over 600 meetings, in a format which included both table-top and networking meetings. "The event was specifically tailored to meet the requirements

of many exhibitors and corporate B2B buyers. The first day saw interactions between exhibitors and corporate hosted buyers. The second day saw interactions between exhibitors and B2B hosted buyers," she says.

Outlining the details about the event, **Vineet Gopal**, Consultant and

Advisor, Vkonect, adds, "The idea was to bring the corporate and travel agents in direct contact with the principals." The industry partners who participated in the event included Tourism boards of France, Germany, Canada, Munich, Philippines, Reunion Island, Singapore, and Oman. Other partners included Lavasa, Hello Tourism (Turkey), Shanti Maurice-A Nira Resort, C&C Alpha Group, GRT Hotels, Radisson Blu – Temple Bay Mamallapuram, Holiday Inn, Fanatic Sports, Zuri Hotels & Resorts, Taj Hotels Resorts and Palaces, Sahara Star, Aamby Valley, Premier Hotels of Asia, Meritus Hotels & Resorts, Marriot International, Starwood Hotels & Resorts Worldwide, Anantara – Minor Hotels, ITC Hotels and Via Rail Canada.

### ROYAL DESERT CAMPS

Camel Safaries, Village Safaries by Jeep, Cross Country Drives, Nature Walks, Dune Walks, Gala Dinners in the Desert, Special Camps, Weddings in the Desert, Conferences, Cycle Tours, Special Interest Tours, Desert Games, Adventure activities

**A UNIT OF**  
**ROYAL DESERT SAFARIES PVT. LTD.**  
**JAISALMER**  
Nachra Haveli, Gandhi Chowk,  
Jaisalmer - 345 001 | T: +91-2992252538/251402  
M: +91-9414149638, +91-9929933380  
info@campsandsafaries.com /  
sales@campsandsafaries.com  
www.campsandsafaries.com,  
www.royaldesertcampsjaisalmer.com

Premium Holidays | Adventure & Wildlife | Hotel Booking & Business Tours | Conference & Conventions | Events & Banquets

# +91 11 4443 4443, info@wbi.co.in | www.wbi.co.in

Best Corporate Incentive Tours Operator '14

## 2015 FORMULA 1 SINGAPORE AIRLINES SINGAPORE GRAND PRIX

HOME OF FORMULA 1 NIGHT RACING

18.19.20 SINGAPORE SEPTEMBER 2015 MARINA BAY STREET CIRCUIT

3 DAYS OF NON-STOP RACE ACTION

FIA FORMULA ONE WORLD CHAMPIONSHIP

PORSCHE CARRERA CUP ASIA

**PHARRELL WILLIAMS**  
18 SEP FRIDAY  
ZONE 4 PADANG STAGE

**MARON 5**  
19 SEP SATURDAY  
ZONE 4 PADANG STAGE

**SPANDAU BALLET**  
19 SEP SATURDAY  
ZONE 1 VILLAGE STAGE

**BON JOVI**  
20 SEP SUNDAY  
ZONE 4 PADANG STAGE

RACE TICKETS START @ ONLY **INR 14,000\* SGD 298**

TRAVEL PACKAGES START @ ONLY **INR 37025\* per person**

RESERVE YOUR SPORTS TRAVEL PACKAGES FOR RACE TICKETS & TRAVEL PACKAGES

**FOSS PARTNERS** HIGH COMMISSION ZERO INVESTMENT INSTANT ACCESS

B2B Sports Event Platform for the travel community

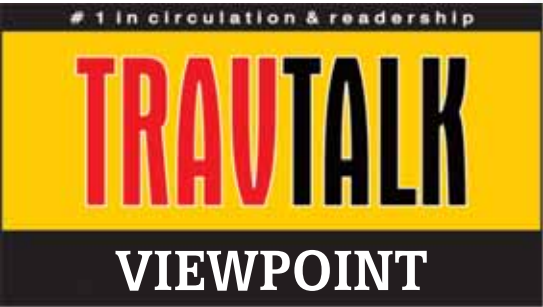
**FANSON STANDS .COM**

FANS ON STANDS SPORTS MAKING YOUR SPORTING DREAMS A REALITY!

login.fansonstands.com

For details, call: **+91 90350 08503**





Change! Now or never...

What is the tourism industry doing to offset the perception created by the Indian media about Delhi being the ‘Rape Capital’, or the safety hazards of travelling to India in general? How many industry leaders have seriously talked to the media to explain the damage it is causing our country? It’s time to talk to others rather than talk within ourselves (it’s what the travel industry does best)... Media sets the perception and today perception is the Truth!

Who bears the brunt when tourists stop coming? Not so much the airlines, or big hotels or large travel companies... it’s the smaller companies and individuals who have put all their efforts and monies into this industry. They need the support of travel & tourism associations, the government and leaders. The industry needs to start talking and taking the responsibility of quashing this reputation.

Why is India being seen as an unsafe country to travel? Do other countries not face the problem of rape? In fact, if you compare the size of our population vis-a-vis other cities, the cases of rape are actually much lower in Delhi. Then why do these cities still continue to get tourists in much larger numbers than India? (International visitors in 2013: London 15.96 mn, New York 11.4 mn, Paris 15.29 mn, Bangkok 15.98 mn, Delhi 2.30 mn).

We realise it is important to wake ourselves up and send out a strict message to our citizens that sexual violence against women will not be tolerated by any of us, but that has to be done in a responsible manner, without hurting the country’s image internationally, and our economy in the long run.

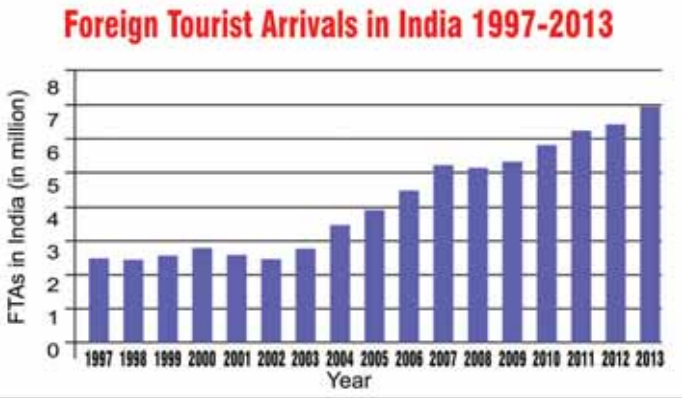
The travel industry sits back saying it is not their fault, they portray themselves as the victims. They are still waiting for the police and the government to find solutions. The travel industry has a responsibility to itself and its own. It needs to befriend the media, bring about a transformation... to change the outward perception of our country, while fighting for what is right within.

35.4 lakh FTAs till mid 2014

The Government of India has undertaken several measures to ensure a much-needed boost to the inbound tourism to the country. Statistics below tell the growth story of tourism in India.

Month-wise Foreign Tourist Arrivals (FTAs) in India, 2012-2014					
Month	Foreign Tourist Arrivals (FTAs) in India			Percentage Change	
	2012	2013	2014(P)	2013/2012	2014/2013
January	681002	720321	719965	5.8	0.0
February	681193	688569	737870	1.1	7.2
March	606456	639530	668896	5.5	4.6
April	447581	450580	504211	0.7	11.9
May	374476	417453	420976	11.5	0.8
June	433390	451223	491833	4.1	9.0
July	485808	506427	—	4.2	—
August	445632	486338	—	9.1	—
September	411562	453561	—	10.2	—
October	556488	598095	—	7.5	—
November	701185	733923	—	4.7	—
December	752972	821581	—	9.1	—
Total	6577745	6967601	3543751	5.9	
Sub Total (Jan-June)	3224098	3367676	3543751	4.5@	5.2@

P: Provisional, @ Growth rate over January-June of previous year  
Source(i) Bureau of Immigration, Govt. of India, for 2012 & 2013  
(ii) Ministry of Tourism, Govt. of India, for 2014



Foreign Tourist Arrivals (FTAs) in India, 1997-2014		
Year	FTAs from Tourist in India (in Million)	% change over the previous year
1997	2.37	3.8
1998	2.36	-0.7
1999	2.48	5.2
2000	2.65	6.7
2001	2.54	-4.2
2002	2.38	-6.0
2003	2.73	14.3
2004	3.46	26.8
2005	3.92	13.3
2006	4.45	13.5
2007	5.08	14.3
2008	5.28	4.0
2009	5.17	-2.2
2010	5.78	11.8
2011	6.31	9.2
2012	6.58	4.3
2013	6.97	5.9
Jan-June-2014	3.54(P)	5.2@

(P) Provisional, @ Growth rate over Jan-June 2013  
Source(i) Bureau of Immigration, Govt. of India, for 1997-2013  
(ii) Ministry of Tourism, Govt. of India, for Jan-June-2014



# Scaling new heights

A passionate mountaineer himself, Captain Swadesh Kumar, Chairperson, Indian Himalaya – Mountaineering and Tourism Meet and Advisor, ATOAI, calls out Indians to venture into mountaineering. Kumar tells TRAVTALK about the purpose behind the mountaineering meet scheduled to be held in January 2016.

**SAMAPTI DAS**

The Adventure Tour Operators Association of India (ATOAI) is going to organise the first-of-its-kind Indian Himalaya – Mountaineering and Tourism Meet 2016 from January 15-17, 2016 at the Indian Mountaineering Foundation in New Delhi. The event will take place

the other way round. The event will focus on Himalayas and its eco system and training and preparation for expeditions and mountaineering experiences and adventure activities. It intends to invite about 150 foreign tour operators who promote mountaineering and adventure tourism. About 50 mountaineers will also be invited who might advise the Indian tour

operators to improvise mountaineering and promote it in a better way. Kumar says, "Mountaineering has become stagnant and is not growing and we, in the industry, should make it grow. So, the association decided to have a mountaineering meet and coordinate it with tourism. This meet has got very interesting objectives and one of them is to promote mountain

climbing at the Himalayas and let people know that the Indian Himalayas are not only for summers but also for winters." He informs that there was a time when there used to be 100 to 90 mountain expeditions from overseas to India but it is just 40 to 30 now and every expedition used to have 15 to 20



mountaineers but now there are three to four only. So now a time has come to promote moun-

taineering, the mother of adventure tourism. Kumar says that this event will ensure that a message is spread worldwide that India is a friendly country with easy documentation. He hopes to reach the audience through different channels and is sure that the Indian travel agents will benefit a lot from this.



**Captain Swadesh Kumar**  
Chairperson, Indian Himalaya – Mountaineering and Tourism Meet and Advisor, ATOAI

This meet has got very interesting objectives and one of them is to promote mountain climbing at the Himalayas and let people know that the Himalayas are not only for summers but also for winters

in collaboration with Indian Mountaineering Foundation and the Ministry of Tourism, Government of India. The initiative has been taken to promote mountaineering in the country. According to Captain Swadesh Kumar, Chairperson, Indian Himalaya Mountaineering and Tourism Meet and Advisor, ATOAI, one third of the Himalayas is in Nepal and two third is in India but in terms of tourism it is just

Reaching the pinnacle

Indian Himalaya Mountaineering and Tourism Meet 2016 will see about 150 foreign tour operators and about 50 mountaineers

One third of the Himalayas is in Nepal and two third is in India

atlastravelsonline

Most simple, user-friendly online travel portal

KEY FEATURES

White Label & API Solutions

Best Commissions

Online Cancellation

24 X 7 Support

Instant Refunds

MIS Reporting

B2B BOOKING ENGINE FOR TRAVEL AGENTS

We have been awarded

"India's top 100 Travel Producers Award | Best Emerging Travel Portal"

Atlas Travels Online is an ambitious venture of a 25+ Year Old Travel Solutions Company

Corporate Office : 505, Marathon Icon, Ganpatrao Kadam Marg, Lower Parel (W), Mumbai - 400 013.

Tel: 022 6169 6969 | Web: atlastravelsonline.com



**Seclude's boutique hotel opens in Mussoorie**

■ Seclude recently opened The Seclude City Mussoorie, a freshly restored seven-bedroom boutique hotel, in the hilly town of Mussoorie. Situated picturesquely atop a small verdant plateau, affording the residents peaceful privacy, the property overlooks the stunning lights and valley of Dehradun. A short walk away is the Picture Palace entrance of the busy Mall Road of Mussoorie.

The bungalow has been conceptualised and designed by the multi-award winning architectural firm, Spacematters, under the leadership of architect Amritha Ballal who has brought life to the house by giving it vibrant colours, concept lighting, natural interiors and furniture, an open air cinema and a living landscape outdoors.

The yellow and sky blue bungalow houses 'Babboo's Cafe', the all-day dining café and restaurant named so after the quixotic owner, Babboo Puri. Each of the seven bedrooms of the bungalow is colour-themed on popular songs.

# Tax rebates are the need of the hour

It's good news that the RBI has doubled annual overseas investment ceiling for individuals to \$250,000, but what about the indirect taxes? The government needs to reduce indirect taxes in India for this move to be completely beneficial to Indians.

The government has liberalised this remittance scheme – from \$75,000 to \$125,000 and now to \$250,000 – because our forex reserves are at an all-time high right now. Very good investments are coming in, thanks to the Modi government. That is why he wants to encourage businessmen here and also invest in foreign shores.

However, this won't encourage the travel industry to invest abroad. We might see a slight surge in travel but nothing significant. This is basically government to government and business to business. The tourism industry will not see any effect unless one of the local tourism companies goes out and invests abroad.

On the other hand, however, the exchequer is losing a lot of foreign exchange because of the high indirect taxes – mainly service tax and VAT in the country today. India is losing out on the domestic tourists travelling within India

as well as inbound traffic. Somebody from the UAE or the SAARC countries coming into India has to pay a high level of indirect taxes. So they would rather go to some other country than come to India.

The service tax has to go and the VAT needs to be synchronised as per global standards and allow travellers to claim a refund. Since this new allowance will affect foreign

India through tourism has increased by over 20 per cent year-on-year in May 2015. This is due to the eTV facility. This can be substantial if indirect taxes for foreigners is waived and/or credit on VAT be permitted to foreigners.

If the Indian investor (or in this case the Indian tour operator) wants to set up an office in the UAE or Mauritius or Switzerland, he will benefit

There are a few countries that give a tax holiday for foreign investors.

So the government also needs to reduce indirect taxes in India for this move to be completely beneficial to Indians. With regards to indirect tax and other tax-related issues, TAAI has already sent a representation and is in discussion with the Finance Ministry officials.

No doubt it is good as an open policy but in the next few years we will lose foreign currency. It's a cycle. But if the government gives indirect tax rebates in India, people will invest in India itself. So the government should boost the infrastructure in India rather than facilitating overseas investment. It's getting very difficult to compete in the global market because of these taxes. TAAI has taken a stance with the finance ministry for this, to arrange for VAT refunds for foreigners. That is how it will be easier for Indians to compete in the global market.

