

# 1 IN CIRCULATION & READERSHIP

SOUTH ASIA'S LEADING TRAVEL TRADE FORTNIGHTLY

ddppl.com

# TRAVTALK

TravTalkIndia.com

Published from : ★ India ★ Middle East



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

omanair.com  
 Fly to **Abu Dhabi**  
 in the unique comfort of Oman Air

## Maya conquers the East, again



Suresh Periwal, Managing Director, Clubside Tours and Travels, receives the Gallery of Legends award from J.P. Shaw, Regional Director (East), India Tourism-Kolkata, Ministry of Tourism, Government of India, Dr. Tanushree Pandey, Mrs. India 2015, and SanJeet, Director, DDP Group.

India Travel Awards travelled to the eastern region yet again to encourage and honour the key players of the travel and tourism industry. The third edition of East India Travel Awards was held on July 15, 2016, at Novotel Kolkata Hotel and Residences. J.P. Shaw, Regional Director (East), India Tourism-Kolkata, Ministry of Tourism, Government of India, graced the occasion as the Guest of Honour.

Following the tradition of recognising hard work of those who have taken the industry to greater heights, tourism industry veteran Suresh Periwal, Managing Director, Clubside Tours and Travels, was honoured with the Gold Maya as he entered the Gallery of Legends.

Rising star of tourism in the East, Akanksha Garg Dewan, Director, Waxpol Hotels and Resorts, was presented with the Gold Maya as the Face of the Future.

## MOT seeks trade support for Investors' Summit

In a bid to make the Incredible India Tourism Investors' Summit a success, the Ministry of Tourism (MOT) held a meeting with all the travel trade and hospitality associations, seeking their support and suggestions.



Vinod Zutshi  
 Secretary, Tourism  
 Government of India

NISHA VERMA

MOT is organising the Incredible India Tourism Investors' Summit with Confederation of Indian Industries (CII). Vinod Zutshi, Secretary, Tourism, Government of India, informed the gathering about the salient features of the summit. "The summit is basically aimed at sensitising

everyone that while we are witnessing a tremendous growth in tourist arrivals in India, the supply chain for better infrastructure is essential. We need to be able to sustain the extra inflow — the 10 per cent growth that we are registering has to be matched with the supply pad. At the same time we need to do qualitative improvement, whether it is road, rail, air connectiv-

ity or in terms of hospitality. There are many issues, which have been flagging before the ministry, and hence we have decided to create an environment of investment in the tourism sector."

In fact, the ministry officials are going to travel around the world to attract investors. "We are conducting roadshows around the world to attract for-

eign investments. We are going to key countries with the team of CII, and we will have Invest India on board as well. We have also requested Indian embassies in various countries to support us."

He explained that they are working with different knowledge partners to help the state workout their projects. "We have Ernst & Young, KPMG,

Yes Bank and TFCI on board to help with the development of projects with different states. We already have 134 projects ready for investors to pick-up. All the states are very excited about the ministry giving a platform where they can showcase the investment opportunities in their states. They are ready to put their best foot forward, make presentations, and indulge in B2B sessions," he said.

virgin atlantic  
 Let it fly

### LONDON. MAKE HISTORY BEFORE SUNSET

Flying daily from Delhi to London

For more information call 1800 102 3000 or visit vsflyinghub.com





ENJOY  
*The Persian Hospitality*

3 WEEKLY FLIGHTS DELHI - TEHRAN



## WELCOME ON BOARD!

Fly with Mahan Air thrice a week from Delhi to Tehran with convenient connections and attractive fares across our network to Middle East, Europe and Central Asia.



TEHRAN  
INR. 25,089/-



DUBAI  
INR. 18,023/-



YEREVAN  
INR. 27,285/-



NAJAF  
INR. 37,643/-



ISTANBUL  
INR. 28,018/-



MOSCOW  
INR. 27,067/-



MILAN  
INR. 26,732/-



DUSSELDORF  
INR. 35,514/-



## Maya is headed westward

The third edition of West India Travel Awards, to be held on August 5, 2016, at Novotel Pune Nagar Road, will honour the achievers from the western region, who have contributed to the growth of travel and tourism industry.

TT BUREAU

The third edition of the West India Travel Awards returns to honour the hard work and achievements of the travel and tourism industry from the region in the past year. Novotel Pune Nagar Road is hosting the event on August 5, 2016. The award statuette, Maya, celebrates the grandeur of tourism and imbibes the best representation of power to change the industry. Sharing details about the event, **Gunjan Sabikhi**, Con-venor, India Travel Awards, says, "The Awards recognise the contribution and achievements of travel and tourism players and rewards those who have gone above and beyond to offer a superior tourism experience to travellers. The encouragement and appre-



**Gunjan Sabikhi**  
Con-venor  
India Travel Awards



**Bandish Mehta**  
General Manager  
Novotel Pune Nagar Road

ciation boosts the growth of a sector, India Travel Awards help the industry in this endeavour. The only Awards to recognise talent at regional level, over the years they have become the standard of excellence for businesses and organisations in the travel industry. Industry awards in turn help the winners in

improving their relationship with their suppliers, build their credibility and help them foray into new markets."

According to **Bandish Mehta**, General Manager, Novotel Pune Nagar Road, the team is all geared up to host the prestigious event, and get-together where various prospects will be discussed and awarded. Mehta says, "We look forward to

tantalising the taste buds of the guests with the delicious choice of menus from all the dining options of Novotel Pune. Meanwhile our passionate service team along with the entire hotel team is so eagerly waiting to welcome the guests and create a memorable stay experience.

"Our dedicated Events team will ensure that every minute detail of the event is taken care of, whether it is a customised menu, hall set up or handling logistics, our team will ensure everything to the last detail." He also adds that the award ceremony would witness the participation of more players from the travel and tourism industry and this would also encourage and enhance the performance of the dynamic players which, in a bigger perspective, would result in a seamless trade possibility for the industry. ↴

### 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: +91-9414149636, +91-9929091380  
info@campandsafaries.com /  
sales@campandsafaries.com  
www.campandsafaries.com  
www.royaldesertcampjaisalmer.com

**OCEANIA CRUISES**  
Your World. Your Way.

THE **Life**™ DIFFERENCE

- The Finest Cruises at Sea™
- A variety of distinctive open-seating restaurant, all at no additional charge
- Gourmet cruise curated by world-renowned Master chef Jacques Pepin
- Epicurean enrichment programmes, including immersive Culinary Discovery Tours™ in the world's most fascinating destinations
- Award-winning itineraries featuring over 300 alluring destinations
- Spectacular port-intensive voyages featuring overnight visits and extended evening port stays
- Intimate, luxurious ships catering to just 684 or 1,250 guests
- Exceptional personalized service
- Elegant casual ambiance
- Acclaimed canyon Ranch SpaClub®

**CruiseClub**

Oceania Cruises PSA.  
Call: +91 8408 99 1111  
Email: booknow@cruiseclub.in

**SAVOUR THE WORLD with THE FINEST CUISINE AT SEA™**

<p><b>IONIAN ICONS</b></p> <p>Rome to Venice 7 Days - RIVIERA 24 August 2016</p> <p>Per Person Price: <b>\$1,299*</b></p> <p><small>*Includes 1200. \$ Show Excursions or Beverage Package or \$400 Onboard Credit per cabin* Plus 1500. Unlimited Internet*</small></p>	<p><b>GRECIAN HIGHLIGHTS</b></p> <p>Athens to Rome 7 Days - RIVIERA 02 October 2016</p> <p>Per Person Price: <b>\$1,045*</b></p> <p><small>*Includes 1200. \$ Show Excursions or Beverage Package or \$400 Onboard Credit per cabin* Plus 1500. Unlimited Internet*</small></p>
<p><b>JEWELS OF THE RIVIERA</b></p> <p>Barcelona to Rome 7 Days - RIVIERA 26 October 2016</p> <p>Per Person Price: <b>\$1,149*</b></p> <p><small>*Includes 1200. \$ Show Excursions or Beverage Package or \$400 Onboard Credit per cabin* Plus 1500. Unlimited Internet*</small></p>	<p><b>ADRIATIC GEMS</b></p> <p>Rome to Venice 7 Days - RIVIERA 02 November 2016</p> <p>Per Person Price: <b>\$940*</b></p> <p><small>*Includes 1200. \$ Show Excursions or Beverage Package or \$400 Onboard Credit per cabin* Plus 1500. Unlimited Internet*</small></p>

# Think Russia! Think Wingspan!

## WINGSPAN

### holidays

go places...

**Call us for a detailed Itinerary and Special FIT & MICE enquiries**

**+91.22. 6624 9000**

**info@wingspanindia.com**

**Your Trusted Partners with 18 Years of Expertise in Russia and CIS**

**www.wingspanindia.com**

WINGSPAN HOLIDAY: 16, Raheja Centre, Ground Floor, Nariman Point, Mumbai- 400021.



## Game of preferences

The entire travel trade industry is talking about ethics and clean business practices. They feel many are underselling and offering heavy discounts to steal their clients. The capital saw senior members of the travel trade protesting at Jantar Mantar, while some others are including it in their election agenda.

However, something needs to be learnt from what happened in Kerala where a number of trade associations got together and fought the issue by unanimously supporting only those hotels which did not feature their properties under any voucher codes or cashback schemes on OTAs. In this scenario, where agents are talking about parity of rates, maybe it's time for travel agents to up their game and choose their preferred partners.

## Of highs and lows

The latest data from Airports Council International (ACI) revealed that India had a major hand in driving a 7.2 per cent growth in passenger traffic among Asian airports in May 2016, with traffic at Bengaluru's Kempegowda International Airport surging 24.2 per cent year-on-year and passenger numbers at Delhi's Indira Gandhi International Airport up 21 per cent. However, with airport turbine fuel (ATF) rates facing the fifth hike this year, airlines are discontent with the unfair turn of events.

While consumers heave a sigh of relief over lower fare rates, capping of cancellation fees and reduction of excess baggage rates, the airlines are fuming even as they rake in profit after profit each month. The more recent directive that addresses a hefty compensation to passengers on cancellation or delay of flight has left a sour taste in the airlines' mouth – it is rumoured that the airlines may collectively challenge this order. But until the profits stop rising and the oil prices remain relatively low, the airlines don't have much to worry about otherwise.

TRAVTALK brings to you the news and events that made headlines 25 years ago and are relevant even today. From the year 1991, November issue:

### SKYNOTES PRIVATISATION DEBATE

- ❖ Nationalisation of domestic airlines was enforced in early fifties.
- ❖ With developing economy, the passenger traffic soared and pressure mounted on seat capacity.
- ❖ Everything, including decline in tourist arrivals was blamed on absence of competition.
- ❖ Low seat capacity, expanding staff strength, and mismanagement sparked off the demand for private air services.
- ❖ However, the doubt was whether investors would accept 20-40 per cent of the holdings of state run airlines.

### Amber-The Heritage Connection



The proposal of converting the old havelis and architecture in Amber, near Jaipur, Rajasthan was taking shape in 1991. Today, the area is bustling with luxury and budget heritage properties.



## Most passports issued in UP

Uttar Pradesh created history by emerging as the No. 1 state for the first time in terms of Passport Services (13.37 lakh). Its capital city Lucknow recorded the highest number of passports issued at 9,15,737 during Jan-Dec, 2015.

### Statement showing the number of Passport services rendered by Passport Offices from January 1 to December 31, 2015

RPO	Total Number of passport applications received (Normal + Tatkal)	Total No. of Passport issue (Normal + Tatkal)	Total Issued Passport and Miscellaneous Service rendered
Lucknow	8,54,872	9,15,737	9,47,600
Hyderabad	6,97,299	7,15,228	7,59,503
Bangalore	6,30,602	6,18,415	6,32,889
Kolkata	5,59,536	5,96,090	6,13,122
Ahmedabad	5,35,962	5,44,213	5,65,507
Delhi	5,10,330	4,96,421	5,05,844
Mumbai	4,30,002	4,47,243	4,58,264
Chandigarh	4,43,495	4,42,494	4,63,161
Chennai	3,96,058	4,04,201	4,20,641
Cochin	3,95,492	3,92,547	4,20,293
Patna	3,13,744	3,49,723	3,65,614
Thane	3,03,847	3,17,167	3,24,273

❖ For the first time, 4 states became Passport millionaire states; UP (13.37 lakh), Maharashtra (11.87 lakh), Kerala (11.44 lakh) and Tamil Nadu (10.08 lakh)

❖ The Government of India, in total, rendered 1.20 crore passport and other related services in a year. This is an all time high and amounts to 100% increase since 2010. As on December 31, 2015, 6,32,99,804 citizens held valid passports (up from 5.70 crore in 2014 and 5.19 crore in 2013).

❖ The total revenue generated from all passport services till December 2015 is ₹ 1,630,90,66,204 (the total revenue expected to be accrued from all passport services in 2015-16 is around ₹ 2,300 crore compared to ₹ 2,167.07 crore in 2014-15 and ₹ 1,030.58 crore in 2011-2012.)

Source: Ministry of External Affairs, Government of India



# Treat agents as consultants: TAFI President

With the Joint Bank Guarantee scheme rolled out, **Praveen Chugh**, the newly elected President of Travel Agents Federation of India (TAFI), speaks with TRAVTALK about boosting the ticket stock and bringing rate parity.



NISHA VERMA

**Q** What is your agenda as the new TAFI President?

As an association, our agenda has always been to do better for our members. Our focus is to increase our active membership. Our main aim is that the agents in our country should have a proper ticket stock, they should not have competition from their own principals, which is the airlines and thus there should be parity in rates. The travel agents should be treated as consultants.

least 0.20 per cent. Secondly, we are working towards introducing the acceptance of credit cards in ticketing business. In fact, some airlines are already accepting agents' credit card.

**Q** Do you think with you as TAFI President stationed in Delhi, it will be easier to communicate with the ministries?

TAFI headquarter will always remain in Mumbai. We believe in our team, and as long as the team is strong and they are contributing to the same cause, it doesn't matter where they are.

However, it would certainly make a difference with the proximity to the government.

**Q** What is the future of the relationship between the airlines and travel agents?

What we have seen after meeting a number of government officials is that we need to learn how to sell. We keep on fighting and giving suggestions and recommendations to the government, airlines as well as IATA. Many a times things do

change. In the last two years, I have seen many changes within the industry. Today, people understand that airlines and travel agents are two sides of the same coin and our main aim is growth in tourism, smoothness in ticketing business as well as aviation business, and I am glad that our suggestions are being considered.

**Members Only**

- ↳ TAFI is focusing on increasing its active membership
- ↳ The association's Joint Bank Guarantee scheme is expected to reduce agents' cost of operation for the whole year by at least 0.20 per cent



Praveen Chugh  
President  
Travel Agents Federation of India (TAFI)

We are working towards introducing the acceptance of credit cards in ticketing business. In fact some airlines are already accepting credit cards from travel agents

**Q** What are the steps you are taking in this direction?

As a first step, we have already launched our Joint Bank Guarantee scheme from July 1, giving confidence to vendors and airlines that these members are 100 per cent safe. In this way, they are going to get a proper ticket stock, which would in turn make airlines talk to them about their productivity bonus, and hence would increase their business. Until now, consolidators were making income on the agents' business. With the launch of the JBG scheme, their financial cost has reduced. Earlier they were paying to the banks as guarantee, or blocking their money or their collaterals or paying money to the insurance companies. This will reduce their cost of operation for the whole year by at



uniquely ananta.

Revel in the lush green surroundings of Ananta Hotels & Resorts and experience luxury at its best.

**Ananta Udaipur**

Pay for two nights and delight in the third with our compliments at just ₹18,999.

- Welcome drink on arrival • 15% discount on F&B, laundry & Mudra • The Spa • Happy Hours every evening at Floats Bar • Outdoor games

**Ananta Pushkar**

Enjoy a perfect getaway starting at just ₹6,499 per night.

- Lunch or dinner • 15% discount on F&B • Happy Hours every evening at Floats Bar • 20% discount at Mudra • The Spa and more...

What's more, personalise your stay with a choice of inclusions at just ₹8,500 per night.

ananta  
Hotels & Resorts

Udaipur | Pushkar | Dwarka\*

ananta  
Villas

Udaipur



This offer is valid till 31st October, 2016. Terms & conditions apply. All prices are inclusive of taxes.

creative@anantahotels.com

For more information, please contact:

Udaipur: 0294 6600 600 | Pushkar: 0145 3054 000  
reservation.udaipur@anantahotels.com | reservation.pushkar@anantahotels.com

E: reservation@anantahotels.com | W: anantahotels.com

\*Opening Soon



## India among top five markets for medical tourism

■ The Medical Tourism Index (MTI), released by Visa and Oxford Economics, shows that India's medical tourism sector is among the top five markets in the world with affordable yet high-quality of healthcare. The UK, Canada, Israel, Singapore, Germany, France, South Korea, Italy and Colombia are some of the other top markets included in the list. Globally, the sector is worth an impressive \$439 billion, and could soar to a staggering \$3 trillion by 2025. The new report forecasts an annual growth rate of up to



Top 5 Destinations		
Overall Rank		
1.	Canada	76.62
2.	UK	74.87
3.	Israel	73.91
4.	Singapore	73.56
5.	India	72.10

25 per cent over the next decade given that 3-4 per cent of the world's population will travel internationally for medical treatments in the coming decade.

"The borders to quality healthcare access have begun to disintegrate," MTI's co-authors, Renée-Marie Stephano, President, Medical Tourism Association, and Mark Fetscherin, Associate Professor of International Business & Marketing, Rollins College, said in a joint statement. "Speculation about the medical tourism industry as a 'phenomenon' is over. This report provides a unique opportunity for investors seeking new ventures to make smart choices in destinations driving patient travel." The report also predicts that China will overtake the US as the world's largest outbound medical tourism market within the next 10 years.

# ADTOI manifestos laid out

The biennial ADTOI election is scheduled for August 10, 2016, and the Presidential candidates have come up with their respective teams and manifestos. Here are the salient points of what the two teams have in store:

TT BUREAU	 Subhash Verma <i>Travel Plus</i>	 P.P. Khanna <i>Diplomatic Travel Point</i>
<b>Presidential Candidate</b>		
<b>Team</b>	❖ Team Positive	❖ Dream Team
<b>Agenda</b>	❖ Repositioning and re-branding of brand ADTOI within the trade and end-consumer	❖ To restore and revive the glory of ADTOI and rationalise taxes like service tax
<b>New initiatives</b>	<ul style="list-style-type: none"> <li>❖ Issues of central &amp; state taxes/GST to be taken forward with relevant authorities</li> <li>❖ Launch ADTOI Pride Card for members' benefit</li> <li>❖ Formation of Grievance Cell to address issues of members &amp; stakeholders</li> <li>❖ Launch of calendar of events</li> <li>❖ To engage in CSR activities including Swachh Bharat</li> </ul>	<ul style="list-style-type: none"> <li>❖ Create research &amp; development cell to encourage fresh ideas and develop new destinations</li> <li>❖ Empower women and open a women cell under a lady team member to encourage and motivate them</li> <li>❖ Organising exclusive active members meetings</li> <li>❖ Revival of newsletters to update members</li> <li>❖ Empower every member in its earnest of survival against unethical trade practices.</li> </ul>
<b>Priority</b>	<ul style="list-style-type: none"> <li>❖ To pursue MOT to create a separate fund and task force for domestic tourism. Propose MoUs with state tourism boards as well as with Ministry of Skill Development &amp; Entrepreneurship</li> <li>❖ ETP: Ethical Travel Practices to be taken to the highest level</li> </ul>	<ul style="list-style-type: none"> <li>❖ To link the website with MOT and tourism boards and ease formalities for DOT approvals and MDA scheme</li> <li>❖ Work closely with State Tourism boards and encourage specialist programs</li> </ul>



**BE INSPIRED**

**CONSTANCE Moofushi MALDIVES**

The scarlet seaplane lands at last. Your eyes devour the original beauty of this paradise atoll: the turquoise lagoon, white sands, and vibrantly shining smiles. Get ready for a unique experience: peace and well-being, authenticity and effortless elegance. Get ready for the Constance Moofushi.

MAURITIUS • SEYCHELLES • MALDIVES • MADAGASCAR

constancehotels.com

**CONSTANCE HOTELS AND RESORTS**  
*Inspired by Passion*

**GEMINI TOURS AND TRAVELS**

C-5 First Floor; Unity Buildings; JC Road; Bangalore 560002  
Tel: 91-80-22242273; 91-8022236981/82. Fax: 91-80-22277740/22129482

**Contact:**

Mr. Subbaram - Director Sales and Marketing: 91-9844067507  
Ms. Raji - Manager - Tours: 91-9844267507

Email: technogem@vsnl.net; reservations@tours2paradise.net Web: www.tours2paradise.net





# TRAFALGAR



Simply...  
**breathhtaking**

Northern Lights of Iceland

## HOLIDAYS, MEMORIES AND MOMENTS. TRAVEL WITH THE GUIDED HOLIDAY SPECIALIST, TRAFALGAR.

*Memorable and authentic*, Trafalgar's guided holidays are designed to ensure your guests discover their destination in the best possible way; perhaps even in ways they might have not experienced on their own. And every year, we continue to handcraft new and exciting holidays to Europe and the world.

- 1** 70 YEARS OF GLOBAL TRAVEL EXPERTISE
- 2** OVER 160 AUTHENTIC HOLIDAYS TO EUROPE
- 3** ENJOY VIP TREATMENT & HASSLE-FREE TRAVEL
- 4** AUTHENTIC MOMENTS & MEMORIES
- 5** TRUSTED FOR PEACE OF MIND HOLIDAY



Christmas Market in Vienna, Austria



Expert Travel Director



Be My Guest in Tuscany, Italy

### Discover the beauty of Autumn, Winter & Spring

- CHRISTMAS MARKETS.....from US\$1,550
- ICELAND.....from US\$1,725
- EASTERN EUROPE.....from US\$1,395
- SPAIN.....from US\$1,350
- BRITAIN.....from US\$995
- ITALY.....from US\$850



SAVE UP TO  
7.5%

SAVE 5%

SAVE 10%

SAVE 5%

BOOK EARLY AND SAVE MORE  
Pay in full by 25 August 2016

GROUP DISCOUNT  
Travel in a group of 5 or more

YOUNG TRAVELLER DISCOUNT  
For guests aged 5-17

FREQUENT TRAVELLER DISCOUNT  
For past guests who travelled with us

Standard terms and conditions apply. Please refer our brochure.

