

# 1 IN CIRCULATION & READERSHIP

SOUTH ASIA'S LEADING TRAVEL TRADE FORTNIGHTLY

ddppl.com

# TRAVTALK

TravTalkIndia.com



DREAM CRUISES

Mumbai - Colombo,

29th October, 2016

2 Nights

Published from : ★ India ★ Middle East



## ARK HOLIDAYS

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



Oman Air wishes you a very Happy Navratri & Dussehra



## Maldives' Leading All-Inclusive Resort



With an award winning all-inclusive Platinum Plan, offering a plethora of inclusions, Lily Beach Resort & Spa is the ideal destination for Indian families and honeymooners alike. Complimented with spacious villas and most importantly, the option of having Indian food (Jain food or otherwise) readily available, Lily Beach Resort & Spa is one where we know that our esteemed Indian guests will be most comfortable and leave with the best of experiences.



LILY BEACH RESORT & SPA  
AT HUVAHENDHOO, MALDIVES



For Bookings & Queries Contact Us:

T: +91 22 61453500

W: www.uandiholidays.com

E: marketing@uandiholidays.com / maldives@uandiholidays.com

H.O.: 1C2A/1C2B, Gundecha Onclave, Kherani Road, Sakinaka, Andheri (E), Mumbai - 400072



# Crusading AI towards expansion

With a slew of new international and domestic routes to be launched, Air India is leaving behind its legacy of losses, and paving a new way to success, reveals its Chairman & MD **Ashwani Lohani**.



NISHA VERMA

Air India is on its way out of losses and loans that it incurred due to many issues, one of which is the merger of Air India and Indian Airlines, the erstwhile domestic national carrier. Spearheading this crusade to revive the airline, Lohani says, "We have decided to restore the national carrier and we are doing it. A merger creates a lot of issues, which could be relating to seniority, salary or status. We have a major gap between the operating performance and net performance. We have a big loan on our head. As a first, we are settling the problems. Some have been extremely difficult. We have decided to consolidate the existing operations and use existing planes to fly more and fill more. After that is done, we will expand."

After Air India made operational profits last year,

Lohani is already taking steps, both big and small, towards expansion.

"Only when we expand, the losses will reduce. Any organisation which doesn't grow ultimately stagnates and sinks. We don't want that. From December 2015 till December 2016, we would have introduced four brand new international flights. Firstly, we started the Delhi-San Francisco flight in December last year, and decided that if it does well, we will make it a daily connection instead of the current three days a week. The second connection was Delhi-Vienna, which was launched in April. From August 15 this year, we started the Ahmedabad-London-Newark route, which was a long pending demand of Gujarat and was finally met. In December 2016 or by first week of January 2017, we are going to start Delhi-Madrid."

He further adds, "In the next summer schedule, we are looking at connecting Chandigarh with Singapore and Bangkok. Then we will be

Connectivity Scheme (RCS) under the National Civil Aviation Policy (NCAP), launched this year. "We have a very progressive policy on hand.

called Alliance Air with around 10 planes, which would fly to Tier I and Tier II cities. We will be expanding that arm to about 40 aircraft in the next two years to connect Tier I-Tier II cities; Tier I-Tier III cities as well as Tier II-Tier III cities," informs Lohani. He also says that they want to expand in south Indian cities as well. "We would like to get smaller planes to fly from Mangalore to Pudukcherry or Chennai to Madurai. We want to connect Tier II cities because that's where the need is."

He reveals that they are working closely with the Ministry of Tourism to start new routes. "Civil aviation and tourism go hand in hand. We take suggestions from travel trade as well as state governments. Our offices also take their suggestions, which are then taken by MOT's regional offices. On the basis of all the recommendations, we take a decision on which flights to start," he says.

In terms of service as well, Air India is the first airline to allow 25kg baggage on domestic routes, offers food, extra leg room and wider seats. "We are focussing on setting the airline right. We have to run the airline well and that is what we are trying to do right now."



**Ashwani Lohani**  
Chairman & MD, Air India

connecting Delhi with Washington, as well as start Delhi-Nairobi or Delhi-Copenhagen. Internationally, we are not letting any place uncovered."

Air India is going to play a crucial role in the Regional

As far as domestic operations are concerned, we are doing a lot. Beginning January we are adding 2.5 planes every month, which would include big A-320s and small planes. This addition will be continuous. For the RCS, we have a small arm

## Domestic Plans

- Beginning January we are adding 2.5 planes every month, which would include big A-320s and small planes
- Air India's arm Alliance Air, with around 10 planes, would fly to Tier I and Tier II cities
- Alliance Air will be expanding to about 40 aircraft in the next two years to connect Tier I-Tier II cities; Tier I-Tier III cities as well as Tier II-Tier III cities

# IATO push to Tamil Nadu tourism

The city of Chennai, Tamil Nadu, played host to the 32<sup>nd</sup> IATO Convention. The annual event saw more than 1000 registrations and a host of dignitaries from across the country deliberating on issues such as taxes, growing inbound numbers among others pertaining to the tourism industry.



NISHA VERMA FROM CHENNAI

Held at the ITC Grand Chola, Chennai, the convention opened with much aplomb with the who's who of the travel industry in attendance. The convention was inaugurated by **Thiru. Vellamandi N. Natarajan**, Tourism Minister, Govt. of Tamil Nadu and **Thiru. Pandiarajan K**, Minister for School Education, Sports and Youth Welfare and Archaeology, Govt. of Tamil Nadu in the presence of **Ashok Chandra Panda**, Minister of Tourism & Culture, Govt. of Odisha. Gracing the occasion from the Ministry of Tourism was its Secretary **Vinod Zutshi**; **T.K Ramachandran**, Principal Secretary Tourism, Culture & Religious Endowments Dept., Ministry of Tourism, Govt. of Tamil Nadu; **Har Sahay Meena**, Commissioner of Tourism and Managing Director, Tamil Nadu Tourism Development Corporation, Govt. of Tamil Nadu and other dignitaries from various ministries, hospitality and travel industry.

Welcoming the delegates, **Pronab Sarkar**, President,

IATO, said, "Tamil Nadu has all the ingredients to attract tourism. Tourism is one of the major engines of economic growth in the world and has exceeded the automotive and oil industry. We organise IATO Convention to allow members to get a first-hand experience of the state and educate them about the services and offerings. I hope after this convention, Tamil Nadu will experience the growth in tourism as well."

Sarkar highlighted quite a few points for the government to focus on to boost the tourism in the state. He said, "There is a need for state-of-the-art convention centres in Tamil Nadu, which can be developed under the PPP model. There is a huge shortage of tourist guides, especially when it comes to language efficiency. No vehicle permit is available for tourist vehicles, especially luxury cars and vehicles. We need permits for all kinds of vehicles and coaches." He insisted that levying lifetime charge on tourist vehicles is unreasonable since they are not used



**Thiru. Vellamandi N. Natarajan**  
Tourism Minister  
Govt. of Tamil Nadu



**Vinod Zutshi**  
Secretary Ministry of Tourism  
Govt. of India



**Pronab Sarkar**  
President  
IATO

the same way as other vehicles and can't be used more than five years. Even tourist permit vehicles should be treated differently.

Listing a few more issues, Sarkar said, "We need international standard toilet facilities for tourists on highways, midways and important tourist places as well as proper parking of tourist vehicles at these sites. There is a need for a committee (in Tamil Nadu) to take forward important tourism related issues and solve them. IATO will be very happy to be part of this committee

and give suggestions. Investment should be invited to make hotels in strategic tourist locations."

On extra taxes levied in the state, he said, "Right now in Tamil Nadu, luxury tax on hotels is being charged on the published tariff, which should ideally be charged on the actual tariff and should not be more than 10 per cent." He concluded by saying that IATO and its members would be able to better promote the destination to their clients as well as at international travel marts.

which would include a number of schemes."

Zutshi spoke about how they are working together to make policies and promote the country to achieve growth in inbound numbers. "The government is making positive changes and we are keen on implementing many movement oriented initiatives in the future. I am hopeful that the IATO Convention will come up with many innovative ideas and solutions to various problems that we can use."

Odisha Tourism Minister Panda also addressed the gathering at the inaugural and revealed that they have proposed to IATO to host their next convention in Bhubaneswar, Odisha next year, and the final decision will be taken very soon.

The travel trade community including hotels, tour operators, state tourism bodies, showcased their products at the Indian Travel Mart, which was organised on the sidelines of the event.



# MoUs worth ` 15,000 cr at 1<sup>st</sup> IITIS

The inaugural edition of Incredible India Tourism Investors' Summit (IITIS) 2016 saw an overwhelming participation of 29 states and Union Territories and approximately 3000 delegates from the travel, tourism, hospitality and related industries over three days.

 TT BUREAU

Organised by the Ministry of Tourism in partnership with Confederation of Indian Industry (CII) and the Tourism Finance Corporation of India, IITIS was inaugurated by **Arun Jaitley**, Minister for Finance and Corporate Affairs, Government of India. About 700 investible projects were offered, 16 special state sessions were held, and participation from 250 national and international investors was seen where states and investors interacted in B2B meetings to transact business and sign Memorandum of Understanding (MoU).

86 MoUs aggregating close to ` 15,000 crore were exchanged at IITIS 2016 and many more are in the pipeline. The event is to be held annually and will be supported by the World Bank. "World Bank is supporting India's Buddhist Circuit development and will provide support for sustainable tourism development including through funds," said **Cecile Fruman**, Global Direc-



tor, Trade and Competitiveness, World Bank. The next IITIS will be organised in September 2017.

Over 1800 delegates from private sector project owners; banks and financial institutions; business developers; cruise liners; domestic investors; entertainment companies; Indian states with ready investible projects; state governments and Union Territory administrations; global investors; helicopter services; hoteliers; infrastructure developers; international associations; restaurateur; spa and Yoga centres; tour and travel

operators; urban developers and venture capitalists participated in the summit.

**Dr. Mahesh Sharma**, Minister of State (I/C) for Tourism and Culture, **Ashok Gajapati Raju**, Minister for Civil Aviation, **Nara Chandrababu Naidu**, Chief Minister, Government of Andhra Pradesh, **Y.S. Chaudhary**, Minister of State for Science and Technology, **P.K. Sinha**, Cabinet Secretary and many other dignitaries graced the occasion.

Jaitley said, "There are so many unexplored tourist destinations in our country.

We need to market our monuments and heritage sites for promoting tourism and Ministry of Culture and Ministry of Tourism can jointly work in this regard. A business model should be developed for promoting the hospitality industry which has to adjust to the capacity of the market." He also pointed out that air connectivity has been substantially improved to many tourist destinations and condition of airports has also improved with many new airports in the pipeline. "We have the fastest growing national highways networks. Railways infrastructure and passenger ameni-

ties have also improved and our railway stations will be developed on a par with our airports," he added.

Sharma pointed out that medical tourism has shown a growth of 23 per cent last year and despite all odds tourism has shown a growth of 9.86 per cent in foreign revenue generation. "We are also planning to extend the e-visa facility to 30 more countries. The new Civil Aviation Policy will address the issue of air connectivity in a big way. We need to undertake infrastructure development in a targeted manner," he said.

**Vinod Zutshi**, Secretary-Tourism, Government of India, said, "This Summit has been conceptualised to kick start a fresh way of investments in India's dynamic tourism sector and match the supply with demand. It is very encouraging to see the overwhelming response. The government is ready to facilitate but private stakeholders need to step up to invest." He further added that with over 10 per cent growth rate in foreign tourist arrivals and more than 15 per cent growth rate in domestic visits, India is one of the fastest growing tourism markets in the world. "By 2022 the travel and tourism market in India is expected to touch \$419 billion from present \$150 billion posing a remarkable opportunity for investors," he said.

## Success Story

Gujarat exchanged MoUs close to ` 9000 crores, Karnataka with ` 2600 crores, Rajasthan with ` 1000 crores, Uttarakhand with ` 500 crores and Chhattisgarh with ` 12 crores

## TRAVTALK photography contest



**Vipin Gaur**, Manager-Operations, Gate 1 Travel India, has won the second edition of TRAVTALK Photography Contest. The winning shot was taken at Dhankar Lake above Dhankar Village in Spiti Valley, Himachal Pradesh, India. The photo was taken on a footloose journey to explore Spiti Valley. Gaur hiked for more than an hour to reach the lake early in the morning (at around 6 am). The photo truly captures the magical ambience of this serene lake and the rugged Himalayan peaks in background add to its beauty.



## PREMIUM PERKS

When they book a seat in Premium Economy, your customers will enjoy some fabulous perks. They'll whizz through our dedicated fast check in and enjoy priority boarding. Once onboard, they'll get to stretch out in a comfortable, wide leather seat with extra legroom. And we'll welcome them with a glass of bubbly and an upgraded dining service. There's a generous baggage allowance too, with 3 x 23kg bags on flights to London.

For more information, call 1800 102 3000 or visit [vsflyinghub.com](http://vsflyinghub.com).

virgin atlantic  
premium economy





# Win your pass to unforgettable experiences



## 12 once-in-a-lifetime experiences reserved for our SuperSellers

We would like to reward our SuperSellers with The Unforgettables; prizes that money can't buy. We're giving away 12 unforgettable experiences to some of the most exclusive events in the world. From front row seats at the most celebrated fashion weeks to VIP hospitality at the world's top football leagues to tickets to the most prestigious film festivals. Every month, one SuperSeller will win. With 12 prizes up for grabs, the more you sell Etihad, the better your chances are. To join our SuperSeller programme or find out more about our amazing rewards, visit [agents.etihad.com](http://agents.etihad.com)

**SuperSeller**

[agents.etihad.com](http://agents.etihad.com) |



الإتجاه  
**ETIHAD**  
AIRWAYS  
ABU DHABI



## MP flexes its tourism muscle

The 3<sup>rd</sup> Madhya Pradesh Travel Mart (MPTM) will be held from October 14-16 in Bhopal, providing a platform for the state to interact with various stakeholders.

TT BUREAU

The three-day B2B exhibition will be attended by representatives from heritage hotels, conference venues, tour operators, and wildlife parks, as well as by international buyers from Europe, South East Asia, Middle East, USA, Australia, South Africa and Canada. As many as 70 international buyers from various source markets, 150 domestic tour operators and travel agents and over 80 sellers promoting Madhya Pradesh have registered for the event, informed **Hari Ranjan Rao**, Managing Director, Madhya Pradesh State Tourism Development Corporation Ltd.



**Hari Ranjan Rao**  
Managing Director  
MPSTDC

presentation to their buyers, or to design apt collateral, or be it in striking deals," Rao said.

"Our goal is to ensure each participant gets the best value for their investment and time spent and in order to do so we will be having a special session to educate the stakeholders of the state with respect to their

This year there are a few new initiatives taken to provide a better experience to the participants. A dedicated video conferencing zone for foreign buyers has been created for webinars between sellers and buyers who will not be able to attend the mart. Special train-

ing sessions will be conducted to achieve excellence in presentation skills. Video/presentation support will be offered to help showcase the content attractively. There will be extensive brand building and marketing efforts to ensure all roads lead to the event.

"The event is designed for exclusive focus on domestic and inbound tourism into Madhya Pradesh to reassure the position of the state as a preferred tourist destination to the world. We have invited buyers who sell wildlife, culture, adventure tourism in other destinations or have the capacity to promote the Indian market. It will also give an opportunity to state representatives to interact directly with potential buyers who are the best in the trade, that would not only give a boost to tourism but also reinforce the brand i.e. Madhya Pradesh," Rao added.

## Forever in our hearts

**Amitabh Singh**  
Manager, Accounts,  
DDP Group



(Oct 26, 1974–Sept 22, 2016)

DDP Group is saddened by the untimely demise of its employee Amitabh Singh.

Amitabh joined DDP on February 6, 2001, in the accounts department and worked his way up to the post of Manager-Accounts.

We all mourn the passing away of an indispensable colleague and a dear friend. Amitabh will always remain in our memories.

He is survived by his wife, son and daughter.

### ROYAL DESERT CAMPS

Camels Safaris Village Safaris by Jeep, Camel Country Drives, Nature Walks, Dune Walks, Gala Dinners in the Desert, Special Camps, Weddings in the Desert, Conferences, Cycle Tours, Special Interest Tours, Desert Camping, Adventure Activities

**A UNIT OF**  
**ROYAL DESERT SAFARIES PVT. LTD.**  
JAISALMER

Nachna Haveli, Gandhi Chowk,  
Jaisalmer - 345 001 | T: +91-2992252538/251402  
M: +91-9414149636, +91-9929933380  
info@campandsafaries.com /  
sales@campandsafaries.com  
www.campandsafaries.com  
www.royaldesertcampsjaisalmer.com

**Radisson BLU**  
RESORT & SPA KARJAT

YOUR LUXURY. OUR PRIVILEGE.

HIGH QUALITY LEISURE & CUSTOM CRAFTED EVENTS.  
NOW JUST A STONE'S THROW AWAY.