Unfortunately, it seems that the Government of India is neither interested in the travel industry, nor is it supporting it. A number of representations have been made by TAAI but no crystallised solutions have come up.

The government says that this is a commercial matter so it cannot intervene. But this is not a commercial issue, it's about the livelihood and the revenue generation of the travel agents across India.



The author is Marzban Antia, Treasurer, Travel Agents Association of India (TAAI)

The service tax has to go and the VAT needs to be synchronised as per global standards and allow travellers to claim a refund. Since this new allowance will affect foreign exchange reserves, only companies bringing in forex should be permitted to invest back a percentage of their earnings overseas

exchange reserves, only companies bringing in forex should be permitted to invest back a percentage of their earnings overseas. The forex earning in

from this allowance by having a global presence. However, he will still have to pay indirect taxes in India whereas in those countries you don't.

TASHKENT, KHIVA, BUKHARA, SAMARKAND, FERGANA

Uzbek Tourism Licence No T-007-14

UZBEKISTAN

BISHKEK, ISSYKUL, OSH, KARAKOL, JALAL-ABAD

Kyrgyzstan

So much to discover!

Come & Explore

CENTRAL ASIA

FIVE STANS DMC IN INDIA

TRAVELS MANTRA™

travelsmantra.com

+998 71113 1136

+998 90955 6174

+998 97420 0136

**Uzbekistan**

Call Us

Uzbekistan :Hotel Uzbekistan, 11th Floor, 45 Musakhanov Street Tashkent, Uzbekistan, 100047,Email:- uz@travelsmantra.com

Delhi : 86-B, Ground Floor Anar Kali Garden, Jagat Puri Near Preet Vihar, New Delhi 110051,INDIA ,Email : info@travelsmantra.com

Maharashtra :B Wing - Off. No. 73 , 3 rd Floor ,Sreenath Plaza Complex, F. C. Road , Pune : 411005,Email : pq@travelsmantra.com

+91 01122525252

+91 9999 444 955

+91 9999 444 966

**New Delhi**

Call Us

+91 02066006666

+91 7507 525 199

+91 8554 861 266

**Maharashtra**

Call Us

b2b@travelsmantra.com

kg@travelsmantra.com

cis@travelsmantra.com

**Email Us**

Hotels

Holiday Packages

SightSeens

Visa Support

Transport



# The Heart of India to welcome IATO

The 31<sup>st</sup> annual IATO Convention will be held in Indore from August 20-23, 2015. Along with the convention there will be Indian Travel Mart, which allows exhibitors to showcase destinations, conference and incentive venues.

TT BUREAU

The announcement listing the details of the 31<sup>st</sup> IATO Convention was made by **Subhash Goyal**, President, IATO, at The Park Hotel, New Delhi, in the presence of **Dr Mahesh Sharma**, Minister of State for Tourism and Culture (IC) and Minister of State for Civil Aviation.

In his address, Dr Sharma appealed to the members to take the benefit of this national convention of IATO. He also mentioned the initiatives taken by the Ministry of Tourism to boost tourism, both domestic and international.

**Dr Lalit Panwar**, Secretary, Ministry of Tourism, Government of India, talked about the work being done by the Ministry and the achievements that have been made especially in getting e-Tourist Visa which has already been implemented for 77 countries. He requested the members to give it a wide publicity and encourage tourists to make use of this facility.

**Ashwani Lohani**, Commissioner Tourism & Managing Director, Madhya Pradesh Tourism Development Corporation, expressed his happiness about IATO's decision to hold its annual convention in Indore. He also appealed to the members to attend the convention in large numbers and attend the post convention tours especially being designed for the members.

Goyal said, "We had been looking into the options among Jammu and Kashmir, Tamil Nadu and Madhya Pradesh. As per our policy we always try to reach a new destination and try to boost

tourism to the state. Hotel the Grand Bhagwati will be the venue for the inaugural function and business session etc."

"We are returning to Madhya Pradesh nearly after 22 years when we had our 10<sup>th</sup> IATO convention at Khajuraho, in 1993. Concurrently with our convention, there will be Indian Travel Mart. It is an opportunity for

exhibitors to showcase exciting and diverse range of destinations, conference and Incentive venues. This will facilitate discerning buyers from the travel trade and corporate world to reinforce their choice for business travel, incentives etc. Also interesting business sessions are being planned with social evenings" said **Pronab Sarkar**, the Chairman of the Convention.



# The Big 3

## Chimelong Theme Hotels

- 1 hour by ferry from Hong Kong International Airport
- 3 x theme hotels good for family and MICE at Ocean Kingdom
- The Largest Aquarium\* and the longest wing roller - coaster\*\* in the World
- 144 Visa Free
- Indian Chef and Foods available

Chimelong Hengqinbay Hotel  
The Big OCEAN FANTASIA

Chimelong Circus Hotel  
The Big CIRCUS FANTASIA

Chimelong Penguin Hotel  
The Big PENGUIN FANTASIA

Never be homesick with our signature Indian cuisine!

## CHINA · ZHUHAI

### CHIMELONG INTERNATIONAL OCEAN RESORT

# Explore Chimelong

## 2 nights and 3 days @ USD 310 Per Person

<b>Circus Hotel</b> : Fancy Room & Safari Room	<b>Inclusions:</b> Ferry To Zhuhai • Zhuhai Guide Assistance • Visit to Ocean Kingdom • China 144 Visa • Sic Transfer
<b>Penguin Hotel</b> : Polar Region Room	<b>Remarks:</b> Above rates valid Sunday - Friday stay Supplement will apply for Saturday stay: USD190/RM Supplement will apply for China holidays: USD275/RM *Terms & Conditions apply
<b>USD</b> : 130 (SGL SUPPLEMENT)	
<b>Validity</b> : till 31 December 2015	

creating the moment

**AKQUA SUN**

HONG KONG

For package details contact:  
Ms. Vien chan: + 85291961670, vien@akquasun.com

For resort details:  
Anjum Lokhandwala - +91 9820879052  
anjum@outboundconnections.in

\*The world's largest aquarium with a total water volume of 31,000 cubic meters. \*\*Total length of track about 1300 meters.

www.chimelong.com

### Event Details

- Hotel the Grand Bhagwati will be the venue for the inaugural function and business session etc
- IATO is returning to Madhya Pradesh nearly after 22 years when it had held it's 10<sup>th</sup> convention at Khajuraho, in 1993
- It is an opportunity for exhibitors to showcase exciting and diverse range of destinations, conference and Incentive venues



# Hotels!

Are you looking for a professional company which can !

- Manage
- Market
- Sell in Corporate and Leisure markets
- Have presence all over in India
- Take Revenue Management and Distribution

## FOR YOUR PROPERTY?

How about Flexibility  
to choose any  
of the above services with

## Guaranteed Revenue?

In any case Call Now :  
+91 9810040056  
rohit@h-r-g.com

## Hospitality Representations Group

New Delhi, Ahmedabad (Gujarat),  
Mumbai, Pune, Bengaluru,  
Kolkata, Hyderabad, Chennai

Hotel Representation

DMC Representation

Tourism Boards

Representation of  
Other Tourism Products



In association with



www.h-r-g.com

# New team paves the path

The new OTOAI team wants to work closely with NTOs and remain stringent on the induction procedure. **TRAVTALK** speaks to new members and chapter heads.



MEGHA PAUL

## Challenges galore

The greatest challenge is the introduction of GST and the uncertainty around it coupled with our fight against airlines on their zero per cent commission policy, the most recent being the introduction of service fee by Lufthansa.



## New countries on the map

Croatia and East Europe in general, Portugal, Ireland, Seychelles, Tahiti, Argentina have shown surprising surge in tourist traffic. Popular destinations such as the US, Canada, Europe and Australia have seen more than usual traffic.

## New initiatives this year

Our objective is to have a stronger membership base consisting of quality outbound tour operators who can add value to the overall objective of OTOAI. We are also trying to make our eastern chapter stronger thereby, breaking the myth that OTOAI is a Delhi-centric organisation.

Rohit Shorey

Member, Executive Committee



## Roadblocks

Increase in Service Tax is going to be a challenge. Unfortunately, even the rupee is weak against the dollar and it has been like this for a year now. A lot of travellers have faced delays in receiving the visas this summer.

## Selling like hot cakes

Greece, Switzerland, Spain are the flavours for this summer.

Ankush Nijhawan

Member, Executive Committee

## Way forward

We need to target the Tier-II cities like Hyderabad, Kochi, Calicut, Pune, Nagpur, Chandigarh, Amritsar, Lucknow in a bigger way.

## New challenges

There should be flexibility and increase in air connectivity across India. Few Asian countries offer Visa-on-Arrival, which is convenient in terms of time and expense. The same facilities should be introduced in maximum number of countries.

## What sold this summer

Being a vanilla island, we had to develop the brand awareness in Indian market for Seychelles. But Seychelles has really picked up well with FITs and MICE segment.

Sujit Nair

Member, Executive Committee



## Biometrics challenge

The proposed implementation of Biometrics for Visa in Schengen countries will be a challenge for clients from cities where there is no Biometrics facility. Also, there is a huge concern about the implication of VAT once it gets implemented.

## New strategies

We will invest more time and energy to update and educate the members to face the challenges of the business. The chapter will arrange for interactive seminars or workshops concerning the industry and invite leaders from different industries /National Tourist Boards/Consulates to understand their view and perspective of the outbound industry. We also will discuss how social media can be utilised as a medium for boosting travel.



Mahendra Vakharia

Chairman-Western Chapter

## Uphill task

Customers are more aware in today's day and age. As a tour operator, we thus have to keep reinventing ourselves to ensure we add value to the customer's knowledge and expectations and demonstrate that by working with us, we will make a difference to his holiday. Getting trained quality staff continues to be a challenge.



Amod Thatte

Member, Executive Committee

## Growing outbound

Spain, Greece, Turkey, New Zealand are some destinations which have shown a remarkable growth.



## Not a smooth ride yet

The air connectivity and air fare is a major problem. Going forward, the Income Tax requirement to furnish foreign travel disclosure will have a huge impact on outbound travel. The service tax (3.5 per cent) is also exorbitantly high.

## New markets for East

Europe did extremely well this summer. Even Sri Lanka has picked up as they have introduced direct flights from Calcutta now. Far East, including Thailand, and Malaysia have been all-time favourites with Indians.

## Members in the making

Currently our chapter has 15 members. By the year-end, we are looking at adding another 35 members, thus increasing the chapter strength to 50 members.

Sajjan K. Gupta

Chairman-Eastern Chapter

## Bridging the gap

Since most of the tourist offices are based in Mumbai or Delhi, it's difficult for agents in south to get real-time information from the tourist office or to even build relation with the NTOs. The NTOs should try to reach out to states down south. We are looking at bridging this gap with OTOAI.



## Viable markets

We have seen more outbound traffic to Turkey, Scandinavia, Canada and Spain

## New targets

New initiatives would be rationalisation of taxes, creating meaningful alliances with NTOs and representations, education, expansion of chapters, creating awareness with the government regarding the contribution of outbound tourism like creating jobs, utilisation of infrastructure, etc.

Manish Kriplani

Chairman-Southern Chapter



SINGAPORE MALAYSIA THAILAND DUBAI

# Destination Management Company

explore, experience and discover

HONG KONG & MACAU CHINA SRILANKA BALI



To ensure that our personal attention will be a key to an outstanding travel experience, a hallmark of The Leaf Holidays ...Our Client's Comfort & Satisfaction is our Top Priority – "It's all about you"



## STHI HOLIDAYS INDIA PVT. LTD.

India : 111 RG Complex II Prashant vihar, Rohini – Sector 14, New Delhi - 110085.  
Tel : 011- 40414041 | Mobile +91 9540004411/22/55/66/77,9643209502/03/04/05  
Singapore : 227 Jalan Besar (Kitchener Road), #01-01, Singapore – 208904.  
Malaysia : 57-1, 1st Floor Jalan Thambypillai | Brickfields | Kuala Lumpur -50470.  
Visit us at : [www.theleafholidays.com](http://www.theleafholidays.com) | Mail us at : [info@theleafholidays.com](mailto:info@theleafholidays.com)



# Kiwis lean on India for shoulder

According to Steven Dixon, Regional Manager – South and South East Asia, Tourism New Zealand, the country is pulling out all the stops to drive outbound from India by holding campaign partnerships, trade training platforms, FAMs and events to engage the Indian travel trade.

**PEDEN DOMA BHUTIA**

**Q**How significant is the Indian tourists' contribution to New Zealand during the shoulder period?

India is an important market for New Zealand, particularly as Tourism New Zealand focuses its efforts on driving visitor growth in the shoulder season. Indian travellers visit New Zealand in autumn and spring shoulder seasons, making the country an important market to support the overall visitor arrivals.

**Q**How different is India vis-a-vis other Asian markets?

India is one of our priority emerging markets and we aim for double digit growth from the destination. We are seeing a trend of experiential holidays among Indian travellers. We are also seeing a growth in corporate travellers visiting the destination, which makes it a key market in the MICE segment.

**Q**What are you doing to tap the Indian market more effectively? How critical is the Indian MICE crowd for Destination New Zealand?

As we enter the third year of our three-year marketing strategy, India stands as a country that has responded well to our activities and campaigns for the ICC Cricket World Cup 2015, the *Hobbit* film trilogy, the ambassador programme with Stephen Fleming and our programmes with the travel trade fraternity. While we continue to focus on the independent professionals and families travel segments, MICE will be one of our key priorities in the upcoming months. We currently host many incentive groups from India annually with sizes usually ranging from 50-150 participants. However, it is not uncommon for larger groups of up to 400 people to travel to New Zealand from India. Tourism New Zealand has witnessed an increase in the Incentive business to New

“We’ve just launched the evolution of Tourism New Zealand’s 100% Pure New Zealand campaign that has further defined the country’s unique offer to travellers.”

**Steven Dixon**  
Regional Manager – South and South East Asia, Tourism New Zealand



Zealand and has also hosted close to 900 passengers during the period of July’14 – Jan’15.

**Q**The Cricket World Cup showcased New Zealand to Indian tourists, how will you take this initiative further?

The ICC Cricket World Cup 2015 was an ideal platform to showcase New Zealand’s beautiful landscape and engaging activities to Indian travellers. We undertook a range of initiatives in India, including events, media pro-

grammes as well various other trade activities and business events surrounding the ICC Cricket World Cup 2015.

We’ve just launched the evolution of Tourism New Zealand’s 100% Pure New Zealand campaign that has further defined the country’s unique offer to travellers with a focus on the range and closeness of New Zealand’s attractions. The new strategy and 100% Pure New Zealand commercial comes as one of the world’s longest running destination campaigns turns 16 making

it among the world’s most successful. The message, “Every day a different journey,” brings the campaign to life while new typography and hand crafted logo, developed by local designers and artists, cements the work as unique to New Zealand.