## BEST COMMISSIONS TO OUR TRADE PARTNERS

Check our full range of itineraries at [www.trafalgar.com/asia](http://www.trafalgar.com/asia)

Call TRAFALGAR at +91 77381 43522 / 98219 74999 or email at [sanjay.temkar@trafalgartours.com](mailto:sanjay.temkar@trafalgartours.com) / [rohan.kulkarni@trafalgartours.com](mailto:rohan.kulkarni@trafalgartours.com)



# Tirupati: A high-end wedding destination

Andhra Pradesh Tourism is aiming at more than 160 million tourist arrivals this year along with a set target of investing `20,000 crore in 2016-17. **Neerabh Kumar Prasad**, Principal Secretary-Tourism & Culture, Government of Andhra Pradesh, tells us more.



**Q Can you share visitor arrivals for 2015-16?**

Andhra Pradesh registered 30 per cent rise in tourist footfalls in 2015 over the corresponding year with a total of 12.18 crore tourists. Of this, 12.15 crore was domestic.

The state also crossed 2.37 lakh mark for foreign tourists with Anantapur district (home to the famous Puttaparthi and Lord Veerabhadra temple) being the most visited destination by foreigners. For 2016, we are target-

ing 16 crore (160 million) and above tourists. We intend to unlock further value from temple tourism.

**Q What is the kind of budget AP Tourism is planning to invest this year?**

The state has set a target of investing `20,000 crore in 2016-17. Capital investments in the tourism sector will include expenditure by all sectors directly involve development in basic infrastructure, tourism infrastructure, tourism product development, human resource development as well as marketing and promotion development.

**Q Are the new packages only for domestic tourists?**

Yes, the 25 new packages are aimed only for the domestic market. These five hubs are lesser-known destinations but they are well connected with all metro cities in India either through air or rail and road.

**Q How do you plan to reach these tour operators?**

We will participate in travel trade shows and activities. We want to be in the minds of the people and such shows and activities will help reach

“We would like to promote Tirupati as a high-end wedding destination and would offer VIP darshan for bride and groom and their families based on the number of rooms booked for the guests.”



**Neerabh Kumar Prasad**  
Principal Secretary-Tourism & Culture,  
Andhra Pradesh Govt.

**Q You are also focusing on the MICE market.**

Yes, we have recently launched a special MICE scheme in Tirupati where we are offering Seegra Darshan of Lord Balaji to all participants of any MICE event taking place. We would like to promote Tirupati as high-end wedding destination and would offer VIP Darshan for bride and groom and their families based on the number of rooms booked for the guests. The Chief Minister of Andhra Pradesh wants to the state to become the Davos of India by developing it as an international destination for conferences.

our target audience. We are also participating in the India

International Travel Mart in Bengaluru in August.

## Five-year action plan

After receiving more than 9 lakh FTAs and over 1 crore domestic visitors in 2015, Kerala Tourism is now working on a five-year action plan to further give fillip to tourism.



In a bid to promote the destination and strengthen their relationship with trade partners, Kerala Tourism held a roadshow in Delhi NCR. The state has witnessed a growth of 5.86 per cent in foreign tourist arrivals (FTA) in 2015 with a total of 9,77,479 FTAs. Domestic tourist footfalls during the same period was 1,24,65,571 – recording an increase of 6.59 per cent over the previous year's figure 1,16,95,411.

Commenting on the growth, **Nandakumar K. P.**, Deputy Director, Kerala Tourism, said, “Tourist figures to Kerala have been growing vigorously for the past 20 years. This year, we are coming out



**Nandakumar K. P.**  
Deputy Director  
Kerala Tourism

with a five-year action plan to increase footfall. We are going to increase the accommodation facilities and availability, increase the number of classified hotels and introduce more than 1000 homestays. We are also going to tap new international markets like Eastern Europe which is an emerging market for us.” Nandakumar

informed that the state aims to add 5,00,000 more employment opportunities in the tourism sector in the next five years.

The marketing initiatives for the year 2016-17 are aimed at promoting value-for-money, off-season packages, targeting key cities such as Gurgaon, Ludhiana, Jaipur, Lucknow, Indore, Raipur, Nagpur, Nashik, Vadodara and Ahmedabad.

The state is working on a new product offering called Eco Adventure which is a unique nature-based adventure holidays program. The activities offered would extend to trekking, camping, rock climbing, jungle/ wildlife safaris, among others.



The brand behind the revolutionary electric car ‘REVA’, Maini Materials Movement (A Maini Group Company) is offering state-of-the-art eco-friendly material handling solutions. And one of the star products in their kitty is the Maini Buggy, offering a range of services in the aviation and hospitality sector. **Rahul Sagar**, Assistant General Manager, Marketing, Maini Materials Movement, says, “Maini Buggy caters exceptionally well to the exacting standards of the industry calling for an efficient mode of transportation in hospitality, travel, amusement parks, airports, zoos, religious campuses and many more places. Maini Buggy offers



**Rahul Sagar**  
Assistant General Manager  
Marketing, Maini Materials Movement

models with special storage systems and facilities such as carriage boxes, multi-level shelves and temperature-controlled cabinets customised for specific needs.”

Sagar revealed that they offer solutions for transportation of guests and luggage and have various modulations including collapsible fold over

seats for flexible transport, options from 2 to 14 seater, and front-office guest transfers with ample room for luggage. The buggies are also used for room service and outdoor catering, and are specially designed for this purpose with warming cabinets, stainless steel cladding, insulated cold cabinet with shelves. In fact, Maini Buggy also comes with option of music system, beacon, bumper, rain canopy, wiper and 2000 body colours to choose from.

Sagar revealed that after making a mark in the hospitality sector, they are set to create a buzz in the growing aviation sector with the Maini Buggies as well as the recent launch of Maini 15T & 25T electric tug for airport applications.

## Green solutions for hotels

Maini Materials Movement, winner of India Hospitality Awards West & South, 2015, is set to revolutionise aviation and airport operations with its product, Maini Buggy.



When you choose private jet charter with Foresee Aviation, you will have access to a fleet of private jets, turboprops and helicopters. Regardless of destination, our knowledgeable personnel will help you select the perfect aircraft for your trip. We have available trip support 24/7 that will ensure a smooth flight from takeoff to landing.

We offer a safe, reliable and timely transportation solution. Whether you want to do a day round trip to tourist destination like Agra or cover multi cities like Jaipur, Udaipur, Jodhpur, Jaisalmer, Aurangabad, Khajuraho, Umeria, Kanha, etc., we provide you with the resources and expertise to ensure a smooth, safe trip from planning to arrival.

**We invite you to fly with us....**

M : +91-9711765512 . +91-9910493247

L : +91-11-42248219 . 45650888

E : queries@foreseeaviation.com . info@foreseeaviation.com

E : www.foreseeaviation.com



# TAAI holds joint discussion with airlines

Aiming to collectively work with airlines, Travel Agents Association of India (TAAI) recently organised an interactive meeting with various airline representatives in Delhi.



**NISHA VERMA**

The joint discussion saw in attendance representatives from a number of major aviation players including Air

card acceptance, service tax, unethical practices by OTAs etc. in front of the aviation fraternity. **Marzban Antia**, Vice President, TAAI, said, "This was the inaugural meeting of

we already have a few airlines showing positive signs." Bhatia added, "The airlines were very happy that we've discussed something positive. We did not hit out at any



India, Lufthansa, Emirates, Etihad, Malaysian Airlines, Thai Airways, Singapore Airlines, Oman Air, Air Canada, Jet Airways. Also present on the panel were

TAAI with the airlines. After this we will have independent meetings with all of them."

**Jay Bhatia**, Honorary Treasurer, TAAI, added,

airline. We were not trying to make a standardisation, but we are trying to make things easy and accessible to everybody. With a big panel in presence, even if we have 50 per cent of airlines work on our suggestions, or give us some alternative to work for the benefit of both sides, it will be a win-win situation."

However, he praised Air India and Jet Airways for adhering to their requests. "Air India and Jet Airways have spoken to us and implemented TAAI's initiatives and suggestions on a war footing. If more airlines do it, it'd be a welcome move."

Talking about other initiatives, Bhatia said, "We are doing a similar thing with tourism boards, which will soon come up. We will be conducting two different sessions with international and state tourism boards respectively. We will also do a session on MICE. Even MOT will be working in tandem with TAAI for this and put up suggestions to increase inbound tourism, MICE and outbound tourism." ↴



representatives from IATA and the GDSs.

The interaction saw TAAI and its members putting up issues like web parity, credit

"We collated points from our members across the country. Also, we had the airline council heads or the chapter chairmen from all the 20 regions present for this meeting. We are going to do this on chapter level as well, where all the regional heads of the airlines will be meeting the regional TAAI associates and take it forward."

Speaking on how the airlines responded on the concerns addressed to them, Antia, said, "On accepting travel agent credit cards,

### Common Ground

- ↴ TAAI will be conducting sessions on MICE, inbound and outbound tourism along with MOT
- ↴ A similar session of airline council heads with regional TAAI associates is in the pipeline too

## IAAI convention in Delhi in November

■ The IATA Agents Association of India (IAAI) is all set to hold its convention — ICON 2016 — in November at New Delhi. The decision to hold the convention was unanimously taken at the National Management Committee Meeting of IAAI, which was held at Kochi, Kerala on July 22-23, 2016. This will be for the first time that the convention will be held in northern India which is seen as the result of IAAI's growth and popularity in the



region. **H.S. Chawla** (Delhi) will be the Chairman of ICON 2016 Reception Committee. **Jagdeep Bhagat** (Delhi) is

nominated to be the Convention Chairman, while **VKT Balan** (Tamil Nadu) and **Aveek Ghosh** (Uttar Pradesh) have been nominated as Convention Co-Chairman. **Vipin Chandra** (Kerala), **Madhav Reddy** (Andhra Pradesh), **Manish Syngal** (Maharashtra), **Tushar Jain**, **Vikas Arora**, **Sanjay Kumar Bhardwaj**, **Harish Verma** from IAAI Northern Region will be part of the convention team.



Value delivered. Always

## 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 WINS 'BEST ANCILLARY SERVICES' AWARD AT INDIA HOSPITALITY AWARDS- SOUTH & WEST

#### MAINI BUGGY VARIANTS FOR HOSPITALITY



FLEXI BUGGY



HOUSEKEEPING BUGGY



F&B BUGGY



MAINTENANCE BUGGY



EMPLOYEE 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)



# Brothers in arms

The agent and airline communities are not back to backslapping yet but the cold vibe between them is beginning to thaw and this will hopefully turn into cordial bonhomie and better co-operation.

 <p>HAZEL JAIN</p> <p><b>Participants</b> ▶</p>	 <p>▲ <b>Rajesh Menon</b> Regional Sales &amp; Marketing Manager- South Asia, Cathay Pacific</p>	 <p>▲ <b>Marzban Antia</b> Vice President Travel Agents Association of India</p>	 <p>▲ <b>Deepali Wagle</b> Director Meandering Vacations</p>
<p><b>Are airlines getting more active with the travel trade community of late?</b></p>	<p>Yes, for Cathay Pacific we receive around 60-70 per cent of our revenue from travel agents. For us, travel agents act like our business partners with whom we work very closely. With the help of our huge sales and support team, we visit travel agents with whom we work regularly and make sure we understand them better and this is a continuous process.</p>	<p>In general the answer is No! Only Jet Airways, Air India, Emirates and Singapore Airlines are proactively involved in understanding the current Industry scenario and are actively involved in discussions with TAAI to resolve issues.</p>	<p>The last decade saw an increasing disconnect between airlines and agents. The trust deficit between the two is due to the airline's approach of favouring a few and ignoring the rest of the market, and trying to woo customers directly to their website for direct bookings. This is seen as a threat by the agents, although the percentage of such bookings at this moment is miniscule. In the absence of any real engagement, all these moves were perceived as dictatorial.</p>
<p><b>Would you like to communicate more with...</b></p>	<p><b>Agents?</b> Cathay Pacific is very proud to say that we are a customer-driven company, which includes the travel trade as well. We address their problems and are there to provide support on any issues. We have been communicating with the agents; it's a two-way communication for us.</p>	<p><b>Members?</b> Yes, our TAAI members are in constant touch with the Office Bearers and their respective Managing Committee members and Chapter Chairman on Regional and National issues. All issues raised by our members are addressed.</p>	<p><b>Airlines?</b> Regular communication and engagement helps resolve differences in any kind of ~relationship. It is absolutely necessary for airlines to strike the right chord with the market and understand the issues and challenges faced by the other side in a positive way. These are the times for collaboration for mutual benefit.</p>

## Exceedingly impressive solutions to all your MICE travel needs

We could give you many reasons for why we have one of the most loyal client base across the industry, but the one reason which stands out against all others is our experience & proficiency to understand every requirement of our corporate clientele & offer individually-tailored solutions to meet their ever single need.

**Specialised solutions for BFSI sector**





*Please get in touch with us for more information:*  
 Email : [info@gctravels.in](mailto:info@gctravels.in), Mobile: +91 9910096198, Tel : + 91 11 -46587600, 46597600, 45544177





**Switzerland.**  
get natural.

Three diverse cultures, languages  
and destination on one route.

Switzerland Webinar - 19 August 2016 at 3.30PM

[www.travelgyaan.com/webinar/switzerland-2](http://www.travelgyaan.com/webinar/switzerland-2)

#INLOVEWITHSWITZERLAND

**Join our webinar** on 19th August, Fri at 3:30 PM and learn all about the beautiful destinations of Zurich, Ticino and Engading St. Moritz. Contact [jimki@travelgyaan.com](mailto:jimki@travelgyaan.com) or register on [www.travelgyaan.com/webinar/switzerland-2](http://www.travelgyaan.com/webinar/switzerland-2)



ICPB's Conventions India Conclave from Oct 13-15

India Convention Promotion Bureau's (ICPB) ninth Conventions India Conclave will be held from Oct 13-15, 2016, at Leela Ambience, Gurgaon. Delhi is the partner state for the Convention. Its main aim is to promote Delhi



Chander Mansharamani Vice Chairman, ICPB

as the Convention Capital of India. **Chander Mansharamani**, Vice Chairman, ICPB, says, "Our focus will be mainly on B2B. We are getting approximately 50 buyers from outside India and there will be approximately 200 Indian buyers who are the decision makers of holding various conferences and exhibitions in India." He also informs that ICPB has identified 10 states where it is planning to have chapters.

# Sports tourism: A revenue winner

Sports Tourism, considered a niche segment, is on the rise year-on-year with Indian sports enthusiasts travelling to both domestic and international destinations to watch and cheer their teams. While cricket draws maximum Indian sports enthusiasts, football events are a close second.

**ANKITA SAXENA**

2015 was a good year for sports tourism in India with the marquee event of the year being the ICC Cricket World Cup 2015 in Australia and New Zealand. The event saw a lot of Indian travellers especially for the India-Pakistan game at Adelaide and India-South Africa game in Melbourne, informs **Rakesh Rajendran**, Chief Operating Officer, Fans on Stands Sports. "Many travellers headed for Wimbledon 2015, Barclays Premier League games in London and Manchester and also for La Liga games in Barcelona and Madrid," he adds.

The average disposable income of a sports tourist is more than a family traveller. **Vishal Sinha**, Chief Operating Officer, TUI India, explains that since the number of overnight stays is higher, the spending increases proportionately. "The sports tourist prefers to stay at a hotel closer to the event or venue which often means

living in the city center hence the average daily expenditure is around ₹8,000-10,000 per day. Some travellers plan in advance to reduce costs and add a personal holiday with the sporting event," says Sinha.



Rakesh Rajendran Chief Operating Officer Fans on Stands Sports

According to Rajendran, for events like Wimbledon, UEFA Champions League Finals, etc., a guest spends approximately ₹3-5 lakh per person for the trip. For football games in the UK and Spain, the average spend is ₹1-3 lakh per person and for events like Singapore

Grand Prix and Abu Dhabi Grand Prix the guests usually spend nearly ₹50,000 to ₹1 lakh per person.

Cricket related travel is the highest amongst Indians



Vishal Sinha Chief Operating Officer TUI India

but football is a close second. While Indian fans travel to both domestic and international destinations to watch the Indian Cricket team in action, FIFA World Cup, UEFA Euro, UEFA Champions League, EPL, Grand Slam Tennis Events, Singapore

Grand Prix and WTA Tennis in Singapore etc. also draw tourists in large numbers. Golfing holidays have also grown steadily as they are primarily combined with business or leisure break. "We project a 300 per cent growth for TUI India Sports Packages such as golf vacations, runcations etc.," says Sinha.

Many corporates have also begun to have their partner engagements positioned around a sporting event, a common phenomenon in the western markets, Australia and New Zealand and soon catching up with the Indian market, points out Rajendran. A growing trend of adventure sports among the younger travellers from sky diving, bungee jumping to snorkeling and hiking has also been witnessed. "We estimate a market size of 12,000-15,000 active golfers who would be open to booking an international golfing holiday. Besides international trips, we see a trend of weekend getaway

to domestic destinations such as Kashmir, Delhi NCR outskirts, etc.," says Sinha.

### Trends

- **Runcations:** Marathon runners going to destinations like New York, Japan, Thailand, Mauritius and Germany for their flagship running events followed by a leisure break
- **Golf Holidays:** Travelling to domestic or international destinations with friends for a quick vacation
- **Sailing Holidays:** With increase in boating clubs in cities with a coastline, this segment of luxury travel consists of 2-3 nights on a yacht followed by a regular tourist itinerary in Thailand, Seychelles, France, etc
- **Football Camps:** Children aged 9-14 are influencing their parents to travel to popular football destinations like the UK and Spain



Nestled under a canopy of trees, the hotel is an oasis designed to provide guests with world-class amenities and exceptional service. While you are at the hotel, you can enjoy free high-speed Internet access, heavenly beds, an outdoor swimming pool, on-site dining and banquet facilities, a fitness studio, SPA and a business centre with private meeting rooms.

Country Inn & Suites By Carlson, Mysore  
Plot No 345/A, Hebbal Area, Near Infosys Campus,  
Mysore, Karnataka- 570016, India  
M : 91 821 6642000, 91 8884102700 • dosm@cismysore.in  
countryinns.com/mysorein | cis.mysore.in | @cismysore





# CAR RENTAL

## Self drive on fast track

The self-drive segment in India is on an upswing since the last two to three years as more car rental companies enter the fold, offering ample options.



AHANA GURUNG

**M**yles, a complete self-drive service that started with 14 cars and three locations has now grown to over 1200+ cars and 250+ locations with presence in 21 Indian cities.



**Sakshi Vij**  
Founder and CEO  
Myles

**Sakshi Vij**, Founder and CEO, Myles, says that the company is recording a 30-40 per cent growth month-on-month. "We've witnessed a phenomenal growth of over 1100 per cent in the last 12 months and have driven over a million 'Myles' already," she informs.

One of the more recent entrants is Revv, a year-old start-up that has increased its presence in the country, with Chandigarh being the latest city added to Revv's portfolio. Revv has seen its fleet grow from nine to over 300 cars, with vehicle utilisation levels growing to 65-70 per cent. **Karan Jain**, Co-founder & COO, Revv, feels that the growth in the car rental segment has been sharp and states, "Despite minimal expense on marketing, we are already seeing over 60 per cent utilisation with multiple sold-out situations almost every month, including repeat customers.

This needs us to re-imagine every element of the product, and make the user's experience resemble that of using a private car."

**Aditya Loomba**, Joint Managing Director, ECO Rent



**Karan Jain**  
Co-founder & COO  
Revv

A Car, has witnessed similar growth in the segment. "The self drive trend has definitely picked up in the recent years. We have faced a year-on-year growth in demand of 45-50 per cent over the past four years," he comments.

### Source markets

For Myles, most of the domestic urban cities contribute significantly while a steady flow of traffic is received from tourists from USA, UK, UAE and Singapore. In the next one year, Vij plans to ramp up their fleet to 5,000 and aims to bring together a fleet of 50,000 cars in 50 markets in the next four years.

### Booking traffic

According to Jain, some 70 per cent of the trips are inter-city travel, with each booking lasting an average 36 hours and vehicles running an average of 400-500 kms a day. "While Bengaluru induces

more weekend travel, with the difference in weekdays and weekends being 20 per cent, the same difference in Hyderabad is 5-10 per cent and in Delhi it is 10-15 per cent. Regulatory uncertainty (in Delhi NCR) and the highly varying and



**Aditya Loomba**  
Joint managing director  
ECO Rent A Car

complex regulations across the multiple RTOs have posed a few challenges for us."

When it comes to intra-city use, business travellers are the biggest consumers, informs Loomba. "An average distance of 100 kms per day is consumed within the city. For leisure travellers, it completely depends on the itinerary but on an average, the tourists travel 200 kms per day."

### Good to know

- ↳ Requires copies of driving license, another ID and security deposit
- ↳ Payment via credit card/debit card/netbanking
- ↳ Rented car has to be picked up by the customer (except Revv)
- ↳ Add-ons like GPS and baby-seats are the most common requests

## Record growth in foreign arrivals to APAC

■ UNWTO forecasts international tourist arrivals to increase by 3.5 per cent to 4.5 per cent over 2016, in line with UNWTO's long-term projection of 3.8 per cent growth a year for the period 2010 to 2020. Asia and the Pacific (+9%) recorded the highest growth in international arrivals across world regions in January-April 2016, according to the latest UNWTO World Tourism Barometer. South-East Asia and Oceania both achieved 10 per cent growth, while arrivals in North East Asia increased by 8 per cent and in South

Asia by 7 per cent. Destinations worldwide received 348 million international tourists (overnight visitors) between January and April 2016, some 18 million more than the same period last year (+5.3%). This follows an increase of 4.6 per cent in 2015, and could make 2016 the seventh consecutive year of above-average growth, with international arrivals increasing by 4 per cent or more every year following the crisis in 2009. "Results show a strong desire to travel and this continues to drive tourism growth. Destinations keep benefitting

from solid demand across all world regions despite ongoing challenges, showing that tourism is a dynamic and resilient economic sector," said UNWTO Secretary-General **Taleb Rifai**. "Yet, despite these good results, the tragic events of recent months remind us that safety and security remain a major challenge for all. We must continue to work closely together to address this global threat and ensure tourism is an integral part of emergency planning and response at global, regional and national level," added Rifai.