For Reservations contact 02148 240240 info@rdkarjat.com

# Alaska

## ON SALE

### FARES FROM \$1479pp

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

**Life CHOICE**

choose one:

FREE - Shore Excursions  
FREE - Beverage Packages  
FREE - Shipboard Credit

plus

FREE - Unlimited Internet

Experience a Cruise in 360 degree virtual reality

SCAN QR or visit [www.GlobalAnchorCruises.com/Blog](http://www.GlobalAnchorCruises.com/Blog)

**GLOBAL ANCHOR CRUISES**  
Personalized | Luxury | Value

Office : A/211, Crystal Plaza,  
New Link Road, Mumbai 400053

Contact : 022 65656050 / 51  
Sales@GlobalAnchorCruises.com

PSA FOR: OCEANIA CRUISES &  
REGENT SEVEN SEAS CRUISES



## The month that was

Last month we had it all – conventions, fairs, seminars and summits. The 32<sup>nd</sup> IATO Convention got hearty support from the host state tourism board and true to its theme, the sessions did indeed try to bridge the gap between expectations and reality.

The 51<sup>st</sup> convention of the Federation of Hotel & Restaurant Associations of India (FHRAI) witnessed a marked rise in participation in the business sessions from various stakeholders of the sector on charting new classification standards, maximising food & beverage revenue using technology, industry challenges concerning OTAs and 'Accessible India' campaign.

The inaugural edition of the three-day long Incredible India Tourism Investor's Summit (IITIS) witnessed participation of 29 states and Union Territories and approximately 3,000 delegates. As every country wakes up to the potential of tourism, the PATA Travel Mart held in Indonesia saw first-time sellers from the State of Palestine, the Republic of Uzbekistan, the Russian Federation, and Zimbabwe.

We just hope that these events push the industry to work towards a common goal and with necessary action taken, tourism does indeed become one of the major engines of economic growth in India.

## Tech the e-way

If September kept everyone on their toes, wait till you get to October! We are not yet done and dusted, this month is going to be equally busy and we better brace ourselves for an onslaught of events. But just holding and attending events is not enough. We also need to understand the potential of what we have in our hands. As everything is moving to the virtual space, so is travel. In fact, travel has always been at the forefront of technology. Be it selling hotel rooms, bus, train or air tickets online travel technology has led the way for other industries to follow. Travel agents are doing well for themselves but to adapt to the changing environment they need to get online. With stiff competition from OTAs, travel agents should use their expertise to build their own brand, not somebody else's. It's time they got more tech savvy!

# The LCC model: India and beyond

Majority of Indian aviation business is from Low Cost Carriers (LCCs). However, it's still different from how LCCs work internationally.

The LCC business in India started with Air Deccan in 2003 and grew in stature with the start of operations of IndiGo, SpiceJet and Go Air in 2005. With AirAsia India commencing operations in 2014, more than 70 per cent of Indian domestic aviation is now in the LCC segment.

Having had the experience of flying the classic international LCCs like Ryanair, EasyJet, Southwest and AirAsia and the Indian LCCs, I see that the service standards are very much comparable with many of the Indian LCCs offering much better service level onboard as well as on the ground on Indian domestic routes. As a matter of fact, AirAsia India has replicated the AirAsia product as we have it in Malaysia and Thailand. I notice that the Indian LCCs have a lot more ground staff, especially for check-in service and boarding, than the LCCs abroad like Ryanair or Southwest, where we can see the same check-in staff, closing the counter and doing the boarding at the gate.

Another area where the classic LCC model differs from Indian LCCs is that most international LCCs operate

on a strict point to point flight with usually no crew change or layover other than their home base. AirAsia Malaysia operates all their flights coming back to the home base. In India, I see many carriers operating flights going onward to a third destination with crew change and layovers where needed. Another difference, which is now prevalent in many LCCs is the onward carriage of baggage especially on international section. Ryanair and EasyJet do not connect baggage onward. Carriers in this part of the world, which depend on network passengers, are now slowly changing over to offering onward through connections with baggage booked onward. In AirAsia we call it 'Fly Thru'.

The non-availability of low-cost airports is another issue for LCCs in India. Ryanair and EasyJet uses Luton or Stanstead in London, AirAsia Malaysia uses LCCT in KL and Thai AirAsia uses Don Muang in Bangkok at much lower cost of operations. There is no low-cost facilities in any Indian airports. In my opinion, T2 in Delhi, HAL Airport in Bengaluru, and Begumpet Airport in Hyderabad — all three of which

are lying unutilised can be made into very functional low-cost airports. The rule in India that there should be no airport within 150kms of an existing airport is rather restrictive.

The new National Civil Aviation Policy emphasises the need for regional connectivity and prioritises the building of low-cost airports in Tier II and Tier III cities. This focus in my opinion is absolutely necessary if air connectivity has to reach the smaller cities of the country and tap the great potential in these cities and towns.

With the ATF prices expected to continue to remain low in the near time, this is the best opportunity for LCCs to optimise their operations and grow the market with affordable fares. Unfortunately, I see a trend in India for even the LCCs to hike up the fares whenever competition is low and a carrier operating that route is able to demand and get a high fare on even a one hour flight. I have seen that at any given sector, if the right capacity is offered at an affordable price, the demand is always there and you can expect the needed growth to make the route profitable.

This should be the basic rule for LCCs — keep the fares as low as possible and generate a new market. Do not look at short time gains with high fares.

I am extremely bullish on the fast growing Indian aviation sector. What we have seen so far is only a very small part of the huge Indian travel market. Over 23 million Indians travel by Indian Railways every day. We just need to convert one per cent of that traffic to travel by air and we will see an exponential growth in air travel. It is a boom waiting to happen.

*(The views expressed are solely of the author. The publication may or may not subscribe to the same.)*



Suresh Nair  
General Manager-India  
Sri Lanka & Bangladesh  
AirAsia Berhad

# More Brits availing eTV in 2016

## Major countries availing e-Tourist Visas 2015 & 2016 (Jan-Jun)

S.No.	Country of Nationality	2015	S.No.	Country of Nationality	2016 (Jan-Jun)
1	USA	103,092	1	UK	112,380
2	UK	60,663	2	USA	71,695
3	Russia	34,763	3	Russia	31,228
4	Germany	32,430	4	France	31,102
5	Australia	30,323	5	China	25,000
6	France	20,818	6	Germany	22,142
7	Rep of Korea	17,606	7	Australia	20,589
8	Canada	16,239	8	Canada	19,103
9	Ukraine	12,370	9	Rep of Korea	9,814
10	China	9,918	10	Ukraine	8,411
11	Japan	7,735	11	Netherlands	7,472
12	Singapore	6,691	12	Spain	7,341
13	Spain	4,509	13	Malaysia	6,772
14	Netherlands	4,269	14	Singapore	5,973
15	Malaysia	2,993	15	Japan	5,753
	Others	80,881		Others	87,134
	<b>Total</b>	<b>445,300</b>		<b>Total</b>	<b>471,909</b>

Source: India Tourism Statistics at a Glance 2015, MOT

While travellers from the US to India ruled the e-Tourist Visa (eTV) charts in 2015, travellers from the UK weren't far behind. Moreover, in the first six months of 2016, trends have it that the UK has clinched the number 1 position in availing eTV, with the US being a far second.



Vikramajit  
Chairman  
Sanjeet  
Editor & Publisher  
Peden Doma Bhutia  
Managing Editor

Editorial  
Devika Jeet  
Nisha Verma  
Haseem  
Ahana Gurung  
Ankita Saxena  
Ruchi J Singh  
Desk Editor  
Shiyani Kaul  
Asst. Desk Editor  
Simran Kaur  
Omar Rahman  
Photographers

Advertising  
Gurjan Sabikhi  
Asst. Vice President  
Anand Dutt  
Sr. General Manager  
Karishma Khanna  
Deputy General Manager  
Aditi Bhatia  
Manager Marketing  
Gaganpreet Kaur  
Asst. Manager Marketing  
Naveen Kumar  
Executive Marketing

Advertising (Mumbai)  
Suchita Saran  
Branch Manager  
Harshaj Ashar  
General Manager  
Priyanshu Wankhade  
Manager Advertising  
Susan Eapen  
Marketing Co-ordinator  
Vikas Mandotia / Nitin Kumar  
Advertisement Designers  
Design: Nityanand Misra  
Sudhir Mudgal  
Production: Anil Kharbada  
Circulation: Ashok Rana

TRAVELTALK is a publication of DDP Publications Private Limited. All information in TRAVELTALK 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 regret 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 TRAVELTALK. 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 TRAVELTALK or any part of the contents thereof may be reproduced, stored in retrieval system or transmitted in any form without the permission of the publisher 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. SMDT 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  
TRAVELTALK is printed, published and edited by Sanjeet on behalf of DDP Publications Pvt. Ltd., printed at Super Cassettes Industries Ltd., C-85, 86, 94, Sector-4, Noida, Distt.: Gautam Budh Nagar, Uttar Pradesh - 201301 and published at 72, Todarmal Road, New Delhi - 110 001 Ph: +91-11-23344179

# Lakshadweep focuses on exclusivity

The Union Territory is stepping up its promotional activities with the reopening of the Bangaram Island resort this October. Its appeal for Indians: 'solitude' and 'exclusivity'.



HAZEL JAIN

The Union Territory of Lakshadweep has announced that it will finally be able to reopen one of its islands – Bangaram island – for tourists on October 14, 2016. The resorts at Bangaram and Agatti islands – two popular destinations in Lakshadweep – had been closed for the past couple of years as they were caught in legal battles between the administration and tourism operators.

**Jatin Goyal**, Director, Tourism, Union Territory of Lakshadweep, explains, "The highlight for 2016-17 for us is the re-launch of Bangaram Island resort, which was the flagship of Lakshadweep Tourism until 2010. We are promoting it as an exclusive and untouched destination that offers a lot of solitude to visitors. It has minimal carbon footprint so we are promoting it as an eco-friendly resort. It will now be run through an agency called Sports which is a society supported by the Lakshadweep Administration which will be running the resort now and Sports will be managing it."

The delegation from the Union Territory visited Mumbai, Surat, Bengaluru, Chennai and Delhi to promote its products. The activity it is promoting includes diving, kayaking, parasailing, jet skiing and snorkeling. It is reaching out to three segments: corporates, couples and families.

Goyal adds, "We have only 30 cottages at Bangaram right now which means only

60 pax at a time. We want to keep the numbers low and make it exclusive. We want low volume, high value visitors since the carrying capacity of island is low. As of now, Lakshadweep gets about 8,000 tourists from India. Once we launch Bangaram we will be targeting 15,000." The tourism board has called on various travel agents and has started receiving bookings. ↴



When do customers hate their travel agent?  
Or will really like them?

When needing a hotel, your customers look up to you - their Travel Agent. That adds to your responsibility of ensuring your hotel suggestion is good. Obviously, you would recommend only those hotels which you are familiar with. So far, so good.

What if it's a new destination? What if your customer is looking for a change of hotel? No worries. At roomsXML, the feature called 'Preferred by Agents' removes all the guesswork whilst selecting a hotel. The logic is really simple.

Only those properties would become 'Preferred' if a minimum of 10 travel agents nominate that property. The ranking of the property goes up as more and more unique agents prefer that property. Since the agent can only nominate a property where his customer has stayed recently, the feedback is authentic.

Consider this like getting a reference from fellow agents; certainly more dependable than ratings by public at large.

roomsXML - the travel agent's good side.

## Awesome Assam campaign gets `15 cr

Assam Government has allocated `15 crore to 'Awesome Assam' brand. "Tourism will be promoted as 'Awesome Assam' with `15 crore allocated for publicity focusing on the one-horned rhino, Assam Tea and the mighty Brahmaputra," said **Himanta Biswa Sarma**, Minister of Tourism, Government of Assam. A new logo of Assam Tourism has also been launched. Sarma informed that aggressive publicity will be carried out outside the state with a single-window clearance policy being initiated for issuing permission to shoot films in Guwahati. In order to harness the tourism potential of tourist attractions like Kamakhya Temple and Majuli river island, the government has sanctioned `33 crore for the development of infrastructure of Kamakhya.

Sarma also revealed that PSUs like ONGC, OIL, NHPC and others have also expressed interest to invest in the tourism sector as part of their CSR and under the Swadesh Darshan, the Centre has allocated `120 crore for the five national parks in the state.

16 010/quiksel.com

Register on [roomsXML.com](http://roomsXML.com). It's free!

Email: [sales@roomsxml.com](mailto:sales@roomsxml.com) | Phone: +91 20 6500 4942

**roomsXML.com**



# India's big win @PTM 2016

India Chapter of the Pacific Asia Travel Association (PATA) bagged the PATA Award of Excellence 2016 during the PATA Travel Mart in Indonesia.



PATA Travel Mart 2016 (PTM 2016) officially opened in BSD-Serpong, Indonesia, on the evening of September 7, 2016, with the PTM 2016 Welcome Reception hosted by the Ministry of

occasion, **Runeep Sangha**, Executive Director, PATA India Chapter, said, "It is a matter of great pride for us to be selected from 41 other chapters around the world to receive such a prestigious award. It underscores the commitments and efforts of

along with 258 buyers from 247 organisations and 52 source markets. The Mart this year saw first-time sellers from the State of Palestine, the Republic of Uzbekistan, the Russian Federation, and Zimbabwe.

The ribbon cutting ceremony took place on the morning of Thursday, September 8 and was conducted by **Dr. Arief Yahya**, Minister of Tourism, Republic of Indonesia; **I Gde Pitana**, Deputy Minister for International Tourism Marketing, and **Setyono Djuandi Darmono**, Chairman of the PATA Indonesia Chapter in the presence of PATA Chairman **Andrew Jones**, PATA CEO **Dr. Mario Hardy**, members of the PATA Executive Board and many distinguished guests from Indonesia and overseas, including **YB Dato' Seri Mohamed Nazri bin Abdul Aziz**, Minister of Tourism, Malaysia and **Y.Bhg Datuk Seri Mirza Mohammad Taiyab**, Director General of Tourism Malaysia. 🇮🇩



Tourism, Republic of Indonesia and presided over by the Vice President of the Republic of Indonesia, **Dr. Jusuf Kalla**. The mart attracted 1,358 delegates from 63 destinations around the world.

our members, and their unending support to the tourism industry in India. Our focus is on value delivery to our members and we continue to strive for excellence for years to come."

The PATA India Chapter was presented the PATA Award of Excellence. Commenting on the momentous

The total number of delegates for PTM 2016 included 683 sellers from 272 organisations and 36 destinations,

# Tapping outbound @ITB Asia

Ahead of its 9<sup>th</sup> edition, **Katrina Leung**, Executive Director, Messe Berlin, reveals the importance of the India market for ITB Asia and the growing curiosity about its offerings.



**Q**What are the highlights of ITB Asia 2016?

This year, ITB Asia is poised to be the biggest and most exciting edition yet as we continue to forge new partnerships and connect our delegates to hundreds of companies from MICE, corporate and leisure companies across the globe.

The focus is on the theme of creating a better customer experience through innovation and technology. We return with new collaborations with industry heavyweights including the Society for Incentive Travel Excellence (SITE), Crescent Rating, Travel Massive, Singapore Outbound Travel Agents Association (SOTAA), Singapore Association of Convention and Exhibition Organisers and Suppliers (SACEOS) and many more. For the first time ever, our keynote sessions will also be running across all three days



**Katrina Leung**  
Executive Director  
Messe Berlin, organiser of ITB Asia

leisure, MICE and corporate sectors this year. In addition to this, our international delegates are very interested to learn more about what India has to offer and leverage on the country's dynamic business potential.

**Q**How many exhibitors from India this year?

As of September 28, 2016, we have 28 exhibitors from India.

**Q**What is the expected value of the event this year?

In 2015, the event recorded close to 760 exhibitors and 880 buyers from all around the world. The show also attracted almost 10,300 trade delegates and set up over 16,000 matched meetings. ITB Asia is currently working to finalise the number of buyers and exhibitors at this year's show. However, we are confident that ITB Asia will continue to be a leading global platform for all delegates and this year's numbers are set to grow. 🇮🇩

of the show. Another conference highlight is our inaugural MICE day — a full day programme with representatives from leading companies such as Amway China and Oracle Corporation.

**Q**How important is the Indian market?

The Indian market is very important to ITB Asia and we are appreciative of the strong support from our Indian exhibitors, having seen the numbers grow year-on-year. We are also expecting more Indian buyers in the

*One&Only*  
RESORTS

BAHAMAS | SAUDI ARABIA | CAPE TOWN | DUBAI | GREAT BARRIER REEF | WOLGAN VALLEY  
LOS CABOS | MALDIVES | MAURITIUS | MONTENEGRO | SANYA

Coming soon two new resorts in Mexico

WATER VILLA AT ONE&ONLY REETHI RAH, MALDIVES

ENJOY A SELECTION  
OF THOUGHTFULLY  
TAILORED OFFERS

Escape to a stunning One&Only resort with one of these special offers.