Apart from this, our upcoming activities include campaign partnerships, trade training platforms, familiarisations and events, such as Tourism New Zealand’s organised event, Kiwi Link India that was hosted recently. This year there were more than 30 New Zealand companies participating. The airlines we work closely with as well as Immigration New Zealand were also invited. We aim to continue the momentum by introducing new initiatives in the market for travellers across segments.

**Q**How will the Air New Zealand-Air India code-share agreement help develop tourism?

The code-share agreement between Air New

Zealand and Air India provides seamless connectivity to travellers visiting the destination. In the past we have worked with multiple airline partners to make New Zealand a more accessible destination for Indian travellers.

**Q**How do events such as TRENZ and MEETINGS help boost New Zealand’s tourism potential?

Events such as TRENZ and MEETINGS are an important opportunity for the New Zealand tourism industry to showcase what New Zealand has to offer to key international travel and business events buyers.

These events not only offer face-to-face meetings with New Zealand operators, it also provides buyers with the opportunity to experience products they go on to promote, with a series of pre- and post-familis.

## A new Business Opportunity for Travel Agents

Book Europcar for your clients and get exciting commissions & special nett rates\*.

\*Terms & conditions apply

Europcar is one of the world's largest self drive car rental companies offering self drive cars in over 150 countries covering Europe, Africa, Middle East, Canada, North America, Mexico, Caribbean, Asia Pacific, Australia & New Zealand.

### The Europcar Advantage

New cars with an average age of less than 6 months | 24 hour roadside assistance | Insurance against theft | Insurance for the car, passengers and third party | Pick up & drop facility available at Airports, Railway Stations and Regional Centers

### Fleet Includes:

Toyota, BMW Mini, Ford, Hyundai-KIA, Daimler, PSA, Renault Nissan, Audi, SEAT, Skoda, Volkswagen, Fiat Group (Incl. IVECO) & Opel Vauxhall

Freedom

Flexibility

Convenience

Value

Personal

For any further information, please contact

Ms. Sweta Sinha: 09811283916

Mr. Sanjay Ranawat: 09999998571

Visit : [www.stictravel.com/europcar](http://www.stictravel.com/europcar) | Email: [europcar@sticgroup.com](mailto:europcar@sticgroup.com)

Travel agents can easily make online bookings through B2B portal [www.click4wheels.com](http://www.click4wheels.com)





WE GET YOU



All Business

All Play

Alive and Inspired

Get Connected Tel: 000 800 971 3010 [VIDA-hotels.com](http://VIDA-hotels.com)   

**VIDA**  
HOTELS AND RESORTS

A boutique hotel by Emaar Hospitality Group



# Always at your service

Vivek Goenka, Chairman, Vesta Hotels & Resorts, says they want to offer a space to customers, which is truly unique both in terms of design concept and service.



TT BUREAU

## QHow do you position your hotel?

Vesta is a part of Warren Tea Ltd Group, having its headquarters at Kolkata. We currently have three hotels under the Vesta brand - Vesta International and Vesta Maurya Palace in Jaipur and Vesta Bikaner Palace in Bikaner. We position our hotels as independent boutique and design hotels with an emphasis on unique design and local flavour. In terms of star category, Vesta Maurya is a three-star hotel, while the other two hotels fall in the 4-star category.

## QDo you have any expansion plans? If so, what are the cities that you are looking to grow in?

We are aggressively looking to expand within the state of Rajasthan in the short and medium term and thereafter move to other states in India. We have already acquired land in Jodhpur to build a 65 room hotel. We



**Vivek Goenka**  
Chairman  
Vesta Hotels & Resorts

We are engaged in speaking with people in Jaisalmer, Udaipur and Ajmer to acquire existing assets

are also currently engaged in speaking with various people in Jaisalmer, Udaipur and Ajmer to acquire existing assets.

## QWhat is the USP of your hotel?

Our focus is on creating design hotels. What this essentially means is offering a space to our customers which is truly unique both in terms of design concept and service. We emphasise on creating a fusion of contemporary with local design so as to give our guests all modern day comforts within a setting which characterises the local area.

## QWhat do you need to continue to thrive in this market?

Understanding customer needs and adapting to them is extremely important if one wants to remain competitive in this market. Needless to say, customer service and latest technology is a must.

## QWhat is the kind of relationship that you share with the travel agents and tour operators?

For the last five years, we are actively working with the most renowned travel agents, both offline and online, and we have been very successful in this.

# Toronto airport-downtown link

Metrolinx celebrated the official opening of Union Pearson Express (UP Express), the new air-rail link connecting Union Station to Toronto Pearson Airport.



TT BUREAU

Getting to the Toronto Pearson Airport on time is a whole lot easier now. As North America's first dedicated air rail link, UP Express connects Union Station to Toronto Pearson International Airport all within 25 minutes rail journey. The trains leave every 15 minutes, everyday from 5:30 am to 1 am.

For UP Express, the journey is as important as the destination. UP has partnered with CIBC (sponsors of free Wi-Fi and the lounge at Union Station - CIBC UPstairs), CISCO, Rogers and Deloitte, as well as retail partners Drake's General Store, Balzac's Coffee Roasters and Mill Street Brewery, the most comprehensive customer experience.

Featuring level boarding, so passengers can simply roll their luggage aboard, UP Express trains have been designed keeping comfort and convenience in mind.

Amenities include Wi-Fi, comfortable seating with table trays, power outlets, luggage racks, infotainment as well as flight information.

**Bruce McCuaig**, President, Metrolinx, and **Kathy Haley**, President, UP Express centre, were joined by **Howard Eng**, President and



Outbound guests departing from UP Express Union Station can enjoy amenities ranging from Wi-Fi, retail, airline check-in kiosks, charging stations to flight information screens. CIBC ATMs are present at both Union and Pearson Stations with Canadian dollars, US dollars, euros, British pounds and Mexican pesos available. UP Express Pearson Station is conveniently located right beside the Link Train at Terminal 1, connecting travellers to Terminal 3.

CEO, Greater Toronto Airports Authority; **Michael Coteau**, Minister of Tourism, Culture and Sport, and **Cristina Martins**, Member of Provincial Parliament for Davenport for the official ribbon cutting.

Destination Canada is Canada's National Tourism Marketing organisation. India has recorded an increase of 19.3 per cent Indian tourist arrivals in the year 2014 with a positive growth in each month in comparison to 2013.

SINGAPORE | MALAYSIA | THAILAND | U.A.E | HONG KONG & MACAU | EUROPE |  
SRI LANKA | INDONESIA | AUSTRALIA

## Red Apple Travel Now Operational In Australia



**RED**  
appletravel

Your Inbound Partner In Over 10 Destinations & Counting...

enquiry@redappletravel.com

www.redappletravel.com





*We wanted to inspire children staying at the resort to be explorers. To develop their creativity. That's why we approached a family of artisans whose ancestors once carved wooden toys for the royal family. Today, they do the same for our youngest guests.*

– KEDAR DIGHE, ROOMS DIVISION MANAGER, GRAND MERCURE GOA SHREM RESORT

*Bringing stories to life*



**GRAND MERCURE**  
HOTELS AND RESORTS

More than 43 locations around the world, including Bengaluru and Goa  
Upcoming hotels in Bengaluru, Mysore and Vadodara

To book your exotic vacation call **1860 500 2020** or visit **accorhotels.com**  
**grandmercure.com**



# 60 SECONDS ABOUT



## World Travel Market, Senior Director, Simon Press previews WTM 2015.

### Tell us about WTM 2015?

WTM 2015 will be the best yet. Total participants for the event grew to 51,500 in 2014 and we expect even more to be coming through the doors of ExCeL – London between Monday 2 and Thursday 5 November 2015.

- WTM 2015 will see the WTM Festivals return after a successful debut to celebrate WTM's 35th event last year
- Furthermore, the Wellness programme – introduced at WTM 2014 – has been expanded to include The Wellness Lounge on the Wednesday and Thursday of the event
- The WTM Bloggers' Speed Networking will also be expanded following a successful debut last year, and
- A Taste of ILTM at WTM will be expanded for WTM 2015 to include international buyers.

### How much business can exhibitors expect to conduct?

WTM 2014 saw more than 1.1 million on-stand meetings facilitate more than **£2.5 billion in industry deals**. This year we expect even more business will be conducted, thanks to the number of new initiatives I've outlined. One of the best ways for exhibitors to meet new buyers and sign deals is to attend WTM's Speed Networking sessions, which take place on Monday and Thursday mornings.

### What will the event programme look like at WTM 2015?

There will be more than 100 sessions taking place at WTM this year across a comprehensive range of subjects including Aviation, Hotels, Responsible Tourism and Women in Travel. For the first time there will be a gastronomy programme. The hugely popular WTM Captains of Industry, WTM Ministers' Summit and World Responsible Tourism Day will also return.

### Which exhibitors should we look out for?

World Travel Market always has the biggest brands in the travel industry exhibiting and WTM 2015 will be no exception. Major airlines at the event include **Etihad Airways, Kuwait Airways and Thai Airways International**.

Major hotels chains exhibiting include **Rotana and Jumeirah Hotels**. Furthermore, I'm delighted to be able to announce **Mexico** as WTM's Premier Partner for 2015 as part of the Year of Mexico in the UK and the UK in Mexico.

### Where can buyers and visitors register for WTM 2015?

Visit [www.wtmlondon.com/register](http://www.wtmlondon.com/register)

## DID YOU KNOW?

- 1** **MORE THAN 1.1 MILLION** meetings take place at WTM
- 2** **51,500 ATTENDEES** from 186 countries at WTM
- 3** **£2.5 BILLION** of new business is generated at WTM
- 4** You can meet **5,000 EXHIBITORS** from across the world at WTM
- 5** There are more than **9,100 WTM Buyers' Club** members in attendance
- 6** **MORE THAN 38** travel industry sectors are represented at WTM
- 7** **MORE THAN 17,000** attendance at WTM's conference programme
- 8** Including more than **8,000 UNIQUE VISITORS**
- 9** The Travel Tech Show at WTM is the UK's **LARGEST TECHNOLOGY EVENT**
- 10** WTM's visitor audience has grown by **MORE THAN 20%** over the last five years

# Discover the world

2 - 5 November 2015 / ExCeL London

**Register now**  
[wtmlondon.com](http://wtmlondon.com)

Official Media Partner



Official Premier Partner



2 - 5 November 2015 • London



# Welcome Munshaw! Au revoir Oden

Having spent nearly nine years in the country as Director of Atout France, Catherine Oden had become the face for the destination in India. Sheetal Wadhwa Munshaw will take the helm once Oden steps down.

**HAZEL JAIN**

It was a perfect setting for the trade to bid farewell to **Catherine Oden**, who has spent nine years as Director for Atout France in India. She has been overseeing the market in two stints: from 2002-05 and from 2009-July 2015. She leaves official duty from July 31, 2015 and takes up charge of Greater China region from August 1, responsible for Taiwan, China, Hong Kong, and Macau and will be based in Beijing.

Oden has worked with Atout France for 31 years and was instrumental in setting up its India office. She hands over the mantle to **Sheetal Wadhwa-Munshaw** who will take charge as Director of India from August 3, 2015. Of the 33 tourist offices globally, India is the only market where they have appointed a non-French national as director.

Speaking about her experience in India, Oden said, "It was a great pleasure to start



**Sheetal Wadhwa Munshaw**  
Director-India  
Atout France

and work from scratch – learning about the market, visiting travel agencies and meeting agents. The last six years in India have been a good amalgamation of successful and challenging experiences. I have enjoyed my time discovering this wonderful country and its warm people."

Commenting on her appointment, Munshaw said, "I am overwhelmed and honoured. I would like to express my gratitude to Catherine, who has been a great mentor, colleague, and friend. She introduced me, over a decade ago,

to Maison de La France and gave me some of the most memorable moments of my career, and now has reintroduced me in a new avatar to Atout France. She will be deeply missed but her valuable ideals will be followed." Munshaw has served as the former Deputy Director of Atout France in India in 2004. She was director of Avant Garde Consulting and represented Chamonix Mont Blanc in India.

Of 83.7 million visitors France received in 2014, 359,000 were from India. A series of developments over the last two years have resulted in a stronger positioning of France. These include effective visa facilitation measures, in particular visa issuance within 48 hours and the opening of new VFS centres all across India. These resulted in an increase in the number of visas issued by French Consulates by 60 per cent in the period January to May 2015 as compared to the same period last year.

## Lasting impressions

### One thing you will miss the most about India.

During my tenure, I have had the opportunity to meet and interact with people from different cultures. The one thing that I will miss the most is the wonderful fun friends that I have made. I believe I have made some lasting friendships here which will continue to flourish no matter the geographical distance.

### One way in which you have seen the India market change over the years.

The suspension of bio-metrics totally changed the positioning of France. Travel agents and tour operators really took great efforts to re-program France in the best manner possible. A recent study conducted by us on programming trends taking as a base itineraries published by

30 travel agencies, revealed a staggering 166 per cent increase in the inclusion of France in travel itineraries and a 148 per cent increase in the allotment of bed-nights for

today's Indian traveller has certainly come a long way.

### One message you want to give to the travel trade.

I would like to thank the entire trade for their support extended to me during my time. Their invaluable support has subsequently helped our efforts of promoting France as a tourist destination. I would request the trade fraternity to continue giving the same support to my successor.

### One perspective you want to share with your successor.

The Director is nothing without the team. Our work revolves around our partners – Indian and French, so establishing and maintaining partnerships is also a crucial element for successful initiatives. I am confident that Sheetal will do a wonderful job.



**Catherine Oden**  
outgoing Director-India  
Atout France

France. It almost made me feel as if we had reopened a new office here in India. From opting for group tours to preferring customised holidays to booking holidays online,



## The Seychelles Islands

3 Islands stay from : € 660  
per person

### Includes:

- 2 nights stay on Mahe Island
- 2 nights stay on Praslin Island
- 2 nights stay on La Digue Island
- Daily breakfast
- All inter-island ferry tickets
- All transfers on SIC & Meet & Greet upon international arrival

T&C: Validity: till 31st July 2015, GST @ 3.5% is not included.



Suite 202, Mohta Building, 4 Bhikaji Cama Place, New Delhi 110066  
T: +91 11 45456565 x 100 lines / Direct 45456506 / 07  
E: hotels.tours@destinationtravels.in, operations@destinationtravels.in  
W: www.destinationtravels.in, www.sunnsandvacation.com



# Kia Ora, say the Kiwis to Indian agents

From 4WD Bush Safaris, bungee jumps, luges to geothermal dips, claybird shooting and visiting Hobbiton, Indian agents got a great opportunity to experience the North and South Islands of New Zealand. Before landing in Auckland for MEETINGS 2015 the agents also toured around Rotorua, Wanaka, Christchurch and Queenstown.