COME AND BE PART OF  
**WORLD'S LARGEST TOURISM  
BUSINESS COMPANY**



### Know More About TUI

- 19.7 Billion turnover
- 30 million customer base
- Company owned cruises, plane & hotels
- Network of 1800+ Europe wide travel agencies

### SOPs for TUI Franchisee

- TUI Holiday Shop should be located in an exclusive commercial space
- 350 sq. ft. approx., ground/first floor, facing main road with clear ownership
- Adhere to TUI brand standards when finalising the ambience of the Holiday Shop
- Staff assigned to franchisee would exclusively work with franchisor
- Adequate fax, telephone, e-mail and internet facilities should be provided at franchisee
- Space for prominent signage of TUI logo and franchisor's name
- Convenient & safe access to a parking space in the vicinity
- Necessary permissions (as per law) from local authorities for commercial use of the premise
- Agreement is applicable for 3 years. \*Terms & conditions apply

### Deliverables from TUI India

- Main signage • Window display • Promotional material (Brochures)
- TUI Merchandise (supplied free-of-cost)
- Business cards/Letterheads
- Emailer/SMS/Local marketing support
- Seasonal Media campaigns
- Online Marketing • Back-end operational support
- One point contact for all special requirements
- Access to TUI product inventory • Team training • Business e-mail id
- All back-office support (Post sales, visa & after service)
- Territory of franchise defined (area under one franchise)

For queries contact:

@ [franchisee@tui.in](mailto:franchisee@tui.in) | 📞 9871 - 1635 - 30





# Eyes on luxury & mid-market

Meenaz Lilani, Executive Director EMEA-Global Sales, FRHI Hotels & Resorts, speaks to TRAVTALK about the hotel group's plan for the India market and its trade partners here.

SHIVANI KAUL FROM AJMAN

## Q What has FRHI planned for its trade partners?

Global Meetings Exchange is a big investment for us because it is our own proprietary event for the clients. It gives our hoteliers a chance to meet people on a one-to-one basis. We have speed-dating going on here, it is the biggest event for us from a Meetings and Events perspective. We exhibit at leading trade shows such as Arabian Travel Market (ATM).

We also do roadshows in the Middle East, normally twice a year. In parts of Europe, we exhibit at trade shows such as International Luxury Travel Market (ILTM), Cannes, and IMEX in Frankfurt. In our region [EMEA], we do quite a lot to engage with the trade. We work very closely with our key clients and the assistance that we provide them to book our properties is a part of our engagement with them.



Meenaz Lilani  
Executive Director, EMEA-Global Sales  
FRHI Hotels & Resorts

## Q How do you engage the trade in India, considering there are just two FRHI properties in the country?

We have Fairmont Jaipur and Swissôtel Kolkata in India. We also have a Global Sales office there and the function of that office is to promote not just Jaipur or Swissôtel but also our outbound market. They make clients familiar with our destinations, our brands, taking customers on Fam trips and giving them an opportunity to enjoy our properties. We had about 11 clients from India for the GME this year.

## Q What are the key market segments for Fairmont and Raffles?

The GME is all about MICE. We do focus on the luxury market and the Meetings and Events market. But for the Meetings and Events market buying is at the luxury level as well as buy at the mid level. We see customers from India for Fairmont on a regular basis and they pay very high prices. The market is definitely there in India and we need to find it.

## Q Any expansion plans for the India market?

We are always looking and if the right opportunity crops up we would be keen to pursue it. India is not an easy market to enter for brands because there are a lot of lovely old properties there already. For Raffles we need to have the right kind of property [in India]. So finding the right one will take a bit of time. So if the right opportunity is there and if we are looking to expand, eventually, but no immediate plans.

# 4-star luxury in Amristar

Vinay Chaturvedi, General Manager, UNA Hotels, reveals why it's necessary to innovate to boost business and offer varied options to guests.

TT BUREAU

## Q What is the USP of UNA Hotels?

UNA Hotels is well-equipped to meet the needs of discerning travellers with contemporary space, ultra-modern ambience, varied dining experiences, state-of-the-art technology and comprehensive in-house facilities. Uniquely positioned to offer a 4-star luxury experience in the heart of Amritsar, the hotel is the ideal venue for business and events. Our ethos is to offer attentive yet unassuming service with sophisticated interior styling.

## Q How can travel agents work with the group to increase business?

With the ever-increasing inventory in the city, as well as rise in fees of online and offline intermediaries, there is huge pressure on many hotels to build up their top lines and yields from rooms. For our top lines, we focus on the right mix of segments and sources. We also ensure



Vinay Chaturvedi  
General Manager  
UNA Hotels

right prices and right offers on all GDS and other web-based platforms. To facilitate this, we have a highly cogent and effective channel distribution and management team to closely monitor any variations in the market.

## Q Despite occupancy percentage increasing, the hotels have not cut down on the average room rates. Why?

There has been an under-supply of rooms in Amritsar as compared to the demand. Corporates have started cutting down drastically on hotel expenses which has affected the luxury hotel segment adversely whilst at the same time given impetus to budget hotels. The key strategy for 2016-17 is 'customisation and improvisation'. Now that Amritsar is to become a smart city, many new hotels have come up in and around the area catering to different segments. The idea is to charge the guests only for the services they use.

We ensure that our top producing source markets are clearly identified and we protect their best interests and keep them motivated

that our top producing source markets are clearly identified and we protect their best interests and keep them motivated. For the online space, focus is always set on the



**IRIS Reps**  
Small Enough to Listen: Professional Enough to Matter: Big Enough to Deliver.

Please To Welcome Our  
New Partners on Board!

**MALAYSIA**

**SWISS GARDEN INTL HOTELS, RESORTS & INN**



Malaysia's largest homegrown hotel chain more than 10 hotels and a combined inventory of 3100 rooms

Swiss-Garden International Hotels, Resorts & Inns is ideally located in gateway cities and pristine beaches of Malaysia. Our hotels, resorts and inns blend contemporary style with natural elements while providing discerning travellers with exquisite culinary experiences. Boasting an award winning 18-hole golf course, we also specialise in spa experiences, team building programs, beach weddings and MICE facilities for up to 1000 person in a theatre style set-up.

**GUANGZHOU**

**LN GARDEN HOTEL**



The LN Garden Hotel, Guangzhou is the first landmark 5-star luxury hotel, it showcases a perfect blend of Cantonese heritage and contemporary sophistication. 828 guest rooms & suites, 150 apartments, 8 multi-function rooms, 1 Grand Ballroom at 1,333Sq.M and 9 Multi-Function rooms. 24hrs Gymnasium, Steam & Sauna Rooms, Squash, Aerobic Room, Indoor Golf Simulator, Outdoor Swimming Pool, World Renowned Angsana Spa, Business Centre and a lot more.

We Are Happy To Announce Our New Partnership With Swiss Garden International Hotels, Resorts & Inn in Malaysia & LN Garden Hotel in Guangzhou.

We will be officially representing both the Hotel Groups in India. These Hotels are specialized in Wedding Events, Corporate Meetings, Award Night and Gala Dinners.

Office Address: 112, 1<sup>st</sup> Floor, D- Wing Twin Arcade Building, Military Road, Marol, Andheri (E), Mumbai -400059, Landline No: 022 40238076/40043259  
Email: ops@irisreps.in / Web: www.irisreps.in



# IGNITE YOUR SUMMER

MACAO  
SUMMER OF ENTERTAINMENT PACKAGE

THE  
VENETIAN<sup>®</sup>  
MACAO

CONRAD<sup>®</sup>  
MACAO, COTAI CENTRAL

假日酒店  
Holiday Inn<sup>®</sup>  
MACAO COTAI CENTRAL

澳门金沙度假区  
Sands<sup>®</sup>  
RESORTS  
COTAI STRIP, MACAO

## Offer Includes :

- ✓ 02 nights stay
- ✓ MOP 200 Entertainment Credit OR One-way Cotai Water Jet Cotai Class ticket OR Gondola Ride
- ✓ Breakfast OR lunch
- ✓ Shrek The Musical show tickets OR Blue Man Group show tickets OR Dinner

02 Nights / 03 Days

**Holiday Inn<sup>®</sup> Macao  
Cotai Central**

From  
US\$ **152** per person

**The Venetian<sup>®</sup>  
Macao**

From  
US\$ **231** per person

**Conrad<sup>®</sup> Macao,  
Cotai Central**

From  
US\$ **241** per person

Add On

Extension to Hong Kong (Pre or Post)

Offer : From US\$ 221 pp (pre HKG stay) or US\$ 254 pp (post HKG stay) includes 02 Nights accommodation, Daily Breakfast, Half Day Hong Kong Island Tour on SIC, One-way transfer from Hong Kong Hotel to HKG Pier on Private basis or V.V., One Way Ferry Ticket from HKG Island Pier or Kowloon Pier - Macau or V.V., Transfer from Hong Kong Hotel - Hong Kong Airport or V.V. on SIC.

Remarks : Rate are valid from 21Jul-30Sep 2016. Black-out Dates & Weekend surcharges will be applicable. For detailed Terms and Conditions, please visit [en.sandsresortsmacao.com](http://en.sandsresortsmacao.com).



**OTTILA INTERNATIONAL**

Mumbai (Head Office) : 022 6588 8888 | Ahmedabad : 079 2642 3001 | Bengaluru : 080 4152 9351 | Chennai : 044 4214 8280  
Coimbatore : 0422 435 0506 | Hyderabad : 040 4020 0301 | Indore : 0731 4911 373 | Kochi : 0484 401 5516  
Kolkata : 033 2474 0347 | New Delhi : 011 4141 4242 | Pune : 020 4002 6960 | Chandigarh : 011 4141 4242 | Goa : 0832 2517 168  
Jaipur : 011 4141 4242 | Jalandhar : 0181 222 3512 | Nashik : 0253 231 0044 | Trivandrum : 0484 401 5516



# 550+ attendees at 1<sup>st</sup> GPS Ahmedabad

The first edition of Global Panorama Showcase (GPS) Ahmedabad saw more than 500 travel professionals attending the show to meet 50 exhibitors and attend B2B sessions over three days.



The three-day Global Panorama Showcase (GPS) that was held in Ahmedabad from July 14-16, 2016, witnessed attendance from more than 500 travel professionals who had come to meet 50 exhibitors offering a diverse range of products as well as attend B2B sessions and partner presentations. It was the first time that GPS was held in the city.

The first of the three-day event was dedicated to six partner presentations that went on through the day and witnessed a gathering of more than 140 tour operators and travel agents. This was revealed by **Harmandeep Singh Anand**, Managing Director, Jagsons Travels, and Co-founder, GPS. "This is the first time that GPS is taking place in Ahmedabad. On the first day we had interactive presentations and every session was a full house. We had to add more that 60 chairs to the already existing 150

chairs. We had a captive audience for the presentations which went on for seven hours and we had a footfall of over 1,000 people coming for the presentations," he said.

Anand added that on the inauguration day (July 15) GPS recorded a footfall of

went beyond our expectations. We have 120 Hosted Buyers from Rajkot, Surat, Navasari and other surrounding Tier 2 and 3 cities. Attendance for the event has been overwhelming and we expect the same kind of response for Chandigarh, Kolkata and Coimbatore. We look forward

“We were expecting around 300 people to come for the event but the numbers went beyond our expectations. Ahmedabad GPS has been a major success.”

**Harmandeep Singh Anand**  
Managing Director,  
Jagsons Travels, and  
Co-founder, GPS



about 550+ attendees visiting the event. "We were expecting around 300 people to come for the event but the numbers

to working harder and taking suggestions into considerations and keep improving with every edition of GPS. This is a

## GPS Chandigarh a roaring success

In its second leg from July 20-22, GPS hosted its 3-day tradeshow at JW Marriott, Chandigarh. More than 500 people attended Day 1 of the B2B sessions on July 21. Speaking to TRAVTALK during the lunch break, **Raju Akolkar**, CEO, GPS, said, "The response has been really overwhelming and warm. So far the total footfall has touched 424, according to the system we have in place."



**Raju Akolkar**  
CEO, Global Panorama  
Showcase



**Madhu Saliankar**  
Director, Global Panorama  
Showcase

The first day was all about educating travel agents on better sales practices, how to boost their business and service tax. Six associate partners of GPS, in elaborate presentations covered these topics. **Madhu Saliankar**, Director, GPS, said, "People were glued to their chairs and not only that they were interactive and participative till 7 in the evening. Hats off to the agents and us because we were, probably, able to address some key issues."

Agents travelled from both big and small cities of Punjab, Haryana and Himachal Pradesh out of which more than 120+ were Hosted Buyers. "Our room inventory was filled up fast and we had to turn down a few people last-minute. This has been an educative experience; we know now what to do to grow this and we will strive for that," Saliankar added.

different kind of platform – it's not just a trade exhibition, it is also a networking platform," he added. Agents from Rajkot, Surat, Baroda, Bhuj,

Jamnagar and other cities of Gujarat attended the show. Agents from the neighbouring states such as Rajasthan (Udaipur, Jaipur), MP

(Indore) and Maharashtra were also present. The B2B session was followed by a gala dinner hosted by Genting Hong Kong. ↓

A **journey** which is as magical as its **destination**.

**THE SWISS TRAVEL PASS**

The Swiss Travel Pass is the all-in-one ticket for international guests to travel by rail, road and waterway throughout the whole of Switzerland. It provides unlimited travel by rail, road and waterway. Free travel on most panorama routes. Free travel on public transport in 75 towns and cities, 50% discount off most mountain railways. Children under age 16 travel free of charge when accompanied by at least one parent holding a Swiss Family Card.

**THE GLACIER EXPRESS**

A panoramic trip through the Alps in the heart of Switzerland. The Glacier Express travels a beautiful route between the sights of the Graubünden holiday region, the sunny Valais region with its glacier landscape, and the beautiful regions of the South. Travel in comfort through the unspoilt natural beauty of a landscape rich in ancient, fragrant mountain forests, peaceful Alpine meadows, rustling mountain streams and mountain valleys, soaked in tradition & centuries-old culture.

**GORNERGRAT**

Enjoy the round trip on Gornergratbahn mountain railway, in operation since 1898, from Zermatt to the Gornergrat railway station on Gornergrat, which is surrounded by 29 peaks rising above 4000m. Gornergrat offers stunning views of the Matterhorn. It is 33 minutes travel time on Europe's highest open-air cog railway and also provides year-round viewing platform at 3135 meters (over 10,285 feet)

**BERNINA EXPRESS**

The Bernina Express must be the most spectacular Alpine crossing. The scenery is cinematically beautiful as the Bernina Express traverses the 65-m-high Landwasser Viaduct, the Rhaetian Railway's most distinctive landmark. On the epic journey from Chur to Tirano, you'll head through 55 tunnels and over 196 bridges. The journey will hold you captive with highlights like the Montebello Curve, with its view of the Bernina massif, the Morteratsch Glacier.

**BOOK YOUR RAIL EUROPE EXPERIENCE WITH TUI**

**holidays@tui.in**

**www.tui.in**

**1800 - 3000 - 8000**  
Mon to Fri 9:00 am - 9:00 pm, Sat & Sun 10:00 am - 6:00 pm

WORLD'S LEADING  
LEISURE TRAVEL COMPANY



# TBO to now offer forex to agents

In a strategic equity partnership, Travel Boutique Online (TBO) and FxKart.com have come together to offer foreign exchange facilities to travel agents in a seamless manner which also offers commission to the agents.



ANKITA SAXENA

FxKart.com, an online marketplace for money-changers and TBO have come together to offer travel agents foreign exchange



Abdul Hadi Shaikh  
CEO  
FxKart.com

This is our stepping stone to make our product scalable and also provide agents a solution to their biggest problem of acquiring foreign exchange

for their clients. **Abdul Hadi Shaikh**, CEO, FxKart.com, says, "We are very excited to get into a strategic partnership with TBO. We believe this is our stepping stone to make our product scalable and also provide the travel agents a solution to their biggest problem of acquiring foreign exchange for their



Ankush Nijhawan  
Co-founder  
TBO Group

Our vision with the product is to disrupt the way the foreign exchange business is done in the B2B space

customers. We have done a deep integration with the TBO portal. TBO agents can log on to their existing TBO platform, access the forex tab and get the best rates for forex in the city. FxKart's

innovative instant forex deal discovery platform lets an RBI authorised money changer bid for the best price in real time offering agents the best deal. Once the order is booked, the customer service finalises the deal and a seamless forex delivery takes place." Shaikh further informs that travel agents can get commissions on every deal booked through options like

per deal basis or percentage mark-up.

Shaikh explains that the money changers give them better rates than their counterparts because the company provides them with volumes. There are more than 200 money changers registered on the platform who are informed about the requirement of the agent in real time

and bidding takes place in order to offer best, competitive market rate to the agent. This avoids the legwork to search for the market price and cuts the bargaining for commissions as the agents can feed the requirements into the system which gets incorporated into the invoice value and has the credibility that it will be paid off as part of his TBO commissions.

**Ankush Nijhawan**, Co-founder, TBO Group, informs that within two days of the launch of the product, there were 300 travel agents who searched for forex requirement on the platform, transacting business volume worth over a million dollars without any marketing of the product. "The objective of TBO to partner with FxKart.com is to offer value addi-

tion to our travel partners. Agents depend on TBO for various travel needs and we believe that forex is not going to be any different for them and we will ensure that we offer the best services and rates in the market to them. Our vision with the product is to disrupt the way the foreign exchange business is done in the B2B space," says Nijhawan. ↴



NEW DIMENSION TO  
**ROYAL**  
HOSPITALITY

**HUMBLE**  
AMRITSAR

FOR RESERVATIONS CONTACT:

M: +91-8558849025/26 | T: 0183-5044444, 5040090  
Lawrence Road [18 Krishna Nagar], Amritsar, Punjab, Pin-143001  
E-mail: sales.amritsar@unahotels.in | Url: www.unahotels.in





Luxurious. Exotic. Pure Indulgence  
... *Just Bliss!*



# OZEN

BY ATMOSPHERE  
AT MAADHOO · MALDIVES

BRAND NEW LIFESTYLE LUXURY RESORT

MAADHOO ISLAND | SOUTH MALÉ ATOLL | THE MALDIVES

FOR FURTHER DETAILS, PLEASE CONTACT OUR PREFERRED PARTNER:

KRISIA HOLIDAYS, MUMBAI - TEL: 022-67401600 - E-MAIL: [OZEN@KRISIA.COM](mailto:OZEN@KRISIA.COM)

O Z E N - M A A D H O O . C O M



## Now Pride Plaza in Kolkata & Ahmedabad

After opening The Pride Plaza Hotel Aerocity, New Delhi, in January this year, the Pride Group is all set to open two new Pride Plaza properties in Ahmedabad and Kolkata very soon.

TT BUREAU

The ribbon ceremony of the Pride Plaza Hotel Aerocity, New Delhi, happened on January 27, 2016, revealed **Pankaj Mathur**, General Manager, Pride Plaza Hotel Aerocity, New Delhi.



**Pankaj Mathur**  
General Manager  
Pride Plaza Hotel Aerocity, New Delhi

The property is Pride Group of Hotels' first 5-star luxury hotel and has 385 rooms. "We have 12,000 sq. ft. banquet space, as well as incredible F&B options. We have 12 other hotels around India and the Pride Hotel Ahmedabad and Pride Hotel Kolkata will be converted into Pride Plaza properties soon."

Talking of competition in the Aerocity belt, he said, "Our motto is Traditionally Indian, Truly Luxurious and Purely Pride. And this is what sets us apart. We have a lot

of competition and that's the fun of it all. We do a lot of soft skills and leadership programmes. In addition, we are trying to steal business from our neighbours and following the revenue game to fill up our huge inventory and banquets. We get a lot of groups and had around 10-12 weddings in the first few months, which has been a great source of revenue and our biggest strength."

## Costa ship to homeport in Mumbai

Costa Cruises' neoClassica that will make 14 sailings to and from Mumbai port expects to ferry more than 10,000 Indian passengers to and fro Maldives this season.

HAZEL JAIN

Italian cruise company, Costa Cruises, that will homeport its Costa neoClassica at Mumbai port this December will make a total of 14 sailings – seven from Mumbai to Maldives and seven back to Mumbai. It will set sail from Mumbai starting December 2016 until March 2017. **Nalini Gupta**, Head, Costa Cruises India and MD, Lotus Destinations that is the sole GSA for Costa, said, "We have already sold a lot of cabins to families as well as big groups. We expect to have more than 10,000 Indian passengers on our ship for this. This will finally put India on the cruising map."

The cruise liner has a total of 654 cabins and can accommodate 1,700 passengers at once. Gupta said, "For this sailing, we will also be reaching out to agents in the rest of India, not just Maharashtra. A lot more agents are getting interested to sell



cruises now. But many still think that it's complicated to sell cruise. They also have a lot of questions on the insurance aspect. We obviously have insurance in terms of our ship experience. We don't have a cancellation policy but it's so reasonable and we give great value for money."

Costa is also coordinating with the Maldivian tour operators to sell these packages. **Kelvin Wong**, Vice President (Commercial), Costa Cruise Asia, said, "If the business is good, then

we could have more ships for a whole year."

**Sanjay Bhatia**, Chairman of Mumbai Port Trust, who was also present, added, "We have received a very clear mandate from the Prime Minister and Minister of Shipping, Nitin Gadkari, to develop Mumbai Port as the gateway for international cruise. Within this year, we will get 59 ships here and next year we are targeting more than 100. So this year we should have around 70,000-80,000 passengers coming in. We are also up-

grading our cruise terminal and have appointed a consultant and allocated a budget of ₹150 crore for upgrading the terminal and all facilities that are available at the airport will be available here."

### Itinerary

The seven-day itinerary ex-Mumbai goes to Mangalore, Cochin, and Maldives. The return journey ex-Maldives takes guests to Colombo, Goa and finally Mumbai.



BEFORE OUR 7<sup>th</sup> BIRTHDAY  
ON 15<sup>th</sup> AUGUST, WE WANTED  
TO INTRODUCE

**THE "DIGITAL PR" TEAM**

@ INTERNET MOGULS TO YOU

With 1000 + Social Media Influencers in India alone, call our award winning team to cover your **Pre-Launch, Launch or Post Launch for your Hotel, Restaurant & Travel Agency.** Create and share your everyday great stories with your prospective clients about your most recent or upcoming event.