---

**STAY 4, PAY 3**

Guests can enjoy a complimentary night on us when booking 4 consecutive nights at a selection of resorts:

- One&Only Palmilla, Los Cabos;
- One&Only Ocean Club, Bahamas;
- One&Only Cape Town, South Africa;
- One&Only Reethi Rah, Maldives.

---

**RECEIVE 35% SAVINGS**

Enjoy savings on room reservations at One&Only Royal Mirage, Dubai including complimentary breakfast, lunch or dinner and access to Aquaventure at Atlantis, The Palm.

○○○○○○○○

FOR RESERVATIONS OR  
TO FIND OUT MORE, PLEASE CONTACT  
+91 9892651227 OR EMAIL  
RESERVATIONS@ONEANDONLYRESORTS.COM

\*T&C's apply.



It's a wonderful world!  
Follow your heart and  
let the adventure unfold...

# Singles' Special

Veena World salutes the happy and confident single traveller. Embark on an exciting journey and explore amazing destinations around the world.

**Chalo,  
Bag Bharo  
Nikal Pado!**



If you are a single traveller aged between 25 to 40 years, Veena World offers an array of exciting tour options to choose from. With a twin sharing guarantee you don't have to worry about paying single supplement charges.



**Nepal**  
8 Days (By Air)  
25 Nov  
55900 **46,000**



**Andaman**  
7 Days (By Air)  
28 Nov  
62900 **51,000**



**Thailand**  
6 Days  
4 Dec  
58900 **50,000**



**Rajasthan**  
6 Days (By Air)  
10 Dec  
40900 **34,000**



**Manali**  
6 Days (By Air)  
29 Dec  
32900 **25,000**

1USD=₹68. Prevailing rates will apply. Tour prices are per person on twin sharing basis. As seats fill, discount reduces. World tours are Ex-Mumbai. Service tax & Govt tax extra.\*T&C apply



**Yatra.com offers 'Day Use' hotels feature**

■ Yatra.com has announced a 'Day Use' hotels feature which allows the customer to choose a hotel with options ranging from budget to star properties. The booking can be made by providing the check-in and check-out time, and hours they need, in packs of 3, 4 and 6 hours. It offers the customer flexibility and payment according to use, so that they can book a hotel only for the time they actually need it. Also, it allows hotels to make their rooms more profitable, as they can sell them more than once per day, and this increases their revenue. Over 680 hotels have signed up for the 'Day Use' option across 25 cities including Bangalore, New Delhi, Gurgaon, Mumbai, Hyderabad, Kolkata etc. showing the exciting potential of this feature. Yatra.com is further planning to expand this feature to cover 40 more relevant cities.

Intended for all those situations where a hotel is only needed for a few hours, the feature is suitable for business travellers, people travelling for job interviews and backpackers. It is also an efficient option for relatives accompanying a patient who need a hotel for a few hours to rest.

# Reinventing targeted marketing

Facebook uses a real people platform which helps travel marketers improve key metrics such as awareness, customer acquisition, cross-selling, and accelerating mobile adoption, informs **Saurav Chakraborty**, Industry Manager-Travel, Hyperlocal and Classifieds, Facebook India.

**AHANA GURUNG**

**S**ocial networking giant Facebook has, for long, ventured beyond connecting people and has continuously been exploring other avenues like travel. India alone boasts over 150 million users and the organisation is utilising its widespread reach and massive database for travel marketing.

**How it works**

Facebook believes it provides targeted marketing on a large scale which Chakraborty explains, "Traditional online marketing relies on cookies and on a mobile platform, cookies become redundant when the path to purchase involve multiple devices. Being a real people platform, it is able to reach out to travellers across devices and communicate the brands message appropriately at every stage of travel."

Given the intersection of mobile usage and the personal nature of travel,

“Although the travel industry is inherently social and mobile, the ecosystem is still refining their mobile strategy. We have seen that once they accelerate the use of Facebook and Instagram they are able to drive business more effectively on mobile.”

**Saurav Chakraborty**  
Industry Manager - Travel, Hyperlocal and Classifieds, Facebook India



a surge in the number of people booking hotels online with mobile first offerings that help accelerate this even further. Additionally, he opines, "As last-minute bookings and long weekends become more prevalent, hotel booking volumes will amplify considerably over the next few years."

Facebook's large ad format and creative canvas makes it the prime mobile platform for hotels, airlines, OTAs and other travel companies, he comments. "Be it increasing Olacabs' new customer acquisition rate by 3X within five weeks or using Custom Audiences (CRM Matching) to give Cleartrip a 2.5X return of their ad spend, we help travel marketers achieve their key business metrics, at every stage of the marketing funnel."

**Predominant trends**

According to Chakraborty, travel advertisers are seeing a majority of their traffic and sales happen on mobile (mSite and App). He adds, "Although the travel industry is inherently social and mobile, the ecosystem is still refining their mobile strategy. We have seen that once they accelerate the use of Facebook and Instagram they are able to drive business more effectively on mobile."

A bulk of travel bookings in India are air travel, reveals Chakraborty, but the margins on air tickets is wafer thin. "Additionally, the percentage of Indians booking hotels/holidays online is still very small. This is mainly due to the traditional consumer habits of checking rooms at the location, fear of booking online, etc."

However, the introduction of Pay at Hotel feature by several OTAs has caused

**Networking Tips**

- ↳ Identity and accuracy of reach are crucial
- ↳ Build your communication with mobile in mind
- ↳ Build your direct response campaigns around real business outcomes (CAC, CPFT, LTV) and not digital metrics (CTR, CPC etc.)
- ↳ Think about people first. Companies that can keep pace with consumer expectations will have a better chance of being successful

## 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, Mobile: +91 9910096198, Tel : + 91 11 -46587600, 46597600, 45544177





## Celebrate The Festive Season In Macao

There's no better place to celebrate this coming Diwali holiday than in Macao, Asia's leading entertainment, shopping and leisure destination.

At The Venetian® Macao, the flagship hotel of Sands® Resorts Cotai Strip Macao (Sands Resorts), you can take a Gondola Ride along canals or watch the amazing antics of Streetmosphere performers as you wander the squares and streets at Shoppes at Venetian. Or simply relax and unwind in our spacious suites.

Sands Resorts encompasses seven international hotel brands creating a centre of world-class entertainment, with more than 150 dining venues and 850 duty-free stores. There's plenty to keep the family active, there are two Qube Kid's Zone play areas, a mini-golf course, swimming pools and much more.

This Autumn, we offer a superb Diwali Holiday Package which provides awesome opportunities for shopping and fine dining as well as exciting entertainment options, to celebrate an unforgettable holiday.

## Our Newest Hotel – The Parisian Macao

Opened on 13 September, The Parisian Macao is the newest hotel of Sands Resorts. Here you can embrace the romance and grandeur of the French capital, brought magically to life through its elegant architecture, glamorous fashion, breathtaking art and irresistible flair. Enjoy the stunning panoramic views from our authentic recreation of the Eiffel Tower. Book a stay and become one of our very first guests. Become part of Paris at The Parisian Macao.



## Michelin - starred Delights

No Diwali holiday would be complete without great food and The Golden Peacock is the only Michelin-starred Indian restaurant in Asia. The extensive menu ranges from northern and southern Indian favourites to vegetarian Jain dishes and, of course, mouthwatering sweets and dessert. All food is prepared according to halal standards. This is a dining experience to remember.



## What's On

Thriller Live is a stunning 90-minute theatrical concert to commemorate arguably the world's greatest ever entertainer, Michael Jackson. This high-energy explosion of pop, rock, soul and disco takes the audience on a magical audio-visual journey through Jackson's astonishing 45-year musical legacy. We challenge you to stay in your seat!

Po's Kung Fu Feast, Character Breakfast with the DreamWorks All-Stars. Live your dreams like the heroic and lovable Po from "Kung Fu Panda" and experience the ultimate breakfast feast with your favourite DreamWorks All-Stars. Get your camera ready to capture the most memorable moments with DreamWorks heroes, sit back and enjoy the exclusive stage performances.

Enjoy a Diwali holiday experience like no other. Book now!

### Diwali Offer

- ✓ 02 nights stay
- ✓ Breakfast or Lunch at Sands Resorts
- ✓ "Thriller Live" Show Ticket (on 2nd night from 25Oct-13Nov)
- ✓ One way Cotai Water Jet ferry ticket / Qube / Gondola Ride

**Holiday Inn® Macao Cotai Central**

From **US\$ 157** pp

**02 Nights / 03 Days**

**The Venetian® Macao**

From **US\$ 231** pp

**Conrad® Macao, Cotai Central**

From **US\$ 290** pp

**The Parisian Macao Grand Opening Package** is also available from **US\$ 193** per person, including Thriller Live "C" Reserve Show Ticket (on 2nd night from 25Oct-13Nov) or Eiffel Tower admission ticket and more!

\*T&C apply.

澳门金沙度假区  
**Sands**  
RESORTS  
COTAI STRIP MACAO

THE VENETIAN  
MACAO

THE PARISIAN  
MACAO

CONRAD  
MACAO COTAI CENTRAL

H  
假日酒店  
Holiday Inn



## 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



Another feather in TRAVTALK's cap



The Indian Association of Tour Operators (IATO) honoured TRAVTALK with the 'Best Pre-printed Dailies' award at its annual convention held from September 18-20, 2016, at the ITC Grand Chola, Chennai.

Gulf Aviation Academy enters pact with SpeedJet Aviation

■ Gulf Aviation Academy (GAA), part of Bahrain Mumtakilak Holding Company, the investment arm for the Kingdom of Bahrain, has entered the Indian market through an agreement with domestic aviation training institute, SpeedJet Aviation. The new partnership between GAA and SpeedJet Aviation offers Indian students a competitive advantage in the aviation industry that is at par with international norms.

GAA is a key component of Bahrain's aviation sector and enjoys a stronghold in the MENA (Middle East and North Africa) region. This move is a first-of-its-kind for GAA in the Asian market to offer a comprehensive range of structured training programs for all aviation personnel including pilots, cabin crew, engineers and ground staff with training sessions in GAA's training facility at Bahrain.

# SpiceJet: A turnaround saga

SpiceJet will be supporting the Regional Connectivity Scheme by launching new routes and inducting more aircraft, says **Kamal Hingorani**, Senior Vice President and Head of Inflight Services & Customer Experience, SpiceJet.



NISHA VERMA

With highest Passenger Load Factor (PLF) continuously for months and the following profits, SpiceJet has risen like a phoenix after it was about to shut shop in late 2014. Hingorani says, "On December 14, 2014, SpiceJet had almost shut down. Typically any airline of our size, which had shut down for a day anywhere in the world for the want of funds has not seen the light of the day. I think SpiceJet has been an exceptional turnaround story and the scriptwriter for that has been our chairman **Ajay Singh**, who, at that time, took over the reins of a defunct airline. Today I am proud to say that we've had six profitable quarters back to back. We have had the highest load factor in the country for 15 months in a row and that too above 90 per cent, which in itself is historic in Indian aviation."

Hingorani was all praises for the National Civil Aviation Policy, saying that it is very progressive and dy-



"We have already started increasing the connectivity. We've recently started two more routes in the North East."

**Kamal Hingorani**  
Sr. VP & Head of Inflight Services & Customer Experience, SpiceJet, India Travel Award winner

namic in nature. "There are two pillars of the policy — one is Regional Connectivity Scheme (RCS) and the other is the development of 100 airports, both of which are going to be game-changers for attaining the target for growing the domestic travel by six to seven times in the next six years. There is one concern with regards to RCS — if we have to sustain this kind of growth, we need to make sure that we have enough airports and infrastructure available, and the

existing airports must have the enhanced infrastructure to accommodate this kind of traffic growth. Today, all airlines put together globally have been more profitable than in the last 50 years and in the current fiscal it's expected to be better than last year. As per IATA, the profitability would be 8.2 per cent. With this kind of growth, there will be more players coming into aviation, cheaper funding will be available for buying the aircraft and other resources."

Hingorani claimed that SpiceJet is ready to become an important stakeholder in assisting MoCA in moving forward. "We have already started increasing the connectivity. We've recently started two more routes in the North East. With more connections, there has to be a huge addition of aircraft. Our Chairman has already announced to bring in more aircraft starting next year."

Creating History

- ← SpiceJet has had the highest load factor in the country for 15 months in a row and that too above 90 per cent, which in itself is historic
- ← The airline has also added new aircraft to its fleet. It has also started two more routes in the North East
- ← As per IATA, the profitability of all airlines put together globally would be 8.2 per cent



## Looking for protection against airline insolvency?

→ **Securtix®** protects you and your clients, automatically and free of charge.

If a service issued on an HR-169 document is cancelled due to insolvency of one of Hahn Air's more than 300 air, rail & shuttle partners, be assured that:

- > Hahn Air vouches for a full refund of any unused portion of the ticket (including taxes)
- > Stranded passengers receive compensation for a new ticket, accommodation and other expenses\*
- > Travel agents receive compensation for any claim approved by our insurance company "Allianz"

\*Visit [www.hahnair.com](http://www.hahnair.com) for full terms & conditions and further information about Hahn Air's benefits.



**Local contact** Email: [serviceindia@hahnair.com](mailto:serviceindia@hahnair.com) (daily) Phone: +91-124-4675169 (Mo-Fr) Toll-free in India: 1-800-419-3169 (Mo-Fr)  
**Global Service Desk** Email: [service@hahnair.com](mailto:service@hahnair.com) Phone: +49-6103-7331-200



## Fixed departure packages on the anvil

Make You Travel has launched fixed departures starting winter till June 2017 to a number of destinations and is focusing on integrating more trade partners to their network.



ANKITA SAXENA

**Ashutosh Dwivedi**, Chief Executive Officer and Founder, Make You Travel, says, "We have introduced new products for the winter and summer seasons till end of June 2017. Dubai fixed departures will be operational every Thursday each month. There are couple packages for Goa and Kerala also on offer." The company has also launched European group departures starting from March 31, 2017. "Under European group tours we are offering Spanish departures, Scandinavian departures and the standard European itinerary offers destinations like Paris, Switzerland, Austria and Italy," he adds.

The company is planning to conduct roadshows starting with Delhi and over the next few months, they plan to venture into many more cities to add more travel partners to their network. Dwivedi says,



**Ashutosh Dwivedi**  
Chief Executive Officer and Founder  
Make You Travel

We are looking at promoting Reunion Island as a destination in the India market and will also introduce niche destination holidays like F1 racing packages

"We are already working with B2B travel trade partners and our approach is to deepen this relationship in order to make this new product a huge success." Elaborating on the promotional and marketing strategies for their new product, Dwivedi explains that they are focusing majorly on above the line (ATL) marketing activities and over and above that they will also be starting with SMO activities. "We are also looking at promoting Reunion Island as a destination in the Indian market and will hopefully also introduce some niche destination holidays like F1 racing packages, etc. in the near future," he adds.

### Power Packages

- ➔ Dubai fixed departures will be operational every Thursday each month
- ➔ The company has also launched Europe group departures from Mar 2017

## St. Petersburg beckons

The Committee for Tourism Development under St. Petersburg City Administration conducted roadshows in Delhi and Mumbai in order to promote St. Petersburg to the Indian market.



TT BUREAU

India is a very important market for Russia, according to **Alexander Martynov**, Head-Regional and International Projects Segment, Committee for Tourism Development, St. Petersburg City Administration. "Indian tourists have been flocking to Russia and even though the numbers are modest we are confident that the trend will continue. We are hoping to see the number of Indian tourists to Russia grow by 50 per cent as compared to last year by the end of 2016," says Martynov.

The organisation brought together attractions, transport operators and museums to showcase the products of the city in particular. This promotion was held independent of the Russian tourism department but is in line with the larger motive of improving



**Alexander Martynov**  
Head-Regional and International Projects Segment, Committee for Tourism Development, St. Petersburg City Administration

tourist numbers from India to Russia, informed Martynov.

"Individual cities also have independent budgets to promote themselves in the markets of their choice apart from taking part in the larger federal activities of Russian tourism promotion. India is a comfortable market for us in the Asian region as compared to its neighbouring South East Asian countries as the language

and culture is easier to adapt," adds Martynov.

The event saw travel agents interact with the exhibitors from the destination in a B2B networking session. Martynov also explains that the interest to travel exists between the two countries but there is a lack of product knowledge and these interactions are meant to bridge the gap between the travel service suppliers and buyers.

St. Petersburg offers tourism products like museum tours, hosiery tours, cultural experiences, nightlife, wellness and yoga centres etc. amongst others. Martynov also informs that soon visa simplifications will be taken up for Indian travellers and hopes to see a direct flight from Delhi to Russia which will ease travel between the two countries. ➔

Discover your smile

BOOK  
TUI EXCLUSIVE PRODUCT

QUARK EXPEDITIONS  
Polar Adventure Travel

Antarctic Explorer

Discovering The 7th Continent

North Pole

The Ultimate Arctic Adventure

THE MOORINGS  
Private Yacht Vacations

France (Nice)

Private Crewed Yacht Charter

Thailand (Phuket)

Private Crewed Yacht Charter

le boat

Who's on board?