**We Invite you to Join in & Power up your Future at**

## eTailing & Travel Commerce Conference 2015

The Lalit Hotel, Delhi | 23<sup>rd</sup> & 24<sup>th</sup> July, 2015

**DAY 1**

- Shop with a tap: Scaling up m-commerce
- Emergence of travel market places – what it means for the online travel market

**DAY 2**

- Untangling the tax hurdles: Will GST solve the problem?
- Cab market in India (app and internet driven) the way forward

**FEW SPEAKERS**

**Amarjit Batra, OLX**  
**Samyukth Sridharan, Cleartrip**

**Prasad Kompalli, Mynt**  
**Mausam Bhatt, Flipkart**

**PARTNERS**

**TITLE PARTNER**  
TechProcess Payment Services

**PLATINUM PARTNER**  
servion

**MOBILE PARTNER**  
affle

**SILVER PARTNER**  
Experian

**BLOGGING PARTNER**  
blogmint

**SMS PARTNER**  
MSG91

**SUPPORTERS**














**FOR MORE DETAILS, CONTACT**

**Latika Chopra** | [latika@iamai.in](mailto:latika@iamai.in) | +91 98204 08033  
**Sneha Talreja** | [sneha@iamai.in](mailto:sneha@iamai.in) | +91 9920164969 | [www.iamai.in](http://www.iamai.in)




## MEDICAL AND WELLNESS TOURISM SUMMIT – 2015

(Destination - Brand India)

August 27<sup>th</sup>, 2015; India Habitat Centre, New Delhi

Registration Starts at 9.30 am

**BENEFITS OF PARTICIPATING**

- Showcase India as a Medical and Wellness Tourism destination – infrastructure, opportunities.
- Provide a platform for open house discussion between Governments (Central and State) and health providers regarding issues and opportunities affecting Medical and Wellness Tourism in the Country.
- Highlight Govt. Policies on Medical travel – what more can be done, what is being done.
- Discuss about International Medical Travel – growth, trends.
- Provide suggestions / recommendations to improve the business skills and practices of Medical and Wellness tourism operators.
- Provide new innovative strategies to assist Medical and Wellness tourism businesses and Medical and Wellness tourism destinations promotion.
- Enhance marketing and positioning of Medical and Wellness Tourism in the country.
- Play a catalytic role in setting the Agenda of Medical and Wellness Tourism for 2015.
- Opportunities, Challenges, Next Steps.
- Provide a platform to brainstorm the challenges that insurance companies face when dealing with Indian service providers.
- Showcase Path breaking work done by hospitals in India.
- Brainstorm legal issues – medical malpractice, ethical issues etc.
- Provide new innovative strategies to assist

**TARGET PARTICIPANTS**

- Captains of Medical and Wellness Tourism Industry
- International & National Medical and Wellness Tourism Experts
- Corporate Groups with investments in Medical infrastructure (Medical and Wellness Projects)
- Indian and Foreign Tour Operators
- Medical and Wellness tourism Promoters
- Institutes imparting Medical and Wellness Tourism related Education
- State Tourism Boards
- Airlines
- Medical and Wellness care professionals
- Doctors
- Medical Equipment Companies
- Pharmaceuticals
- Biotechnology Companies
- Hotels
- Spa Wellness
- Travel Companies
- Insurance Companies
- Medical Students
- Non-Profit Organizations etc.

**CHIEF GUEST**

**Dr. Mahesh Sharma**  
Hon'ble Minister of State for Tourism And Culture (Independent Charge) & Civil Aviation, Government of India

**THE PROBABLE ISSUES OF DISCUSSION**

- Branding India as a better destination for Medical and Wellness Tourism
- Innovative strategies to promote Medical and Wellness Tourism
- Proper marketing for Medical and Wellness Tourism
- Inadequate Grievance Redressal policy
- Legal remedies for medical malpractice
- Highly unorganized Medical and Wellness Tourism sector
- Inquiries embedded in the Medical and Wellness care system
- Combining Medical and Wellness Tourism with Spiritual Tourism

**TAKE AWAYS**

- Latest thinking from senior industry and policies from government leaders
- B2B and professional networking
- New investment opportunities in Medical Tourism market

For further enquires please contact:

Manisha Singh – (011) 49545454 Extn. 227; (M) 99535 81010 (E) manisha.singh@ghdci.in  
 Varun Gogia – (011) 49545454 Extn. 242; (M) 98710 98710; (E) varun.gogia@ghdci.in / Manish Pandey – (011) 49545454 Extn. 226

Media Partners

Premier Media Partner

Knowledge Partner










# Rwanda comes calling

During the ‘Remarkable Rwanda’ seminar held in Delhi, agents and investors were acquainted with specialties of the African destination and its easy visa facility.

 **SAMAPTI DAS**

The High Commission of Rwanda in India and Rwanda Development Board (RDB) organised the first business seminar- Remarkable Rwanda – in India for travel agents and investors. Ninety

of Mission, High Commission of Rwanda, says, “We want to tap the potential of Indian tourist and investors to Rwanda.” He highlights Rwanda’s economic progress in the last decade as well as the policies put in place to stimulate tourism in the country. He

three months with multiple entries. But we also issue separate visas for business people and tourists, those who want to come only to Rwanda,” he says.

**Clarence Fernandes**, India Representative, Rwanda Development Board, says, “We are looking forward to keep having these kinds of events in other cities in India too. One of our other initiatives is also to focus on Bollywood and see if we can have at least one movie shot in Rwanda.”

The diplomats promise to be more pro-active with Fam trips and roadshows in major cities in the near future.



travel agents from Delhi-NCR attended the event. The seminar showcased Rwanda as the land of thousand hills and million smiles, a country located in the heart of Africa, known for its unity, political stability, good governance and promising future and one of the greatest wild life experiences. In 2014, Indians were the second largest visitors to Rwanda after Americans.

**Joseph Kabakeza**, the first Counselor, Deputy Head

mentions safety, cleanliness and zero tolerance on corruption as the main reasons to visit and invest in Rwanda.

Kabakeza mentions that one of the reasons to visit Rwanda is the easy visa policy. “We are trying to market the whole East African region as one tourist destination and are looking at having one tourist visa. So, now, one can travel to Rwanda, Uganda and Kenya with only one tourist visa. It is just for \$100 and is valid for

**Explore Rwanda**

 Travellers can visit Rwanda, Uganda and Kenya on one tourist visa

 Rwanda diplomats promised agents more fam trips to Rwanda and roadshows in major cities in India

# Tech-tonic for agents

With the launch of its new online portal, Minar Travels is looking forward to a technology driven growth, says HS Duggal, Managing Director, Minar Travels.

 **TT BUREAU**

**Q Tell us about your upcoming ventures?**  
Our newest venture is our recently launched online hotels booking and Indian travel packages portal <http://tapmyhotel.com>

Minar believes in technology driven growth and change with change. Our aim remains to present our clients a unique kaleidoscope: unfolding places, people, experiences, festivals, celebrations, holidays and business, all that they will ultimately count as their lives’ greatest treasure.

**Q What is the USP of the Minar Travels?**  
Our main USP is to offer services to tourists in all the verticals of travel industry. As a premier destination .and Aviation Management Company, our aim is to give high quality service with innovative ad-ons. We at Minar are



**HS Duggal**  
Managing Director  
Minar Travels


As a premier destination and Aviation Management Company, our aim is to give high quality service with innovative ad-ons

committed to march forward, create employment, national wealth and harmony among nations, through tourism.

**Q How do you think technology has changed the face of tourism?**

Technology has brought the world to the door step of travellers. Now it has become easier for suppliers and operators to communicate with each other and grow business. Response time has become shorter and planning easier.

**Q What are your impressions on the present tourism scenario?**

After the government has introduced the e-Tourist Visa, we are looking forward for hard measures by the Government to remove bottle necks in the growth of Indian tourism such as menace of touts, cleanliness of tourist places, rationalisation of taxes, lack of trained staffs and executives. There is a need to make law enforcing agencies accountable else, the path of reforms would be at a snail pace. 



## TAKING HOSPITALITY TO THE NEXT LEVEL



### MAINI BUGGY

The key to success in the hospitality sector is impeccable service and comfort. Maini Buggy caters exceptionally well to the exacting standards of the industry calling for an efficient mode of transportation for guests, staff, F&B and supplies, especially in hotels, spas and resorts. Maini Buggy offers models with special storage systems and facilities such as carriage boxes, multi-level shelves and temperature-controlled cabinets customised for your specific needs. A definite value addition, Maini Buggy redefines service excellence.

**ZERO EMISSIONS**

**ELECTRICALLY POWERED**


**ECO FRIENDLY**

#### MAINI BUGGY VARIANTS FOR HOSPITALITY

**FLEXI BUGGY**

**HOUSEKEEPING BUGGY**

**F&B BUGGY**

**MAINTENANCE BUGGY**

**DISPOSER BUGGY**

**CARGO BUGGY**

For further enquiries, please contact [aparupa.das@maini.com](mailto:aparupa.das@maini.com) or call +91 80 4352 6566. Visit us at [www.mainibuggy.com](http://www.mainibuggy.com)





# Toronto CALLING

 **DEEPA SETHI FROM TORONTO**

Toronto is one of the most compact big cities. If you stay in one of the hotels downtown, and there are so many of them, then everything seems to be happening around you. Museums, theatre, movies, shopping, restaurants, bars, pubs, street food, the CN Tower and the excitement of hanging from its rooftop, aquariums, old and new markets, flea markets, farmers markets, Chinatown, art and culture, you name it and it's all there... never a dull moment.

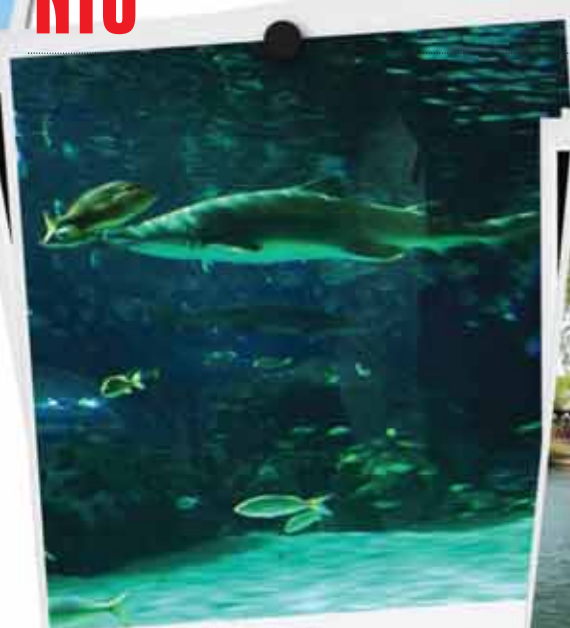
For those afraid of the cold weather, you can walk warm on the PATH, Toronto's downtown underground pedestrian walkway that links 30 kilometres of shopping, services and entertainment connecting to many hotels and even the waterfront, so you never need to brave the weather if you are there in the winter. The summer months are very pleasant to walk outdoors on the picturesque streets of Toronto, or take a cruise, touring the spectacular waterfront and island lagoons. Mariposa Cruises offers

2 or 3 hour cruises with a delicious buffet style meal on dinner cruises and a fully licensed bar on board.

The markets in Toronto are unique. St Lawrence Market, Kensington Market, The New Seaway Fish Market to name a few, still wear the old world charm and have so much fascinating ware that you can spend hours amongst the colours and aromas. The Marche Restaurant in the







Inside Ripley's Aquarium



Island Park



Brian Graziano (left), CTIS, Director, International Leisure Trade Sales UK, Europe and South America, Tourism Toronto  
Maxine Morrell (right) West Manager, North America Leisure Trade Sales, Tourism Toronto



Graffiti in Kensington Market



The Distillery District is home to over 20 art studios and galleries. Check out the Love Locks here at the Paris inspired symbol of affection.



Toronto is one of the most cosmopolitan cities in the world where international ideas intersect with Canadian culture. It is a centre of rare openness, warmth, energy and style, enriched by perspectives on life of more than 100 cultures. First class shopping, Broadway type theatre, iconic attractions, eclectic nightlife and world renowned festivals is what makes Toronto an exciting place to visit and live.

**BRIAN GRAZIANO**



Toronto, with a population of 2.8 million people (5.5 million in the Greater Toronto Area) is one of the most multicultural cities in the world. 50 per cent of the population was born outside of Canada and you can feel the celebration of many cultures in the city's neighbourhoods, festivals, restaurants and more!

**MAXINE MORRELL**

financial district of Downtown Toronto serving the freshest farm picked foods, juices, desserts and ice creams is a favourite stop for tourists from different parts of the world.

#### THE LATEST IN TORONTO:

If you're travelling alone on or with a companion it makes sense to take the airport rail link, Union Pearson (UP) Express, which started last month on June 6 and gets you from Toronto Pearson International Airport to Downtown Union Station in exactly 25 minutes, at a cost of C\$27.50 per person. Toronto is trying to do everything to make its visitors very comfortable.



▶ The best of Abu Dhabi all in one place

dnata

Create the ultimate Abu Dhabi Summer Season experience for your customers' taste and budget with dnata. We tailor the perfect package of flights, hotels and attractions from our unbeatable portfolio.

- Guaranteed best prices, plus exclusive promotions
- Award-winning service
- Stress-free arrivals, with visa services

Easy, affordable and all in one place. Abu Dhabi begins with dnata.

24-hour call centre number : +91 120 6763630

Corporate Office : Windsor IT Park, Level A-1 Sector-125, Noida-201301 UP, India  
Telephone : +91 120 6763630  
Fax : +91 120 6763555  
Email : tours@dnata.com

Regional Offices : Mumbai, Bangalore, Pune and Gurgaon



# High potential in India

Kimberley Long-Urbanetz, Vice President Sales and Agency Distribution, Hahn Air, tells TRAVTALK how they are working to make the lives of travel agents easier.



DEEPA SETHI

## How has the Indian market worked for Hahn Air?

India is one of the most important markets for Hahn Air. It is one of our top 10 markets worldwide. We service more than 4,800 Indian travel agents who can issue tickets of 276 air and rail partners on the HR-169 document via the standard GDS process. To acknowledge the importance of the market, we have established a dedicated service desk for India which can be reached by phone on +91-(0)124-4675169 or by e-mail at serviceindia@hahnair.com. Indian travel agents can also call our toll free number 1800-1026-169.