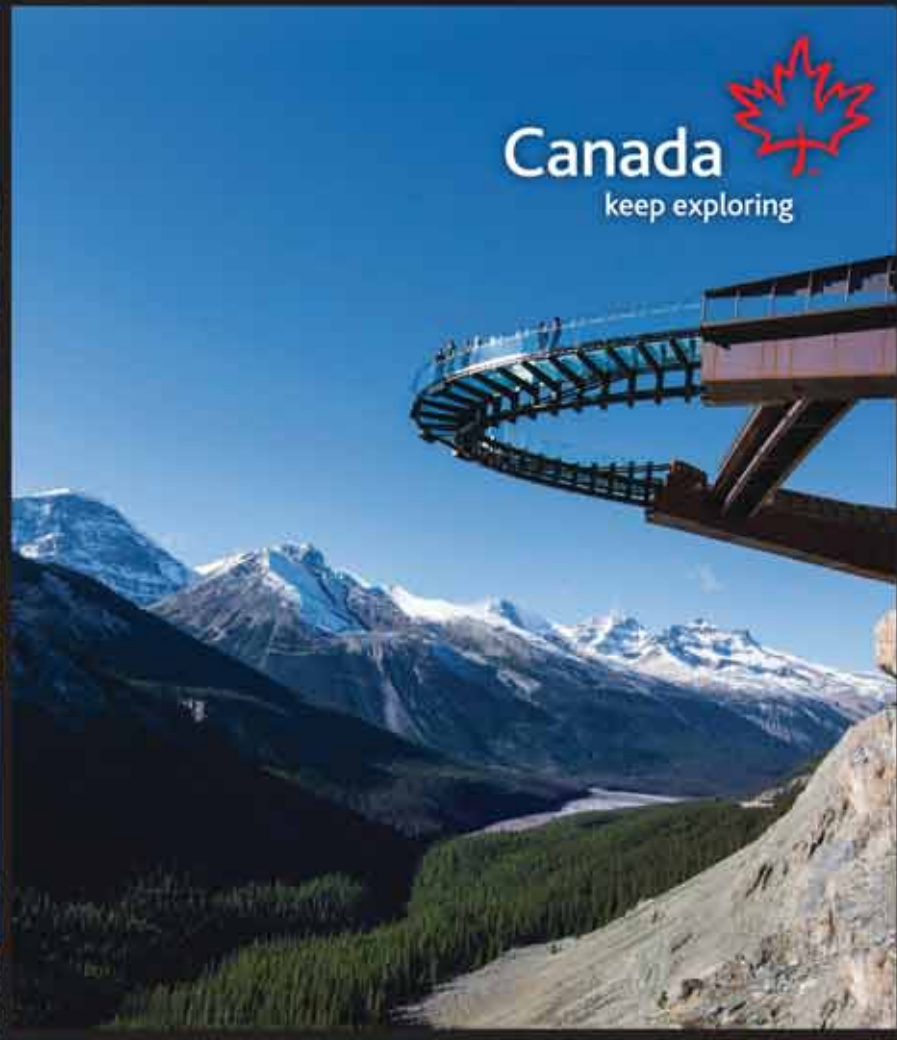
Moguls Online Pvt. Ltd.

Get in touch with our Public Relation Expert for a free consultation today!

**Call us at: +91 8527 691 624**

[www.internetmoguls.com](http://www.internetmoguls.com) | Delhi | Dubai | Vancouver





Canada   
keep exploring



Become a  
**Canada Specialist**

**CSP**   
Canada Specialist Program

Register today at: [csp-in.canada.travel](http://csp-in.canada.travel)

Delhi - Sonia Prakash : [sonia@buzzindia.in](mailto:sonia@buzzindia.in) +91 96503 99930  
Minoti Gupta : [minoti.gupta@buzzinida.in](mailto:minoti.gupta@buzzinida.in) +91 96503 99907

Mumbai - Nida Kapadia : [nida@buzzindia.in](mailto:nida@buzzindia.in) +91 96194 99169



## Travelport expands reach with OYO

Travelport and OYO have announced a new agreement whereby 6,000 hotel properties offered by the hotel aggregator will be made available through the Travel Commerce Platform, catering directly to travel agents in India and the rest of the world.



**Anil Parashar**  
President and CEO,  
InterGlobe Technology  
Quotient

Speaking on the move, **Anil Parashar**, President and CEO, InterGlobe Technology Quotient commented, "The agreement with OYO will not only help expand our domestic reach even further, it also presents a variety of options – high end to budget hotels – to the agencies. The fact that travel agents will directly benefit from this is another advantage."

The agreement with OYO is Travelport's initiative to respond to the needs of its agents to add the hotel content they need in their local regions. It also responds to the needs of hoteliers by giving them access to the international travel booking industry. Once on Travelport's Travel Commerce Platform, travel agents globally have access to the hotel content through their normal workflow. **Kavikrut**, Chief Growth Officer, OYO, said, "We are pleased to partner with Travelport and take our offerings to a wider audience. Both OYO and Travelport are recognised for leveraging innovative technology capabilities. We are confident in utilising this synergy to unlock new growth areas for both partners."

# Maximising gains crucial

The Indian tourism industry is crying itself hoarse about the 'difficult' market situation. But have they been 'hands-on' and turned the corner? Have they realised that only by maximising their earnings can they survive?



INDER RAJ AHLUWALIA

"Today's somewhat non cheerful tourism scenario has exposed the hotel industry to tough times. While maximisation of revenues is a work prerequisite, it has become essential to maximise gains owing to prevailing negative factors, the two most impactful ones being India's image as an unsafe tourist destination for women; and unfairly high taxation on hotels. We have to ensure India's image improves. Taxes have to be reduced, and also OTS marketing costs. Addressing these key issues will pave the way for maximising of revenue gains."



**Bharat Malkani**  
President, FHRAI



**Lajpat Rai**  
President  
Lotus Trans Travels

"Maximising gains from tourism is no longer just a priority for agents, but it is essential for their very survival. Agents have to work hard, dig deep, and be flexible yet focused. Inbound tour operators have to step up to tap outbound business; those working traditional circuits have to venture further out; and those handling just groups have to focus on anyone and everyone. The bottom line is that emphasis has to be on higher-yields rather than general business segments, and agents have to develop a mindset to 'go for gold'."

"Maximising gains from tourism can be translated into one word – 'specialisation'. The industry in general and travel agents and tour operators in particular have to be creative and innovative, and play the role of being good advisors to clients. This makes the training aspect very important, but owing to shrinking margins, there's hardly any training being done. Agents need to understand that some clients want to spend more money and as a consequence, want more comfort. They should cater to these extra comforts rather than try to reduce these clients' overall expenditure."



**M.S. Chawla**  
MD, Siddharth Travels



**Sunil Sikka**  
Head - Marketing &  
Business Development,  
WelcomHeritage

"Today's highly competitive tourism industry demands a certain, specialised work criteria in order to achieve maximum gains. In the hotel segment, guest-satisfaction, happiness and loyalty help in increasing brand-value and image. Therefore, guest feedbacks should be used to improve operational and service standards. Travel agents and hoteliers can maximise their gains from the industry by following a three-fold work agenda – giving importance to clients' inputs; analyzing competitors' offerings; and working and serving as per current industry trends."

"While there should be continuous efforts for maximising earnings through tourism, one can't ignore current market scenarios. Major tourism markets are facing continuous economic slowdown and the general business of tour operators and major hotel chains is progressively going down. Then there's the seasonal factor. Recent terrorist events in France, Turkey, the UK, Belgium, etc. also do not augur well for aggressive tourism marketing as people have sad memories of these events. Keeping this present scenario in view, this isn't the right time for maximising from tourism."



**Pronab Sarkar**  
President, IATO



**Guldeep Singh Sahni**  
President  
OTOAI

"These are challenging times for the travel industry. In the present scenario where there's tough competition from Internet bookings, tour operators, hotels and agents have to maximise gains from each and every service they provide, in order to survive. This means they have to do adequate research and 'think and plan' their working. General working procedures as seen in the past will no longer apply. Agents have to become more daring and focus clearly on how to extract the maximum yield from all their work activities."

"Agents' maximising their gains seems like a thing of the future. A dream waiting to be fulfilled! However, all agents don't want to give up, hence the need for them to reinvent and reposition themselves to achieve maximum gains. What's needed is expertise, experience, and hard-core selling. Agents need to reduce costs and/or do exceptional tours only, like for instance, 'women-only' escorted tours. Competition exists and is becoming stronger, but experts can have an edge because of their expertise in planning 'unique experience' holiday packages."



**Chitra Bhatia**  
Chairperson -  
Ladies Wing, OTOAI

## Approval of Travel Trade Services Provider

The total number of approved travel agents, tour operators, adventure tour operators and tourist transport operators under a Ministry scheme for the period of Jan 1-Dec 31, 2015, is listed below:-

Category	Approval Issued During	
	January 1 to December 31, 2015	
Inbound tour Operator	106	
Travel Agents	52	
Tourist Transport Operator	25	
Domestic Tour Operator	45	
Adventure Tour Operators	10	
<b>Total</b>	<b>238</b>	

Source: Annual Report 2015-16, MOT, Govt. of India

## Mastertech Software Developers LLP Presents Travelacct - Complete Web Based Accounting Software for Travel Agents, Tour Operators & Car hire Agents

Developed in state of the art PHP & SQL, this software covers Domestic & International Ticketing, Railway Bills, Hotel Bills & Vouchers, Car rental with complete MIS starting from booking, duty slip generation & billing for local/outstation/monthly/fixed duties, Visa billing, Passport Billing, Bus tickets, Tour billing- FIT & Fixed departure tours.

- It also has a CRM module incorporated.
- Complete Accounting like cash/bank books, debit/credit notes, journal entries.
- Instant Trial Balance, Profit & Loss & balance sheet generation with service tax & TDS reports.
- No more extra charges for multiple companies, any no. of users, access from any computer worldwide.
- No compulsory AMC.

Call today for free online demo : 022 - 40168820 / 40106362 or +91 9869466848/9819071788  
Or write to [info@travelacct.com](mailto:info@travelacct.com)





# ☆☆☆ FLY LIKE A ☆☆☆ SUPERSTAR



Map not drawn to scale.

- Routes**
- ..... Domestic routes operated by AirAsia India
  - - - - - International routes operated by AirAsia Berhad
  - ..... International routes operated by AirAsia X
  - ..... International routes operated by Thai AirAsia



KALAI PULI S. THANU PRESENTS V. CREATIONS  
SUPERSTAR RAJINI IN  
**KABALI**  
A PA. RANJITH FILM



**OFFICIAL AIRLINE PARTNER**

AirAsiaIN | Lowest fares @ [airasia.com](http://airasia.com)





# Meet to boost investment

Infrastructure development in tourism is the need of the hour, says **Rahul Chakravarty**, Director and Head-Tourism, FICCI.

TT BUREAU

To this effect, FICCI's Tourism Investor's Meet (TIM) provides an interactive platform to states and private stakeholders to solicit investments in tourism. "We have more than 100 confirmed investors who are looking for projects in the sectors like hotels and resorts, amusement parks, sound and light, real estate and mega convention centres, ropeways, heli and air services, cruise and river tourism, sanitation and civic amenities, adventure tourism, tech-backed cab services and many more. We have seven state tourism boards participating namely Rajasthan, Delhi, Chhattisgarh, Madhya Pradesh, Karnataka, Telangana and Punjab," says Chakravarty.

This year, the event is planned to be more business oriented and an increased number of business meetings between states and investors will happen this year, informs Chakravarty. In 2015, the event received participation from 11 states



**Rahul Chakravarty**  
Director and Head-Tourism  
FICCI

At this platform, the states will be presented with many opportunities to find investors for big and small projects

and more than 200 investors from various parts of the country. More than 200 structured face to face business meetings were held over the two days.

Chakravarty points out that infrastructure development in tourism is the need of the hour and FICCI has been focusing on this issue for the last four years, organising such meets under different names as the role of FICCI is to act as a catalyst to bring in investment in the states. "We organise the Great Indian Travel Bazaar, focusing on the marketing aspect and promoting India to the world. We are organising TIM [from July 28-29] to bring in investment in infrastructure development with respect to tourism. At this platform, the states will be presented with many opportunities to find investors for big and small projects in various sectors of tourism," adds Chakravarty.

### Solid Footing

The 2015 edition received participation from 11 states and more than 200 investors across the country

# A new door into Indonesia

Indonesia-based Panorama Destination plans to add new products and organise Fam trips to strengthen its position in India with the help of Outbound Konnections.

TT BUREAU

Recognising the potential of the emerging Indian outbound tourism market, Panorama Destination has joined hands with Outbound Konnections Reps to establish a partnership in India. Outbound Konnections' experience and strategic office locations (Mumbai and New Delhi) will substantially build Panorama's market share in the region. Panorama Destination is set to launch a range of products and Fam trips for Indian tourists and travel agents.

Panorama Destination has recently joined OTOAI (Outbound Tour Operators Association of India) in a show of commitment and dedication to the Indian market. There will be a range of new, diverse and competitive products created specifically for the Indian market in the coming months and a Director of Business Development will also be appointed to cater specifically to the Indian market. **Anjum Lokhandwala**, Founder & Director, Out-

bound Konnections, said, "We are happy to be appointed as the India office for Panorama Destination Indonesia and Bali. Panorama Destination is the leader in providing competitive packages and quality of services for all travel segments and we are keen to develop and multiply their market share in India. Indonesia has a lot to offer in terms of culture, scenic beauty, adventure and spas."

Specialising in inbound client services and offering tours in Indonesia that are tailored to the needs of the client, Panorama has its own fleet of comfortable air-conditioned vehicles for overland travel and has offices located in various strategic travel hubs throughout Indonesia. Panorama Destination offers services from more than 350 experienced tourism professionals and 250 professional licensed tour guides nationwide.

This collaboration with Outbound Konnections will further enhance and expand



**Anjum Lokhandwala**  
Founder & Director  
Outbound Konnections

Panorama Destination is the leader in providing competitive packages and we are keen to develop and multiply their market share in India

Panorama Destination's growing influence and global reputation, opening up the diverse and outstanding travel options of Indonesia to a whole new demographic of travellers.

## JEWEL IN THE CITY OF TAJ MAHAL

Agra's iconic hotel, **The Clarks Shiraz**, with the distinction of hosting legends like Jackie Kennedy, Neil Armstrong, Mohammed Ali, is recently rennovated and become the latest 5 star delux hotel in the city.


A long table banquet at the world famous **Mughal Room**, High Tea or Sun-downer, Bar-b-que at the terrace **Sunset Lounge**, over looking the Taj Mahal & Agra Fort, an AV for the group at **Arjumand hall**, the new **Checkers Buffet**, the refurbished rooms & bathrooms, Gym by the garden, recreation center and signature massage at **Adiba Spa**, enrich the overall holiday experience.

Located in the prestigious Cantonement area, adjoining the Agra Golf Course, Clarks Shiraz offers views of open spaces, greenery and dense trees all around, looking like the greenest part of India to many visitors. A unique campus of serenity, only 2 km from The Taj Mahal.

**Awarded Best Luxury Wedding & MICE Resort 2015 (North & East)**


**Awarded Game Changer 2015 (North & East)**






**Awarded Best Leisure Hotel 2015 (North & East)**



HOTEL  
**Clarks Shiraz**  
AGRA - INDIA

**HOTEL CLARKS SHIRAZ**  
★★★★★  
54, Taj Road, Agra 282 001, India  
**Phone:** (+91 562) 2226121-32  
**E-mail:** sales@hotelclarks.in, resv@hotelclarks.in







ENJOY 30% OFF



## SUITE INDULGENCE IN THE HEART OF ORCHARD ROAD

Indulge in the high life with an unforgettable suite stay at award-winning Mandarin Orchard Singapore and enjoy 30% off the Best Flexible Rates. Book now and enjoy:

- Access to the exclusive Meritus Club Lounge
- Express check-in and check-out
- Daily buffet breakfast at Meritus Club Lounge
- All-day coffee, tea and refreshments
- Daily evening cocktails
- Two pieces of laundry per day
- Free WiFi

Book direct on [www.meritushotels.com/orchard](http://www.meritushotels.com/orchard).

Terms and conditions apply. Minimum of three nights required.



MANDARIN  
ORCHARD  
SINGAPORE  
BY MERITUS

333 Orchard Road, Singapore 238867 | [resyn.orchard@meritushotels.com](mailto:resyn.orchard@meritushotels.com) | +65 6737 2200  
INDIA SALES OFFICE +91 11 6557 0984 | [gso.india@meritushotels.com](mailto:gso.india@meritushotels.com)



# Raising a toast to partners

China Southern Airlines felicitated its travel trade partners at a soiree hosted at Hotel Pullman, New Delhi, Aerocity in the presence of its General Manager, **Chen Yongguang**, and **Vikramjit Singh Ahluwalia**, MD, Condor Air Services, the GSA of China Southern Airlines.



## Look beyond low prices

There is a cost involved in getting reliable and efficient service and it is in the interest of the agent to work with suppliers that can be relied upon.



TT BUREAU

Undercutting is not for the long-term as many companies have realised after they folded or filed for bankruptcy. London-based travel company 'Low Cost Holidays' went bankrupt in July as did the Belgium-based Getway a few months ago and Transhotel about two years ago. Such events not only affect the travellers but also the suppliers. However, **Prakash Bang**, Managing Director, roomsXML Solutions, assures that travel agents working with roomsXML need not worry.



**Prakash Bang**  
Managing Director  
roomsXML Solutions Limited

*Under promise and over deliver! Thankfully, the travel agent has a face (unlike a faceless OTA)*

should raise the red flag includes: surprisingly low rates of their offerings as compared to other players in the market, very relaxed credit and payment policy, poor quality of post-sales service, gimmicks of cash-backs and discounts for upfront payments."

However, Bang says that agents can win the confidence of customers in a scenario where they are losing confidence in OTAs. How? "Under promise and over deliver! Thankfully, the travel agent has a face (unlike a faceless OTA). They can let their customers know that they are around with an address and not just a telephone operator in a call centre," Bang adds.

Travel agents, he feels, must realise that there is no free lunch. There's a cost involved in getting reliable and efficient service. It is in their interest to work with suppliers that can be relied on – suppliers who have demonstrated their strengths in the past. 📌

"When travel agents book through us, we become responsible for the booking. It starts with reconfirming the booking with the respective hotels; secured pricing because we sell in local currency – we insulate the travel agent with currency fluctuation; in the unlikely event of the hotel being oversold, we make it a point to relocate the customer in a similar / better grade of hotel at our cost – long story short, we stand responsible for the booking – rain or shine," he says.

Speaking about some of the vital signs agents should watch out to identify companies in the red, he says, "This is really difficult because not all companies are listed. Their financials are kind of a secret. However, some of the telltale signs that

**3RD INTERNATIONAL INDIA MEDICAL TOURISM CONGRESS**

**IIMTC A JOURNEY FOR HEALTH -2016-**

3rd to 4th September

**Sh. Narendra Modi**  
(Prime Minister of India)

**Message**  
Best wishes to the organizer and participants And IIMTC will contribute in promotion of Medical & Wellness Tourism Industry of the country & will provide a knowledge sharing and Business Networking Platform to all key stakeholders.

After last two years huge success, the International India Medical Tourism Congress (IIMTC) is back to drive your professional adrenaline to its zenith with a consortium of highly skilled health care providers, policy makers, government regulators, doctors and more, representing more than 50 countries all over the world.

THE TWO DAYS EVENT WILL INCLUDE

**Medical Tourism Conference**  
**Business Networking**

1000 Lead Generation  
100 Hosted Buyers & VIP's  
100 Exhibitors Stalls & Sponsorship

ACROSS  
50 COUNTRIES

2ND  
INTERNATIONAL  
EXCELLENCE HEALTHCARE AWARD

1000 National and International Delegates  
1000 Networking Meetings With Hosted Buyers & VIP's  
50 National & International Boards & Associations Publication/Media  
100 Business Networking Counters

Event Co-Ordinator  
**C.S Garg**  
+919718459379  
info@iimtc.com  
contact@iimtc.com  
www.iimtc.com

Exclusive Trade Media Partner

TRAVTALK

Follow us  
@iimtc | #iimtc



# Indian fillip to Phillip Island

Famous for its Penguin Parade, Phillip Island in Australia wants to increase the number of Indian visitors to its nature park to 20,000 by next year.

TT BUREAU

Not very far from Melbourne, Phillip Island is quite popular for its Penguin Parade. However, **Stephan Peppard**, International Sales and Marketing, Phillip Island Nature Parks, Australia, claims that there is more to the place than just that. "Phillip Island is a nature park, and is a non-profit organisation setup by the state government of Victoria in mid-1980s to protect the penguin colony, which was on a decline. And today, the number of penguins on the island is 32,000. We have 30,000 Australian wild fur seals and we receive around one million migratory birds as well," he said.



**Stephan Peppard**  
International Sales and Marketing  
Phillip Island Nature Parks, Australia

We get around 13,000-14,000 Indian visitors every year and are trying to get somewhere around 20,000 in total by next June

The island offers a range of activities for the visitors, "We have a diverse range of activities, such as the world famous Penguin Parade; Churchill Island Heritage Farm with sheep shearing, cow milking, working dog trial and whip cracking; the Koala Conservation Centre,

home to the iconic and must see Australian animals; and the new Antarctic Journey at the Nobbies in partnership with the WWF. Other attractions popular within the Indian market are the Phillip

Island Chocolate Factory and A Maze'N Things, which is an optical illusion theme park," revealed Peppard.

Talking of the Indian market, he said, "We have been active in India for many years. We get around 13,000-14,000 Indian visitors every year and are trying to get somewhere around 20,000 in total by next year June. Considering the potential in this market, with the growing middle class, and with the desire to travel, we think that we would reach this growth. However, we want to project that Phillip Island is more than just Penguin Parade."

In fact, Peppard wants to cash in on the growing MICE market from India as well. "We get a lot of MICE groups from the Indian market. We can do a number of things to make the MICE groups experience more than just travel, allowing them to leave with a feeling of giving back to the community as well as the environment."

# A walk in Singapore parks

With India among its top three source markets, Wildlife Reserves Singapore connected with Indian travel agents to re-introduce the four wildlife parks.

TT BUREAU

Wildlife Reserves Singapore (WRS) recently organised a sales mission in Mumbai and New Delhi to inform the travel trade about the latest packages on offer for Indian tourists. With four wildlife parks – Singapore Zoo, Jurong Bird Park, Night Safari and River Safari – the organisation focuses on fostering conservation and research while educating visitors about animals and their habitats.



**Isabel Cheng**  
Chief Marketing Officer  
Wildlife Reserves Singapore

Visitors from India rank among the top three source markets for Jurong Bird Park and Night Safari

WRS' Chief Marketing Officer **Isabel Cheng** informed that the latest package on offer is the winter package. "As our parks continue to grow in popularity amongst Indian travellers, we have put together an exclusive tourist package which will allow visitors to get the most out of their trips. The package comes in two variations – a Dual Park Day package and a Dual Park Night package and is valid from October 1, 2016, to January 31, 2017."

While the wildlife parks have been hugely popular among the masses, Cheng stated that it has equally been a hit with Indian travellers. "Visitors from India rank among the top three source markets for Jurong Bird Park and Night Safari. We recognise the Indian

market as a very important one for us," she added.

The key travel period for Indians is October where WRS receives maximum tourist footfalls but July and August are the busiest months on the whole, Cheng elaborated. In a bid to make the attraction even more 'Indian-friendly', WRS also offers Indian cuisine options and other facilities such as a State Bank of India ATM at Singapore Zoo.