Explore Europe like never before!

- SELF DRIVE BOAT... you are your own Captain!
- Boat equipped with all amenities & safety equipments
- You will be trained to drive the boat
- No license required
- No experience needed

FOR BOOKING CONTACT:

9810552411 | @ b2blte@tui.in



# Conventions remain relevant

Even as conventions bring industry stakeholders under one roof promising discussions on serious issues, there is a possibility that the event may become redundant for some. TRAVTALK speaks to IATO Convention attendees.



NISHA VERMA FROM CHENNAI



**Dipak Haksar**  
Chief Executive  
ITC Hotels & WelcomHotels

“Conventions like this bring all the stakeholders, travel agents and tour operators under one roof. I believe that the objective for such events should be to promote tourism and grow both in-bound and domestic tourism in a structured manner. I think there is an opportunity to create packages that showcase the diversity of India. The new generation really wants to travel and understand the various cultures and traditions.”



**Debjit Dutta**  
Face of the Future, East India  
Travel Awards 2014, and  
Director & CEO, Impression  
Tourism Services

“It’s an amazing platform to take business further. We exist and sustain in the industry because we have business. The theme of the convention was appropriate as we are going through a phase where changes are happening very fast in the industry. Tourism is no more a business of intermediates and is slowly converting from business of intermediates to a business of innovation, out of the box thinking and creativity. Thus, to have a sustainable business, people need to understand the market and adapt to the changes.”

“We need to rearrange ourselves in a different pattern and focus on what we have been selling. What we have learnt is that we need to position ourselves correctly and do proper branding. Customer trends, behaviour, and requirements are entirely different and constantly changing. Technology is a big challenge for us. However, personal touch makes a lot of difference.”



**A. Aarif**  
Director, Parveen Travels,  
India Travel Award winner

“While it’s a great exercise that IATO does every year, it’s not moving at a pace that it should. The state where the convention happens does benefit. IATO is able to address the issues, but it doesn’t move after that. People come from the Ministry of Tourism, but no one sits right across through the conference to participate and take it forward from there. Ideally conventions like these are expected to address issues and take the industry forward, which doesn’t seem to happen.”



**K.P. Singh**  
Vice President, Sales &  
Marketing, Samode Hotels

“I think that to some extent we are able to convey our message to the government, to the bureaucrats, and of course to the members. Members are also realising that we are getting together. A team spirit has developed. The market is facing problems and we have to fight it together. I am sure that after the convention action will be taken from the government as well as within the tourism industry.”



**Zia Siddiqui**  
CEO, Alliance Hotels,  
India Travel Award winner

“IATO Conventions have always been good. It’s a good platform for knowing things and meeting new people from the industry. Being a hotelier, it is an advantage for me as I can meet so many people under one roof.”



**Anupam Singh**  
Director  
Udai Hotels



**Rajan Sehgal**  
Director  
Arrivals Air Services

“I think IATO should involve more government representatives in the panel discussions so that they can get some kind of result through the discussions, and the ministry can announce what they are doing to solve the problems. Also, we can inform them about taxes and tourism benefits on offer in other countries.”



**Santosh Kumar Sharma**  
Director  
Foresee Aviation

“I have been attending the convention for the last two years and I like coming here as I get to meet all our travel trade friends in one place. It is difficult to meet them in Delhi or in any other city. It also gives us a casual atmosphere to interact with them, and understand their problems. Here, we get to talk leisurely about the charter industry with both regular and potential clients, all under one roof.”

“It was a great convention, especially the destination Tamil Nadu and the venue ITC Grand Chola. The organising committee and the entire IATO team have done a great job. The sessions have been great offering point to point details and were spot on in addressing issues. The lovely evening and hospitality made it one of the best conventions we have attended.”



**Martin Joseph**  
CMD  
Freedom Holidays

“As a service provider, every year there is something to learn, right from new products to new service ethics. Being in the service industry, we have to understand every year that there is something new which is happening, which we have to understand and imbibe to deliver it to our guests.”



**Jitendra Singh Rathore**  
Managing Director  
Royal Desert Safaris Jaisalmer



**Gajendra Singh Panwar**  
Director  
Indo Asia Tours

“The fact that it is the 32<sup>nd</sup> IATO Convention and there are 1000 participants at the event, shows that industry does need such events, especially after a few dull conventions couple of years ago. Of late, IATO conventions have become active and well represented. It’s a good way to interact and meet the industry to talk about issues and problems.”

WARWICK  
DUBAI



LIFE IS A COLLECTION  
OF SPECIAL MOMENTS.  
LET WARWICK  
BE PART OF IT.

The Warwick Dubai offers the perfect balance of quality and convenience. Enjoy the ease of being situated on Sheikh Zayed Road, just steps away from the Financial Centre metro station, with quick access to The Dubai Mall and Burj Khalifa.

Choose from seven different dining venues, rejuvenate body and mind at the spa or simply relax by the rooftop pool with panoramic views across Dubai.

For more information call  
+91 124 4209973  
or email sales.dubai@warwickhotels.com  
warwickhoteldubai.com



# Better marketing for medical tourism

Medical and wellness tourism in India has grown exponentially, but it needs marketing and promotion to beat competition. TRAVTALK catches up with some stakeholders on the sidelines of IIMTC 2016 in Hyderabad.

 ANKITA SAXENA FROM HYDERABAD

“IIMTC has been a remarkable chapter in our thrust to acquire substantial segments of the global wellness market. The interactions with medical tourism industry have been crucial in re-aligning our strategies to match the contemporary wellness demands with the emerging trends. Our association with IIMTC is a part of a wellness information initiative, through which we aim to communicate the philosophy of wellness. Wellness will occupy a much broader dimension in the coming years since changing lifestyles is leading to imbalance in an individual's physical and mental health.”



**Srimanth Meesala**  
Head-Marketing  
Leonia Holistic Destination

“Medical and wellness tourism is going to grow many folds in India. The share of wellness tourism is going to further increase among health tourism. Travellers seeking wellness tourism often inquire for dentists, ophthalmologists and cosmetic surgeons in India. IIMTC was a great platform to connect with people from different countries particularly from CIS countries and from Oman. We could meet many potential partners in healthcare and travel field from different parts of India as well.”



**Zeba S. Mahat**  
Business Development  
Manager, MedicoExperts

“A high number of travellers coming to India for medical and wellness tourism are from Afghanistan, Bangladesh, Pakistan, Africa, Middle East and CIS countries. South India, specifically Kerala tops as a wellness destination. The average duration of stay is one week and their spend ranges from `50,000 to `1,00,000. However the medical visa is a major challenge as there is no clarity on it.”



**Sunita Poddar**  
Director  
Glee Travels



**Ritu Singh**  
Joint Managing Director  
Reliable Vacations

“I feel the medical tourism industry is an under-utilised space which has a very high potential to be a major revenue earner for India. International travellers come to India for minimum of 10-15 days and spend around \$4000-\$5000 only on wellness packages apart from the logistics. Rejuvenation and yoga packages do very well for travellers from the UK, USA and the Middle East. IIMTC helped us connect with various medical doctors, medical tourism facilitators from diverse backgrounds.”



**Suhail Shamsuddin**  
Manager-Business  
Development  
ARMC IVF Fertility Center

“The medical and wellness tourism segment is growing exponentially and it needs more focus and better marketing at various platforms. I feel IIMTC is a good initiative as it allows for networking with international clients from across the world. We were able to introduce our products and advise buyers on the host of services available in India for this segment.”



**Dr. Rajashekhar Reddy**  
Director, TransGlobal  
Healthcare Services

“Medical tourism needs to be treated independent of tourism. Areas that need improvement include professional management of healthcare centres, cleanliness and better patient services. Introduction of ranking for hospitals based on the standards of hospitality, service, presentation, state-of-the-art technology, skills of the specialists needs to be done. IIMTC facilitated networking between Indian hospitals and medical tourism facilitators and it would have been better if there were more foreign delegates and representation.”



Plan the next holiday of your dreams with packages that range from bustling cities, to exotic beaches and everything in between.

PACKAGES	NIGHTS	STARTING FROM INR
Dubai - Imperial Suites Hotel***	3	35,959
Dubai - Taj Dubai*****	3	44,207
Dubai - JW Marriot Marquis Hotel*****	3	49,000
Mauritius - Casuarina Resort***	4	86,400
Mauritius - Shanti Maurice*****	4	132,746

emiratesholidays.in | +91 120 676 3620 | tpn@emirates-holidays.in

Packages include return Economy Class flights from Mumbai, accommodation, meals as per package, return airport transfers, service charges, airport departure tax and fuel surcharge. Mauritius packages include meals on half board, airport meet and assist, and three excursions. This offer is subject to availability at the time of booking and is correct at the time of release. Prices are per person in Indian Rupees (INR) and subject to change without prior notice. Terms and conditions apply.



# Bridging the online-offline gap

An online marketplace to compare and buy the best holiday packages from unlimited tour operators, TripShelf, a one-of-a-kind online travel aggregator, is all set to help the offline agents reach the digital customer.



While unbiased online aggregators are prevalent in other industries in India, TripShelf brings this concept to the tourism industry and helps operators boost their digital presence. TripShelf launched its services in April 2016 and presently offers more than 600 packages from 60 tour operators available for consumers to compare and buy. "We propose to take this number to a 1,000 packages across 100 operators by the end of the year," says **Jai Raj Gupta**, Founder, TripShelf and Owner of Shaadionline.com.



(L-R) Sukhmani Singh, Jai Raj Gupta, Dhruv Raj Gupta, Founder, TripShelf

He further adds, "TripShelf is an online marketplace for leisure travellers to

discover, compare and buy the best holiday packages from unlimited tour operators each listed under their own brand name. We are a marketplace aggregator and not an OTA or niche service provider. By offering travel operators their own branding and a low-cost lead acquisition/conversion model, we hope to get more and more operators on our website."

and holiday experts, the platform keeps the users in a close loop with agents and agents have the benefit of a superior servicing team for handling enquiries. "TripShelf fuels the agents' business by providing superior digital marketing expertise, search friendly content, standardised information and qualified leads," says Co-founder **Dhruv Raj Gupta** (ex-Google).

Discussing the business model, Gupta says, "Our

revenue model requires suppliers whose services are being booked to pay a small percentage to TripShelf. So as long as we can drive traffic and consumers to enquire, it's a win-win situation for all. Currently the website has more than 10,000 traveller visits a day, generating more than 300 leads a day, with each lead going to individual operators only."

service and price better than OTAs, and customers can't find them. This is due to lack of financial muscle, lack of technological capabilities and lack of digital marketing expertise and now TripShelf is sure to help them," concludes Gupta.

### Viewpoint

The portal has already created a niche for itself, and received appreciation from the travel trade. **Pranshu Sharma**, AGM-Business Development, Bonton Holidays, says, "We have received great response for our products via TripShelf since they provide us potential leads for our own packages. So this is definitely a two-fold advantage for us - leads and marketing of our products. We couldn't have asked for more!"

**Pran Dasan**, Country Head & Regional Manager, flydubai, says, "As a travel industry insider, I am impressed with TripShelf and the team. Tour operators can finally focus on their core offering, and leave the customer acquisition to TripShelf! 📌"

### Conversion Metrics for Agents

For tour operators, TripShelf offers digital marketing expertise that can exponentially help grow their business, coupled with the use of superior technology to help tighten the conversion funnel. "Top performing agents are seeing a 8-10 per cent conversion rate on enquiries, which is a solid number," says Co-founder **Sukhmani Singh** (ex-AT Kearney).

"There are more than 5,500 registered travel operators in India, who've spent decades in giving people excellent holidays, often with

Our revenue model requires suppliers whose services are being booked to pay a small percentage to TripShelf. So as long as we can drive traffic and consumers to enquire, it's a win-win situation for all.

**Dhruv Raj Gupta**  
Co-founder, TripShelf

### Value Creation

Bridging the gap between leisure travellers

ATTRACTIVE

# Family Holidays

Your Vacation Planner

<b>BEST OF HONG KONG / MACAU</b>		<b>5N / 6D</b>
Regal Oriental + Best Western Macau (3 Star) ₹ 57,500/-	Park Hotel + Casa Real Macau (4 Star) ₹ 67,500/-	Harbour Grand + Venetian Resort (5 Star) ₹ 94,500/- (Hot selling)
<b>DUBAI SPECIAL</b>		<b>3N / 4D</b>
Regal Plaza (3 Star) ₹ 40,500/-	Savoy Central (4 Star) ₹ 51,000/- (Hot selling)	Movenpick Bur Dubai (5 Star) ₹ 65,500/-
<b>BALI / BANGKOK COMBO</b>		<b>6N / 7D</b>
Hotel Ecolat + Ibis Bali (3 Star) ₹ 62,500/-	Awani Atrium + Hard Rock Bali (4 Star) ₹ 71,000/- (Hot selling)	Amari Watergate + Grand Hyatt Bali (5 Star) ₹ 94,500/-
<b>AUSTRALIA DELIGHT</b>		<b>9N / 10D</b>
3 Star ₹ 1,43,500/-	4 Star ₹ 1,50,000/-	5 Star ₹ 1,61,500/-

tailor made packages

travel date of your choice

sightseeing of your choice

flexibility in airlines & hotels

Visit us [www.minarholidays.com](http://www.minarholidays.com) Call us +91 9810335828, +91 9811060183



# India welcomes first W in Goa

Starwood's W brand recently debuted in India with great fanfare. Dhananjay Saliankar, Regional Director, Sales & Marketing & Starwood Sales Organisation (South Asia), Starwood Hotels & Resorts reveals more.

**HAZEL JAIN**

**Q**Tell us about the new hotels opening in India.

We continue to bring in more brands and new hotels into new parts and markets within India. We have introduced our eighth brand in the country with the debut of W Goa. We are also expanding our resort portfolio with the Westin Pushkar Resort & Spa in October and will also open The Westin Kolkata Rajarhat later this year.

Apart from this, we have signed 14 deals for new hotels in India this year alone including entry into new mar-



**Dhananjay Saliankar**  
India Travel Award winner and Regional Director, Sales & Marketing & Starwood Sales Organisation (South Asia), Starwood Hotels & Resorts

kets like Amritsar, Srinagar, Bekal and Rishikesh with more leisure business. We are expanding our presence in cities like Jaipur, Ahmedabad and Chennai.

Outside India, we are opening two hotels in Sri Lanka next year and have just opened an additional tower at the Four Points by Sheraton Dhaka. In the luxury space, we are excited about our third hotel, the St Regis Maldives Vommuli Resort, in the Maldives.

**Q**What are some of the digital initiatives that Starwood plans to incorporate?

One of Starwood's biggest bet is digital innovation. We have successfully integrated mobile tech innovation to enhance the guest experience. Mobile technology allows both booking and planning on the property, from finding a hotel, to check-in, to unlocking the door and personalising stay.

Recently, in our tech-centric hotel brand, Aloft, we unveiled 'Project Jetson'. Now, for the first time, hotel guests can talk to their rooms, thanks to the help of Apple's Siri. This service will soon be available at select Aloft properties. Our

Keyless check-in initiative allows SPG Members to bypass front desk and go directly to their rooms. We introduced this feature at Aloft Bengaluru Cessna Park and hope to introduce it across other properties. We will also be the first hotel chain in India to welcome a robotic butler, 'Botlr' at one of our Aloft properties. This is yet another interesting combination of sensors and Wi-Fi connectivity to commu-

nicate with the hotel and its software. The ROS-powered robot can get anything to and from the room without any hassle. What is also interesting is, when 'Botlr' arrives at the room, the guest can enter in a rating on its touch screen or offer a 'tip' in the form of a tweet.

Starwood was the first hospitality company that was invited to develop an App

for the Apple Watch prior to the product's unveiling. Combining high-tech and high-touch, the SPG app for Apple Watch is designed to anticipate and respond to the in-the-moment needs of guests from mobile check-in and opening their guest room door to providing information like the hotel address, confirmation number, and SPG account information with just a glance of the

wrist. The SPG App for Apple watch was fully designed and developed in house.

**Q**Do you see any change in behaviour among foreign visitors?

Travellers today are well-travelled and a lot more aware of international brands. As a result their expectations of their travel experiences have also radically changed. Not only are they travelling more,

but are also spending more when they travel. Notably a few trends that have emerged are solo travel, especially single women travellers, the demand for unusual destinations and unique experiences (gourmet, wellness, historic, adventure, etc). Concepts such as Spacation, Staycation, Winecation and Bleisure and even 'Glamping' (luxury tents) are on the rise. ↴



## Destination Weddings

**A picture is worth a thousand words! Set against the breathtaking backdrop of the Aravalli Hills – Ananta Udaipur & Ananta Pushkar aesthetically capture this old phrase to make your celebrations memorable and luxurious.**

Encompassing the largest divisible banquet venues in Rajasthan, the hotels encapsulate spacious pre-function areas, state-of-the-art equipment and service excellence that will be reminisced about for generations. With acres of lush greenery, eclectic dining outlets, outdoor pools and superlative spas & fitness centres, Ananta Hotels & Resorts present an enchanting and unique escape to solemnise your ceremonies.