## What have been the expectations for the market?

Our foremost goal is to make the life of travel agents easier. Therefore, it is crucial for us to communicate the advantages of our products and services to make them understandable for our part-



**Kimberley Long-Urbanetz**  
Vice President Sales and Agency Distribution, Hahn Air

It is important for agents to know that they can issue tickets of our partners on the HR-169 document even if the airlines do not sell via BSP in India

ners. For example, it is important for travel agents to know that they can issue tickets of our partners on the HR-169 document even if the airlines do not sell via BSP in India. We also offer additional content of

non-GDS carriers via the code H1. And finally, we are the only ticketing provider to offer complimentary insolvency insurance with each ticket. With 40 per cent of travel agencies in India already trusting in and using our solutions, we have established Hahn Air as the leading ticketing specialist in the market. We continue to see strong revenue growth in the Indian travel agencies' business with Hahn Air tickets which underlines the high potential of our services for this market.

## What are the challenges you face in this market?

India is an ever changing market with very innovative partners. This is both a challenge and a great fortune as it enriches our experience and expands our horizon. In addition, India is an extremely large market. We acknowledge this by having appointed three professional representatives, each of which is responsible for marketing and sales activities in their region.

# Over `1cr allotted for India

Zhejiang, China, sees huge potential in Indian tourism sector. It has kept aside a huge budget for activating the market and educating the trade.



TT BUREAU

Temporarily breaking away from its parent—the China National Tourist Office (CNTO)—based in New Delhi, a high-level delegation comprising 18 members from Zhejiang Provincial Tourism Bureau visited Mumbai recently to meet the travel fraternity.

**Henghui Zheng**, Director, Zhejiang Provincial Tourism Bureau, who was heading the delegation, said, "Our aim is to promote China and create awareness about the Zhejiang province in India. We have been doing it on a large scale with CNTO from New Delhi but the various provinces sometimes come separately to showcase their products as and when they get a chance, which is what we are doing right now."

Revealing the budget that the province has allocated for the Indian market, Zheng said, "We come here with the support of some of the big travel agencies in the



**Henghui Zheng**  
Director  
Zhejiang Provincial Tourism Bureau

province and have jointly earmarked more than CNY 1 million [more than `1 crore] for 2015. It can be more than this, but not less." **Zheng Xiyuan**, Chinese Consulate-General in Mumbai, was also present at the networking event that was jointly organised with Air China.

The delegation met people from the industry. "We want to understand the market as it is a new market for us. The province records double-digit growth from India and last year alone saw more than 1,26,000 travellers from India — most of whom were business travellers.

"Most businessmen fly either to Hangzhou or Yiwu that is known for the toy market. About 20 per cent of all traffic from India to China goes to Hangzhou. Our aim is to balance this traffic with leisure travellers and want to see at least a 10 per cent increase this year with 1,65,000 tourists," Zheng said. She hopes that this year will see a spike in tourism between India and China because of 2015 declared as 'Visit India Year' in China. She added that this visit will soon be followed by another one that will have smaller agents from the province.

## Zhejiang Calling

→ Zhejiang province will be promoting nature, shopping, history and culture in India

→ South Korea is the top source market for Zhejiang with India on the 11<sup>th</sup> position

# The Digital Agency for The Hospitality Industry

starwood  
Hotels and Resortslemon tree  
HOTELS

L MERIDIEN

THE WESTIN  
DHAKAFOUR  
POINTS  
BY SHERATONRAMADA  
WORLDWIDE

Howard Johnson

Al Dar Hotels

OTOAI  
Oman Tourism Authority  
Building the future of tourismS  
SheratonROYAL ORCHID  
HOTELS

THAI

alp  
ROOMS

internet  
**MOGULS**  
Born 15 Aug. 2009 | Religion : Digitalism  
Moguls Online Pvt. Ltd.

Digital Solutions for Hotels, Travel Companies & Airlines

Call us to book an appointment +91 8527691624

E: info@internetmoguls.in, www.internetmoguls.com

Delhi • Dubai • Vancouver







ADAARAN  
*Select*  
**HUDHURAN FUSHI**  
MALDIVES

ADAARAN  
*Prestige*  
**OCEAN VILLAS**  
HUDHURAN FUSHI - MALDIVES



Discover a paradise hidden away in plain sight where the sun rises painting the skies in rich orange hues and the gentle waves of the Indian Ocean caress the shore with grace. Adaaran Select Hudhuranfushi offers a holiday beyond compare. Find yourself in the peaceful seclusion of thriving vegetation and aquamarine waters as you unwind on the white sandy beach. Spoil yourself with the luxuries at our ocean villas or enjoy a tranquil stay at our beach villas; complete with modern amenities. Enjoy a romantic dinner under the stars or stimulate your senses with an invigorating spa experience.

**Endless experiences are yours to explore on the sunny side of life!**



# BE A WINNER



West  
**INDIA**  
**TRAVEL**  
**AWARDS**

14<sup>th</sup> October, 2015

at

Grand Mercure, Goa Shrem Resort

Nominate Now On:

[www.indiatravelawards.in](http://www.indiatravelawards.in)



Gunjan: +91 96503 99905 gunjan@ddppl.com, Amit: +91 96509 13334 amit.bhasin@indiatravelawards.in, Seema: +91 96501 96531 seema.datt@indiatravelawards.in

SUPPORTED BY

Incredible India

HOSPITALITY PARTNER



ENDORSED BY





# Howzzat! Aussies bowl over Indians

Nishant Kashikar, Country Manager – India, Tourism Australia, talks about how the Cricket World Cup helped them augment the Indian visitor arrivals. According to the Australian Bureau of Statistics a record 200,000 Indians visited Australia for the year ended January 2015, an increase of 19 per cent over previous year.

**QHow was the response from India for the World Cup?**

It is estimated that approximately 8,000–10,000 Indian tourists travelled to Australia for the ICC Cricket World Cup. Indian cricket fans not only witnessed the Indian team in action, but also got to visit popular attractions including the Sydney Opera House, Sydney Harbour Bridge, the Great Ocean Road, the Great Barrier Reef, amongst others. Recently released data by the Australian Bureau of Statistics reveal that a record 200,000 Indians visited Australia for the year ended January 2015, an increase of 19 per cent over previous year. The month of January 2015 recorded a 35 per cent growth over previous year for Indian arrivals. India is now the ninth largest inbound market into Australia. Arrivals from India are expected to perform well with an average annual financial year growth rate of 7.2 per cent through to the financial year 2021-22.

**Qs Australia introducing any new schemes to woo Indian travellers?**

In keeping with Tourism Australia's direct-to-consumer marketing strategy in India, there will be collaborations commencing from the beginning of our next financial year (July-June) for offer-led campaigns with key aviation and distribution partners. Executed on consumer media platforms including print, TV, digital and out-of-home, the campaigns will provide great value to potential travellers and encourage early bookings.

**QWhat are you doing with the trade?**

There is also a robust trade development programme in place led by the training initiatives that Tourism Australia undertakes to provide support to the travel agent fraternity in their efforts to sell Australian hol-

idays. Apart from that, we have in-person training aimed at frontline staff of travel agencies to educate and update them on new products and experiences in Australia.

**QHow was 2014 for the Australian tourism industry vis-a-vis the Indian market.**

Tourism Australia organised several initiatives in India in

2014 including the launch of the Restaurant Australia campaign focusing on the best food and wine experiences in Australia. To leverage the visit of the Indian cricket team, Tourism Australia collaborated with leading online travel agent yatra.com to execute a high visibility campaign with Star Sports, the official broadcaster of all the cricket games.

“The month of January 2015 recorded a 35 per cent growth over previous year for Indian arrivals, indicating a strong start to the calendar year. With the achievement of this milestone, India has improved its rank to be the ninth largest inbound market into Australia.”

**Nishant Kashikar**  
Country Manager – India, Tourism Australia



## A unique destination for a Luxury holiday

Would like ot take your attention to our key facts:

- The biggest hotel of the city, spread over in more than 58 acres of Land.
- Region's biggest banquet hall with pre-function area.
- Aravali Party Lawn adjoining Conerence Hall & Chaat Bazar.
- Olympic size pool - The Palm Deck.
- Amphitheater - Rangbhoomi.
- Dedicated area for varmala / phera, Jaimaal Gazebo.
- Diffrent kind of venues for events such as amphitheater & Chat Bazar.



Village-Bujhda, Tehsil Girwa, Kodyat Road, Udaipur - 313001 (Rajasthan) India. | Tel.: +91 294 6600 600  
Mobile: +91 98290 99950, 95498 91700, 95498 91800, 95498 91709 | Email: reservation@anantahotels.com | www.anantahotels.com



## A alluring destination to stay and rejuvenate

Would like ot take your attention to our key facts:

- It's a sprawling 9 acres luxury spa resort of Pushkar.
- 72 luxurious rooms offering spectacular views of the rolling Aravali Hills.
- Aravali Banquet Hall & lawn.
- Oasis, a 24 hour multi cuisine restaurant.
- Swimming Pool.
- Mudra - The Spa.
- Amphitheatre.



Village-Leela Sevri, Ajmer - Pushkar Road, Pushkar (Distt. Ajmer)  
Mobile: +91 8003093907, 8003093911, 8003093918 | Email: reservation@anantahotels.com | www.anantahotels.com

### Thriving Down Under

The month of January 2015 recorded a 35 per cent growth over previous year for Indian arrivals in Australia

Australia offers trainers to conduct in-person training aimed at frontline staff

Regional Sales office: Ahmedabad : Mandeal Square, B-613 Nr. Iscon Eegance, Prahladnagar, S.G. Highway.  
Mobile: +91 9978994688 | E-mail: sales.ahmedabad@anantahotels.com

Mumbai : 405, Sri Krishna, New Link Road, Opp. Fun Republic Cinemas, Andheri West.  
Mobile: +91 99307 66803 | E-mail: rso.mumbai@anantahotels.com



# Vkonect MICE 2015: A boon for travellers

Over 30 Indian travel and hospitality companies participated in Vkonect MICE, India's premium B2B meetings platform for MICE on July 10 & 11, 2015. The two-day event, held at the Holiday Inn, Aerocity, New Delhi, included a networking session between corporate buyers and exhibitors on day one. On day two, travel trade met the exhibitors for exclusive business session in a tabletop and round ribbon format.





# Will Rajasthan Policy resurge tourism?

In a tete-a-tete with **TRAVTALK**, Shailendra Agarwal, Principal Secretary, Tourism, Government of Rajasthan, talks about the recent launch of Rajasthan Tourism Unit Policy 2015 (RTUP-2015) and the upcoming 'Resurgent Rajasthan Partnership Summit 2015' which are expected to induce fresh investments in tourism infrastructure.



MEGHA PAUL

## What are the key features of Resurgent Rajasthan Partnership Summit 2015?

The key features of Resurgent Rajasthan Partnership Summit 2015 are to realise the state's endeavour to realise its vision of inclusive growth and long-term, all-round development by harnessing the power of partnerships. Rajasthan recognises the role that businesses can play in achieving this goal. Therefore, it is placing special emphasis on deepening engagement and forging partnerships. At present, the state is focusing on thrust sectors such as tourism, agro and food processing, defence manufacturing, healthcare, auto and auto components, MSME, renewable energy, IT and ITeS, financial services, mines and minerals, cement, road construction, textile, urban infrastructure, drinking water.

## How is it expected to boost tourism in the state?

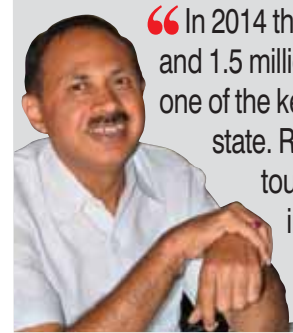
In 2014 the state received 33 million domestic and 1.5 million foreign tourists. Tourism is one of the key sectors for investment in the state. Resurgent Rajasthan will give boost to tourism by way of attracting investment in tourism infrastructure. This could be by way of new hotels, resorts, investment in existing heritage properties for converting them into heritage hotels development of new circuits, etc. This will give a rise to inbound tourist arrivals as well.

## What are your other plans for Rajasthan Tourism this year?

Some of the new upcoming tourism projects are Mega Desert Circuit (Jaisalmer-Jodhpur-Bikaner-Sambhar-Pali-Mount Abu), Mewar Complex (Haldighati, Gogunda, Deever and Chhapli). Lighting of well-known monuments to promote night tourism is high on agenda. The Government is also planning to start spe-

cialised circuits for birding, handicrafts and spiritual segment. The new Tourism Unit Policy 2015 which has recently been released will induce new investments in hotels. It has made land conversion easier and given a host of other incentives for such properties. The new Tourism Policy is also in the process of being formulated. The policy will focus on optimum utilisation of rich tourism resources of the state for

Socio-economic development of its people. This will be done by synergising the government and private sector resources and efforts. The State Government has made commitment of constructing 20,000 kms road network in the State. The connectivity of the Jaipur international airport is going to greatly improve with the expansion of the runway. All the big passenger carriers will now be able to land in the Pink City.



“In 2014 the state received 33 million domestic and 1.5 million foreign tourists. Tourism is one of the key sectors for investment in the state. Resurgent Rajasthan will give boost to tourism by way of attracting investment in tourism infrastructure.”

**Shailendra Agarwal**

Principal Secretary, Tourism, Government of Rajasthan

**Travelport**  
Redefining travel commerce

**INTERGLOBE**  
TECHNOLOGY QUOTIENT



Upgrade to  
**Travelport Smartpoint 6**  
Be the travel agent who  
knows the best fare options.

You can now access branded fares and ancillaries from availability with Travelport Smartpoint 6.

Accessing and understanding the most relevant travel content helps you give the best choices to the traveler and more sales for you.

Upgrade today to Travelport Smartpoint 6 to access branded fares and ancillaries from more than 70 airlines.

- See pictures and product descriptions related to the fare.
- Compare fares side by side on one screen.
- Know what extras like bags, Wi-Fi and meals are included within each fare.
- Upsell more fares more easily.
- Be more productive by not having to visit airlines websites and doing multiple searches.

Whether you book from availability, fare quote or shop,  
work smarter with Travelport Smartpoint 6.

Visit us at [itq.in](http://itq.in) and follow us on [f](#) [t](#) [in](#)

## Past Glory

Nearly 1,500 Tourism Units Projects were approved by the Tourism Department involving an investment of approximately ` 12,500 crore during the operating period of Tourism Unit Policy, 2007 from 2007 to 2015



# What it takes to be a winner

India Travel Awards honors and rewards the most discerning travel trade professionals. It supports, promotes and develops the Indian travel and tourism industry by identifying excellence in the trade. The winners share with **TRAVTALK** what it takes to be a champion of the trade.

## Best Digital Marketing Campaign

**ibis Bengaluru City Centre**

We at the ibis Bengaluru City Centre are proud of this award. Since the beginning, ibis as a brand has its focus set on breaking traditional conventions using digital platforms. The campaign was a success because it celebrated the pulse of Bengaluru as a city and its different flavours. Innovative and integrated campaigns are an integral part of our marketing strategy to drive brand preference for our business.

**Firoz Jangaria**  
Hotel Manager



## Best Family Travel Destination

**Ramoji Film City**

India Travel Awards is a great encouragement to any organisation. Tourism is business which certainly requires more boost. Compared to the world, India's GDP is low and we have to learn a lot. This kind of award ceremonies will encourage all of us to give our best to the business.