The parks not only cater to leisure groups and FITs, it also targets the MICE segment offering exclusive experiences in the wild. Cheng explained, "Tailored packages and experiences like Evening in the Wild, offered in the Night Safari, are especially catered to the MICE groups. It is a unique dining experience in an air-conditioned tent which can host business traveller groups of 25-50 people. We even host several meetings in the parks thanks to the availability of event venues like Pavilion by the Lake and Lakeview Room, to name a few."

travelsmantra.com  
click here + get there

deal BISHKEK

DON'T MISS OUT B2B DEALS  
TRAVELS MANTRA™

deal BATUMI

deal ALMATY

deal TASHKENT

deal TBILISI

For More Details Contact Below:- TO UNLOCK THE LOWER RATE

9999 444 955 | b2b@travelsmantra.com | travelsmantra.com

TOLL FREE NUMBER - 1800 2121 225

KYRGYZSTAN | UZBEKISTAN | KAZAKHSTAN | TAJIKISTAN | GEORGIA | EASTERN EUROPE

\*T&C Apply



# GPS shows the way to travel trade

The Global Panorama Showcase 2016 began its 1<sup>st</sup> trip outside Nagpur with a successful outing in Ahmedabad, followed by Chandigarh. As part of a set pattern, 50 exhibitors showcased their products at both the venues which saw 500+ attendees each. The networking platform then moved on to Kolkata and will wrap up in Coimbatore.

Ahmedabad



Chandigarh





# Bosnia targets 15,000 Indians

An event for the travel trade in Delhi was the occasion to introduce Bosnia and Herzegovina to the Indian market and to provide the know-how on increasing arrivals from India.



ANKITA SAXENA

“This is the first time we have organised a meeting with tour operators in Delhi and from time to time we will continue to have more similar events in other cities to educate the trade about the destination,” says **Dr. Sabit Subasic**, Ambassador, Embassy of Bosnia and Herze-

govina. through which an Indian tourist can enter Bosnia from a EU member country only, informs Vukovic. The single entry tourist visa costs €30, the multiple-entry tourist visa costs €57 and the long stay visa costs €72.

There is no direct connectivity to Bosnia from India but many airlines like Emirates, Etihad and Turkish Airlines connect the destination on one-stop flights through

Sharjah, Istanbul etc. **Amit Nagrath**, Sales Manager Northern India, Air Arabia, says, “We operate three flights a week on Wednesday, Friday and Sunday from 13 Indian cities to Sarajevo via Sharjah. The average fare for the flights is `37000 in lean periods and depends on the seasonality. We plan to increase the frequency as and when the passenger numbers increase to the destination.”



Dr. Sabit Subasic  
Ambassador  
Embassy of Bosnia and Herzegovina

govina. The destination offers honeymoon, nightlife, culture and heritage holidays.

Bosnia has seen very few Indian tourists in the past. “We have had few numbers from India. Last year, 20 tour operators who visited Bosnia came back ambitious to introduce it to the Indian market. Mostly the tourists visiting Bosnia are from Maharashtra, Bangalore and Gujarat. We also had an



Momcilo Vukovic  
Counsellor  
Embassy Bosnia and Herzegovina

incentive group travel of 20 doctors from Kolkata earlier this year. We have not had many tourists from Delhi but hope that it will improve soon. We hope that next year we will have as many as 15,000 Indian tourists in Bosnia, which is a significant number for a country that is not very well known in the Indian travel space,” adds Subasic.

The current visa procedure is a strict and cumbersome process but according to **Momcilo Vukovic**, Counsellor, Embassy of Bosnia and Herzegovina, the process has been up-scaled to accommodate as many Indian visitors into Bosnia. The destination accepts Schengen visa or EU visa

## Business Travel Symposium on Sept 6

■ Global Business Travel Association (GBTA) India is set to organise the first Business Travel Symposium in India on September 6 in New Delhi. GBTA re-introduced its India chapter earlier this year with an aim to tap the 10<sup>th</sup> largest global business travel market and create an industry forum which addressed the issues and challenges of business travel in India.

Imparting more details on the maiden event, **Gaurav Sundaram**, Regional Director India, GBTA, said, “This first ever business travel sym-

posium by GBTA in India is going to be a combination of a knowledge forum on the best practices in Indian business travel and a travel show, where we will have exhibitors from the industry offering solutions for the business travel buyer community.”

The knowledge seminar will address the findings of GBTA’s Business Travel India Outlook report, along with a master class on procurement, Sundaram shared. “Four panel sessions will also be held – on technology TMC customer relationship, stra-

tegic sourcing and procurement of best practices and the last one on payment systems and expense management capabilities.”

He added that they expect to have around 150-200 buyers at the event with a variety of sponsors depending on the categories. The event is a great opportunity for buyers to participate, and get to know what their peers in India and abroad are doing since the buyer community has not really had the opportunity to engage in knowledge sharing forums like these, he opined.

**TRAVTALK**

Presents

# EXPERIENTIAL TALK

The single, most-focused showcase for experiential travel

We let the numbers speak for themselves

# 600,000

READERS OF THE ELECTRONIC VERSION FROM THE TRAVEL INDUSTRY

*For further details, please contact:*

<p><b>Delhi</b> Karishma: karishma@ddppl.com, +91-9650196511</p>	<p><b>Mumbai</b> Harshal: harshal@ddppl.com, +91-9619499167</p>
--	---



# Opening Almaty to India

Destination Travels recently opened an office in Almaty and to mark the occasion it hosted its first Fam trip in association with Ritz Carlton Hotel. The trip was an initiative to introduce the destination to some of the top tour operators from India.



Reach out to Central India's biggest B2B Travel Market Place

## Madhya Pradesh Travel Mart 2016

Explore Diverse Offerings Of The Second Largest Indian State In A New Way.

14TH - 16TH OCTOBER, 2016 | HOTEL LAKE VIEW ASHOK, BHOPAL

### Exclusive Features For Sellers

- Exceptional one - to - one business meetings with the select international and domestic buyers!
- Increase awareness about your brand
- Build relationships with prospects
- Meet with key clients
- Develop relationships with attendees who are serious about doing business with you
- Network with peers in your industry

### Exclusive features for Buyers

- Subsidy on return economy international flight. (As per the region wise price band fixed for refund)
- Return surface transfers from Airport – Hotel – Venue and Back.
- Accommodation on twin sharing basis (with breakfast) for show dates.
- Post event hosted FAM tours.
- Invitation to hosted inaugural dinner, cultural evening and networking lunches.

Early Bird Registration Closes **31st July, 2016** | For details please write to: [mptm16@candidindia.com](mailto:mptm16@candidindia.com)  
Website: [www.madhyapradeshtravelmart.com](http://www.madhyapradeshtravelmart.com)

#### PREMIER MEDIA PARTNER



#### MEDIA PARTNERS



#### ASSOCIATION PARTNERS





# Only DVPC offers a range of visa options as per your stay in Dubai!



**Short Term  
Transit Visa**



**Business Visa**



**Single & Multiple  
Entry Visa**



**Single & Multiple  
Entry Visa**

Whatever your reason for travel to UAE, we have a visa to suit your need. DVPC offers all passengers flying Emirates to Dubai a wide choice of visas, be it a short stay or an extended visit to family and friends, DVPC caters to your every travel plan. Two exclusive offerings from DVPC - the 30 and 90 days multiple entry visa, add to bouquet of offerings. Your travel now made comfortable and convenient with DVPC!

## Benefits of applying for UAE visa with DVPC

- ✓ DVPC is the most reliable UAE Visa provider
- ✓ Uniform pricing all year round
- ✓ e-Visa delivered on all 7 days of the week
- ✓ Tracking of visa status through [www.dubaivisa.net](http://www.dubaivisa.net)
- ✓ Minimum documentation for travel agents
- ✓ DVPC offers UAE Visas for different durations – 30 days single entry, 30 days multiple entry, 90 days single entry and 90 days multiple entry, 14 days and 96 hours visa
- ✓ Faster turn-around-time for visa processing – within 3 working days\*

For more information on eligibility criteria, documentation & contact details, kindly log on to [www.dubaivisa.net](http://www.dubaivisa.net)



VFS.GLOBAL  
EST. 2001



Partnering Governments. Providing Solutions.

DVPC is an exclusive facility of VFS Global for Emirates and Government of Dubai for processing UAE Visas.



## Air India connects Ahmedabad to New York

■ Effective August 15, 2016, Air India's existing Ahmedabad-London service will be extended across the Atlantic to Newark Liberty International Airport in New Jersey. With the new schedule, the national carrier's flights from Ahmedabad to London Heathrow will continue to Newark every Monday, Wednesday and Friday. The flight will depart Ahmedabad at 0530 and arrive in London at 1015 and then it will take off again at 1230 and arrive in Newark at 1500. The returning

flight will leave from Newark at 2230 every Monday and Friday and land at Heathrow at 1015 the next morning and then it will again depart London at 1230 and reach back in Ahmedabad at 0200 the following morning. However, on Thursdays, the return flights will leave Newark at 0200 and arrive in Ahmedabad at 0330 the next morning, including the stop in London. The flights are now available for booking, and will be operated using Air India's two-class Boeing 787 Dreamliner aircraft.

# Investing in groups of all sizes

Europamundo is all set to introduce Japan and US tours after getting a positive response for its product in India.



TT BUREAU

**B**ullish about the Indian market, Europamundo is currently trying to get a firm grip on it. **Alejandro de la Osa**, Director Commercial, Europamundo, says, "India is an amazing market for us, and we are working very closely with the travel agencies here. We are doing trainings in North India and since



Alejandro de la Osa  
Director Commercial  
Europamundo



Aparna C. Basumallik  
Country Head  
Europamundo

our product is different we need to educate the market about it — the flexibilities, warranty of tours and the technology." He claims that the response so far has been positive. "The travel agents are starting to have confidence in us and are booking as well. The first passengers from India have come back happy and are transmitting positive information about the company, which is what we need."

Adding further, **Aparna C. Basumallik**, Country Head, Europamundo, says, "Initially people were a little hesitant because they had not heard about the company, but now they have seen the response and the commitment of the company. Smaller agents, who were not confident of giving their bookings to big players to handle, have sent groups of 10 and 12 passengers with us and are happy because their earnings are good."

Hence they are now launching tours to Japan and the US as well. "With the confidence we've got from the European products in India, we are now launching tours in Japan, US and Canada," reveals Osa.

But what is that Europamundo offers which makes it different from other coach tour operators? Basumallik claims, "There are big advantages. Europamundo is happy to give exclusivity to a group of 20. We are willing to operate series for mid-size groups. Europamundo is investing in the assurance of clients, and this means that whatever be your group size, there will be guaranteed departure. I think we are one of the most flexible companies with a heart, where cancellations are very generous. We make our money with passengers travelling and not from them not travelling."

She adds, "They will give any tour operator a good run for their money on the small group sizes because their break evens are very good. Instead of spending that money in marketing, they are spending it in client assurance."

### Exclusively Yours

➔ Europamundo aims to give exclusivity to a group of 20 and is willing to operate series for mid-size groups.



# Travel

## EXPERIENTIAL SHOW

Experience travel beyond luxury  
October 15-16, 2016 | Le Méridien, Gurgaon

This specialised event helps to identify and drive trends in the experiential travel sector, and in turn attracts highly sought-after, difficult to reach clients. True to its name, it's an immersive experience, driven by a highly experienced team, resulting in real business for the clients.

Brought to you by:



Interested Exhibitors and Buyers, please contact:  
Punam Singh: punam@travelshow.world, +91 98111 58785  
Sarika Bhambhani Rawal: sarika@travelshow.world +91 98101 91852





# India may need 1,850 planes: Boeing

Boeing's annual report indicates that traffic growth in India remains the highest in the world at 8.6 per cent, with domestic passenger traffic increasing 21 per cent from 2015.

TT BUREAU

According to Boeing's annual Current Market Outlook (CMO) for India that it released recently, there will be a demand for 1,850 new airplanes in India, valued at \$265 billion, over the next 20 years. **Dinesh Keskar**, Senior VP (Asia Pacific and India Sales), Boeing Commercial

❖ Domestic passenger traffic increased 21 per cent from 2015

❖ Low-cost carrier airlines account for more than 60 per cent of all flights



Dinesh Keskar  
Senior VP (Asia Pacific and India Sales)  
Boeing Commercial Airplanes

With the new aviation policy, we see even greater opportunities and remain confident in the market and the airlines in India

Airplanes, said, "India continues to have a strong commercial aerospace market and the highest domestic traffic growth in the world. With the new aviation policies in place, we see even greater opportunities and remain confident in the market and the airlines in India."

According to Boeing's CMO, single-aisle airplanes such as the Next-Generation 737 and 737 MAX will continue to account for the largest share of new deliveries, with airlines in India needing approximately 1,560 airplanes. These new airplanes will continue to support the growth of low-cost carriers and replace older, less-efficient airplanes. Boeing projects a worldwide demand for 39,620 new airplanes over the next 20 years, with India carriers needing more than 4.6 per cent of the total global demand.

Other key highlights from the annual outlook include:

❖ Traffic growth in India remains the highest in the world at 8.6 per cent

# India is WTM London's Premier Partner

World Travel Market London 2016 has signed on India Tourism as its Premier Partner as it looks to promote the diverse tourism product the country offers.

TT BUREAU

The Ministry of Tourism will be looking to speak to WTM Buyers' Club members from its key source markets of the US, UK, China, Australia, France, Germany, Canada and Spain as well as the growing markets of South East Asia, the Middle East and Russia.

The key to India's strategy is also to focus on a





variety of products including heritage, cultural, rural, wellness, medical, adventure, and golf. India boasts 32 World Heritage Sites including Islamic, Christian, Buddhist and Hindu religious sites, which it will continue to promote alongside its

most popular destinations; The Golden Triangle (Delhi, Agra and Jaipur), Rajasthan, Goa, Kerala, Kashmir and North East.

**Vinod Zutshi**, IAS, Secretary, Ministry of Tourism, Government of India, said, "India is privileged to be Premier Partner of WTM London 2016. The event is the perfect platform to promote the diverse tourism products the country has to offer, from

cultural heritage to beaches, cruises, eco-tourism, medical tourism and religious tourism and to showcase that India is truly 'Incredible'. There is an ever-increasing amount of new and exciting products to educate the world's leading buyers about.

"WTM London is an event when the Indian tourism stakeholders get to meet the world's buyers and sign business agreements."

**ABU DHABI SUMMER SEASON**  
7 July - 11 September | Abu Dhabi | Al Ain | Al Dhafra

Presented by **YAS ISLAND**  
UNITED ARAB EMIRATES

## ABU DHABI

*The Perfect Family Getaway This Summer...*

Experience Bedouin hospitality this summer as the emirate-wide season of entertainment gears up to bring you the finest experiences. True to the season's tagline, there is 'Fun for All'....from dazzling international performers, star-studded concerts to children's favorite stage shows, superb offers and promotions across hotels, malls and attractions, the season promises an action-packed summer.

### Tour Package

3 Days/ 2 Nights 4\*

Package Starting @ Just Rs **25499** / Per Person

3 Days/ 2 Nights 5\*

Package Starting @ Just Rs **27499** / Per Person

### Package Inclusions

02 Night's accommodation ● Daily Breakfast at the hotel ● Abu Dhabi Airport Return Transfer on Seat-In-Coach basis ● Abu Dhabi Grand Mosque with Ferrari Park Drop (Bronze Tickets) ● 02 Days Ferrari Park Drop (Bronze Tickets) + Yas Water Park Combo Ticket ● All Sightseeing, Tours and Transfers on Seat In Coach Basis



**Sheikh Zayed Grand Mosque**

The magnificent sheikh zayed grand mosque is one of the world's largest. Visitors can enjoy complimentary guided-tours of this architectural work of art.



**Blue-flagged Arabian Gulf Beaches**

Spanning an impressive eight kilometres, abu dhabi's pristine corniche features walkways, cycle paths and access to stunning blue-flagged arabian gulf beaches.



**Formula Rossa**

Race the forano gt challenge at the world's only ferrari theme park and largest attraction of its kind. Adrenaline seekers must try the 240kmph formula rossa - the world's fastest roller coaster.



**Qasr Al Sarab**

Explore The Timeless Beauty Of The Empty Quarter (Rub Al Khali) Desert From The Stunning Qasr Al Sarab - Mirage Palace



**The Desert Island Getaway**

The desert island getaway of sir bani yas island is home to the arabian wildlife park, luxury boutique accommodation and enticing azure waters of the arabian gulf.



**Al Ain Zoo**

Spot arabian sand cats, the majestic white lions of sanbona and thousands of other animals under the conservation care of al ain zoo.

**For Booking Call Us at 91-11-47050000  
Or Write to Us at [bookings@travstarz.com](mailto:bookings@travstarz.com)**

**TRAVSTARZ HOLIDAY & DESTINATIONS PVT. LTD**  
61-C, 2nd Floor, Eagle House, Kalu Sarai, New Delhi - 110016  
T: +91-11-47050000 E: [info@travstarz.com](mailto:info@travstarz.com) W: [www.travstarz.com](http://www.travstarz.com)  
Affiliations: ASTA, TAAI, ETAA, ADTOI, IATO, OTOAI

GLOBAL WHOLESALERS ● DMC REPRESENTATIONS ● FIXED DEPARTURES ● MICE ● DESTINATION WEDDING



# Skål Delhi celebrates accolade

Members of Skål Delhi Chapter let their hair down over cocktails and dinner at Tamasha, in celebration of being honoured with the Environment Award at the Skål Asia Congress held in Singapore. Representatives of ITC Hotels, who are members of the exclusive club, earned laurels for their environmental initiatives.



**world  
travel  
market**

7 - 9 Nov 2016

London



# Discover the world



**wtm**  
means business

£2.5 Billion\*  
of new business

5,000\*\*  
exhibitors  
from across the world

49,273\*\*  
attendees  
from 182 countries

Travel partners



Official Media Partner



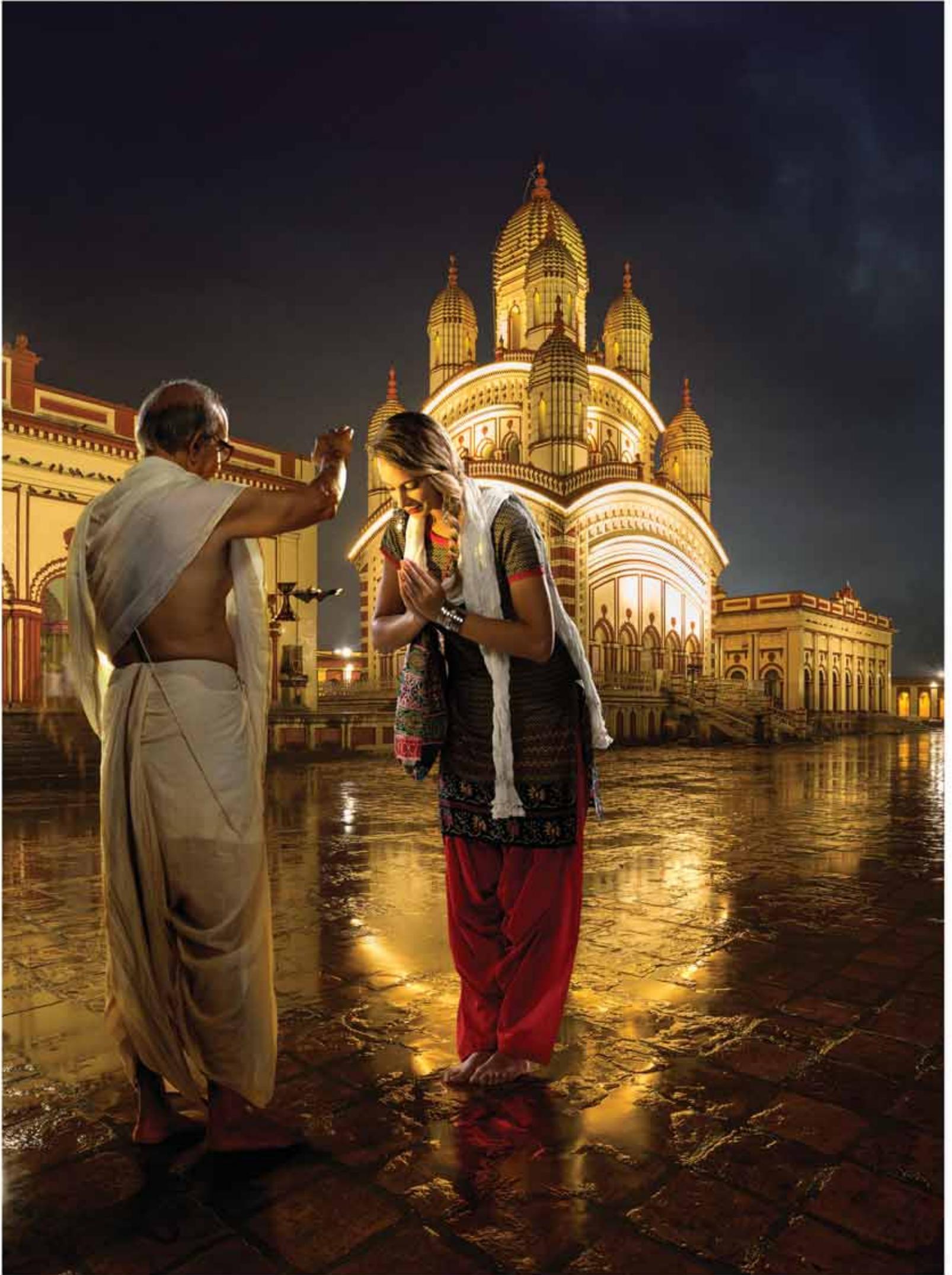
Official Premier Partner



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

World Travel Market, WTM, RELX Group and the RE symbol are trademarks of Reed Elsevier Properties SA, used under license.






## BE BLESSED IN KOLKATA

Here, faith is everywhere. From architectural wonders of worship to vermilion-smeared tree trunks. It is in the air, too, along with the aroma of incense and the calls to prayer. With sights and sounds of spirituality all around, you cannot help but feel blessed.

**EXPERIENCE**  
**Bengal**  
THE SWEETEST PART OF INDIA  
DEPARTMENT OF TOURISM,  
GOVERNMENT OF WEST BENGAL

[www.wbtourism.gov.in](http://www.wbtourism.gov.in) / [www.wbtdc.gov.in](http://www.wbtdc.gov.in) | [www.facebook.com/tourismwb](https://www.facebook.com/tourismwb)  
[www.twitter.com/TourismBengal](https://www.twitter.com/TourismBengal) | +91(033) 2243 6440, 2248 8271

Download our app 



# 1<sup>st</sup> Travel Wedding Show brings

In an effort to bring the travel and wedding industry together, the first ever Travel Wedding Show was held in Gurugram from July 9-10 and hosted 30 buyers and 30 exhibitors on both days. The event was a frenzy of meetings held in a round-robin format and saw a total of 1200 meetings take place. The closed-door show welcomed wedding specialists on the first day and travel agents on the second day and hosted a speaker session that addressed the growth of both industries.