**ananta**  
Hotels & Resorts

Udaipur | Pushkar | Dwarka\*

**ananta**  
Villas

Udaipur



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



# French pôles d'excellence on display

Atout France's recently concluded annual showcase saw a record-breaking participation of 29 French-Indian delegates. The showcase commenced in Mumbai, travelled to Kolkata for the first time with a finale in Delhi. A grand soirée held in Mumbai unveiled Atout France's objective of showcasing its "pôles d'excellence" or areas of expertise - one of them being nightlife in France.



# New ride at Legoland Malaysia

Legoland Malaysia will launch a new ride called Lego Ninjago in November 2016 and is hoping that the Diwali season will push up footfalls from India.



HAZEL JAIN

Legoland Malaysia Resort in Johor has announced that it will launch a new ride called Lego Ninjago in November 2016, to coincide with the holiday season in India. It is based on the popular Lego series Ninjago and will have 4D effects. Here, guests will be able to enjoy interactive elements with heat, smoke and wind incorporated throughout the ride and use teamwork to battle the Great Devourer.

**Thila Munusamy**, Director of Sales & Marketing, Legoland Park, says, "It's a cutting-edge

technology which has never been seen before in any other theme park in the world. Legoland Park has already launched this at its parks in Denmark and California and it has been very well-received. We are now bringing this to Malaysia. This is a unique cutting-edge technology using hand gestures sitting in a car that can fit four people with a screen in front. So it's perfect for families but we are also promoting this to FITs and corporates."

Opened four years ago, Legoland mainly focuses on leisure travellers. Munusamy

adds, "Agents in India are keen to push this but they need a lot of incentives. Johor is a rather new place for India so it also depends on how we bundle this product into the Malaysia itinerary." Commenting on the recent hike in visa fee for Indians, she adds, "Visa fee is an important factor for travel but it's too early to tell whether it will affect our footfalls."

**Madhu Saliankar**, Director, EntReps, that is the marketing representative in India for Legoland, says, "We continue to do product trainings in India front-liners.

Bookings can be done through us and we also help agents get availability during peak periods. We have excellent schemes for India and have a discount structure for the India agents for the Legoland Resort as well as the theme park. Agents in Malaysia are not extending the discount. We offer cheaper rates provided it is available to sell. We also have group offers."

Legoland has done a few familiarisation trips for agents along with Tourism Malaysia and the one in October will include 10 agents who will get to stay



**Madhu Saliankar**  
Director  
EntReps



**Thila Munusamy**  
Director of Sales & Marketing  
Legoland Park

at Legoland Resort for two nights. "We also do seasonal packages and offer incentives to create some packages to promote to their clients. It would be easier and cheaper for Indians to travel to Malaysia

for a theme park as against traveling to the US or UK. We always tell the agent to get a discount from us and extend their margins. Some agents have also included this in group departures," Saliankar adds. ↓

## 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)



Special limited period offer -  
Complete Software for only  
Rs. 10,000/-



# Canada eyes more MICE, FITs

Betting big on the India market, Destination Canada has been doing focused training sessions with the travel agents in key cities.



TT BUREAU

Destination Canada along with Air Canada conducted an 'Experience Canada Workshop' for their travel trade partners in Mumbai recently that was attended by

more than 150 agents and operators. Also present at the event were Canada suppliers including **Tekla Maira**, Director, Global Sales India, FRHI Hotels and Resorts; and **Mernoz Shastri**, Director, Mazda Travel. The event

was also attended by a representative from the High Commission of Canada in Delhi who gave a presentation on the visa process for Indians and took questions from the audience. In a bid to establish a stronger footprint

in the India market, Air Canada has announced expansion in its flights between India and Canada. **Arun Pandeya**, Country Head & GM-India Subcontinent, Air Canada, reiterated, "To cater to the increasing demand

from the India market, we are introducing seasonal non-stop flights from Vancouver to New Delhi. These flights will operate from October 20, 2016 to April 8, 2017. These will be on our Dreamliner 787-900 series and will

be the fastest airline to connect these two cities – in 13 hours total." He added, "We will also increase the frequency of our Toronto-Delhi flights from four times a week to daily beginning November 6, 2016."

## TRADESPEAK

"Canada is a great destination and its one of the fastest growing destinations for outbound in India. We were not expecting so many people at this workshop. It is a reflection of the way Destination Canada is promoting the destination in India. All segments – Groups, MICE and FITs – are showing interest in Canada."



**Himanshu Patil**  
Director, Kesari Tours,  
India Travel Award winner

"Canada is mostly FIT and we see a marked increase in the number of self-drives to Canada. They are covering the East as well as the West Coast. We are also trying to do some off-beat itineraries since we cater to evolved FITs. We have seen an uptake in terms of better hotels, soft adventure and experiential travel."



**Nagsri Prasad**  
Head (Outbound Holidays)  
Mercury Travels,  
India Travel Award winner

"Canada is a fabulous destination. In 2017, we are trying to take larger groups to Canada. Hopefully, the visas will be made easy. We have heard the High Commission of Canada give a presentation to us on visas which was very helpful. We cater to doctor groups and get a lot of queries for Canada from them, specially the cruise from Vancouver to Alaska."



**Rosita Haribal**  
Director  
Travel Forte



**Ajay Chhabria**  
Most Trending Personality,  
West India Travel Awards 2016  
and MD, In-time Travels

"Most travellers who visit the US almost always incorporate Canada. So what we are telling our clients is to visit Canada by itself for 15-20 days since it has a lot of things to offer. I can already see a big shift and those who have travelled to the US are now looking for something new and exciting and they find it in Canada. It is a gorgeous destination."



**Mernoz Shastri**  
Director, Mazda Travel

"The response from the trade has been very good. We have a huge range of packages available that cater to everyone. Canada is a winter wonderland and there is an entire experience that can be created on Christmas in Canada. The country has finally established itself as a standalone destination and the response we are getting is very encouraging."



**Tekla Maira**  
India Travel Award winner and  
Director, Global Sales India,  
FRHI Hotels and Resorts

"Every year we are growing more than 15 per cent because of the India market. We find that people tend to go on leisure trips to Western Canada, and they also combine it with the cruise in and out of Vancouver. We have had some incentive trips and that has been mostly to Eastern Canada. We will look at doing something for British Columbia from this October onwards."

Contd. on page 34 ▶




## BOOK NOW FOR RAIL EUROPE DEALS

SWISS TRAVEL PASS  
*Special Validity Offer*

4+1  
DAYS

SEP 16 - JUNE 2017

LYRIA STS  
PASSHOLDERS  
Paris - Switzerland

1 <sup>st</sup> Class	2 <sup>nd</sup> Class
€ 139	€ 84
€ 79	€ 39

SEP 16 - JUNE 2017

SWISS TRAVEL PASS  
*Special Validity Offer*

8+2  
DAYS

SEP 16 - JUNE 2017

BOOK WITH LARGEST SUPPLIER OF RAIL EUROPE



[raileurope@tui.in](mailto:raileurope@tui.in)



[tuitravel.in](http://tuitravel.in)



**011-43575247 / 49**

WORLD'S LEADING  
LEISURE TRAVEL COMPANY





# PATA India awarded for excellence

The Pacific Asia Travel Association (PATA) India Chapter bagged the PATA Award of Excellence 2016 during the PATA Travel Mart held from September 7-9, in Greater Jakarta, Indonesia.



## TRAVEL AGENT EDUCATION AND REWARDS PROGRAMME

Wrap up the year with gifts you truly want

For details, visit [frhi.com/promo/giftsgalore](http://frhi.com/promo/giftsgalore)

We would like to thank all of our valued Famous Agents members for another successful year!

Famous Agents can also earn points for reservations booked through wholesale partners. When booking directly, please book with the GDS chain code, FW.

As we enter 2017 under the new management of AccorHotels, we're excited to offer your clients even more exceptional travel options—and more options for Famous Agents members, too! Choose the perfect holiday gifts with your reward points, from designer accessories to fitness equipment and more.

And now get closer to your Wish List with our special bonus offer! From 1 October to 31 December 2016, **earn double points** on all qualified room nights you actualize at participating FRHI Hotels and Resorts' locations. It's our gift to you after a year of great work.

RAFFLES *Fairmont* swissôtel

Now part of AccorHotels Group



HOTELS & RESORTS



Not a member of Famous Agents? Sign up today by visiting [famousagents.frhi.com](http://famousagents.frhi.com)







### Our global network is all about you

Korean Air has one of the largest global networks in the industry, connecting 131 cities in over 46 countries. You can visit more places in the world for all your business and personal needs. We'll fly you anywhere and everywhere with the convenience you deserve, because we believe the world is there for you to explore.

Origin	Destination	Flight	Departure	Arrival	Day	Period
Mumbai	Seoul	KE656	0245	1355	TUE/THU/SAT	3RD OCT - 29TH OCT, 2016
Seoul	Mumbai	KE655	1945	0050**	MON/WED/FRI	3RD OCT - 29TH OCT, 2016

\*\* Subject to change



Homepage : [www.koreanair.com](http://www.koreanair.com) / Tel : 022 2287 3200





# 140 countries attend JATA EXPO 2016

The JATA Tourism EXPO 2016 hosted 140 countries and all 47 prefectures in Japan. UNWTO Secretary-General **Dr. Taleb Rifai**, and **David Scowsill**, President and CEO, World Travel and Tourism Council (WTTTC) also graced the occasion with their presence.



## Caper's new transport venture

Caper Travel Company is all set to venture into the transport business with 100 luxury cars to offer a new experience to its clients.

TT BUREAU

Caper Travel Company (CTC) celebrated its success at a gala evening at Kitty Su, The Lalit with partners from the industry. Speaking on the occasion, **Bharat Bhushan Atree**, Managing Director, CTC, said, "We are celebrating our year on year success by getting a number of SPUs under the holding company, with Caper being the major one.

"We are doing a lot of things. Apart from being in the traditional inbound in-

dustry, we have started with outbound as well as domestic business. Now, we are going to get into the transportation business as well. We are going to start with 100 luxury cars under a separate brand. These vehicles will be enabled with GPS and other state-of-the-art software for tracking movements, in order to ensure the safety of our clients."

Atree revealed that while they did see a slump for the entire group in 2014-



**Bharat Bhushan Atree**  
Managing Director  
Caper Travel Company

15, this year they expect to see a 15-20 per cent growth year on year.



**Deepak Bhatnagar**  
Managing Director  
Aamantaran Travels

**Deepak Bhatnagar**, Managing Director, Aamantaran Travels, a sub-

siary of CTC, said, "Aamantaran is purely looking after incoming as part of Caper Group. After completing three years in September, we are all set to enter new markets like Middle East, the US and the UK. These are the new source markets for incoming business, and I think 15 per cent of our turnover should come from at least these three markets."

Atree also claimed that taxation has been one

of the biggest hindrances for the tourism industry and with the GST coming in, the situation could worsen. "The tourism industry is already burdened with multiple taxes. The entire tourism fraternity has appealed to put GST under the lowest slab for tourism. While the Prime Minister has tourism on his agenda, we still have to see what the outcome is. If GST is not put in the lowest slab for us, we might see a drop in the business," he said.



BEHOLD.  
BEHOME.

Home is where your heart is, home is where La Verda is. A personalised experience that will be with you long after your stay at La Verda. It's all yours for the taking.



LA VERDA

SUITES & VILLAS DUBAI MARINA

**For Reservations:**  
reservations@laverdadubaimarina.com  
hotsales@ahsindia.com

**Tel:** +91-124-4209973 / +971-4-2785555

www.laverdadubaimarina.com





Award-winning Customer Loyalty Program.



# Enjoy The Benefits Of The Top Hotel Loyalty Program.

Free Nights, Free Flights, Endless Rewards.  
One Card Does It All  
Join Today At Any Best Western Hotel Worldwide.



Blue



Gold



Platinum



Diamond



Diamond Select

### Operational Hotels

Amritsar | Gurgaon | Hyderabad | Indore | Jalandhar | Kanpur | Nakodar | Surat | Tirupati | Vadodara | Visakhapatnam

### Opening Soon

Bengaluru | Gurgaon | Haldwani | Hoshiarpur | Lucknow | Manali | Nawanshahr



To book your stay, call our India Toll Free No. 0008004402474  
reservations@bestwesternindia.com | bestwesternindia.com









\* Art here is not only  
to be found in museums





## 40% more Indians at Club Med

**Barq GUESSOUM**, Chef de Village, Kani and Finolhu Villas, Maldives, says that trade partners are important for them to understand the Indian travellers better.



SAMAPTI DAS FROM MALDIVES

Club Med is the ideal resort for families, friend groups and also honeymooners looking for luxury and total indulgence. It is situated on an exclusive island in Maldives where couples can relax in Deluxe Overwater Suites and experience the lagoon just outside their rooms. Barq GUESSOUM, Chef de Village, Club Med Kani and Finolhu Villas, says, "We offer all inclusive packages to our guests. Couples with children can enjoy all activities while their kids are taken care of at the kid's corner. We have a huge range of activities like snorkelling, glass bottom kayak, scuba diving, sailing and parasailing."

The seven individual treatment rooms or duo rooms at the spa offer tandem treatments.

Talking about the recent addition for Indian guests, GUESSOUM says, "We have a huge range of cuisines from



**Manoj Upadhyay**  
Head Sales India  
Club Med

across the world and for the past six months we have introduced an Indian cuisine corner in our menu. We have chefs from India too."

Almost 95 per cent of the rooms offer ocean view. The three categories of rooms are Deluxe, Club rooms and 5-Trident Luxury Space Suites.

"As compared to last year, we have seen about 40 per cent growth in Indian arrivals. It is a new concept for them and we are glad that they are now open to

new experiences," reveals GUESSOUM.

GUESSOUM believes that the Indian travel agents and the B2B partners are important as they are the best means to understand the kind of things Indians expect from a holiday or destination. The resort organises Fam trips as they believe that "Club Med is a spirit and you need to experience it before you convince your clients to come here," he adds.

According to GUESSOUM, the Indian team in Mumbai is also helpful in bringing more business to both the Club Med resorts, Kani and Finolhu.

**Manoj Upadhyay**, Head Sales India, Club Med, says, "Club Med India office is aggressively promoting the French resort Brand Club Mediterranee, globally known as Club Med; through conducting roadshows, webinars and Fam trips to educate B2B partners on our brand USPs." ↴

## Belmond goes city hopping

Belmond recently held its second annual roadshow in India covering Delhi, Bengaluru and Mumbai from September 19-23, 2016.



TT BUREAU

A collection of unique travel experiences, Belmond has its presence in 23 countries around the world, says **Shane Arnold**, Regional Director of Sales-Asia Pacific, Belmond. "We have built our collection over the last 40 years. We are very much based on experiential travel. We are more leisure based than corporate," he adds.

Arnold adds, "I have been personally travelling to India and this is my 6<sup>th</sup> or 8<sup>th</sup> time. Many of our properties were part of the Leading Hotels of the World. So I have attended the Leading roadshow for several years. We over that time built our business here in India, to the point where we made a full time commitment to be in the market place. We have seen a growth in this market that is why we continue to invest more and more each year."

Giving an update on the group's aggressive growth



**Shane Arnold**  
Regional Director of Sales-Asia Pacific, Belmond



**Maria Kuhn**  
Corporate Director of Communications, Belmond

plans, **Maria Kuhn**, Corporate Director of Communications, Belmond, says, "We plan to double the size of the company in the next five years. By 2020, we will have hotels in operation or signed deals and doubling of profit as well. We are also looking at making their existing more efficient." Listing their three pronged strategy, she said, "Firstly we want to drive top-line growth and bottom-line results. Secondly we want to increase the brand awareness; Belmond will provide authentic escapes to some

of the most luxurious properties in the world. These would stand for well being, nature and culture. Thirdly we want to increase our global footprint." She adds, "Therefore we are looking to buy newer resort properties and also at pure management contracts."

### Exclusive Club

↴ Belmond aims to provide authentic escapes to the most luxurious properties in the world



Born 15 Aug, 2009 | Religion: Digitalism

HAS YOUR HOTEL SHOWN

20% GROWTH

AS COMPARED TO LAST YEAR?

CALL PRIYANKA@

+91 8527691624

& GET A FREE REVENUE AUDIT FOR YOUR HOTEL

or mail us your queries at: [priyanka@internetmoguls.com](mailto:priyanka@internetmoguls.com)

www.internetmoguls.com | Delhi | Dubai | Vancouver





ROSEATE HOTELS & RESORTS

# Roseatehotels.com

---


Roseate Hotels and resorts conceived as a contemporary narrative, creating a new age revolution in the hospitality space. It is a progressive yet relaxed urban hotel that knits a story and brings a new flavor to the city. With an international fragrance, Roseate Hotels offer a peaceful stay in a city, which inspires you. Come and stay with us.