**Rajeev Jainapurkar**  
CEO



## Best Business Travel Agency

**7M Tours**

I flew all the way from the US to receive the award and the experience was totally worth it. US is growing much for the Indian outbound as well as inbound. Thousands of travellers from the country are willing to travel to India. So, its business both ways and we are a gateway to that. We definitely look forward to have more business from India and support our local friends and travel agents from here in all needs of the corporate and students.

**Akarsh CK**  
Director



## Best Innovative Product

**Roomsxml Solutions**

This award is the best thing that could happen. This time we have won the award in the West and next time we hope to receive this for India with our hard work. Thank you India Travel Awards and DDP for this great initiative.

**Prakash Bang**  
Managing Director

## Best Airline Representation Company

**Group Concorde**

It feels great to receive North India Travel Award. We are happy that the industry supports us and we will continue to see hope. This encourages us to work harder and harder to achieve more success in this industry with the help of all other stalwarts of the industry.

**Prithviraj Chug**  
Director



## Best Foreign Destination in the Rest of the World

**South Africa**

We are absolutely touched. Over three lakh people vote for these awards so it definitely means something. You see your hard work and you are never quite sure how it will be perceived and how the average man will see what you are doing and then this award is really a validation of the hard work of the guys in office, the incredible South African Tourism team that we have in India.

**Hanneli Slabber**  
Country Manager



## Best Inbound Experiential Tour Operator

**Vasco Travel**

I think India Travel Awards is a great initiative taken by the DDP Group. This is going to boost inbound as well as domestic tourism within the nation. Even the government has taken a big step by introducing e Tourist Visa. It gives a good signal to the industry that the Government is thinking about tourism. This will definitely increase tourism and will take it to a right direction.

**Vikas Abbott**  
Managing Director



## Best Tour operator

**World Travel Studio**

The western region has a lot of potential and this kind of a regional award will definitely boost tourism here. The visa policy that India has started is a big boom and will double the inbound tourism in India. India Travel Awards was a big opportunity for us where we launched worldtravelstudio.com for domestic offering.

**Haresh Koyande**  
Founder & Managing Director

## Best Boutique Tour Operator

**Shanti Travel**

We are very proud and thankful about receiving this award. This is the tenth anniversary of Shanti Travel and receiving the 'Best Boutique Tour Operator' award means a lot to us. We are trying to give a wonderful experience to our guests in India, especially South India as we love the destination. So, this encourages us to go even further.

**Maud Le Bras**  
General Manager India and HR Group Manager



## Best Hospitality Marketing Franchise Company

**Alliance Hotels & Resorts**

I am glad to receive this award, especially which is organised by such a reputed publication house. It is a good system that has been started by SanJeet which also focusses on low profile business people who otherwise don't get the deserved recognition. This unique initiative will help everyone from each region to bring out the best for the whole country.

**Zia Siddiqui**  
CEO





# Maya for the best in trade

Having travelled to all parts of the country, India Travel Awards was welcomed with open hearts in the South, West, East and North India. The bigwigs of the travel trade marked their presence in this award ceremony and were also honoured for their achievements.

## Best MICE Operator



The award was given to Kesari MICE and received by its Director, **Zelam Choubal**

## Best Tour Operator



The award was given to World Travel Studio and received by its Founder & Managing Director, **Hareesh Koyande**

## Best Emerging Travel Portal



The award was given to atlatraversonline.com and received by its Executive Director, **Hussain Patel**

## Best Luxury Tour Operator



The award was given to Terra Ignota Tours and received by its Managing Director, **Nitin Sambhi** and Sr. Executive Tours, **K Krishna**

## Best Corporate Incentive Tours Operator



The award was given to Wish Bone India and received by its Directors, **Amit Aggarwal** and **Rishi Khandelwal**

## Best Inbound Tour Operator



The award was given to Minar Travels and received by its Managing Director, **HS Duggal** and COO - Tours, **Madan Kak**







# India's first and only Luxury B2B event

Come meet the people who sell luxury

Saturday & Sunday on 10<sup>th</sup> & 11<sup>th</sup> October 2015



Source: www.germany.travel



For Exhibitor & Hosted Buyer enquiries, contact  
Punam Singh: +919811158785 | Vineet Gopal: +919811622000 for further details!

Association Partners

Premier Print & Electronic Media Partners





# MakeMyTrip opens doors for agents

Ranjeet Oak, Chief Business Officer – Holidays, MakeMyTrip tells **TRAVTALK** about the company's latest offering 'MakeMyTrip B2B affiliate program' which provides agents the flexibility to book online.



TT BUREAU

## QAre there any new initiatives in the technology domain from MakeMyTrip?

We have made significant investments in Technology to create the broadest selection of travel products and services in India. Our earliest offering was flight tickets, but we quickly scaled up to offer a range of services including complete road transport solutions (Bus, Rail, cab), hotel-reservations in over 25,000 domestic properties and over 200,000 internationally, as well as holiday packages to over 300 destinations in 40 countries.

This technology enables not just the customer-experience but also affiliate and partner experience with our portal. No other travel player can claim to offer more than 40-50 holidays that are completely book-able online by affiliate partners.

## QWhat are the new trends that you see in holiday booking in India?

Traditionally, travel agents sourcing inventories through larger companies or through wholesalers were able to view the details online but had to book offline. This caused multiple points of failure: airline price would fluctuate while the hotel price was being confirmed thereby changing the price of the holiday, one or the other element would be pending confirmation till closer to the deadline for travel, and due to fluctuating air prices a confirmed quote (price) could not be communicated to the customer. With MakeMyTrip, such hassles are a thing of the past.

The MakeMyTrip B2B affiliate program provides travel agents the flexibility to book online, with a small token amount to confirm the booking. There is no dependency on a sales team, no requirement to wait for a query-response or bargain on rates. Another unique aspect of our model is that the travel agent can view prices and dates outside of their query range, and if they find a cheaper alternative they can opt for the same. Similarly, they have the flexibility to change the hotel category and also pick up value-adds (such as activities, itinerary) online in some packages. The process is fully automated, thereby offering choice, transparency and convenience - the hallmarks of MakeMyTrip's customer value-proposition to our partners as well. We already have a base of 2000 agents and 300 priority partners, and we are keen that more people from the travel fraternity explore and experience the value of our offerings and partner with us.

## QHow has the business fared over the last one year?

In fiscal 2015, we exceeded \$1.6 billion in total gross bookings. Our net revenue (or revenue less service cost) was nearly \$139 million, representing a yoy growth of 32 per cent in constant currency terms, a result ahead of both our guidance and plan. More importantly, our net revenue from Hotels & Packages business grew by nearly 58% yoy to reach \$62.6 million.

## QHow has acquiring new firms facilitated the business in your company?

Since launch, we have focused on innovation, customer-delight and ensuring we cover all ends of the market.

If there is a user who wants to access the travel-benefits offered by MakeMyTrip on the Internet, our touch-points will ensure that we reach out to them sooner than our competitors.

“In 2015, we exceeded \$1.6 bn in total gross bookings. Our net revenue was nearly \$139 mn, representing a yoy growth of 32% in constant currency terms, a result ahead of both our guidance and plan.”

**Ranjeet Oak**

Chief Business Officer – Holidays,  
MakeMyTrip



**HIMALAYAN OUTDOORS PVT LTD**

An ISO 9001:2008 Organisation

## ENDURING ADVENTURE

**Activities at Camp Little Jaguar**

- 25 Swiss Luxury Camps and each camp has attached toilets with running water facility. For corporate and bigger groups, additional tents can be provided.
- 24 hour electricity with an adequate back up facility.
- Large play ground area in which anyone whether a child or an adult can enjoy a number of activities.
- Various excursions and nature walks can be undertaken at the camp.
- Activities at the camp include trekking, rappelling, rock climbing, bonfires and picnic lunches in the forests.

**Activities at Camp Gold Coast**

- Rafting in Ganga
- Rappelling
- Kayaking
- Campfire
- Beach Volleyball
- Hiking
- Team Game

There are not many outdoor pleasures greater in this world than sitting around a campfire on a clear-skied evening with the silence broken only by the sounds of shooshing waves or gurgling rivers. For freedom and relaxation and seeing some of the most spectacular parts of the country, you cannot beat going camping here. It is situated 30 kms upstream of Rishikesh on a secluded sandy beach by the Ganga. It's also a lovely region of gently rolling hills and beautiful views. It's got plenty of easy day-hikes and pretty spots for family picnics.

**Himalayan Outdoors**  
08, Om Plaza, Kailash Gate,  
Muni Ki Reti, Rishikesh, Uttarakhand-249201, India

Phone: +91-135-2431667, +91-9837889969, +91-9557979198  
Email: info@igaindia.com, himalayanoutdoors@hotmail.com

[www.himalayanoutdoors.com](http://www.himalayanoutdoors.com)

MINISTRY OF TOURISM  
GOVERNMENT OF INDIA



# France strengthens India connection

A unique initiative was launched by H E François Richier, Ambassador of France to India, as a token of appreciation for travel agencies that have programmed France in their published itineraries. The initiative culminated in the French Ambassador's Travel Awards soiree, which took place in Mumbai recently, as well as the announcement of Sheetal Wadhwa Munshaw as the agency's first Indian Director globally.







FROM THE HEART OF EURASIA

# BEST FARES BEST CONNECTIONS

Enjoy daily flights from Delhi to Almaty with convenient connections and competitive fares to Istanbul, Moscow, Kiev, St. Petersburg, Kazan, Bishkek, Tbilisi and Urumqi with the best airline in Central Asia and India. For transit and visiting travelers Air Astana offers Astana and Almaty Stopover Holidays package including a range of benefits.

ISTANBUL	INR 14000
MOSCOW	INR 15000
KAZAN	INR 14000

BISHKEK	INR 16000
ST.PETERSBURG	INR 14330
KIEV	INR 12000

 **air astana**



Tax and surcharges to be added

For information and booking please visit our website [www.airastana.com](http://www.airastana.com) or contact (011)41521425/23711225  
Email: [del.sales@airastana.com](mailto:del.sales@airastana.com)

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



# Ethiopia looks for PSAs

Ethiopian Airlines that recently launched its holiday brand in India invites the Indian travel trade to be part of its network to promote Ethiopia and its holiday packages.



TT BUREAU

Ethiopia's national carrier - Ethiopian Airlines - has launched its holidays package

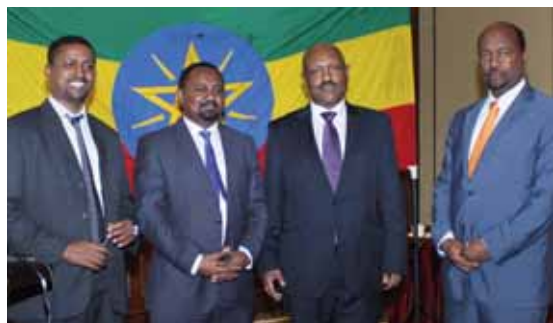
be more organised. We prefer to sell this only through the trade because they are the experts. The website, however, is also open to the public who

Ethiopia is because we have not our job to promote Ethiopia in India. We are late but not too late."

**Mesfin Gebremariam**, Consul General of the FDR, Ethiopia in Mumbai, elaborates on the transformation that Ethiopia is currently going through. "We are investing a lot in upgrading its infrastructure. Our economy is growing - it was around 8.6 per cent this year and a lot of new hotels are coming up across Ethiopia. It's also a safe destination. We urge tour operators to take advantage of this. We will help them in contacting Ethiopia's travel trade fraternity," he says.

The Ethiopian Holidays website has a shopping cart where users can bundle products. Tilahun adds, "As of now, we are not planning to work with any other African tourism board in India. We would like to partner with them in future though once we have established ourselves in India."

Meanwhile, Ethiopian has ordered new aircraft from Boeing and is opening three to five new destinations during every IATA season. This April, it launched Dublin (Europe), Los Angeles (North America), Cape Town, Caproni, and Goma (Africa), and Manila (Asia).



brand in India called Ethiopian Holidays and is looking to promote it through the travel trade. Introducing the brand in India, **Tedesse Tilahun**, Regional Director (India Subcontinent) of Ethiopian Airlines, says, "We are looking for sales partners in India to market this new brand of holidays and invite interested agencies to contact us."

The sales partners can be from anywhere in India capable of selling the packages and promoting the destination across the country through joint marketing and promotions. Tilahun adds, "Mumbai and Delhi are showing good numbers already. But these are not through well-organised, formal packages. With Ethiopian Holidays, it will

can buy the packages online. We are looking for at least two to three selling partners since it is difficult to sell Ethiopia in India at the moment."

Ethiopian Holidays is also planning a familiarisation trip for the trade in the next couple of months. In India, it will start with 10 package tours that can be customised. They are short-duration packages but can be tailored to create longer itineraries.

Tilahun says, "We want to introduce Ethiopia as a new destination to the Indian market and request the travel trade to include Ethiopia in their itineraries and promote the same. The reason travellers and the trade do not know about

# Unique offering for Indians

Promoted by Atout France, 'My Webspot' has a unique proposition for Indians travelling to Europe and it's looking to make in-roads in India through the travel trade.



TT BUREAU

A portable hotspot device that offers unlimited Internet in Europe, "My Webspot" is looking at the India market in a big way. It is being promoted by Atout France in many countries including India and has helped develop a network for the company here.

**Ruddy Giorgi**, Managing Director, My Webspot, says, "For now, we are investing in communication through Atout France. We have found a great partner in them as they have helped us develop a network of travel trade professional in many countries including India." For now, it is only available for people travelling to Europe.

"We hope that we will be able to open an office in India and offer a worldwide service to Indian travellers and not just Europe. If we ever set up a branch in India, we would prefer to engage with a local entity who has access to the Indian market. India is on our list of top countries to invest and develop our business," Giorgi adds.

For now, they are looking for sales partners in India who are able to offer this service to their customers. It offers different kinds of partnerships, from simple sourcing (in which the partner has a coupon code

for his customers to identify every sale coming from him), to integrated partnerships where My Webspot's offer is integrated into the sales brochure. The company offers commission from the first rental, corresponding to a percentage of gross sales.

municated to the direct traveller through our network of travel agents. Since the organisation has just forayed into the Indian market, it is too early to gauge results. We are of the belief that the product will gain popularity with Indian travellers in the months to come."



Maxime Chardonnerau, MD, My Webspot and Ruddy Giorgi, MD, My Webspot

Giorgi says, "We are also offering partnerships to the travel trade selling European destinations including France to Indian travellers. We believe that this service can also give hotels and tour operators a competitive edge. We would also like to engage in partnerships with companies that have a branch in Europe who end up spending billions of dollars on data roaming."