# the two worlds together





## RezNext mobile App for distribution

■ RezNext has launched its purpose-built mobile application, ReX, for distribution. This application addresses the gap for instant rate updates and inventory changes while on the move. The App is available on iOS and Android. The App also allows hoteliers to work offline and all changes then sync-up once connected back with the network. **Avinash Lodha**, Chief Executive Officer, RezNext Global Solutions, said, "Hoteliers are challenged with using a full blown mobile application. Typically, when on the move, a feature rich application takes time to load and

many-a-times hoteliers are unable to use it as desired. Hence, we recognised the need for a purpose-built application that allows general/revenue managers to quickly take action on their rate and inventory controls. Designed to deliver a robust experience, our mobile application is powered by speed and provides instant update notifications in sub-second response time."

According to **Raghu T Gupta**, Operations Head at Best Western by Jagadish, "ReX mobile application is very user-friendly and we are able

to quickly update rates and inventory round-the-clock from anywhere. Our staff finds this very helpful, especially when they are away from the hotel be it on a holiday or business travel. The best part is that the rate updates are done instantly."

"At Vivaana, we have been able to use RezNext's mobile application to get us more sales with the quick rate updates that we do for last minute deals. We find the mobile app super-fast and user-friendly to operate," said **David Issac**, Assistant Manager Marketing, Vivaana.

## New products on the anvil

STHI Holidays' products in the pipeline are capable of revolutionising the industry, says **Gagan Kumar**, Director, STHI Holidays.



STHI Holidays has been in existence since October 2008 and has grown over the years. The DMC has offices in 19 countries and regions, namely, Singapore, Malaysia, Thailand, Indonesia, Sri Lanka, Dubai, Oman, Vietnam, Hong Kong, China, Mauritius, Maldives, Turkey, Greece, Australia, South Africa,

Kenya, Eastern Europe and Scandinavia. "We are a team of skilled professionals with in-depth knowledge of travel and hospitality. Our key objective is to offer broad range of travel related services. Within a short span of time we have increased our foothold in the travel market by offering 24/7 support system to our customers and B2B travel agents, Kumar says.

He goes on to laud his team at STHI for the exponential growth. "It is with the help of their commendable skills and ever ready attitude that our company has become one of the leading DMC's. We have our branch offices in major cities of India. In fact, we are set to expand our business in all the regions of India," he says.

Talking about the way forward, he says, "Our key objective is to grow our business. We have plans to conduct some special packages



Gagan Kumar  
Director  
STHI Holidays

We will be getting into joint promotions with a number of international companies to launch new products in India. For us it is about quality over quantity with the main motive of client satisfaction

and activities by adopting new practices according to the budget and preferences of clients."

He adds, "We are starting many new things. We will be getting into joint promotions with a number of international companies to launch new products in India. We are confident that these products would certainly be revolutionary in the Indian travel industry. For us it is about quality over quantity with the main motive of client satisfaction."

### Vast Network

STHI Holidays has offices in 19 countries and regions, some of them are Singapore, Malaysia, Thailand, Indonesia, Sri Lanka, Dubai, Oman, Vietnam, Hong Kong, China, Australia, South Africa and Kenya

Never miss out on the latest & most in-depth coverage of the news which shapes up your business!



Great reasons to get your complimentary\* copy of TravTalk today:

- Stay in touch with latest Travel News
- Free delivery direct to your door
- Never miss an issue

If you have not been receiving your complimentary copy then send us your details:

Name, Designation, Company Name,  
Full Postal Address, Mobile, Email

Email us at: [subscription@ddppl.com](mailto:subscription@ddppl.com)

\*Addition to the mailing list is subject to approval. Terms & conditions apply.





# Get your UK Student Visa quicker with Priority Visa services!

The Priority Visa service is now available to student applicants, across India



Applying for a UK student visa? Don't be late for class! If you are in a hurry, why not use the Priority Visa service and receive a visa decision in just 3 to 5 days!

### Features of the Priority Visa service:

- Available across India
- Documents received back in just 3 to 5 days from the date of submission
- Inclusive of free SMS service for application status alerts
- Cost of Rs 13,500 are applicable in addition to visa application fees
- Convenient and secure online payment options
- Can also be opted and payed for at the time of submitting a student visa application at a UK visa application centre anywhere in India

To find out more or to purchase the service visit [www.vfsglobal.co.uk/india](http://www.vfsglobal.co.uk/india)

For top tips on applying for your UK student visa go to [www.facebook.com/bhcindia](https://www.facebook.com/bhcindia) | #dontbelateforclass

Important note: Using the Priority Visa service does not guarantee your UK visa. All applicants must meet the Immigration Rules in order to be granted a visa. UK Visas & Immigration reserves the right to request additional information or to call an applicant for an interview. An applicant must ensure they are available for an interview in the days following their application.

**About VFS Global:** VFS Global is the world's largest outsourcing and technology services specialist for governments and diplomatic missions worldwide. With **2226 Application Centres**, operations in **124 countries** across **five continents** and **over 126 million applications processed** as on 30 June 2016, VFS Global serves the interests of **50 client governments**. VFS Global's worldwide operations are certified **ISO 9001:2008** for Quality Management System, **ISO 27001:2013** for Information Security Management System and **ISO 14001:2004** for Environmental Management System. For more information, please visit [www.vfsglobal.com](http://www.vfsglobal.com)





# EVENT TALK

## AUGUST 2016

CAPA Australia Pacific Summit	Brisbane	3-5
India Hospitality Awards West & South	Pune	4
Travelshop Turkey roadshow	Kolkata	4
Israel Ministry of Tourism roadshow	Bengaluru	4
Global Panorama Showcase (GPS)	Coimbatore	4-5
Hospitality Expo	New Delhi	4-6
India Travel Awards West	Pune	5
Travelshop Turkey roadshow	Chennai	5
Israel Ministry of Tourism roadshow	Chennai	5
India International Travel Mart	Bengaluru	5-7
Travelshop Turkey roadshow	Bengaluru	6
Dubai Luxury roadshow	Bengaluru	8
Philippines Tourism roadshow	Kolkata	8
Philippines Tourism roadshow	Chennai	9
Philippines Tourism roadshow	Bengaluru	10
Philippines Tourism roadshow	Mumbai	11
Bharat Parva	New Delhi	12-18
Dubai Luxury roadshow	Mumbai	12
Amazing Thailand roadshow	Raipur	17
Tourism Australia India Travel Mission	Chennai	18-21
Amazing Thailand roadshow	Bhubaneswar	19
SATTE	Mumbai	19-20
Mauritius Tourism roadshow	Mumbai	22
Amazing Thailand roadshow	Hyderabad	22
Visit Indonesia roadshow	Kolkata	22
Mauritius Tourism roadshow	Ahmedabad	23
Visit Indonesia roadshow	Ahmedabad	24
Amazing Thailand roadshow	Pune	24
ACTE Global Corporate Travel Conference	Beijing	24-25
Mauritius Tourism roadshow	New Delhi	25
Mauritius Tourism roadshow	Chennai	26
Mauritius Tourism roadshow	Bengaluru	27
Taipei Tourism Expo	Taipei	26-29
La Cita USA	Miami	Aug30-Sept 1

## SEPTEMBER 2016

BRICS Convention	Khajuraho	1-2
TTF	Ahmedabad	2-4
Philippines Travel Mart	Pasay	2-4
International India Medical Tourism Congress	Hyderabad	3-4
PATA Travel Mart	Greater Jakarta	7-9
TTF	Surat	9-11
Busan International Travel Fair (BITF)	Busan	9-12
TTF	Mumbai	16-18
Incredible India Tourism Investors Summit	New Delhi	21-23
Astana Leisure	Kazakhstan	21-23
Manila International Travel Expo (MITE)	Philippines	22-24
JATA Tourism Expo	Tokyo	22-25
IITM	Mumbai	23-25
TTF	Pune	23-25
ILTM Americas	Mexico	26-29
Kerala Travel Mart	Kochi	27-30
India International Travel Mart	Gurugram	Sept 30 - Oct 02

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

## ASSOCIATION TALK

# TAFI to form nearly 10 committees

The association's new team will converge for the new term's first meeting this August in Mumbai to discuss plans and priorities for its members.



The new Managing Committee team of the Travel Agents Federation of India (TAFI) that took office from July 1, 2016, will come together for its first meeting in the first week of August in Mumbai to discuss its plans for the year. **Pradip Lulla**, the newly-elected Vice President, TAFI, revealed, "Firstly, we will form various committees under different heads like domestic tourism, international tourism, etc., headed by that committee's chairman. We plan to have about eight to 10 different committees. We want to delegate some association work to our members and get them



Pradip Lulla  
Vice President  
TAFI

involved as well in terms of ideas, connections, etc. We will meet and crystallise the committees and the people who will head it."

He added that the TAFI Secretariat has now appointed two new people for

smoother administration work. It will also be focusing on updating its website and its mobile application. Speaking about its annual convention, Lulla said, "In all probabilities, we may have to do our convention in the beginning of next year as we need time to plan, approve the destination, and work out other logistics."

### Workshop on GST

Commenting on the impending Good & Services Tax (GST) that might be passed by the ongoing Monsoon Session of Parliament, Lulla said, "We have already started talking about GST with our members but we need more clarity on it. That's why

we have been conducting workshops on it for our members. If it comes into effect, TAFI will send its representative to the government asking for more clarity on it so that procedures are streamlined. The Monsoon Session starts from July 18 and the Rajya Sabha has to ratify it so we will know only after that whether it will come into effect or not."

TAFI recently conducted a live hour-long webinar with its service tax consultant Mumbai-based Lakshmikumar where GST was explained. The association approved Joint Bank Guarantee scheme for its 139 members this July.

# UFTAA Congress from Nov 21-23

Between attending the PAPGJC global meet in Montreal and preparing for the PAConf in Singapore this September, UFTAA is planning its Golden Jubilee Congress this November.



**Sunil Kumar**, President, United Federation of Travel Agents Associations (UFTAA), reveals details of the recent Passenger Agency Programme Global Joint Council (PAPGJC) global meeting that took place between airlines and agency associations in Montreal in June 2016. He reveals, "We had a lot of fruitful discussions during the meeting. There will be a lot of major changes that will take place in the travel industry, more specifically regarding IATA-agent relationship. The New Distribution Capability (NDC)

is a part of this. UFTAA is currently working out the impact of what was discussed in the meeting and we will announce it to the trade soon."

He also revealed that UFTAA has been working on its Golden Jubilee Congress that will be held on November 21-23, 2016. "The board wants to do it on the same day as the anniversary which is on November 22 and there are no major shows happening around that time. We have also closed on the venue but we will announce it only later as we are still watching the situation there. It will be held outside India," Kumar added.



Sunil Kumar  
President  
UFTAA

UFTAA will also be getting ready for the Passenger Agency Conference (PAConf) that will take place in September in Singapore.

"UFTAA had requested all the agencies of the world spe-

cially the associations asking them to forward their recommendations from the APJC. There was an initial discussion on the proposals at the PAPGJC in June, that will placed at the PAConf. It is healthy for these resolutions to be pre-discussed because once the PAPGJC is convinced and supports the resolution, it then becomes easier to get the resolutions adopted at the PAConf. One of the recommendations we have made is under the 890 resolution that the airlines should be given the discretion to allow the agent to use the credit card. Hopefully, this resolution will get adopted at the PAConf," Kumar explains.

## SriLankan hosts TAAI Northern Chapter in Colombo



SriLankan Airlines recently hosted the visiting delegates of Travel Agents Association of India (TAAI) in Colombo. They were in Sri Lanka to attend the annual conference of its North India chapter. The evening was graced by a host of distinguished guests, including High Commissioner of India to Sri Lanka H.E. Y. K. Sinha, and Arindam Bagchi, Deputy High Commissioner, Rajan Sehgal, Chairman TAAI Northern Chapter and Members of TAAI Northern India Chapter, among others.





**Big Breaks™**  
www.bigbreaks.com

**A BIG CAREER OPPORTUNITY FOR YOU**

Bigbreaks.com, launched in 2015, aims to be a one stop shop, rather a travel super market for anyone wishing to travel in India or abroad. Bigbreaks is a part of the Trans India Holidays Group which comprises Trans India Holidays (handling inbound travel arrangements in India, Nepal and Bhutan) and Trans World Travels (handling corporate travel). The Group currently has a staff strength of nearly a 100 and an annual turnover exceeding Rs.100 crores. To meet our ambitious expansion plans, we are looking for the following highly motivated and result oriented professionals -

<p><b>Business Head – Outbound Holidays</b></p> <p>Candidate with a proven track record of managing Outbound Leisure travel, with excellent communication and managerial skills. Selected candidate will be responsible for independently managing and running the division with overall responsibility for Product Development, Supplier Management, Customer Acquisition and Retention.</p>	<p><b>Assistant Manager (Product &amp; Contracting) – Domestic Holidays</b></p> <p>Candidate will be responsible for negotiating &amp; liaising with hotels &amp; suppliers, analyzing of products, new destinations &amp; product development. Candidate must have at least 5 years of relevant experience in the travel/hotel industry with experience of negotiating with hotels &amp; suppliers. Must have excellent communication skills and good contacts in the industry.</p>
---	--

Interested candidates should apply to [kapil@bigbreaks.com](mailto:kapil@bigbreaks.com)

18, Community Centre, Kailash Colony Extn, Zamrudpur, New Delhi  
Phone: 011-47208000



**Opportunity**

## Senior Executive

Posts: 2  
Minimum Experience: 5 years

**KANHA NATIONAL PARK**  
www.kanha.in  
info@kanhavillage.com  
# 09977853263, 09575800584



**We are hiring!**

Sales Executive /  
Assistant Manager /  
Sales Manager -

Positions available in  
Catering & MICE  
at Delhi location

All interested candidates  
may send their resume at  
[rohit.katyal@justahotels.com](mailto:rohit.katyal@justahotels.com)



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




**Specialised**  
OUTBOUND  
**Dubai Visa**

Oman, Qatar,  
Singapore, Malaysia  
China, Thailand, Schengen,  
Russia, Australia,  
Canada, UK, USA

**Visa assistance**  
for all the countries

**MakeConnections Pvt Ltd**  
Travel & Tourism

India Office-110, First Floor, Rectangle-I  
Distt. Centre Saket, New Delhi-110017  
Tel.: +91 11-41000037-38-39-40, Mob.: 08470031911



Dubai office : PO BOX: 46830, Dubai, UAE, Tel.: 050 6481431  
[www.makeconnections.com](http://www.makeconnections.com), [info@makeconnections.com](mailto:info@makeconnections.com)



**AFTER 70 YEARS, WE'RE CIRCLING THE GLOBE MORE THAN EVER**

Toll Free Number: 24/7 000 800 100 7947  
Mumbai Ticket Office: 0900 to 1700 hours  
MON TO FRI 28395247  
[www.ethiopianairlines.com](http://www.ethiopianairlines.com)

**Ethiopian**  
የኢትዮጵያ  
THE NEW SPIRIT OF AFRICA

A STAR ALLIANCE MEMBER




**Partner with us for Flights, Hotels, Car Rentals,  
Domestic and International Holiday Packages**

Register yourself @ [Agents.Bigbreaks.com](http://Agents.Bigbreaks.com) or call: +91 8010 800 500 or email: [info@bigbreaks.com](mailto:info@bigbreaks.com)  
[www.Bigbreaks.com](http://www.Bigbreaks.com)



**The Claridges Hotel Group**

**New Delhi**

The Claridges Hotel Group has announced the appointment of **Asghar Ali** as their new Group President. With over three decades of top management experience in major industrial sectors, he comes equipped to lead The Claridges Hotel Group. Ali's career began with the Thapar Group in 1980, he worked his way through Eicher International, Ashok Leyland, and finally as President External Affairs to the global conglomerate - Punj Lloyd Group.



**Concept Hospitality**

**Gurgaon**

Concept Hospitality (The Fern Hotels & Resorts) has appointed **Mohit Sharad** as General Manager Sales & Marketing (North & East India). Bringing with him an experience of over 14 years in hospitality, Sharad was previously associated with WelcomHeritage as Country Sales Head. He has also worked with Alletia Remedies and Sewara Hospitality & Development in his previous assignments. In his new role, Sharad will be responsible for leading the north and east region, managing hotels and maximising revenue through all streams.



**Novotel Hyderabad Airport**

**Hyderabad**

Novotel Hyderabad Airport has appointed **Ravi Khubchandani** as the hotel's new General Manager. In his new role, Khubchandani will focus on enhancing overall guest experience at Novotel Hyderabad Airport. An AccorHotels veteran with over a decade of experience in the industry, he started his career with AccorHotels in 2003 in Wellington, New Zealand. Khubchandani holds a bachelor's degree in Hospitality Management from Wellington Institute of Technology, New Zealand.



**Empires, Paradip**

**Odisha**

**Sanjay Mishra** has been appointed as General Manager at Empires, Marine Drive Road, Paradip. During his 17 years of experience in hospitality, Mishra has worked with Empires, Bhubaneswar, Swosti Premium, Bhubaneswar, Holiday Inn Hotel, Ahmedabad and Holiday Inn Hotel, Surat. Mishra holds a diploma in Hotel Management & Catering from National Institute of Hotel Management & Catering, Bhubaneswar.



**Holiday Inn Express & Suites**

**Hyderabad**

**Deepak Angara** has assumed the role of Director of Sales & Marketing at Holiday Inn Express & Suites, Hyderabad. Angara brings with him 14 years of experience in hospitality industry by having worked with some great brands like Marriott Hotels and Taj Hotels. His last stint was with Greenpark Group of Hotels as Cluster Director of Sales (Heading Marigold and Greenpark Hyderabad since 2014). Angara is a hotel management graduate from Institute of Hotel Management Catering Technology and Applied Nutrition, Hyderabad.



**Westin Pune Koregaon Park**

**Pune**

**Caroline Alexander** joins Westin Pune Koregaon Park as its Director of Sales & Marketing. Alexander has over 14 years of industry experience. She commenced her hospitality journey with a Bachelors of Hotel Management degree from WelcomGroup Graduate School of Hotel Administration, Manipal. She started her career with ITC Hotels and went on to work with IHHR Hospitality and Courtyard Marriott Pune City Centre. Her last assignment was at Atmantan Wellness Resort as Director of Sales and Marketing.



**Ananta Hotels and Resorts**

**New Delhi**

**Prem Upadhyay** has been appointed as the Director of Sales & Marketing-Delhi NCR, for The Ananta Udaipur and Ananta Spa and Resorts, Pushkar. Apart from the two Ananta resorts, he will also represent Country Inn & Suites by Carlson Jaipur as Director Sales & Marketing. He was previously associated with CDMS, a hotel management company under Carlson Rezidor hotel group for almost 14 years.



**Novotel Goa Resorts & Spa**

**Goa**

Novotel Goa Resorts & Spa has appointed **Sonia Singh** as Associate Director of Sales. She worked as a Senior Sales Manager and is now set for her new role. With 14 years of overall experience and being a part of AccorHotels for more than half a decade, Singh will be spearheading the sales activities for both Novotel properties in North Goa. Prior to joining AccorHotels, she worked with some of the leading chains of the world including the Marriott Hotels and Jumeirah Group in Dubai. Her expertise in handling MICE and corporate sector would further enhance and open doors to new avenues for the Novotel Hotels in Goa.



**Global Destinations**

**Mumbai**

Global Destinations has announced the appointment of **Vaijyanthi Kari** as India Representative, Tourism Fiji. Prior to joining Global Destinations, Kari worked in the field of Public Relations for a period of three years. She will be based out of the Mumbai office of Global Destinations. Kari will be responsible for all trade, marketing communication and public relations related activities for the tourism board in India.



**TALKing People**

The pleasure of discovering something new all by yourself, to meet new people and hear their stories is what made **Tanya Agrawal**, a 25-year-young hotelier, venture into the field of hospitality. Also the Director of Shri Radha Brij Vasundhara-The Resort & Spa in Mathura, Agrawal explains, "My passion for travelling predominantly inspired me to venture into the field of hospitality. When I was in the UK and Switzerland, travelling took the centre-stage in my mind. I would speak to my family more about the cities I had covered rather than my grades."



Once a model, **Kuldeep Bhartee**, General Manager, ITC Maratha Mumbai, enjoys being surrounded by nature and travelling to quiet and peaceful places. He says, "When it comes to holidaying in Indian, I like to visit Goa. Internationally, I enjoy travelling to Cesme in Turkey. I also love to indulge in unusual cuisines; those that excite my taste buds. That is why if I were a spice, I would be star anise, an exotic and flavourful spice." One thing he is most passionate about is work. "It's a beautiful thing when career and passion come together! My work is my passion," Bhartee adds.



**Puneet Bajjal**, General Manager, Hyatt Regency, Chandigarh, doesn't really need to de-stress. "It's difficult to believe but I am hardly ever stressed. To relax myself though, I take a spa and usually go for a run," he says. One thing he is most passionate about is pairing food with wine. "Another pastime I have about which not too many people know is that I love to spend my time playing games on PS4 (waiting for PS5) with my wife or simply get lost in the wild," he reveals. His favourite holiday destinations are Kerala and Switzerland.