+91 11 33552211 | sales.india@roseatehotels.com | www.roseatehotels.com | New Delhi | London | Reading

  
THE  
**ROSEATE**  
NEW DELHI

  
**ROSEATE  
HOUSE**  
NEW DELHI

  
THE  
**ROYAL  
PARK**  
LONDON

  
THE  
**FORBURY**  
ROSEATE  
READING





# Club Med Kani suited for Indian palate

While Indians are traditionally budget travellers, they also look out for experiential and luxury holidays. Maldives being one of the most popular destinations among Indians, the trade believes that Club Med Kani is the next big thing for their clients.

 SAMAPTI DAS FROM MALDIVES

“The best thing about Club Med Kani is its water sports. Indian sport enthusiasts would definitely love to come here. Travellers from South India must have experienced something similar in other destinations like Mauritius or Bali but I think this kind of hospitality is rare and this can be one of the options for them. Every corner of this place is unique in itself.”



**Saibharath Prathi**  
Leisure Head Administrator, Uniglobe Travel

“The biggest USP of the property is that it's an all inclusive package. You know already what you are paying for. The clients can feel at home here as the staff is friendly and they treat you like a king. There is always someone to assist you with anything you need round the clock.”



**Jayesh Tharani**  
CEO  
Hopco Travels

“The difference between a great holiday and a memorable one is the atmosphere and the ambience of the place. Keeping all these things in mind, I think Club Med Kani is a perfect vacation destination giving its clients of all age groups what they exactly want. The kind of energy level each staff here possess would make anybody come back here.”



**Tasneem Fakhri**  
Business Development Head, iNAO Travels Kolkata



**Nishith Vasavada**  
Sales & Procurement  
Travel Mentor

“This is one of the best properties and it is easier to promote to the Western India market as once you pay the resort charges, everything is covered in it. Clients in India get more attracted by all inclusive packages. Western Indian travellers are looking at different destinations other than Singapore and Bali. For them this is an ideal one.”



**Naomi Walker**  
General Manager  
Hotels & More

“Indian clients are mostly budget travellers but gradually they are understanding the value of this kind of concept. Mainly for families with kids can easily have their own time as they also take care of the kids. This is a very good concept. It's an all exclusive package and a very good option for our high-end clients.”



**Ajay Sengar**  
Chairman  
Pawas Group

“Indians have their priority when they are travelling and the first one is food and the Indian food here is great. The resort has wonderful rooms and an awesome ambience. Maldives is always the top one as compared to any other beach destination. The staff here is also very friendly and efficient.”

## 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





## Quick hotel rates on Ezeerooms

This online portal can not only help travel agents get good hotel room rates promptly but it also offers offline assistance for private transport as well as sightseeing guides for excursions.

TT BUREAU

Ezeerooms is an online portal which can assist travel agents as an important tool to offer quick solutions for hotel rates for both domestic and international travel. Moreover, the offline assistance offered by this portal for private transport with chauffeur services from point to point, and only sightseeing or guides for excursions sets it apart from the other online portal available in the market today.

Alefiya Singh, Director, Iris Reps, which is responsible for promoting Ezeerooms.com in India, says, "Ezeerooms is about providing end-to-end solutions to a



Alefiya Singh  
Director  
Iris Reps

trade partner, whether it is for an FIT or MICE. Travel agents and tour operators can garner great advantage with the use of this portal. It is user-friendly, with multiple tabs available to check multiple queries at the same time. It offers personalised and professional quote from your desk to the client with Google maps and TripAdvisor reviews eradicating any chances of error."

Other than these features, Ezeerooms.com prompts on the booking status daily. "We have direct contracts with the hotels as well better rates available with live inventory, which we can pass on to the travel agent. Last but not the least, offline assistance offered by the backend team for private transport with chauffeur services from point to point as well as only sightseeing or guides for excursions sets this portal apart from the other online portal available in the market today," Singh adds.

Ezeerooms can cater to not only FIT but groups and trade fairs as well. For agents, especially doing

## Trade thrust to Dream Cruises

Mumbai-based Ark Travels is aggressively pushing Dream Cruises, the first-ever Asian luxury cruise line that will dock in Mumbai on October 29, 2016.

TT BUREAU

Launched in India last year, Dream Cruises is the next big product to enter the cruise market in India. Anju Tandon, CEO, Ark Travels, says, "We have been participating in trade shows to get more visibility since last year for our new product Dream Cruises. We have recently had events in different cities. Apart from this, we continuously do one-on-one

interaction with the trade through our team which is a constant endeavour."

Speaking about offering any special packages to the agents for this, she adds that the agents are putting together their own packages. "We are looking at aggressively tapping cities of Mumbai, Gujarat, Chennai and Bengaluru for this cruise. It is the first luxury liner to be stationed in Asia from November 13,

2016 onwards. We are promoting the Nansha itineraries and would love the travel trade to push the same to their clients," Tandon adds.

Ark Travels is also focusing on charters and have done two entertainment charter cruises that were ex-Singapore on SuperStar Gemini in August 2016. "The 2017 charters have not been planned as yet. But the success of 2016 for charters is



Anju Tandon  
CEO, Ark Travels,  
India Travel Award winner

very heartening and encouraging," she adds.



Exclusively B2B

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

Flights | Hotels | Sightseeing

Transfers | Visa

Award Winning  
Global Reservation  
System

SINGAPORE | MALAYSIA | THAILAND | INDONESIA | SRILANKA | HONG KONG  
CHINA | DUBAI | RAS AL KHAIMAH | ABU DHABI | TURKEY | GREECE  
BULGARIA | EASTERN EUROPE | MAURITIUS | MALDIVES | REUNION ISLAND  
FIJI | SEYCHELLES | AUSTRALIA | USA | CANADA

**North India Representatives**

TRAVELSHOP TURKEY  
TURKEY | GREECE | BULGARIA

Outbound  
DMC

Hotel  
Wholesalers



**Assured Best Deals  
On Airlines**

IATA | Accredited Agent

Airline  
Consolidators

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

**TRAVSTARZ GLOBAL GROUP**

GLOBAL CORPORATE OFFICE:  
61-C, 2nd Floor,  
Eagle House, Kulu Sarai,  
Sarva Priya Vihar,  
New Delhi - 110016, INDIA  
T: +91-11-47050000 (100 Lines) F: +91-11-26965292

PUNE OFFICE:  
MR. ZARYAB SHAIKH  
Shop Number- 07, Kanhaiya Classics,  
4/1B, Narangi Baug Road  
Pune - 411001 (Maharashtra)  
Ph: +91-20-2616 0234, 2616 1312

BENGALURU OFFICE:  
MR. CHETAN YALLAPURKAR  
No 402, Nandi Vishwas,  
Padmanabnagar Bangalore,  
Karnataka INDIA 560061  
Ph: +080 414 88762

INTERNATIONAL OFFICES  
THAILAND | MAURITIUS | UAE

OUTBOUND DMC ● AIRLINE & HOTEL CONSOLIDATORS ● GLOBAL B2B RESERVATION SYSTEM ● REPRESENTATIONS



# Udaan ventures into destination marketing

India Travel Award winner, Udaan India has now officially ventured into destination marketing with the launch of Udaan Destination Marketing Conglomerate (Udaan DMC).

TT BUREAU

A frontrunner in visa facilitation, Udaan actually started marketing Croatia two years back. **Rajan Dua**, Managing Director, Udaan DMC, said, "It was our maiden venture and we can proudly say that after we did the marketing for Croatia, the destination became a real hit, and turned out to be among the top 5 destinations in 2016.

We floated Udaan DMC since we wanted to expand and we realised that we could offer more services to the same clients who are using our visa services."

**Sumit Banerji** has been appointed as the Chief Commercial Officer for Udaan DMC. "We will be marketing destinations in the premium and niche locations, and would cover entire Eastern

"We floated Udaan DMC since we wanted to expand and we realised that we could offer more services to the same clients who are using our visa services. We will be like the agents' service office in India and will not keep any margins on whatever packages they are uploading."

**Rajan Dua**  
Managing Director  
Udaan DMC



Europe, Scandinavia, South and East Africa, Morocco, Central Asia, Vietnam and Cambodia. We thought that these destinations would be palatable for the travel trade and event management industry in India, Nepal, Sri Lanka and Bangladesh," he said

Dua added that the response for the new venture has been very good, but there is a lot of competition. "We will be like the agents' service office in India and will not keep any margins on whatever packages they are uploading. We will only be taking a regular fee from them. So you'll get the same rates as other DMCs are offering. This is a little change

## Experiences beyond luxury

# Travel

### EXPERIENTIAL SHOW

on

December 17-18, 2016 | Le Méridien, Gurgaon, NCR

This specialised event helps to identify and drive trends in the experiential travel sector, and in turn attract highly sought-after clients. True to its name, Travel Experiential Show is an immersive experience driven by a team of experts, resulting in real business for the clients.

**Travel Show Exhibitors\***

Pacific Leisure Group

Interested Exhibitors and Buyers, please contact:

**Punam Singh:** punam@travelshow.world, +91 98111 58785

**Sarika Bhambhani Rawal:** sarika@travelshow.world +91 98101 91852

DDP PUBLICATIONS PRIVATE LIMITED

\*T&C apply. \*At Travel Wedding Show, July 2016.



**Sumit Banerji**  
Chief Commercial Officer  
Udaan DMC

We will be like the agents' service office in India and will not keep any margins on whatever packages they are uploading. We will only be taking a regular fee from them

in our strategy of selling. We will be participating in exhibitions around the country and will also do roadshows in Tier II and Tier III cities, which is our target audience."

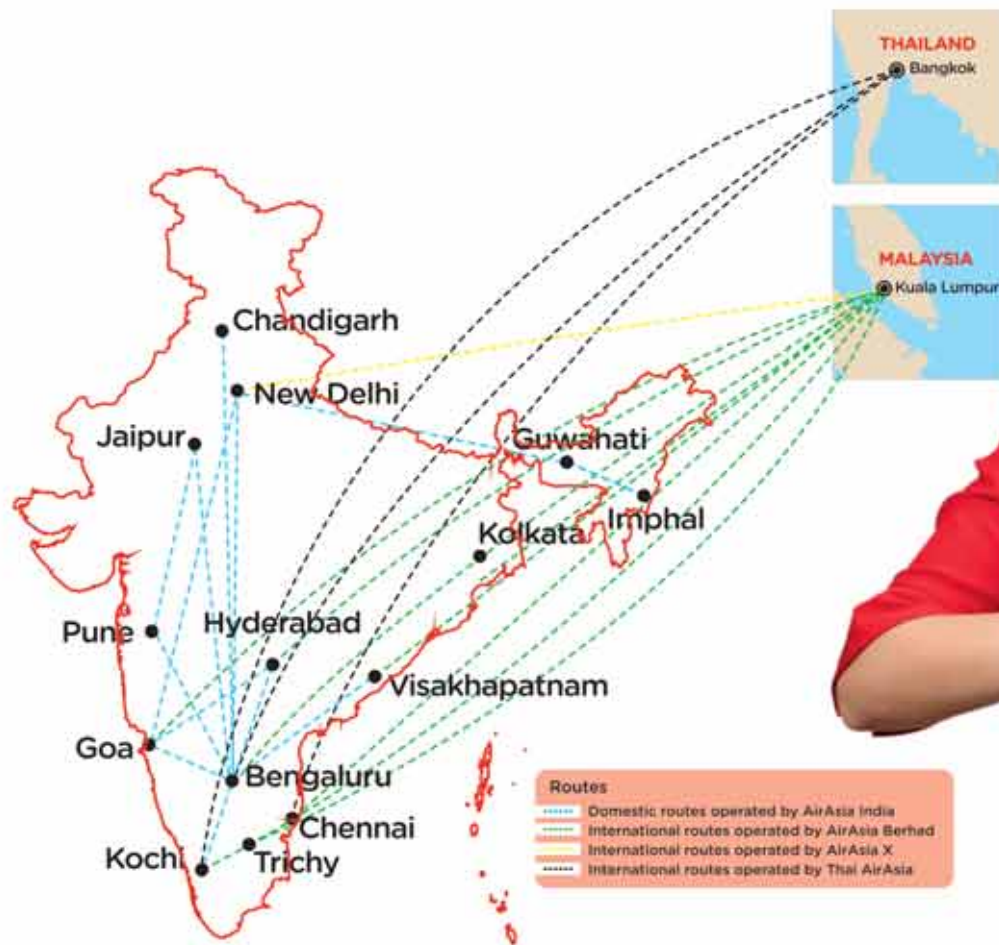
He also informed that they will be opening a new office in Noida for Udaan India, and all their offices across the country will also have a team for Udaan DMC.

Banerji added, "We are very confident that it's just a matter of time, and Indians are going to love these destinations we would be able to send multi-fold volumes of travellers in that market."



# We'd love to fly you home

AirAsia India wishes all of you a very happy Diwali



To join us as a Sky Agent, contact  
Sales Support: **080-4667 6762**  
[india\\_salessupport@airasia.com](mailto:india_salessupport@airasia.com)

For group enquiries, contact  
Group Desk: **044-4221 8201**  
[in\\_groupdesk@airasia.com](mailto:in_groupdesk@airasia.com)

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

AirAsiaIndia AirAsiaIN

**AirAsia**.com

All India domestic flights are operated by AirAsia India Limited and all international flights are operated by either AirAsia Berhad, Thai AirAsia Co. Ltd., AirAsia X Berhad or PT. Indonesia Co. Ltd. Our seats are limited and may not be available on all flights during public holidays, school breaks, and weekends. All-in fares include fares, fuel surcharges and airport taxes. Inclusive one-way only. A payment processing fee is applicable to all payments made via credit, debit or charge cards. Our other terms and conditions of carriage apply.



# IndiGo's Chandigarh-Dubai flight takes off

IndiGo conducted a roadshow at Hyatt Regency, Chandigarh, to celebrate the recent announcement of IXC-DXB flight and second daily non-stop flight between Chandigarh and Delhi. As many as 120 members from the travel trade including top agents attended the event.



## Visiting WTM 2016?

Stay at one of our stylish London hotels close to Hyde Park. Brilliantly located, the bustle of Paddington is a short stroll away, while the green expanse of Hyde Park, perfect for families, is equally close. Enjoy a great stay with exciting inclusions, at one of London's best locations.

### Your WTM package includes:

- Overnight stay in a Deluxe Double or Club room
- Complimentary buffet breakfast
- Complimentary transfer by deluxe coach to and from ExCel (at agreed timing)
- Complimentary Wi-Fi
- Indian TV channels

Park Grand London Paddington  
Park Grand Paddington Court London

Deluxe Double Room £119	Club Double Room £139
----------------------------	--------------------------

Rates per room per night. Terms & conditions apply. Subject to VAT at 20%.

Central Reservations Tel: +44 (0) 20 7479 2273 Email: wtm@parkgrandlondon.com  
www.parkgrandlondon.com

## Trade in wedded bliss

Shangri-La Hotels and Resorts recently conducted its first 'MICE and Wedding Showcase,' to present its GCC and Indian Ocean properties' offerings and facilities to trade partners in India.

TT BUREAU

The Hong Kong-based luxury hotel group, Shangri-La Hotels and Resorts owns and/or manages over 90 hotels and resorts throughout Asia Pacific, North America, the Middle East, and Europe, and has a room inventory of over 38,000. In addition, new hotels are under development in Mainland China, Cambodia, Hong Kong, India, Myanmar, Philippines, Qatar and Sri Lanka.

The hotel organised a three-city roadshow in New Delhi, Bengaluru and Mumbai to interact with its travel trade partners in India, showcasing its facilities and incentives on offer for weddings and MICE events.

"India is an emerging market for both weddings and MICE. There has been a 20 per cent year on year growth in the MICE segment from India and travellers are now choosing offbeat des-



Alok Chakravarty  
Director of Sales and Marketing, Shangri-La's-Eros Hotel, New Delhi

tinations to host weddings. Destinations like Muscat, Mauritius, Maldives, Sri Lanka are gaining popularity as wedding venues," says Alok Chakravarty, Director of Sales and Marketing, Shangri-La's-Eros Hotel, New Delhi.

He claims that the newly launched Shangri-La's Events Collection Programme offers a host of benefits like inclusions in the deal, redeemable points at any of the properties to the trade partners when they organise weddings and

MICE events at the group's properties. "We want to make doing business with us easy and also reward the agents for doing business with us," says Vivek Braganza, Director of Business Development-India Regional Liaison Office, Shangri-La Hotels and Resorts.

Braganza points out that even though the primary markets are metros, a large business for outbound weddings and MICE movements is also being generated from Tier II and III cities like Ahmedabad, Jamshedpur, Pune, Nagpur, Nashik, etc. The property in New Delhi also witnessed a fair amount of weddings from the Middle East, the US and UK informs Chakravarty. The company will add its 100th property by the end of 2016 with the opening of its Kerry Hotel, Hong Kong which is a 545-room property and Shangri-La Hotel, Colombo, is also expected to open in Q2 of 2017. ↴





## Free travel days with Swiss Travel Pass

The **Swiss Travel Pass** includes extensive travel on trains, buses and boats, as well as travel on scenic trains such as the Bernina Express, Glacier Express, GoldenPass Line and Wilhelm Tell Express. The pass also covers public transportation in more than 75 Swiss cities, a 50% price reduction off most mountain railways, and free admission to more than 490 museums in Switzerland.