**Catherine Oden**, outgoing Director - India, Atout France, says, "My Webspot offers the perfect solution for Indian web users. We felt that this product needed to be com-

Speaking about the kind of travellers they are targeting, **Maxime Chardonnerau**, Chairman, My Webspot, says, "Our customers are connected, Smartphone users who want to be able to use their apps (GPS, Viber, Facebook, etc) and communicate with their family/friends/co-worker back home when traveling abroad. They are also professionals who need a reliable access to the internet so that they can communicate on a constant basis with their headquarters in India." At the moment, it is offering a coupon code so that the Indian travel trade can test its products.

# New team at ETAA South

The Enterprising Travel Agents Association (ETAA) South India Chapter announced its new Committee which is busy planning an engaging year ahead for its members.



HAZEL JAIN

The Enterprising Travel Agents Association (ETAA) South India Chapter has recently announced its new five-member committee that will be headed by **MP Joy** as its Chairman. The announcement was made during its third anniversary celebrations in Bengaluru last month. The networking event was combined with a travel agent engagement program that was attended by around 75 members. The outgoing committee, led by its chairman Patrick George, was also honoured. Talking about the broad plans that the new committee has chalked out, Joy says, "We are planning a host of activities for our members. This includes two training programs, three workshops,

and two destination expert programs this year. Moreover, we will be working with the Karnataka Government and the Department of Tourism for the PATA conference that will be held in Bengaluru this September." He added that one of the committee's long-term plans is to focus on creating a quality group of genuine travel agents and tour operators from the region who can be the first point of contact for customers for their holidays.

Sharing more details about the workshops, Joy says, "We will be conducting frequent destination expert programs to update the knowledge of our members. Our training programs on various travel products and etiquettes will help our members. Our



The team of Enterprising Travel Agents Association (ETAA) South India Chapter

focus will be to empower them through these activities."

ETAA South India Chapter is currently in the process of adding more members. "This is important to strengthen our organisation. ETAA South India chapter is just three years old now with a strong membership base of 115 and growing. We are in touch with genuine travel agents and tour operators to

increase this number. Our committee members as well as our members have committed to refer one member per month to us. We also have a special membership committee to accelerate this process. We are also in talks with members in other states such as Tamil Nadu, Kerala and Andhra Pradesh to start our regional chapters at the earliest with a minimum of 25 members in each chapter," Joy says.

He underlines a few burning issues that the new committee will be discussing such as cut-throat competition leading to reduced margins, online travel companies that are taking the business away, and getting customers to again book through them rather than online. "Take for example Lufthansa's latest announcement of charging agents on all GDS bookings. Such moves by airlines should be opposed by the trade as it is

a huge threat to our industry in the long run. Other airlines may follow the same later. The decision on how ETAA should react to this will be taken from the head office which will be discussed in our next meeting," Joy reveals.

## New Committee

**MP Joy**  
Chairman, ETAA South India Chapter  
**Siddalingappa S**  
Vice Chairman, ETAA South India Chapter  
**Swetha Hegde**  
Secretary, ETAA South India Chapter  
**Subramania**  
Joint Secretary, ETAA South India Chapter  
**Ajay Gopal**  
Treasurer, ETAA South India Chapter



# Safety is paramount

► Contd. from page 3

India is surely not the crime or rape capital of the world. It is a perception and media is also doing positive stories to bring out its good aspects as well. What we need is a constant dialogue between the travel industry and the media. This will give a boost to inbound in India.




**Rajan Sehgal**  
Director, Arrivals Air Services

While society may be tarnished by the criminal elements within it, it is irreparably besmirched by the insensitivity and crassness of its law enforcement mechanisms. As individuals and as trade association heads it is incumbent upon each one of us to interact and intercede wherever possible to prevent exaggeration, without varnishing the truth. Today, social media is as powerful, if not more, than traditional media and I do believe that it is in this space that each one of us can make a difference.



**Ajay Prakash**  
CEO, Nomad Travels

Media such as TV channels do tend to resort to 'sensationalisation of crimes' owing to tremendous competition among themselves. This has to stop. Tourists feel that the crime/s are not under control and leads to stress and worry about including that city in the itinerary. Crimes are happening all over the world and they should definitely be reported so that people are aware of what has happened and take precautions but some media tend to harp on these negative activities whole day long. At the same time, the rise of crime has to be stemmed in order to attract tourists. How can we expect incoming tourists, including our own domestic travellers to visit India if the crime rate shoots up? India is one of the several safe countries in the world and we need to keep this up by all means. Government should ensure this in all cities of India. Also, we as citizens should contribute to it by helping our fellow countrymen. This has to be one of the top priorities of our government.



**Harmandeep Singh Anand**  
MD, Jagsons Travels

# Oasis in the desert

The WelcomHotel Jodhpur is a blissful oasis spread over 10 acres, in the midst of sculpted desert country. The hotel's general manager, Sumeet Suri, tells **TRAVTALK** how tailor-made experiences are attracting travellers.

**TT BUREAU**

The hotel provides guests with a fascinating glimpse into the enchantment of the local culture and history of the majestic Blue City. Inspired by the region's forts and palaces and spread out as a series of pavilions around landscaped



courts, WelcomHotel Jodhpur reveals itself in the same manner as an oasis in the desert dunes – a beacon to travellers' in a dramatic landscape.


Comprising 98 rooms and private luxurious villas, the hotel offers a range of accommodation options with contemporary facilities and bespoke services to make a guest's stay more comfortable, while providing the perfect getaway for

the leisure traveller with a plethora of tailor-made experiences such as nature trails, yoga sessions, purpose-built sports areas and scrumptious culinary experiences.

"Jodhpur is one of the emerging hospitality destinations within India. Over the past

sports areas, authentic wellness experiences and scrumptious culinary experiences, while offering comfort and accessibility paired with grandeur and beauty," says Suri.

The Hotel is equipped with various recreational, beauty and fitness facilities including 'WelcomWellness – The Spa', which comprises three treatment rooms, a couple's treatment room and a Salon, serving as an ideal rejuvenation retreat. Additionally, the WelcomHotel Jodhpur provides unique dining experiences at the 'WelcomCafe Chinkara' and the 'Bistro – Desert Rose' – from traditional Rajasthani cuisine to gourmet indulgences in international cuisine. Chef Jodha takes the tradition of the authentic Marwari cuisine to a different level altogether with his innovative recipes. Soon to be introduced will be 'Sholla', an exceptional dining facility inspired and modelled along the lines of a desert camp – a caravan serai, which will serve unique desert delicacies along with other fare. ➔



**Special offer for TravTalk readers**

**50%** Discount on the setup fees

MAKE TECHNOLOGY WORK FOR YOUR TRAVEL BUSINESS.


**SIMPLY.**

If you agree that Online is the future of Travel Business & you want to be part of it, **TALK TO US!**

**Setup your Travel Portal & Go Online in 3Days**

To see it happening without any investments, hassles & technology know how, **TRY NOW!**

**"TRY NOW at NO COST"**



**No Obligation 2 week trial\***

**"ecareIBE" on "Pay as you Book"**

**Setup Time**  
3 Days

**Monthly Cost** Starts from  
**INR 2500/- pm**  
**SPECIAL MONSOON OFFER**

Join the fast growing breed of travel business using ecareIBE to improve Efficiency, Reach & Revenue

**WHY ecareIBE?**

All Pre-Integrated APIs | No Hosting Cost | No AMC

Free Upgrades | On Demand support | Go Live in 2 weeks\*


B2B & B2C Sales Channel | Social Media & Blog Integration

Integrated CMS | All pre-integrated services

**Quick Features**

- Plug and Play modules with Intelligent Rule Engine
- Multi GDS, Multiple Consolidators & Airlines integration
- B2B - Affiliate management, Markup(+ or -), Commission, Add on markup
- B2C – Markups(+ or -), Discounts, My trips, My Account
- Do it Yourself – Content Management System
- API and Non API Fares available
- Accounting Integration | Extensive Reporting
- Multiple Payment Gateways Integration

**Pre-Integrated Suppliers**



and growing...

**\*Send a scanned copy of the advertisement at the below id to avail this special offer**

**Contact Now : +9178450 99939, sales@ecaretechlabs.com**

[www.ecareibe.com](http://www.ecareibe.com) | [www.ecaretechlabs.com](http://www.ecaretechlabs.com)

**ecare Technology Labs Pvt. Ltd.**  
B R Complex, No 27-28, Woods Road, Chennai - 02

**e-care TECH LABS**

\* Live Supplier credentials required to configure live setup. \*\*\* All brand names & trademarks are owned by their respective owners. #T&C Apply



EVENT TALK

JULY 2015

NATIONAL

16	Kolkata	Singapore Tourism Board Networking lunch
16	Mumbai	Atout France Press Networking Dinner
16	Delhi	Tourism New Zealand Frontline Training
16	Jaipur	Learn South Africa
17	Mumbai	Atout France Presentation
17	Delhi	Learn South Africa
17-19	Chennai	India International Travel Mart
18	Chandigarh	Singapore Tourism Board Networking Lunch & Cocktail Dinner
20	Jaipur	Singapore Tourism Board Networking Lunch & Cocktail Dinner
20	Jalandhar	Learn South Africa
20	Kolkata	Thailand Road Show
21	Kochi	India Hospitality Awards - South and West
22	Lucknow	Learn South Africa
22	Pune	Singapore Tourism Board Networking Lunch & Cocktail Dinner
22	Delhi	Thailand Road Show
23	Kolkata	Learn South Africa
23	Hyderabad	Singapore Tourism Board Networking Lunch & Cocktail Dinner
23-24	Delhi	eTailing & Travel Commerce Conference
24	Vizag	Singapore Tourism Board Networking Lunch & Cocktail Dinner
24	Mumbai	Thailand Road Show
24	Mumbai	Learn South Africa
24-26	Hyderabad	Travel & Tourism Fair
25	Pune	Learn South Africa
27	Hyderabad	Learn South Africa
29	Trichy	Learn South Africa
30	Chennai	Learn South Africa
30	Nagpur	DOT Philippines B2B Roadshow
31	Bengaluru	Learn South Africa
31-Aug 2	Kolkata	Travel & Tourism Fair

AUGUST 2015

INTERNATIONAL

5-7	Beijing	CIBTM
-----	---------	-------

NATIONAL

1	Kochi	Learn South Africa
3	Mumbai	Learn South Africa
3	Chandigarh	DOT Philippines B2B Roadshow
4	Nagpur	Learn South Africa
4	Kolkata	Tourism Authority of Thailand B2B Roadshow
4	Bengaluru	Mauritius Tourism Promotion Authority B2B Roadshow
5	Lucknow	DOT Philippines B2B Roadshow
5	Delhi	Mauritius Tourism Promotion Authority B2B Roadshow
6	Mumbai	Mauritius Tourism Promotion Authority B2B Roadshow
6	Lucknow	Tourism Authority of Thailand B2B Roadshow
7	Delhi	DOT Philippines B2B Roadshow
7-9	Vadodara	Holiday Expo
10	Mumbai	Mauritius Tourism Promotion Authority B2B Luxury Roadshow
12	Bengaluru	Mauritius Tourism Promotion Authority B2B Luxury Roadshow
13	Delhi	Mauritius Tourism Promotion Authority Trade & Media Dinner
14	Delhi	Mauritius Tourism Promotion Authority B2B Luxury Roadshow
14-16	Aurangabad	IITE
17	Ahmedabad	Visit Britain B2B Roadshow
18-19	Mumbai	SATTE West
18-20	Surat	Travel and Tourism Fair
19	Mumbai	Visit Britain B2B Roadshow
21	Pune	Visit Britain B2B Roadshow
27	Delhi	Medical & Wellness Tourism Summit
28-30	Mumbai	India International Travel Mart
31	Kolkata	Visit Britain B2B Roadshow
31	Chennai	Tourism Queensland & Tourism Victoria Roadshow

For more information, contact us at: [talk@ddppl.com](mailto:talk@ddppl.com)

Must-visits when in Mauritius

Mauritius, the island nation in the Indian Ocean, with its pristine beaches and crystal clear shoreline, makes for a perfect leisure destination. We list here top attractions not to be missed when visiting the country.



KARISHMA KHANNA FROM MAURITIUS

Undersea Walk at Grand Baie (Solar Sea walk)

The undersea walk is one of the ultimate sensations of being transported to a magical world where you don't need to know swimming and breathing underwater amongst other sea life becomes possible. You can witness firsthand the magnificent marine life of Mauritius, the beautiful fauna, corals, and a wide variety of fish, all in their natural habitat. With specially designed helmets that receive a constant supply of fresh air from the surface, all Solar Sea Walk's equipment are operated using solar power. There is always one trained diver with the participants guaranteeing maximum safety.



Sugar World

It is a museum set up in an old sugar mill in Mauritius which is dedicated to the history of sugar. Here you not only learn about how sugar is manufactured but also the history of the island. Their big machine explains the actual process of making sugar right from harvesting to the final product in a detailed & interactive manner. You can also buy souvenirs like special sugars, Mauritian Rum, t-shirts, etc. in the museum owned boutique.



Chateau Labourdonnais

The 19<sup>th</sup> century Colonial Mansion was owned by Christian Wiehe. It is beautifully restored to regain its original splendour with an interesting AV on the restoration. Here you can see & feel the lifestyle of the families who lived in the 19<sup>th</sup> century. Throughout the house you can see the furniture, utensils, equipments, wallpaper, etc used by the inhabitants of the house. The property is surrounded by beautiful well manicured gardens. Apart from learning the history, one can also visit the Boutique & the tasting bar to taste their rums & buy souvenirs. You can also visit the restaurant & cafe for some great tasting menu inspired by local products.



Casela

At Casela you can experience nature and wildlife closely. You can visit the park on quad bikes, Segway or buses which take you right past the animals, giving you an opportunity to pet them. You can also have the Big Cat experience, which includes walking with the lions & tigers; enthusiasts can also interact with tigers.



Seakart

If you enjoy roller coasters & the thrill of driving fast cars, then Seakart is for you. You can discover the beauty of Mauritius lagoons while driving your own speedboat. It is an exclusive water sport activity with the thrill & adrenaline rush of skiing on the water, sans the safety issue. After a briefing session by qualified instructors, you are ready to take on the sea on your own & experience new sensations & beauty of the lagoons.



Submarine

Blue Safari Submarine is offering you the opportunity to live a unique, thrilling & memorable experience. During the 40 minute dive, you will view the coral reefs, the fantastic Star Hope shipwreck, a 17<sup>th</sup>-century sheet anchor & myriads of colourful fish. The submarine is fitted with individual windows viewing out the underwater world. From inside the cabin, you can also watch live, on a television screen, the impressive immersion of the submarine. It is a wonderful experience of diving with the submarine at 35 metres depth, which no one should miss.