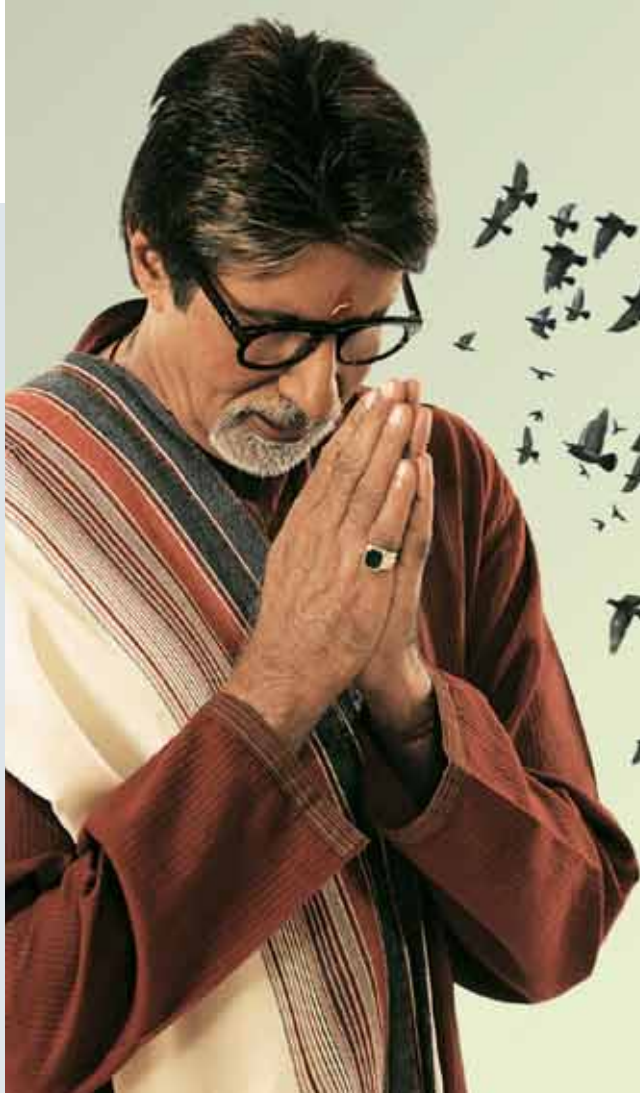
Gujarat  
Tourism

Khushboo Gujarat ki

Read so much about it, heard so much about it, talked so much about it and today...  
I stand before it. Many answers found here. Many believers too.

What will you find here? Depends on what you've come looking for.

Ranatah Sachan



SOMNATH  
Toll Free: 1800 200 5080  
[www.gujarattourism.com](http://www.gujarattourism.com)





Say hello to  
summer!

Check out our cool  
all-in-one deal!  
Check-in with us.

Accommodation in a well-appointed  
guestroom | All meals | Snacks &  
beverages | In-house entertainment  
with indoor & outdoor activities...and  
much more!

Heritage  
VILLAGE

-MANESAR-  
NH 8, Gurgaon, Haryana  
Resort & Spa

One night stay at Heritage Village  
Resort & Spa, Manesar for  
₹11,500 plus taxes

Heritage  
VILLAGE CLUB

-GOA-  
Arossim Beach, South Goa

Three night four day stay at Heritage  
Village Club, Goa for  
₹23,500 all inclusive



Select Holiday Resorts Pvt. Ltd.  
Level 7, Select Citywalk, A-3, District Centre,  
Saket, New Delhi-110017.  
T: +91 11 46162650, +91 99100 13228/98184 50333  
E: sales@selecthotels.in  
W: selecthotels.co.in

City - 052191017989110327891

# eTV for medical attendants?

Identifying infrastructure and visa regulations as the fundamental building blocks of the industry has been the most crucial step for the progress of tourism in India. **Suman Billa**, Joint Secretary, Ministry of Tourism, Government of India, gives details on significant developments in the field.



AHANA GURUNG

**Q**The Ministry of Tourism (MOT) has reiterated that infrastructure is key to growth. What are some of the latest projects in the pipeline?

We've cleared several projects majorly in the Swadesh Darshan scheme. Recently, a total of three projects have been approved among which one is the Heritage Circuit of Gujarat which focuses on Gandhi theme. Funds to the tune of ₹80 crore have been sanctioned for this circuit and will cover sites of Ahmedabad, Rajkot, Porbandar and Dandi. These sites will face a complete overhaul where amenities like tourist facilitation centres and way-side amenities will be developed.

Circuit have also been authorised to the states of Bihar and Madhya Pradesh.

One of the circuits that we are working on is a trans-national Buddhist Circuit that will include Nepal as part of the tour, since it is only fair we offer tourists the opportunity to visit the birth place of Lord Buddha. We will also be including Sri Lanka in the trans-national circuit since the island nation has a large Buddhist population and several sacred sites. This idea has finally been approved and we are now looking to finalising the itinerary.

**Q**The e-Tourist Visa (eTV) has proved to be a huge success. What are some of the major developments that we can expect?

**Q**What progress has been made for the proposed eTV for MICE and medical tourists?

The eTV for medical and MICE tourism is still under process. For the MICE segment, there should not be any issue, except that for each conference that takes place, a routine clearance needs to be taken from the Ministry of Home Affairs and the Ministry of External Affairs. We have to see how we can loop this in the framework.

Regarding medical eTV, there are a few aspects that need to be looked into — presently, the patient has to report to the FRRO within 15 days. However, we are trying to empower the hospital to file the FRRO clearance for the patient. eTV for attendants travelling with the patient is also an idea that is being worked on. Furthermore, we are attempting to simplify the requirement of providing medical certificates from local doctors — a mandate that currently applies for several African nationalities that travel to India for medical purposes. We have had several meeting on these requests with the Ministry of External Affairs and the Ministry of Home Affairs.

**Q**How does MOT plan to involve the state governments and other stakeholders in developing infrastructure?

The Incredible India Tourism Investors' Summit slated for September 21-23, 2016, is essentially being held to gather investors for all the bankable projects that various states will put up and where they are keen on getting funds. Through the summit, we are also looking to drive core infrastructure projects which support tourism and draw more international investors to India through a series of road-shows in places like Thailand, Tokyo, Korea, China, Hong Kong, Shanghai, San Francisco, Washington, New York and the Middle East. We are also focusing on cruise tourism and creating state-of-the-art infrastructure to support it.

“We now stand at 150 countries and plan to extend the [eTV] facility to 36 other countries. A majority of our most important source countries have already been included in the previous lots, but Italy is one of the other major markets that will receive this facility once the proposal is cleared.”



Suman Billa  
Joint Secretary, Ministry of Tourism  
Government of India

As part of the Krishna Circuit in Rajasthan, the sacred sites in Nathdwara, Jaipur and Sikar have been covered with total project cost of approximately ₹98 crore. Additionally, the sites located in and around Kurukshetra in Haryana have been included in Krishna Circuit under the Mahabharata theme with an estimated cost of ₹96 crore.

**Q**Till date, how many projects have been sanctioned under Swadesh Darshan?

Since its launch in January 2015, a total of 25 projects worth ₹2048 crore have been approved to 21 states and union territories. Around nine projects worth ₹821 crores have been sanctioned for the development of the eight northeastern states, while for tribal areas, three projects worth ₹282 crores have been approved. Funds to the tune of ₹108.11 crore for two projects under the Buddhist

The e-Tourist Visa has been the biggest game-changer for the industry. When we initially started the concept with the Make in India campaign, we began with a handful eight which were our major source countries. We now stand at 150 countries and plan to extend the facility to 36 other countries. A majority of our most important source countries have already been included in the previous lots, but Italy is one of the other major markets that will receive this facility once the proposal is cleared.

Additionally, we are still trying to tweak the scheme by modifying the entry — if not multiple, then at least a double entry, and extending the application duration from one to six months. We are also looking to working with the Ministry of Civil Aviation since transnational circuits will require tourists to fly in and around the countries.

## What's Next?

- ↳ Incredible India Tourism Summit 2016 from Sept 21-23 in New Delhi
- ↳ International Buddhist Conclave starts October 3-5 in Sarnath

**Punctuality: truly German.**  
**Precision: truly German.**  
**Hospitality: truly Indian.**

More Indian  
than you think



Lufthansa



India

# TRAVEL AWARDS

A DDP PUBLICATION



3<sup>rd</sup>

edition of East India Travel Awards



# NOMINATE NOW

# ARABIAN TRAVEL AWARDS



**12<sup>th</sup> October, 2016**  
**New Delhi**

To Nominate and Vote, please log-on to: [www.arabiantravelawards.ae](http://www.arabiantravelawards.ae)

*For further details, please contact:*

[gunjan@arabiantravelawards.ae](mailto:gunjan@arabiantravelawards.ae), [amit.bhasin@arabiantravelawards.ae](mailto:amit.bhasin@arabiantravelawards.ae), [sonia.butalia@arabiantravelawards.ae](mailto:sonia.butalia@arabiantravelawards.ae)

HOSPITALITY PARTNER



MEDIA PARTNERS







## PUBLISHER'S NOTE

Just as the sun rises in the east, East India has led the way forward for the rest of the country in various fields, including culture and heritage. Home to a wide variety of customs and traditions and being the perfect amalgamation of various cultures, East India draws many domestic and international tourists to the region.

As a tribute, India Travel Awards recognises the achievers of the travel and tourism industry, who have worked steadfastly towards enhancing the environment to allow the growth of this business. These stalwarts need to be acknowledged, appreciated and encouraged in every region of the country – North, South, East and West.

Our top-most honour, the Gold Maya, is awarded to those stalwarts who have shaped the industry the way it is today and created innovative ways and products to take the industry a notch higher.

The awards ceremony is brought to life by a charismatic anchor and singer who makes everyone dance and sing to her beats. At the black-tie, Silver Service event, various performers enthral and amuse the audience. The 3<sup>rd</sup> edition of East India Travel Awards in Kolkata was the beginning of a new journey of long-term associations for some and a renewal of the bond that we shared with many others.

India Travel Awards will be travelling to various other cities in East India in its subsequent editions. Thus we take upon ourselves, in our own small way, to revive and enhance tourism in the eastern part of the region.

SanJeet

## India Travel Awards

Vikramajit  
**CHAIRMAN**

SanJeet  
**EDITOR & PUBLISHER**

**EVENT  
CO-ORDINATORS**  
Gunjan Sabikhi  
Amit Bhasin  
Seema Datt  
Arit Gandhi

**EDITORIAL**  
Devika Jeet  
Ruchi J. Singh  
Shivani Kaul  
Ankita Saxena

**DESIGN**  
Nityanand Misra  
Vikas Mandotia  
Nitin Kumar

**PRODUCTION**  
Anil Kharbanda

**CIRCULATION**  
Ashok Rana

**INDIA TRAVEL AWARDS** is a publication of DDP Publications Private Limited. All information in **INDIA TRAVEL AWARDS** is derived from sources, which we consider reliable and a sincere effort is made to report accurate information. It is passed on to our readers without any responsibility on our part. The publisher regrets that he cannot accept liability for errors and omissions contained in this publication, however caused. Similarly, opinions/views expressed by third parties in abstract and/or in interviews are not necessarily shared by **INDIA TRAVEL AWARDS**. However, we wish to advise our readers that one or more recognised authorities may hold different views than those reported. Material used in this publication is intended for information purpose only. Readers are advised to seek specific advice before acting on information contained in this publication which is provided for general use, and may not be appropriate for the readers' particular circumstances. Contents of this publication are copyright. No part of **INDIA TRAVEL AWARDS** or any part of the contents thereof may be reproduced, stored in retrieval system or transmitted in any form without the permission of the publication in writing. The same rule applies when there is a copyright or the article is taken from another publication. An exemption is hereby granted for the extracts used for the purpose of fair review, provided two copies of the same publication are sent to us for our

records. Publications reproducing material either in part or in whole, without permission could face legal action. The publisher assumes no responsibility for returning any material solicited or unsolicited nor is he responsible for material lost or damaged. This publication is not meant to be an endorsement of any specific product or services offered.

The publisher reserves the right to refuse, withdraw, amend or otherwise deal with all advertisements without explanation.

All advertisements must comply with the Indian and International Advertisements Code. The publisher will not be liable for any damage or loss caused by delayed publication, error or failure of an advertisement to appear.

**MUMBAI:**  
504, Marine Chambers, 43, New Marine Lines,  
Opp. SNDT College, Mumbai - 400 020, India.  
Ph.: +91-22-22070129; 22070130

**MIDDLE EAST:**  
Durga Das Publications Middle East (FZE)  
Z1-02, PO Box: 9348, Saif Zone, Sharjah, UAE  
Ph.: +971-6-5528954, Fax: +971-6-5528956

**INDIA TRAVEL AWARDS** is printed, published and edited by SanJeet on behalf of Durga Das Publications Pvt. Ltd., printed at Cirrus Graphics Pvt. Ltd., B-62/14, Phase II, Naraina Industrial Area, New Delhi - 110 028 and published at 72, Todarmal Road, New Delhi - 110 001 Ph.: +91-11-41669575, 41669576





# Maya dazzles at 3<sup>rd</sup>

The third edition of the East India Travel Awards celebrated the accomplishments of the travel and tourism industry of East India at Novotel Kolkata Hotel and Residences on July 15, 2016.



(L-R): Priti Khanna, Sandeep Dwivedi, Dr. Tanushree Pandey, J.P. Shaw, Debjit Dutta, Jai Kishan and SanJeet





The winners of East India Travel Awards 2016 with their trophies at Novotel Kolkata Hotel and Residences

# East India Travel Awards

**ANKITA SAXENA**

The awards ceremony was graced by the presence of the Guest of Honour — **J.P. Shaw**, Regional Director (East), India Tourism-Kolkata, Ministry of Tourism, Government of India.

**Suresh Periwal**, Managing Director, Clubside Tours and Travels, joined the Gallery of Legends. Periwal can be described as a pioneer of tourism in North Bengal and Sikkim. With over 40 years of experience in the travel trade, he has been instrumental in putting the eastern region on the tourism map of the country. Periwal has been a part and also chaired a number of bodies involved in the promotion of tourism. He is the Founder President of the Eastern Himalaya Travel and Tour Operators Association and was the Chapter Chairman of IATO for North Bengal and Sikkim Chapter till last year. **Akanksha Garg Dewan**, Director, Waxpol Hotels and Resorts, was awarded the Gold Maya as Face of the Future.

Shaw reiterated the importance of regional recognition of key players who get an opportunity to showcase and assert their significance in the tourism sector. He said, "India is a vast and diversified country which offers everything that tourists may look for. The eastern region has also contributed to the growth of the travel and tourism industry. The quality and quantity of tourists has improved. In 2015, West Bengal stood at rank 5 in terms of top 10 states for foreign tourist arrivals

(FTAs) with 1.49 million tourists. Bihar also featured in the list of top 10 contributors for FTAs. In terms of domestic tourism, West Bengal and Jharkhand have excelled amongst key contributors. With a little more effort the eastern region will not be far behind in becoming a key component for tourism industry." He urged the industry to join hands as tourism is everyone's business and with synergies of both government and private sector, this segment can grow exponentially.

The dignitaries appreciated DDP Publications for this initiative. **Sanjeet**, Mentor, India Travel Awards, said, "The tourism industry has many awards at both national and global level but none on a regional platform. We believe the real heroes of the industry come from different regions and far corners of the country and India Travel Awards salutes the outstanding achievers who have been the backbone of this industry. Beaming the spotlight on the stalwarts and making sure that their opinion has been heard is the ethos behind these awards." He further informed that an online nomination and voting system was adopted which gave the industry an opportunity to create new categories, choose, and even nominate themselves and then vote. Nominations were received in 81 different categories and eight new categories were

created by the industry. Over 2,40,000 votes were received from all over the world. "We received votes from 21 countries including Malaysia, Singapore, the UK, the UAE, Australia, US etc.," he added.

Periwal called upon the travel trade to work harder to grow the tourism industry in the eastern region. "The volume and the matter of doing business may have changed but the destination remains the same. The tourism potential that East India has to offer is immense. The government has been very supportive and encouraging in promoting the region and showcasing the tourism products that we have on offer. It is our duty to supplement their efforts in collective interest," he said.

Dewan pointed out that she is now creating a team to run resorts in tiger reserves across the country and giving the guest a chance to live an adventurous life in a complete self-sustaining eco system.







## Gallery of Legends | SURESH PERIWAL

“I thank India Travel Awards’ jury for this recognition. I joined the tourism family in the 60s and since then definitely a lot has changed. One of the most important value additions that I have seen over the last 45 years of my experience in the travel and trade industry is that the quality of services is increasing every day,” says **Suresh Periwal**, Managing Director, Clubside Tours and Travels. Periwal feels that from the times gone by till today, there is more professionalism in rendering services and more sophistication in the travel and tourism trade.

He feels that today’s generation only needs to work hard and consistently in order to take this industry to greater heights. He also adds that it is an honour to be recognised for the hard work and hopes that such regional recognition will fuel growth in the industry.

► **Suresh Periwal**, Managing Director, Clubside Tours and Travels, joins the **Gallery of Legends**. He is felicitated by **J.P. Shaw**, Regional Director (East), India Tourism-Kolkata, Ministry of Tourism, Government of India, **Dr. Tanushree Pandey**, Mrs. India 2015, and **SanJeet**, Director, DDP Group





## Face of the Future | AKANKSHA GARG DEWAN

Waxpol Hotels and Resorts, specialising in sustainable eco-tourism resorts with limited carbon footprints, are small intricate properties with maximum 12-20 rooms which are intimate and discreet. “We opened new properties in Madhya Pradesh and will venture into more properties in central and eastern India too.

With the initiative taken by India Travel Awards, the eastern region has been put on the tourism map of the country where regions like Nagaland, Manipur have also been marked as important tourist destinations,” says **Akanksha Garg Dewan**, Director, Waxpol Hotels and Resorts. She entered the hospitality world at a very young age and has been a pioneer in promoting sustainable tourism and resorts with negligible carbon footprints in Sunderbans and West Bengal. Dewan further adds that her endeavour is to follow sustainable tourism and set an example for the industry that it is not difficult to have properties with no carbon footprints and create harmony between local communities and tourism.

► **Akanksha Garg Dewan**, Director, Waxpol Hotels and Resorts, was awarded the Face of the Future. She is felicitated by **J.P. Shaw**, Regional Director (East), India Tourism-Kolkata, Ministry of Tourism, Government of India, **Dr. Tanushree Pandey**, Mrs. India 2015, and **SanJeet**, Director, DDP Group







## Best Travel Agency | GAINWELL TRAVELS AND LEISURE

**M**anoj Saraf, Managing Director, Gainwell Travels and Leisure, says, "We are a 25-year-old company; whatever we do today, the rest follow later. We have innovated with ideas and introduced new products in the market which sets us apart. We have always been strong with cruises and have been innovating with new programmes like a katha on cruise."

The company has carved out a niche for the MICE segment and the numbers have been steadily increasing. "We have seen a shift to the West like Europe and America as it is now becoming relatively cheaper than South East Asia. The cruises are sailing to newer territories like Australia and Africa," he adds.

► The award was given to Gainwell Travels and Leisure and received by its Managing Director, Manoj Saraf, Maanav Saraf, E-Commerce Executive and Sports Travel and Madhuika Saraf

## Best Global Distribution System (GDS) | TRAVELPORT GALILEO

**S**andeep Dwivedi, Chief Commercial Officer, InterGlobe Technology Quotient, says, "The evolving technology will be the one which satisfies the customer and is also vendor oriented. The customer wants value for money and the airlines want value addition where travel agents sell not only seats but also meals, Wi-Fi and other ancillary services."

Dwivedi adds that Travelport is a pioneer in providing all required ancillary services on its GDS platform and have recently introduced UAP and Smart Point. The company offers branded fares and rich content, which is the need of the hour. He also adds that the award is the recognition for their services that is ahead of its time.

► The award was given to Travelport Galileo and received by its Regional Head-East, Soumava Mukherjee, Regional Sales Head-East, Phalguni Parikh, and Vice President-Human Resource, Juhi Mishra



## Best B2B Travel Portal | TRAVEL BOUTIQUE ONLINE

**W**e are in the online travel space and are spreading in 52 different countries. Our USP is that we are completely into B2B trade business. We have recently launched the forex facility on the TBO platform where travel agents can procure foreign exchange at a one-stop shop. We are also working on unique projects like setting up camps in areas where clients cannot find suitable hotel inventory and are basically looking for cheap stay options," says Deepak Khanna, Chief Operating Officer, TBO.

He adds that the endeavour of the company is to simplify the travel booking process for the trade partners and bring a larger number to the mobile and online space with advancement in technology.

► The award was given to Travel Boutique Online and received by its Chief Operating Officer, Deepak Khanna and Sales Manager-Bengal, Aditya Das





## Best Destination Management Company International | **STHI HOLIDAYS INDIA**

**S**THI Holidays India has offices in 19 countries globally. **Gagan Kumar**, Director, STHI Holidays India, says, "We are a team of skilled professionals with in-depth knowledge of travel and hospitality. Our key objective is to offer broad range of travel related services. Within a short span of time we have increased our foothold in the travel market by offering 24/7 support system to our customers and B2B travel agents."

"We are starting many new things. We will be getting into joint promotions with a number of international companies to launch new products in India. We are confident that these products will certainly be revolutionary in the Indian travel industry. For us it is about quality over quantity with the main motive of client satisfaction."

► The award was given to **STHI Holidays India** and received by its Director, **Gagan Kumar** and Sales Manager-Punjab, **Ritesh Arora**

## Best Airline International | **SILKAIR**

**S**ilkAir's positioning as a premium, short-to-medium haul regional carrier gives it a unique appeal amongst leisure and business travellers in Asia. Whilst offering carefully-selected meals, a full bar service and elements of in-flight entertainment, SilkAir places great emphasis on providing attentive, friendly and relaxing service. Following the launch of services to Fuzhou, China from November 2016, SilkAir and Singapore Airlines will serve a total of 11 Chinese cities.

The number of destinations in SilkAir's route network will increase to 52 destinations in 14 countries, which now include Australia, Cambodia, China, India, Indonesia, Laos, Malaysia, Maldives, Myanmar, Nepal, the Philippines, Thailand, Vietnam and Singapore.

► The award was given to **SilkAir** and was received by its General Manager India **Jagdish Ram Bhojwani**, and **Biren Poh**, Manager, Eastern India, Singapore Airlines



## Best Global Consolidation Services | **MYSTIFLY CONSULTING (I)**

**W**ith a supplier network spread across over 70 countries, airfare inventory of more than 900 airlines, including over 170 LCCs, **Mystify** is a global airfare consolidator which has incorporation in USA, UK, Singapore, India, Brazil and Australia. The company's flagship air ticketing platform – **MyFareBox** and technology variants in the form of white label solution, xml web services and corporate travel management tools are used by over 2500 customers in more than 60 countries.

It is one of the biggest B2B global airfare consolidator that empowers travel business by providing travel technology solutions to tour operators, travel agents, online travel agents, corporates, hotels and travel management companies across the globe. Over 190 origin countries and more than 26,000 city pairs were ticketed through **Mystify** in 2015 alone.

► The award was given to **Mystify Consulting**





## Best Domestic Airline | **SPICEJET**

SpiceJet's mission is to become India's preferred low-cost airline, delivering the lowest air fares with the highest consumer value, to price sensitive consumers. With India's economic and business growth, the percentage of travelling population is burgeoning; more and more Indians are travelling for both business and pleasure and everyone needs to save both time and money. SpiceJet's vision is to address that and ensure that flying is for everyone.

With a dynamic fare structure, SpiceJet offers fares that are affordable and significantly lower than most airlines. From aircraft to crew and ground staff the focus is on performance. SpiceJet invests heavily in safety, impeccable maintenance and a high level of expertise.