**1** FREE day with  
the 4-day consecutive  
Swiss Travel Pass

**2** FREE days with  
the 8-day consecutive  
Swiss Travel Pass

Act now! This exclusive offer is only available in India.  
Valid for sale until December 30, 2016. Valid for travel until June 30, 2017.



**RAILEUROPE**

For information and bookings, visit [agents.raileurope.co.in](http://agents.raileurope.co.in).  
Or contact your Rail Europe GSA: Amigo Travels, Cox & Kings (I) Ltd, Kesari Tours, SOTC,  
Make My Trip, Ottila International, Swisstours, Thomas Cook, Travel Tours, TUI.



Book on **BLUESTAR**.com

WE ARE DMC FOR



SRI LANKA

CROATIA



VIETNAM

OUR ANDROID MOBILE APP

TRAVEL AROUND THE WORLD



WON OVER 180 AWARDS :



+91 22 4099 9333

sales@bookonbluestar.com

**BLUE STAR**  
Air Travel Services (I) Pvt. Ltd.



501/A, Naman Midtown, Senapati Bapat Marg, Near India Bulls Finance Centre, Elphinstone (W), Mumbai - 400013.



# Winter in Canada for Indians

▶ Contd. from page 19

“The main objective of these roadshows is to get Indians for longer stays to Canada with more frequency and spend more here. In December, we want to promote city life, Christmas and shopping. From January to June, 2016, we have growth of 19 per cent in terms of arrivals from India.”



**Pooja Sabharwal**  
Account Director  
Destination Canada in India

“Canada, along with the US, is the 'promised land' for Indians – not just for immigration but also for rest and recreation.”



**Arvind Tandon**  
Director, Ark Travels,  
India Travel Award winner



**Sapneal Rao**  
CEO  
SSR Holidays

“Canada is one of the best destinations one can get when they want to go for an exclusive holiday – right from a family vacation to a honeymoon, it has it all. You need to profile a client well before you suggest it because when it comes to Canada, the client is looking for a longer stay there and a lot to do. We always plan a minimum of 12-15 days package for Canada.”

# Latin America takes a bite of Red Apple

After Europe, Red Apple is working towards strengthening its base in Latin America and already has a sales office in Sao Paulo, says **Suneet Goenka**, Group Managing Director, Red Apple Travel Group.

TT BUREAU

**Q**Can you share any new developments at Red Apple?

We are opening a new office in Greece. We will also be opening smaller offices in Paris, Rome, etc. We are increasing our fleet in Asia and Dubai. We are also working towards strengthening our base in Latin America. We already have a sales office in Sao Paulo and are looking at setting up more. We are constantly looking at developing our online system and adding upgrades to our existing technology base. Soon, our

We are working towards strengthening our base in Latin America. We already have a sales office in Sao Paulo and are looking at setting up more

**Suneet Goenka**  
Group MD, Red Apple Travel Group

online system will enable customers to quote, process the quote into booking, generate invoice and issue vouchers after uploading payments in less than five minutes. The agency can share product information from our system directly to the end customer.

**Q**What is your strategy to tap the Indian travel market?

India is our home base, where we have been present since a decade now. We have a very strong support team based in India, not only the existing markets in big cities but

also growing markets in smaller cities in internal parts of India.

**Q**How will the industry evolve over the next couple of years?

We foresee the travel market being segmented into two major divisions, one the traditional structure of having an agent get the best personalized additions for you and the second, the online systems. There will always be a majority of people looking at the personal touch without having to go online and pick specific package additions. However, the online systems will flourish too.

# NRAI calls for single-window system

The National Restaurant Association of India has urged Maharashtra Tourism Minister to create single-window licensing as well as bring down rentals so that not just restaurants, but tourism in the state may also benefit.

HAZEL JAIN

Giving due recognition to the restaurant and food services industry, **Jaykumar Jitendrasinh Rawal**, Minister of Tourism, Government of Maharashtra, said, “When tourists visit any place, they need restaurants and entertainment venues where they can be comfortable, unwind and enjoy the food. Of course, we have lovely restaurants in Mumbai. But at the same time, we are going to ensure that the issues that they face are sorted at the government level quickly. We are also thinking of having designated zones where restaurants can remain open late into the night. We are currently looking at the security aspects



and once we okay it, we can go ahead with the plan.”

He was present at the launch of the India Food Services Report 2016 brought out by the National Restaurant Association of India (NRAI). Speaking at the launch, **Riyaz Amlani**, President, NRAI, said, “Some of the facts and figures that have emerged from this report are interesting. The food services

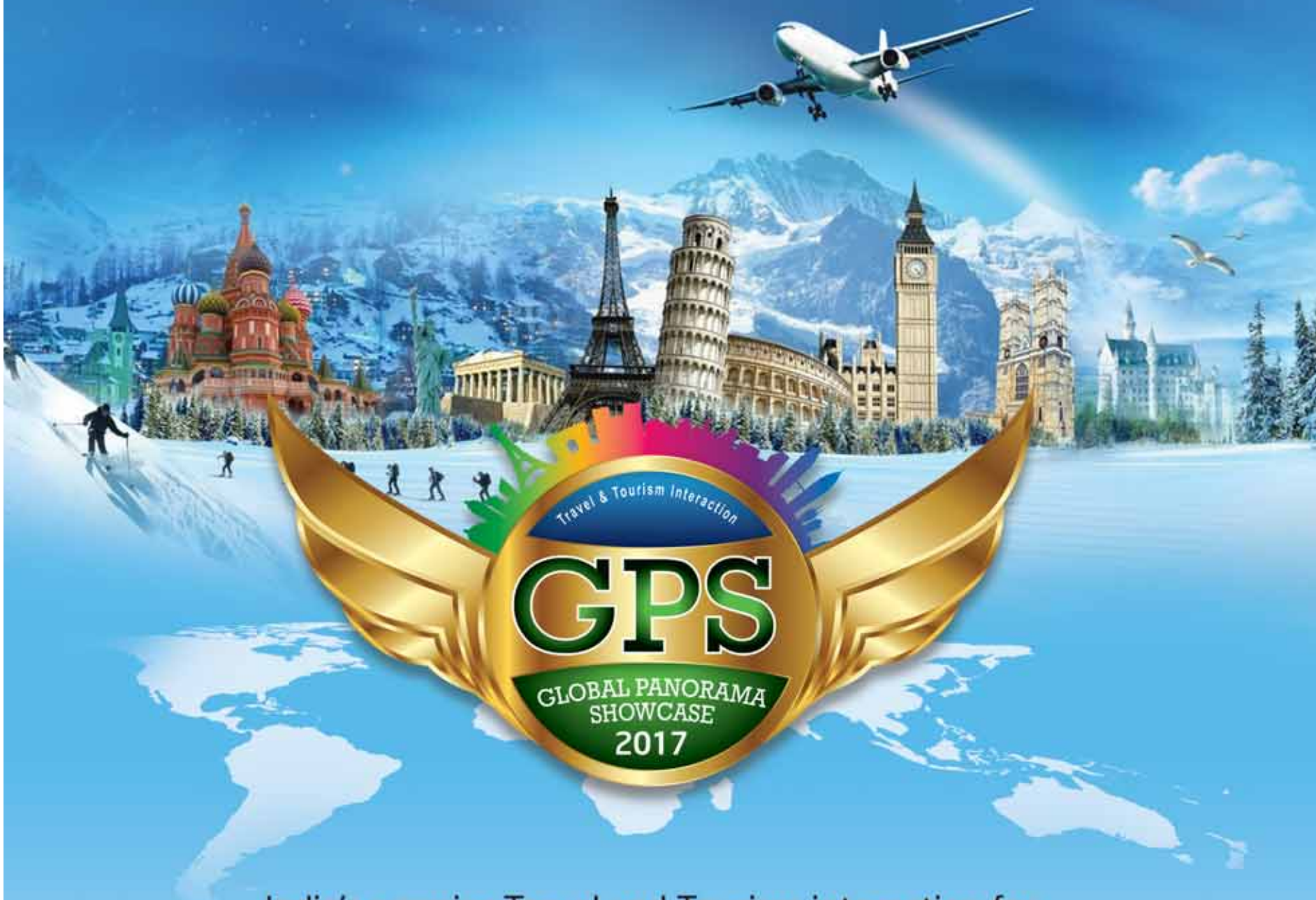
business is the second largest services segment after retail. We are one of the highest employment generators in the country. We are bigger than telecom, the railways, and eight times the size of hotel industry. We want to tell the government that they need to support us, and create better working conditions for us.”

Underlining the two sore points that have been troubling

restauranters in the state, Amlani says, “There are a lot of challenges we are facing from manpower, expensive real estate, to a myriad of regulations and licenses that we need to face daily. Unfortunately, we do not fall under one ministry so our appeal to the Honorable State Tourism Minister is to actually take the restaurants under his ministry and create an empowered inter-ministerial group to reduce the licenses and harassment that is faced by restaurants on a daily basis. We have requested him to create a single-window system. We are hoping that the government will make more real estate available to restaurants as well as bring down the rentals in Mumbai as it is very high.”



# Get ready to take off in 2017 with GPS.



India's premier Travel and Tourism interaction for  
tier II & III cities will now be in 6 cities across.

Register now to reach out to India's growing source markets.



Visit [www.gps-india.com](http://www.gps-india.com) or call us on +91 9225248070, +91 9820224272 for details  
e : [harmandeep@jagsons.in](mailto:harmandeep@jagsons.in) | [madhu@gps-india.com](mailto:madhu@gps-india.com)

Metaphors



GPS is a division of Jagsons Travels Pvt Ltd., Nagpur



# Canada workshop for Mumbai agents

Destination Canada along with Air Canada recently conducted an 'Experience Canada Workshop' for their travel trade partners in Mumbai that was attended by more than 150 agents and operators.





# FEEL FREE TO EXPERIENCE A NEW STYLE OF CRUISING

Feel Free to let inspiration guide you on your cruise holiday. Where relaxing, exploring and superb dining can happen whenever you like. Where spectacular entertainment comes straight from Broadway. Sail to beautiful destinations around the world with Norwegian Cruise Line. Come aboard any of our award-winning ships and find out what it means to Feel Free.



## FEEL FREE TO CALL US!

Offering enhanced service and assistance | Ready to provide support managing your bookings  
Arrange activities prior to your client's voyage | Let us help you customise your client's on board experience

**CALL OUR NEW CONTACT CENTRE ON 000 800 040 1182**  
TOLL FREE EXCLUSIVE TO INDIA | REAL-TIME ASSISTANCE IN ENGLISH



# Real business from reel tourism

The PHD Chamber of Commerce's film tourism conference brought together tourism and film industry stakeholders and state tourism boards to discuss how India can become a viable destination for filming.



The 'Global Conference on Film Tourism-India: The Focal Hub' organised on September 16, was graced by **Mukhtar Abbas Naqvi**, Minister of State for Parliamentary Affairs and Minority Affairs (I/C), Government of India, as the Chief Guest. "We look forward to new ideas so that film tourism gets a new direction in India and promotes tourism in

the country," said **Dr. Mahesh Gupta**, President, PHD Chamber. Prominent film directors like Madhur Bhandarkar and Prakash Jha, Ambassadors from various countries including Czech Republic, Poland, Turkey, Vietnam, Austria, Romania and Latvia, government officials and travel agents were also present at the conference.

**Parvez Dewan**, Former Tourism Secretary, Govern-

ment of India, says, "Cinema including television is one of the most powerful tools to promote tourism and India is yet to harness its potential. We need to bring India on a par with destinations like London and Georgia which provide incentives in terms of cash and other forms to film producers who shoot at these locations. While Thailand does not give any incentive whatsoever, their process of speedy permissions to shoot



attracts major song and beach sequences of the Bollywood films. We need to make a one stop shop for easy permissions in India to attract more Indian as well as foreign film shootings to India."

According to the PHDCII-RNCOS report released at the event, only 35 per cent of Bollywood films were shot in India during 2014-2016, while 45 per cent were shot abroad and 20 per cent were shot both in India and abroad. The reasons identified for a higher number of Bollywood films being shot at foreign locations are that foreign countries generally provide benefits such as easy processing of visas, discounts in accommodation and travel, location tariffs to facilitate road or shooting permits, assistance in identifying locations, etc.

Stakeholders identified that lack of incentives and subsidies from states to shoot was a deterrent. A cumbersome and lengthy process to acquire permissions from multiple authorities; lack of proper infrastructure; poor connectivity; inadequate airport capacities; availability of good quality and reasonably priced hotel rooms, etc. are all a cause of concern.

The report suggests that the state as well as central government must take measures to increase awareness about the concept of film tourism among filmmakers in India; organise roadshows, exhibition, seminars, etc. to educate producers about incentives, subsidies, and other benefits; promote film tourism in theatres before or after the movie and conduct campaign or advertisements; Investment in infrastructure; initiatives such as exemption or refund of VAT, rebate in production cost, free premiers, reduction or exemption of entertainment tax, etc. will certainly make a huge difference in Indian film tourism industry. A uniform policy at a national level for film tourism industry would integrate state taxes; and at the same time would also consider number of legislative, administrative and promotional measures.

# Nominate Now



**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](mailto:gunjan@ddppl.com),  
 Amit: +91 96509 13334 [amit.bhasin@indiatravelawards.in](mailto:amit.bhasin@indiatravelawards.in)  
 Seema: +91 96501 96531 [seema.datt@indiatravelawards.in](mailto:seema.datt@indiatravelawards.in)



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

SUPPORTED BY



HOSPITALITY PARTNER



BEVERAGE PARTNER



ENDORSED BY





**UNLIMITED BUSINESS OPPORTUNITIES  
FOR THE GLOBAL TOURISM FRATERNITY!!**



**April 23 - 25, 2017 (Sunday - Tuesday)**

Inaugural Venue: The Lalit, Jaipur &  
Exhibition and B2B Venue: JECC, Jaipur, Rajasthan, India

**B2B meetings with the Foreign Tour Operators!**

Log on to [www.greatindiantravelbazaar.com](http://www.greatindiantravelbazaar.com) to fix your meetings online.

B2B meetings will be organized at the booth(s) of the registered Indian sellers only.

**Around 294 Booths to showcase your products...BOOK NOW !**

**Around 275 Foreign Tour Operators participating from 50 Countries !**

Argentina | Australia | Austria | Belgium | Brazil | Bulgaria | Canada | Chile | China(Main) | China(Taiwan) | Colombia | Czech Republic | Denmark | Finland | France | Germany | Hong Kong | Hungary | Indonesia | Iran | Israel | Italy | Japan | Kazakhstan | Korea | Latvia | Lithuania | Malaysia | Mexico | Netherlands | New Zealand | Norway | Peru | Philippines | Poland | Portugal | Romania | Russian Fed | Serbia | Singapore | Slovakia | South Africa | Spain | Sweden | Switzerland | Thailand | Turkey | U.K. | U.S.A | Ukraine | Uruguay | Vietnam

**FOR BOOTH REGISTRATION AND PARTNERSHIP OPPORTUNITIES**

PLEASE CONTACT:

**TRAVEL BAZAAR SECRETARIAT**

Federation of Indian Chambers of Commerce and Industry

Phone : 011-23487490, 23311720, 23322539 (New Delhi)

Email : [rahul.chakravarty@ficci.com](mailto:rahul.chakravarty@ficci.com), [samanda.syiem@ficci.com](mailto:samanda.syiem@ficci.com), [arshad.danish@ficci.com](mailto:arshad.danish@ficci.com) | Web : [www.greatindiantravelbazaar.com](http://www.greatindiantravelbazaar.com)

Kindly Note: Entry is strictly for buyers and sellers. There is no visitor entry.

**Thank you Partners**

Host State



Theme State



Partner State



Platinum Partner



Inaugural Cocktail and Dinner Partner



Diamond Partners

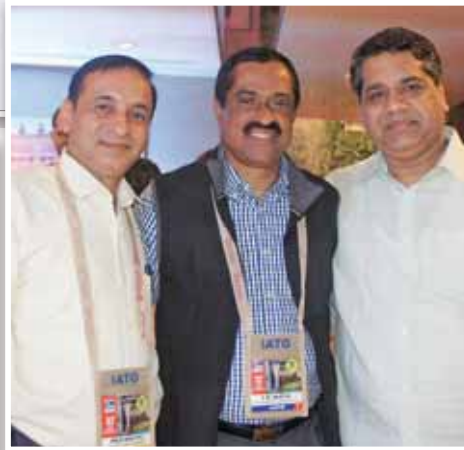


Gold Partners



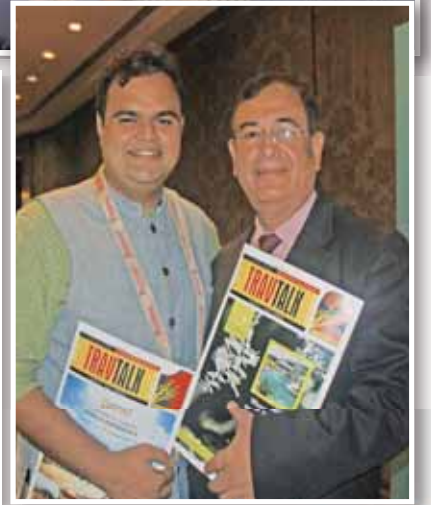
# Southern shores welcome IATO's

IATO members, hoteliers, service providers and stalwarts from the travel industry descended from around the country at the majestic ITC Grand Chola, Chennai, for the IATO Convention, where they not only discussed serious issues, but also let their hair down to enjoy the two and a half days of networking as well as the hospitality of Tamil Nadu.