Other Attractions

You can visit the Pamplemousses garden, the National Botanical Garden of Mauritius, do rum tasting & lunch at the Rhumerie & visit Chamarel – the seven colored Earth & the Curious Corner – a place full of interesting illusions. The shoppers can have their fill of shopping not only of branded items but also of the local fares at the Caudan Waterfront. You can also stay at the InterContinental Mauritius, located on pristine white sands, overlooking the Bay of Balaclava with banqueting facilities for big weddings and MICE events or the Bluemarine Attitude, Mauritius, which is quite literally the ideal address for a great family holiday or a romantic escape. Another place for a great getaway is the Outrigger Mauritius Beach Resort, an absolutely breathtaking beachfront location alongside the turquoise lagoons of the Indian Ocean. The 4-star “Maritim Crystals Beach Hotel” is situated at Belle Mare on the picturesque East coast of Mauritius stretching along a Turquoise lagoon and one of the most beautiful beaches of the island.



[www.visaadvisor.in](http://www.visaadvisor.in)



**Visa Advisor**  
Our Competence. Your Ease.

**Services at a glance**

- Visa Facilitation
- FRRO Facilitation
- Overseas Travel Insurance
- Online Visa Tracking
- Passport Facilitation
- Attestations
- Immigration Facilitation
- Online Visa Information



A product of **Sibtain Holidays**  
A true value of leisure

304 ,3rd Floor, World Trade Center  
Connaught Place, New Delhi-110001, INDIA  
Board: +91-11-46468000 (100 Lines)  
Telefax: +91-11-43024086  
Hand Phone: +919810967708  
Email: [ejaz@sibtainholidays.com](mailto:ejaz@sibtainholidays.com)  
Web: [www.sibtainholidays.com](http://www.sibtainholidays.com)  
Discover India with Sibtain: [www.hospitalityofindia.com](http://www.hospitalityofindia.com)







**prowez**  
THE TRAVEL GIFT EXPERTS

**MEET US AT SATTE**  
South Asia's Leading Travel Show

18-19 August 2015  
World Trade Centre, Mumbai  
Stand : A-48

	
TRAVEL ADAPTOR	BAGGAGE TAGS
	
MUGS	PENDRIVES
	
ELECTRONIC LUGGAGE SCALE	SIPPERS AND FLASKS
	
POWER BANK	UMBRELLA
	
TRAVEL BAGS	PENS

**Customized**

Air Ticket Jackets, Passport Covers, Baggage Tags, Travel Bags, Sling Bags, Promotional T-Shirts, Caps, Key Chains, Pens, Mouse Pads, Umbrellas, Mugs, Jute Bags & Folders, Shoe Covers, Desktop Souvenirs & Corporate Gifts



**Duggal Brothers (New Delhi, India)**  
T: +91 11 23677983 | Mob: +91 9810560930  
E: [feedback@prowez.com](mailto:feedback@prowez.com)  
[www.prowez.com](http://www.prowez.com)



**Bali**  
Shop Till You Drop  
(Land Only)



**04 Nights/05 Days**  
starting in just  
**INR 19499/-**

**Book till 31st Oct 2015**

- 4 nights accommodation in Bali
- Daily Breakfast
- 1x Half day Kintamani Volcano Cycling or Jatiluwih Rice Paddy Cycling
- 1x Elephant Short Trek
- 1x Half day Rafting at Ayung River (including lunch)
- 1x60 Minutes Balinese Massage Treatment by Anika Spa with roundtrip transfer
- VAT and Service Charge
- English speaking guide during tour and transfer only
- Full Air-Conditioned transportation during Tour and Transfer only

**Greenview Travels & Services Pvt. Ltd.**  
5/4/10 Geeta Colony, Delhi-110031  
Contact No.: +91-11-65433888,  
+91 9899346828, 9540503460  
Tel : +91-11-65293888, 64623888  
E-mail: [info@gtsworld.in](mailto:info@gtsworld.in)  
Website: [greenviewtravels.com](http://greenviewtravels.com)

\*Terms & Conditions Apply

**THE ALLURE**  
a boutique hotel  
(A Unit of Clark International)

R-57, Greater Kailash, Part-1,  
New Delhi-110048 (INDIA)  
T: +91-11-48184818, F: +91-11-48184800, M: +91-9811023375  
E: [info@theallurehotel.com](mailto:info@theallurehotel.com)

E-82, Greater Kailash, Part-1,  
New Delhi 110048  
T: +91-11-41063366, +91-11-41073366  
W: [www.theallurehotel.com](http://www.theallurehotel.com)





Sabre Travel Network, Asia Pacific

Singapore

Sabre Corporation has appointed **Roshan Mendis** as senior vice president for Sabre Travel Network, Asia Pacific, following the completion of its acquisition of Abacus International. Mendis will be responsible for the overall Sabre Travel Network business in the Asia Pacific region. Mendis joins the team following 12 years with Travelocity.com. A native of Sri Lanka, Mendis holds an MBA in Marketing and Finance from Rice University, Texas. He earned his Degree in Economics at the Chaminade University in Honolulu, Hawaii. Mendis will relocate from Texas, and be based at Sabre's Asia Pacific regional headquarters in Singapore.



Switzerland Tourism

Mumbai

**Claudio Zemp** has been appointed as new Director – India for Switzerland Tourism. He has taken up this position with effect from May 1, 2015. Zemp is an internationally experienced and professional Tourism- and Marketing Specialist. In his last position at the ST Switzerland Convention & Incentive Bureau (SCIB) in London, he was responsible for the UK and Ireland markets. Prior to this, he had been working for ten years for the Switzerland Travel Center STC as an Aviation Manager based in London. His professional background includes positions as a travel agent at STA Travel in Auckland and as a Senior Sales Consultant at Trottomundo in Zurich.



Keys Hotels & Resorts

Mumbai

**Arpan Dutta**, Senior Vice President, Operations, comes with over 20 years of experience in the hospitality and entertainment industry and has worked with companies like The Oberoi, Hyatt Regency, Taj etc. in leadership roles. Most recently he was with Cinemax India Limited as Chief Operating officer which merged with PVR Limited. He also serves as a council member for prestigious global industry expert network Gerson Lehrman Group.



The Westin Gurgaon

New Delhi

**Amit Kumar** has been promoted as Director, Food and Beverage, at The Westin Gurgaon. Kumar began his stint with The Westin Gurgaon in the year 2011, as Restaurant and Beverage Manager and was later promoted to Food and Beverage Manager for the property. In his current role, Kumar will continue to oversee the food and beverage operations at The Westin Gurgaon. Additionally, he will also be the guiding force behind the implementation of brand driven F&B programmes, in order to further strengthen the presence of the hotel's eight F&B venues. Kumar comes with an experience of over 12 years in the industry, having been in key leadership roles.



Courtyard by Marriott

Pune Chakan

**Nitin Gosain** has joined Courtyard by Marriott Pune Chakan as the Director of Sales. With 11 years of hospitality experience, he has had successful innings with hotels such as The Leela Palace Bangalore, Hyatt Services India and Radisson New Delhi. Prior to joining Courtyard by Marriott Chakan Pune, he was a key member of The Leela Global Team. Gosain is a Hotel Management Graduate from Welcomgroup Graduate school of Hotel Administration, Manipal.



**Shailesh Srivastava** joins Keys Hotels & Resorts as Head- Sales. Srivastava brings with him years of experience from diversified industries like consumer banking, insurance and telecom. He has worked with organisations like ICICI Bank, GE, Fullerton India Credit and Reliance-ADAG group in various roles across geographies. Most recently he worked for Reliance Communications. He is a gold medallist in management and also serves as a council member for prestigious global industry expert network Gerson Lehrman Group.

Marriott Hotels

Kochi

**Karan Rahan** has been appointed as the Market Director of Revenue of both Kochi Marriott hotel and Courtyard By Marriott Kochi Airport which took effect from July 1, 2015. Rahan joins with over four years of experience in the hotel industry, began and continues his career with the Marriott International. In his last assignment he served as the Cluster Revenue Manager for Marriott International Bengaluru. As the Director of Revenue, Rahan will be responsible for directing the pricing and rate strategy of both the Marriott hotels in Kochi. Rahan was a part of four pre-opening Marriott hotels in India in key locations.



Radisson Blu Hotel

Greater Noida

**Faiyaz Alam Ansari** has joined Radisson Blu Hotel Greater Noida as Front Office Manager. He has contributed to the pre-opening launch and development and management of exclusive luxury hotels and resorts like – The Imperial Hotel, The Taj Mahal Hotel (New Delhi) Madinat Jumeirah Resort Dubai, Six Senses Resort in Zighy Bay Oman, The Yas Hotel Abu Dhabi, Al Faisaliah hotel South Wing a Rosewood Hotels and Resorts in Riyadh, opened The Hilton Shillim Estate Retreat and Spa a Luxury retreat, with Luxury City Hotel in Hilton Jaipur India, Clarks Amer Jaipur group of Hotels and now with Radisson Blu Greater Noida. He has been in the industry for over 14 years now.



**Harish Rao** has been appointed as the Head - Marketing by Keys Hotels & Resorts. Rao holds MBA in Marketing from Pune University and has over 15 years of experience in the field of marketing . Rao has worked for various companies such as Kingfisher Airlines, Idea Cellular, Jet Airways and Air Costa before joining Keys Hotels.



TALKing People

**Rishi Puri**, Vice President– Operations, Lords Hotels & Resorts, can be described as a workaholic. But he loves to spend quality time with his family especially his daughters. Puri says, "Spending time with family is such a stress-buster. I love playing board games with my daughters, and take them on long drives whenever possible." Puri likes to travel and is a beach lover. Among his favourite travel destinations are Goa and Phuket.



**Faiz Alam Ansari**, General Manager, Aloft Bengaluru Cessna Business Park, says that "free time" is a luxury that he can seldom afford. So whatever little time he gets he prefers spending it with his family. "We love taking family vacations but the location mostly depends on the time at hand. Having spent most of my life in Singapore, short vacations are mostly spent in Singapore, Malaysia or Indonesia visiting family and friends," Ansari says. He tries to plan at least one family holiday to a European destination each year and London has been his favourite so far. Leisure time in the city is spent either playing golf or going for movies.



**K D Singh**, Managing Director, Travelbullz, spends most of his working time mentoring everyone around him and takes it as a serious job and a social responsibility. He believes that's how one gives back to the community. Singh likes to wear his heart on his sleeve when it comes to being an Indian and takes on social awareness, neighbourhood cleanliness and public courtesy always with a smile. He is a strong supporter of sports, adventure and music. Even through a non-stop crazy work schedule, he finds time to watch and play cricket, badminton and swimming with friends. Sundays, if he is not travelling, he dedicates the day to his wife and children who get the day off while he cooks and does the household chores.





In Patan there is a structure called Rani Ki Vav. An elaborate step-well. So ornate are its walls, it almost feels like one is in a temple.

I asked for the architect's name and no one seemed to know. I asked about the sculptors. Even their names were unknown. Here, art precedes the artist. The creation is better than the creator!





# Fast access with Asianised Sabre

After the acquisition of Abacus by Sabre, Roshan Mendis, who recently took over as Senior Vice President - Sabre Travel Network Asia Pacific, says he looks forward to visiting India to understand how they can better serve their India partners.

 PEDEN DOMA BHUTIA

**Q With the acquisition of Abacus by Sabre, will we see an Americanised Abacus or an Asianised Sabre?**

Definitely, an Asianised Sabre. The acquisition of Abacus is all about gaining the local insights that will help us become a much more Asianised business, at a global level. Of course the magic happens in the middle – where we can marry the global best practices of Sabre with the Asian market knowledge and know-how of Abacus. You will see Asia's influence on Sabre in the way we differentiate ourselves for the future. Our aim is to make travel better, through product and service innovation in this region that will also benefit travel communities in the rest of the world.

**Q What are the growth opportunities that you envision?**

Asia as a market for travel and distribution is growing at a healthy clip. Just being exposed to it and participating with the share distribution we have across the region will result in attractive growth rates. Over and above that, we feel focusing on certain segments, differentiating in terms of products and services and being able to provide both suppliers and agency customers with a broader regional and global proposition will allow us to grow at a premium to market growth rates.

**Q How do you plan to make Abacus more competitive regionally?**

We are already very competitive in the APAC market with leading market share, above market growth and marquee customers. We will endeavour to extend this position first by serving our existing customers with great product breadth and superior service and secondly by attracting new customers. Sabre is committed to a number of things – increased investment in products and service, best team on the ground and an enhanced ability to understand and relate to the goals and ambitions of our agency and supplier customers.

**Q The market in Asia Pacific is still old school as they prefer to conduct a higher volume of transactions through travel agents for flights on legacy carriers than is common in the US or Europe. How do you plan to address that?**

Abacus has always recognised the vital role of the agent, which they have supported with the latest retail platforms and productivity tools, plus an exceptional level of service. We value those established relationships and intend to help

I am very excited about the opportunities in India and look forward to an early visit to understand more about where we need to invest and how we can better serve our India based partners. We have great relationships in India, with the team



every agency, whatever the business model, to expand and evolve. Agents here will, in time, gain faster access to global innovation. That will help them further differentiate and grow.

building a much larger network of offices and support staff to help drive growth in its local markets. That has yielded a wealth of data on what the sector needs from technology to move forward faster.

**Q Low-cost carriers comprise about 13% of the revenue volume in Asia Pacific but their sales haven't yet been captured much by Abacus or the other GDSs. Will you be looking at this aspect?**

We host the largest portfolio of low-cost carriers in this region, so we already provide our agents with access to much of that content. The increased bookings have shown there is significant demand. We'll be taking a fresh look at how we can further support the LCCs in developing the substantial and growing agency channel in this region.

**Q Travel agents in India are not happy with the £16 surcharge that Lufthansa has levied on any bookings made via GDSs – Sabre, Amadeus, and Travelport – covering both offline and online third party intermediaries. How will this impact Sabre?**

I understand and share this concern. The agency and GDS channels are vibrant and growing and Sabre will continue to prove its value as one the most efficient and effective channels for distribution. Lufthansa's 'cost distribution charge' will disadvantage both consumers and travel agents in our rapidly evolving region, where GDS is the platform of choice for shopping and managing travel. We are clear on the value we deliver through the channel and will continue to work with all airlines to optimise their content distribution.

**Q Can we now see Abacus changing from an airline office-type support tool to being a channel to market to travel agents across Asia Pacific?**

At Sabre we talk in terms of being the world's largest marketplace for travel. We have over 100,000 Abacus travel agents joining that marketplace, at more than 20,000 locations. We have an incredibly rich and diverse regional channel, which we intend to broaden and expand.

**Q Do you have any India specific plans?**

## Partners in Profit

-  Sabre hosts the largest portfolio of low-cost carriers in Asia Pacific
-  More than 100,000 Abacus travel agents are part of the Sabre marketplace







simply   
MUNICH