► The award was given to SpiceJet and received by its Station Manager Vishnu Ramesan, and Hazel

## Best Luxury Wedding and MICE Hotel | **NOVOTEL KOLKATA HOTEL AND RESIDENCES**

Jai Kishan, General Manager, Novotel Kolkata Hotel and Residences, says, "Currently, no other hotel in the eastern part of India can parallel the venue and services offered by Novotel Kolkata. This year we plan to re-launch our MICE facilities, reinventing our products, services and offerings for our MICE guests. We have recently launched a holistic service called Wedding Studio that provides end-to-end solutions to our guests, from planning to execution with the involvement of a dedicated weddings specialist.

These efforts will definitely attract a greater share of wedding and MICE segment in the city. Being bestowed with this award gives us a hallmark in the minds of our guests as well as peers, recognising the excellent quality of services offered by Novotel Kolkata."

► The award was given to Novotel Kolkata Hotel and Residences and received by its General Manager, Jai Kishan



## Best Luxury Hotel Brand | **MAYFAIR HOTELS & RESORTS**

Pradipta Mohapatra, General Manager (S&M), Mayfair Hotels and Resorts, says, "The eastern part of India was never explored as much but with the efforts of the local tourism departments and India Tourism, the future looks brighter." In terms of destinations, Mohapatra feels Sikkim, Odisha, Darjeeling and Kalimpong in north Bengal are very promising.

"We have taken over the Himalayan Hotel, a 150 year property which will open shortly in Kalimpong and we are also going to add a 300-room property in Kolkata and a new property in Raipur as well very soon," he adds.

► The award was given to Mayfair Hotels and Resorts and received by its General Manager (S&M), Pradipta Mohapatra, Vice President-Sales and Marketing, Souvagya Kumar Mohapatra, and Deputy General Manager-Sales and Marketing Pinak Ranjan Guha





## Best Luxury Tour Operator - Outbound | JET SETTERS

We are the only niche client operator in Kolkata and the luxury events that we organise have definitely no comparison in town which has helped us be the most suitable winner for this category," says **Tarakeshwar Singh**, Director, Jet Setters. Singh feels that the company has been a pioneer in providing a new dimension to the travel industry in the eastern region.

"One value addition that we have already done is that for the normal East India client, who was considered to be a very substandard player in the market, we have given them a new dimension and direction which has helped us win this award in this category," he adds.

► The award was given to Jet Setters and received by its Directors, **Tarakeshwar Singh**, and **Darshika Shah**

## Best Corporate Hotel | RAMADA JAMSHEDPUR BISTUPUR

We are the first international brand hotel in the city which lends us a strong hold in the market. We are coming up with new properties in the eastern region but along with that a prestigious award like this increases our responsibility towards our corporate clients to maintain the level of services and hospitality being offered," says **Manish Datt**, General Manager, Ramada Jamshedpur Bistupur.

The hotel has done decent business for a two-year-old property as an increased number of corporate movements are coming to Jamshedpur. For international travellers, the hotel has witnessed movements from automotive companies from Germany, Japan, etc. and within India travellers from corporate cities stay at the property.

► The award was given to Ramada Jamshedpur Bistupur and received by its General Manager, **Manish Datt**



## Best DMC – Inbound | MOUNTAIN EDGE TOURS AND HOLIDAYS

The travel company is based at Port Blair, Andaman and Nicobar Islands offering a broad spectrum of services that include holiday and honeymoon packages, special interest tours, escorted tours for groups and senior citizens, weekends trips, hotels and resorts reservations, car services, airline reservations or charters, etc. METHPL offers a wide range of customised holidays which suite the budget of every guest.

The vision and mission of the company is to offer the best products to their guests, provide innovative services based on a proactive approach to travel requirements and always exceed customer expectations resulting in customer delight.

► The award was given to Mountain Edge Tours and Holidays and received by its Directors, **Prakash Kumar Raj** and **Sandhya Raj**





## Best NTO | DESTINATION CANADA

**D**amini Dheman from Destination Canada says, “We want to thank the entire industry for nominating Destination Canada and making us win this prestigious award. This recognition means that there is appreciation in the market for the products and activities that we have introduced.” She further adds that Canada is the place to be in present times.

Many airlines have also started service to Canada which makes it an easier destination to reach and enjoy.

► The award was given to **Destination Canada** and received by **Damini Dheman** from Destination Canada

## Best Tour Operator- Outbound | JUST HOLIDAYS

**J**ust Holidays is focused on leisure holidays and corporate movements. **Sanjay Kothari**, Director and CEO, Just Holidays, says, “We believe that one to one and strong relationship with clients is the key to good business which sets us apart. We have introduced many new products like Yoga on Sea, the biggest Charter Cruise movement, the 50<sup>th</sup> Golden Jubilee FHRAI Convention and have been doing mega corporate groups in East India.

“We will soon begin inbound holidays with our new offices in Guwahati and Bhubaneswar and will open offices in Ranchi and Siliguri as well.” The company is also introducing Bhajan Sandhya for its corporate clients, which is a new product which they hope would keep them up and above the competition.

► The award was given to **Just Holidays** and received by its Director and CEO, **Sanjay Kothari**, Director, **Shyam Sunder Agarwal**, and Senior General Manager-MICE **Mandip Singh**



## Ultimate Service Award in Hospitality | NEW ORCHID HOTEL, SIKKIM

**H**otel New Orchid offers 26 elegantly appointed guest rooms and suites, complemented with modern conveniences and luxury amenities. It is the new face of hospitality in the state of Sikkim which is now one of the most sought after tourist and business destinations in northeastern India. A delicate blend of traditional Sikkimese architecture and contemporary design give the property its unique character making it ideal for both business and pleasure, with comprehensive offerings.

**Rahul Khandelwal**, Management Partner, Voyage Hospitality, says, “The key aspect which sets us apart from our competition is that we offer personalised hospitality services to our guests. The hotel is run by a very professional team of Voyage Hospitality which is dedicated to maximise guest satisfaction.” The hotel also offers complementary pranac healing, twin hearts mediation and Tibetan exercise classes on request.

► The award was given to **New Orchid Hotel, Sikkim** and received by **Rahul Khandelwal**, Management Partner, Voyage Hospitality





## Best Mice Operator | TIBET TOURS & TRAVELS

We are based in Sikkim which is a small state and does not get a lot of attention and the fact that India Travel Awards recognises the regional level players itself is commendable and very important. We have been offering MICE activities and related holidays to our corporate clients for the last 10 years," says **Prabir Sen**, Managing Director, Tibet Tours and Travels.

Sen feels that the eastern region is a very rich destination and to highlight it better, the company is now offering team building activities for corporate travellers which are done in natural surroundings. "Our creative offerings set us apart and we hope to grow this region better for MICE tourism," adds Sen.

► The award was given to Tibet Tours and Travels (Sikkim) and received by its Managing Director, **Prabir Sen**

## Best Experiential Destination | WEST BENGAL TOURISM

West Bengal offers a remarkable range of destinations and experiences within a single state. There are fantastic trips set around hill stations of Kalimpong and Mirik, diverse wildlife and verdant teagardens of the Dooars, historical monuments and temples of Murshidabad and Bishnupur, wide and splendid beaches of Digha and Mandarmani and lush forests and rivers of Sunderbans.

The primary tourist circuits identified are Darjeeling Himalayas, Dooars Foothills, Bengal Heritage, Coastal Bengal, Kolkata and Sunderban Mangroves.

► The award was given to West Bengal Tourism



## Best Business Hotel | THE PEERLESS INN, KOLKATA

We are a mid-segment business hotel which is in the heart of Kolkata, making the location our biggest USP. We have opened a new hotel at Hyderabad and are in our expansion mode," says **Subhomay De**, General Manager, The Peerless inn, Kolkata. In terms of nationality Bangladesh, UK and US tourists make the most number of guests for the hotel.

De feels that there is a lot of scope for tourism in the east which has not yet been fully discovered and a platform like India Travel Awards is very important to highlight it on the tourism map.

► The award was given to The Peerless Inn, Kolkata and received by its General Manager, **Subhomay De** and Front Office Manager, **Brojo Dutta**





## Best Eco Tourism

Operator | **SRI GANAPATI TOURS & HOLIDAYS**

Based in Agartala, Tripura, Sri Ganapati Tours and Holidays specialises in organising tours to some of the most exotic locations in India. Nagaland Tours, Meghalaya Tours, Manipur Tours, Mizoram Tours, Arunachal Pradesh Tours, Assam Tours, etc. are some of the products on offer. For travellers interested in a theme-based vacation, the company has expertise in organising Religious Tours and Wildlife Tours.

The focus of the company when designing tour packages is to ensure that all travellers, regardless of their destination, have an enriching holiday experience. The holidays with the company include adventure and sightseeing, with friends and family.

► The award was given to Sri Ganapati Tours and Holidays

## Excellence in Customer

Service | **SUMMIT HOTELS AND RESORTS**

Santosh Kr. Agarwal, Chairman, Summit Hotel and Resorts, says, "We are very honoured that India Travel Awards have recognised our work in such a short span of time and this is a motivation to work harder for future prospects." Summit Hotels and Resorts is a chain of hotels and resorts in the North and North East India.

With unmistakable presence in all popular tourist destinations in the region, the properties are defined by a subtle elegance that uplifts the ordinary. Pairing impeccable style with unmitigated comfort, the guests are assured of exceptional value, exceptional service at properties situated in Gangtok, Darjeeling, Pelling, Kalimpong, Namchi, Srinagar, Manali and Shimla.

► The award was given to Summit Hotels and Resorts and received by its Chairman, Santosh Kr. Agarwal, Chief Financial Officer, Sumit Periwal, and Head- Human Resource Department, Roshni Tamang



## Best Tour

Operator | **EASTERN MEADOWS TOURS**

Eastern Meadows Tours caters to the eastern Himalayan region of Darjeeling, Sikkim along with Nepal and Bhutan. "We believe in people to people contact and have been catering to our clients individually, which has worked for us for the past 15 years and has made us worthy of this award. We take everyone's opinion to deliver the best," says Sandipan Ghosh, CEO, Eastern Meadows Tours.

Ghosh believes that they have the potential to develop the eastern region majorly if not in totality of the trade and are introducing destination packages for marriages and medical packages as he feels that the eastern region has a lot of potential for medical tourism as well.

► The award was given to Eastern Meadows Tours and received by its Chief Executive Officer, Sandipan Ghosh, and Bidisha Ghosh





## Fastest Growing Hotel Brand | **CYGNETT HOTEL GROUP**

Cygnett Hotel is the only company that caters well to the east and northeastern region of India. We have two properties that are operational in Kolkata and Guwahati and soon will be joined with a hotel in Bongaigaon. We are also coming up with two more properties in Shillong and Cherrapunji, one property with casino in Nepal and one in Belgaum," says **Sarbendra Sarkar**, Managing Director and Founder, Cygnett Hotels and Resorts. Sarkar adds that the group is focusing more on Tier II and Tier III cities as infrastructure is developing and there is huge demand for good hotels.

"We have international tie-ups with Jameson Inn and Jameson Inn and Suites and offer co-branding in India. We are also a very technology savvy company, and invest a lot in keeping up with the latest technology trends in the industry," he adds

► The award was given to **Cygnett Hotel Group** and received by its Managing Director and Founder, **Sarbendra Sarkar**, **Sibaji Mitra**, Director and **Sandeep Basu**, Area General Manager, Cygnett Hotels-East

## Best Travel Management Company-Inbound | **EAST WIND HOLIDAY TOURS**

Our passion, team work and vision have helped us get this recognition. Our vision has been to be able to sell the entire eastern region as a single product and tourism circuit," says **Samrat Sanyal**, Director, East Wind Holidays. The USP of the company lies in the level of services provided along with innovative products that they have introduced to the market from this region.

"We have introduced innovative home stays in the region; have been aggressively promoting village tourism along with providing adventure holidays in order to highlight East India as a unique inbound destination for international travellers," he adds.

► The award was given to **East Wind Holidays** and received by its Directors, **Samrat Sanyal** and **Roop Kumar Mallik**



## Pioneering a New Concept in Hospitality | **VOYAGE HOSPITALITY**

Currently we take care of two properties in Gangtok — Hotel New Orchid and Denzong Shangrila which will be opened by October this year. What set us apart in today's competitive market are our service and personalised hospitality. We have been leading the market in Gangtok for the last 10 months now and we are proud to say that we have one of the best properties in Gangtok," says **Rahul Khandelwal**, Management Partner, Voyage Hospitality.

Khandelwal feels that in the next few years the northeast region will see a big boom with increasing tourism and competition and the company plans to add new hotels in Shillong, Darjeeling, Kathmandu in Nepal and then move to Bhutan as well.

► The award was given to **Voyage Hospitality** and received by its Management Partner, **Rahul Khandelwal**





## Best Destination Management Company | JET SETTERS

**D**arshika Singh, Director, Jet Setters, feels that what sets the company apart is the fact that the level of services Jet Setters provides to its clients has been appreciated by all. "Our clients can only vote for us and have helped us reach so far in our journey."

"It is great to be recognised as a major regional player of the industry and a platform like India Travel Awards gives us leverage to strive for more and grow to be bigger," says Shah.

► The award was given to Jet Setters and received by its Directors, Tarakeshwar Singh, and Darshika Shah

## Best Corporate Travel Agency | LUFTHANSA CITY CENTER TRAVELS AND RENTALS

**W**e have been in the business for 30 years and this recognition at India Travel Awards has justified our efforts and hard work that we have put in for all these years. This award is a big motivation and we hope that it will continue to recognise players of the industry from different parts of eastern India in times to come," says **Arnab Mukherjee**, Executive Director, Lufthansa City Centre Travels and Rentals.

Mukherjee feels that they have gone a long way and delivered services that have helped them stand out in the competition. The company plans to engage with more clients, delve deep into the details of the requirements of the clients and provide the perfect holiday.

► The award was given to **Lufthansa City Center Travel and Rentals** and received by its Managing Director, **Devendra Parekh** and Executive Director, **Arnab Mukherjee**



## Best Beach Resort | MAYFAIR PALM BEACH RESORT, GOPALPUR-ON-SEA

**M**ayfair Palm Beach Resort is a heritage property frequented by travel connoisseurs as it provides the guest with unforgettable experiences. Equipped to address a wide range of needs whether of personal vacation, family functions or business meets, Mayfair is ever alert to make experience of guests resplendent with joy. For the comfort of the guests and keeping in view their unique preferences, many categories of sea facing rooms and suites are available.

The Spa offers massages, facials and hair care facilities and provides holistic nourishment to the body and mind of the guests. For those who align business with leisure, there are conference halls, board rooms, beach side outdoor venue and more to take care of the functions.

► The award was given to **Mayfair Palm Beach Resort, Gopalpur on Sea** and received by **Pradipta Mohapatra**, General manager (S&M), Mayfair Hotels and Resorts





## Best Travel Management Company | CHOICE HOLIDAYS INDIA

Choice Holidays India specialises in domestic tourism in India. “We have been providing domestic holidays for the last 15 years. All destinations from Jammu and Kashmir to Tamil Nadu have seen a growing interest for domestic tourism. Earlier travellers would enquire more about international destinations but gradually newer destinations within India are becoming their first choice of travel,” says **Ritesh Mundhra**, CEO, Choice Holidays India.

The company is introducing new packages to Chhattisgarh as this destination has a lot to offer and is an off-beat place. Mundhra feels that the Bastar region and tribal inhabitation have high tourism potential.

► The award was given to **Choice Holidays India** and received by its Chief Executive Officer, **Ritesh Mundhra**

## Best Debut City Hotel | GOLDEN TULIP KOLKATA, SALT LAKE

Even though a number of new hotels have opened up in the past year, the competition has been tough but we have stood apart because of personalised services that we provide. We have proven ourselves on a number of checking grounds based on which we were awarded in this category,” says **Sumanta Maity**, General Manager, Golden Tulip Salt Lake Hotel, Kolkata. Maity further adds that the hotel will strive to be one of the best city hotels in the bracket.

“As Golden Tulip is part of the Louvre Hotels Group, we are looking forward to the standards set high along with the local flavours of the destination to be introduced to our clients,” says Maity.

► The award was given to **Golden Tulip Kolkata, Salt Lake** and received by its General Manager, **Sumanta Maity** and **Devansh Mittal**



## Best Tour Operator- Inbound | ICE CUBES SERVICES

**Jaspreet Singh Bhatia**, Director, Ice Cubes Holidays, feels that India Travel Awards is a very important platform where one gets to interact with like-minded people and it recognises the talent in the region. “Also with the onslaught of OTAs in current times, it is very important to mark one’s presence in the travel industry. Our USP is that we provide customised solution as per the requirement of the client at their terms and conditions,” says Bhatia.

Apart from outbound, the company has also been promoting Chhattisgarh as an important inbound destination as they believe that the travellers are now looking for more experiential and offbeat destinations over the usual Golden Triangle and Chhattisgarh is an ideal choice.

► The award was given to **Ice Cubes Holidays** and received by its Director, **Jaspreet Singh Bhatia**





**Best Mid-Market Hotel | HYATT RAIPUR**

Hyatt Raipur hotel is a part of a mixed-use complex-Magneto The Mall. The mall houses a four screen state-of-the-art multiplex, lifestyle stores and a commercial office hub. This is Hyatt's first hotel in Chhattisgarh, the first in the city to introduce international hospitality services. With 105 contemporary guestrooms, including four luxury hotel suites, Hyatt Raipur comes with a team of professional and passionate associates to deliver authentic hospitality and make the stay of the guests pleasant and memorable.

The largest meeting facility in Raipur – 4,740 square feet pillar-free Hyatt Ballroom with a clear ceiling also lends itself to opportunities for meetings and events in the city.

► The award was given to Hyatt Raipur and received by its Director, Sales and Marketing, Tushar Garg

**Best Event Management Operator | JET SETTERS**

Jet Setters through its global network of offices provides local sales, marketing, and public relation services in terms of luxury tours, travelling in India or business travel. The company assists in business travel solutions as well as corporate event planning, while travelling in India or as a part of an international tour. Complete destination services for associations, corporations as well as incentive programs by experienced, creative professionals are some of the services of Jet Setters that make them stand out. In terms of planning service for conferences and meetings, trade shows and special events, the company provides customised transportation, tours, off-site events, guides, hospitality and greeting services.

The company is a pioneer in offering a personalised, individual-oriented array of services for luxury tours and business travellers, groups as well as individuals looking for a unique and unforgettable experience.

► The award was given to Jet Setters and received by its Directors, Tarakeshwar Singh, and Darshika Shah



**Hospitality Partner | NOVOTEL KOLKATA HOTEL AND RESIDENCES**

The property offers the largest inventory of rooms in eastern India with 340 rooms along with Suites and Service Apartments, earning the hotel a unique position in the market. It also boasts the city's only outdoor banqueting facility on the terrace spanning 12,000 square feet for over 1000 guests, in addition to multiple dining options.

► The award was given to Novotel Kolkata Hotel and Residences and received by its General Manager, Jai Kishan





## Beverage Partner | ASPRI SPIRITS

Aspri Spirits today represents some of the finest brands in the world of wines, beer, cider and spirits and has emerged as top player in the alcoholic beverage segment. The company with its commitment to ensure highest quality standards focuses on the sales, marketing and distribution is dedicated to building premium international brands in travel retail and domestic markets across Indian sub-continent.

Aspri has developed one of the largest distribution networks in India that spreads to more than 23 key cities. The company is associated with over 55 finest brands and companies from over 20 countries.

► The award was given to Aspri Spirits and received by its representative, Ashim

## Chief Guest | J.P. SHAW

J.P. Shaw joined Ministry of Tourism in January 1984 after completing his post graduation in History from Jadavpur University, Kolkata. During his vast experience of over 30 years with the Ministry of Tourism, Shaw served in various capacities both at the headquarters and in different India Tourism offices both within India and abroad. He successfully carried out his assignments earlier as Deputy Director General in charge of Travel Trade Division in the Ministry of Tourism followed by Regional Director (North) in New Delhi during the Commonwealth Games.

Presently he is posted as the Regional Director (East) Kolkata in charge of promotion and publicity in the eastern states of Bengal Bihar Odisha, Jharkhand and the Union Territory of Andaman and Nicobar Islands.

► Chief Guest, J.P. Shaw, Regional Director (East), India Tourism-Kolkata, Ministry of Tourism, Government of India, being honoured with Pearl Trophy, 'Maya'



## Guest of Honour | DR. TANUSHREE PANDEY

A combination of beauty and brains, Dr. Tanushree Pandey was crowned the Gladrags Mrs India. A medical doctor by profession, she graced the occasion with her presence and gave out the Maya to the deserving and hard working professionals of the travel and tourism industry from the eastern region of India.

► Dr. Tanushree Pandey, Mrs India, being honoured with Pearl Trophy 'Maya' for her support to India Travel Awards



# Tourism stalwarts of East





# bask in the limelight











# MAKE YOUR DREAM REAL & MEMORABLE

*We are delighted to welcome you to this professional travel home for an outstanding travel experience under the guidance of experienced and passionately committed team members.*

SINGAPORE | MALAYSIA | THAILAND | INDONESIA | SRILANKA | DUBAI | OMAN | VIETNAM  
HONG KONG | CHINA | MAURITIUS | MALDIVES | TURKEY | GREECE | AUSTRALIA | KENYA  
SOUTH AFRICA | EASTERN EUROPE | SCANDINAVIA



**STHI HOLIDAYS INDIA PVT. LTD.**

Tel : 011- 40414041 | Mobile + 91 9999075445 | +91 9953014041

Head office: +91 9540004411/22/24/33/55/66/77 | +91 9643209502/03/04/05 | 9643504041

**call us : 011-40414041**

@ info@theleafholidays.com www.theleafholidays.com  
H.O. Delhi : 111 RG Complex II Prashant vihar, Rohini – Sector 14, New Delhi - 110085.



# Nominate Now

north  
india  
TRAVEL  
AWARDS

21<sup>st</sup> October, 2016  
Hyatt Regency Gurgaon

Recognises hard work and  
applauds the true leaders  
for their commitment and  
dedication towards tourism

For further details, please contact:

Gunjan: +91 96503 99905 gunjan@ddppl.com,  
Amit: +91 96509 13334 amit.bhasin@indiatravelawards.in  
Arit: +91 88003 96007 arit.gandhi@ddppl.com  
Seema: +91 96501 96531 seema.datt@indiatravelawards.in



To Nominate and Vote, please log-on to: [www.indiatravelawards.in](http://www.indiatravelawards.in)

SUPPORTED BY

Incredible India



HOSPITALITY PARTNER



ENDORSED BY