# 32<sup>nd</sup> Annual Convention





# IATO raises a toast to inbound

► Contd. from page 41





# at 2016 convention in Chennai





# EVENT TALK

## OCTOBER 2016

European Quartet roadshow	New Delhi	1
Buddhist Conclave	Sarnath	2-4
Australia workshop	Coimbatore	4
Scandinavia Tourism roadshow	New Delhi	4
Luxury Travel Mart	Moscow	4
Scandinavia Tourism roadshow	Bengaluru	5
UNWTO Conference on Religious Heritage and Tourism in a Changing Society	Netherlands	5-7
Ukraine International Travel Mart	Kiev	5-7
Tashkent International Tourism Fair	Tashkent, Uzbekistan	5-7
Australia workshop	Kochi	6
Scandinavia Tourism roadshow	Mumbai	6
World Travel Expo	Manila	7-9
Arabian Travel Awards	Gurugram	12
Tourism office of Spain workshop	Mumbai	13
ICPB Convention	New Delhi	13-15
Tourism office of Spain workshop	Bengaluru	14
Madhya Pradesh Travel Mart	Bhopal	14-16
TAAI Convention	Abu Dhabi	14-17
Connections Luxury	Brazil	16-19
Tourism office of Spain workshop	Kolkata	17
World Tourism Conference	Penang, Malaysia	17-19
Amazing Thailand Luxury roadshow	New Delhi	19
ITB Asia	Singapore	19-21
UNWTO / PATA Guilin Forum	Guilin, China	19-21
India Hospitality Awards –North & East	New Delhi	20
India Travel Awards – North	New Delhi	21
Amazing Thailand Luxury roadshow	Kolkata	21
Business & Luxury Travel Mart	Gurugram	24-25
APEX Expo 2016	Singapore	24-27
Skal International World Congress	Monaco	Oct 29- Nov 2

## NOVEMBER 2016

Rann Utsav	Bhuj	1
Luxury Travel Fair	London	3-5
Taipei International Travel Fair	Taipei City	4-6
CITM	Shanghai	11-13
Phocuswright Conference	Los Angeles	14-17
Switzerland Tourism trade show	Mumbai	16
Switzerland Tourism trade show	Bengaluru	18
Best of Australia workshop	Ludhiana	18
Best of Australia workshop	Lucknow	20
Switzerland Tourism trade show	Hyderabad	21
Switzerland Tourism trade show	Kolkata	22
Switzerland Tourism trade show	New Delhi	23
PATA New Tourism Frontiers Forum 2016	Cox's Bazaar, Bangladesh	23-25
India International Travel Mart (IITM)	Pune	25-27
Germany Tourism roadshow	Mumbai	28
Germany Tourism roadshow	Chennai	29
Germany Tourism roadshow	Kolkata	30

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

## ASSOCIATION TALK

# OTOAI touches 407-member mark

OTOAI has registered 407 members till date. **Guldeep Singh Sahni**, President, OTOAI, called on its members to give suggestions on the GST.



TT BUREAU

At the fourth Annual General Meeting (AGM) of Outbound Tour Operators Association of India (OTOAI) held recently in New Delhi, Sahni announced that OTOAI has reached a milestone in nurturing outbound tour operators in the country. "We have touched 407 members till now. We are definitely very clear about one thing that we are not in the number game, but we are into the game of real outbound tour operators. We have a lot of pending applications and some we have refused. We would like to in-

vide tour operators who are into the business for many years but not our members yet and also invite operators from Tier II and Tier III cities and discuss the issues that they want to be resolved."

The association also called on its members to stand united on the issue of Goods and Services Tax (GST). Sahni said, "We are going to take the GST issue proactively so that members are educated. We are going to file all the objections that the members have regarding GST in the next 15-20 days and discuss it with the government and after

that till the implementation we will be fighting out the impact of GST on outbound tourism."

He added, "I would request all our members to come together and make suggestions regarding GST. We don't have much time in hand for this and it is a big deal."

The main agenda of the fourth AGM of OTOAI, apart from GST and membership building, was to present the accounts to all the members and to let them know about the association's various activities throughout the year. Sahni informed that last year OTOAI



**Guldeep Singh Sahni**  
President  
OTOAI

worked closely with the partner DMCs. This year it's going to be working closely with not only the NTO members but also the non-members. ↴

# 800+ delegates @FHRAI Convention

FHRAI's 51<sup>st</sup> Convention recently concluded in Indore with recommendations and resolutions for the hospitality and tourism industry.



ANUPRIYA BISHNOI

The three day annual convention hosted by the Federation of Hotel & Restaurant Associations of India (FHRAI) concluded on September 24 at the Amber Convention Centre, Sayaji Hotel Indore. The business sessions witnessed participation from various stakeholders of the sector, discussing issues pertaining to 'Charting New Classification Standards,' 'Maximising Food & Beverage Revenue using Technology,' 'Industry Challenges Concerning OTAs' and 'Accessible India Campaign,' etc.

Deliberations on Goods and Services Tax, liquor policy for hospitality sector, FSSAI Act, and investment opportunities were some of the key highlights of the convention. The Government acknowledged that tourism and hotels can bring economic prosperity and create



**Vivek Nair**  
Chairman, Convention Organising Committee, FHRAI

employment, and has invited investors in the state assuring its full support.

Speaking on the importance of tourism, **Vivek Nair**, Chairman, Convention Organising Committee, FHRAI says, "In this convention, I want to highlight the need of the hour, which is to tap the potential of tourism in the country. There is a need to create infrastructure to boost tourism. Our Prime Minister has shown tremen-



**Bharat Malkani**  
President  
FHRAI

dous interest in developing that for the country. Also, GST should be relooked at a reasonable rate."

**Bharat Malkani**, President, FHRAI, says, "The organisation has completed 60 years. Our focus is on the skill development as most of our demographic is under 40 year of age. Secondly, we have instituted study with the National Green Tribunal to bring out a book to run properties in sustainable manner, which

will be given to the members for free. We are also launching a book with FSSAI. Everybody wants to be a part of Brand India as it remains the most credible story for investment."

Adding to this, Vishvas Sarang, Minister (I/C) for Co-operation, Bhopal Gas Tragedy Relief & Rehabilitation, Panchayat & Rural Development, Government of Madhya Pradesh, says, "Hotels play a very important role, to help the economy of the country grow. Today the environment in Madhya Pradesh is extremely conducive for business and I invite investors to come and build hotels here."

The concluding day hosted an awards ceremony that conferred prestigious recognitions in various categories to hoteliers, restaurateurs, and several others who contribute to the hospitality sector. ↴

# Achieving India's sustainability goals

Expert in sustainable tourism, **C.B. Ramkumar**, recently gained a seat on the Global Sustainable Tourism Council's (GSTC) Board of Directors.

India Country Representative for GSTC, Ramkumar has now been appointed to the GSTC Board, along with two new members: **Dr. Rosemary Black** and **Dr. Ioannis Pappas**; and three returning board members: **Dr. Kelly Bricker**, **Chi Lo**, and **Melinda Watt**.

"I am very excited about this new role, as the game changing potential for the GSTC standards to tourism in India matches the development agenda of the Indian government and the Sustainable Development Goals (SDGs) of the UN," said Ramkumar. "The conversations around tourism in general and sustainable tourism in specific should now shift. The tourism sec-

tor with its immense potential for employment generation, skill building, and adding to the GDP of the nation, needs an institutional framework for sustainable development, and GSTC provides this."

His appointment as the country representative for India will provide GSTC with a platform to work closer with a vast country like India, which has a demographic advantage with its youth, who now need



**C.B. Ramkumar**  
India Country Representative  
GSTC

to be provided with sustainable employment opportunities.



Are you  
looking for the

IDEAL CANDIDATE  
for your  
organisation?



Fill your vacancies by

advertising

in the

Opportunity Section

of



Pick the  
best talent  
from the  
trade

For further details contact:

[situationsvacant@ddppl.com](mailto:situationsvacant@ddppl.com)

**Park Ocean**  
A-4, Opposite Bhawani Niketan School,  
Sikar Road, Jaipur Rajasthan (India)  
T: 0141-2337787  
E: [reservation@hotelparkocean.com](mailto:reservation@hotelparkocean.com),  
[sales@hotelparkocean.com](mailto:sales@hotelparkocean.com)  
W: [www.hotelparkocean.com](http://www.hotelparkocean.com)

**MakeConnections Pvt Ltd**  
*Travel & Tourism*

**Specialised in**  
**UAE Visa's**  
(Dubai/Oman/Qatar) & all other Countries

Customized packages & in-house land arrangements for  
Dubai, Singapore, Hong Kong, Macau and Thailand

Enjoy lip smacking  
food/cuisines  
at our inhouse  
restaurant,  
*Chowkats* at Bur  
Dubai

OK to Board FLAT  
350/-  
for all Airlines

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)

**Explore India with Green Chili Holidays**

### Our Services

- Tailor Made Tour Packages
- Hotel & Resort Bookings
- Heritage & Cultural Tour
- Forts and Palaces Tour
- Special Interest Tours
- Luxury Train Tours
- Beach Holidays
- Wildlife Tours
- Adventure Tours
- Sikh Temple Tours
- Car & Coach Rental Service
- Corporate Incentive Tours
- Conference Management Services
- Event Management Services
- Wedding & Social Events

Tour Packages

Hotel Bookings

M.I.C.E

Follow Us



## Travel Beyond Your Expectation

Regd. Office:

1/23 Krishna Nagar, Safdarjung Enclave, New Delhi-110029

Mob.: +91-9818529130 / 9910323510

Off.: +91-11-26190682

Web: [www.greenchiliholidays.com](http://www.greenchiliholidays.com)

Email: [contact@greenchiliholidays.com](mailto:contact@greenchiliholidays.com)

Web: [www.greenchilievents.com](http://www.greenchilievents.com)

Email: [contact@greenchilievents.com](mailto:contact@greenchilievents.com)



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)





**Sabre Travel Network**

**Singapore**

Sabre Corporation has named **Jerome Thil** Vice President of Marketing for Sabre Travel Network Asia Pacific. Based in Singapore, Thil will lead marketing for Sabre Travel Network's GDS and travel distribution technology solutions, serving agencies and suppliers across Asia Pacific. Thil has held a number of senior global positions in travel distribution, most recently with Amadeus, and led the launch and acquisition of successful technology startups across Europe and Asia – including Sprice in Singapore and Wildfire Asia in China and Singapore.



**Wyndham Hotel Group**

**New Delhi**

Wyndham Hotel Group has appointed **Philippe Bijaoui** to the role of Chief Development Officer for Europe, Middle East, Eurasia and Africa (EMEA). Bijaoui has more than 20 years of hotel real estate and development experience in markets across EMEA and most recently served as Vice President Development Europe for InterContinental Hotel Group, where he defined and implemented the development strategy for the region. He has also previously held senior development roles with Rezidor, Club Med, HVS International, City Hotels and Groupe Immobilière Hôtelière. Bijaoui has an MBA from I.M.H.I. Cornell.



**Singapore Tourism Board (STB)**

**Mumbai**

STB has appointed **GB Srithar** as Regional Director for South Asia, Middle East & Africa (SAMEA). Srithar is well acquainted with the Indian markets having worked in India between April 2010 and December 2013 as Area Director, South Asia. Prior to his appointment as Regional Director, he headed the Brand Campaigns team at STB's HQ's Marketing Group. One of his key responsibilities will be to oversee the STB's leisure and BT MICE travel promotions, marketing and developmental efforts in the SAMEA region.



**The Leading Hotels of the World Ltd.**

**New Delhi**

**Deepak Arora** has been appointed as the new Director for India by the Leading Hotels of the World, Ltd for its regional office in India. Based in New Delhi, Arora will lead the regional team to increase the awareness and preference for the iconic and legendary properties in the Leading Hotels portfolio in the Indian market. Arora comes with a wealth of experience in luxury hotel sales and marketing. He joined The Leading Hotels of the World in September 2010 as director of sales for North India. He has previously held various senior executive positions with Hyatt in India and has worked in the industry for more than a decade.



**ITC Gardenia**

**Bengaluru**

**Amaan R Kidwai** has been appointed as the General Manager of ITC Gardenia. An alumni of IHM Mumbai, Kidwai joined ITC as Hotel Executive Trainee at the ITC's Hotel Management Institute in Gurgaon in 1996. He moved on to work at ITC Kakatiya, Hyderabad, Sheraton New Delhi, ITC Sonar Kolkata, ITC Windsor, and 6 months prior to opening of the ITC Gardenia, Kidwai was appointed the Executive Assistant Manager (F&B) of the hotel and subsequently he rose to be the Resident Manager of the hotel before moving to ITC Grand Chola, Chennai.



**Renaissance Mumbai Convention Centre Hotel**

**Powai**

**Nicholas Dumbell** has been appointed as the new General Manager of Renaissance Mumbai Convention Centre Hotel & Lakeside Chalet - Mumbai, Marriott Executive Apartments. Dumbell has over 16 years of experience in the core hospitality and customer oriented operations. Prior to joining Renaissance Mumbai, he served as the GM of Bengaluru Whitefield Marriott over a span of two years. Dumbell graduated with a Bachelors degree from the Cornell Hotel School in the US.



**Park Plaza**

**Gurgaon**

**Avneesh Mathur** is the new General Manager at Park Plaza Gurgaon. Prior to joining here, Mathur worked as General Manager with Park Plaza Kolkata, a Carlson Rezidor managed hotel. Mathur has been in the hospitality business for the last 28 years, starting as Assistant Manager (F&B) with Hotel Leela Kempinski Mumbai. Thereafter moved on to join Radisson Blu Plaza Delhi, followed by hotel Jaypee Palace Agra, another stint with Radisson Hotel NH-8, Country



**Akquasun Hong Kong**

**Hong Kong**

**Gurpreet Singh** has been appointed as the new General Manager for the MICE department in Akquasun Hong Kong. With over 12 years of experience in handling numerous departments, he has excelled in managing every aspect. Starting his career as a travel consultant and further managing sales and operations, Singh has gained significant experience managing and developing long-term relationships with customers through a close understanding of their specific needs and by providing top-of-the-line service.



**JW Marriott**

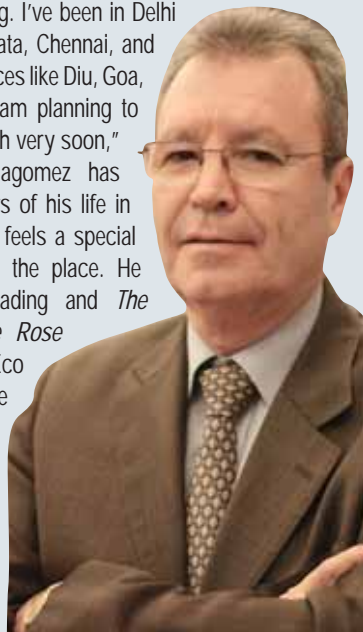
**Chandigarh**

**Vikas Kumar** joins JW Marriott Chandigarh as the new Director of Operations. In this role, Kumar will be assisting the General Manager in overseeing the operations of the hotel. Kumar began his career in the year 2000 and has worked his way up as a Director of Operations. He has worked with brands like Ananda- in the Himalayas at Rishkesh, InterContinental – The Grand Resort at Goa, Taj President, Mumbai and Taj Krishna, Hyderabad, Novotel Hyderabad and Hyderabad International Convention Centre. He has studied Hotel Management & Catering Technology from IHMCT, Trivandrum. He comes with over 16 years of experience in hospitality.



**TALKing People**

**Mentor Villagomez**, Ambassador of Ecuador to India, is an avid traveller and has travelled across India. "I like Khajuraho a lot, not only for the monuments but also for the tranquillity and clean air. Bigger cities are also very interesting. I've been in Delhi Mumbai, Kolkata, Chennai, and even other places like Diu, Goa, and Kerala. I am planning to go to Rishikesh very soon," he says. Villagomez has spent 10 years of his life in Brussels, and feels a special connection to the place. He also likes reading and *The Name of the Rose* by Umberto Eco is his favourite book.



New father **Augusto Catellanos**, Executive Director, Procolombia, India & Israel, claims that he has forgotten all his hobbies for a while. "I love trekking and have done that a lot in India, especially in Kashmir. My wife and I love motorcycles and we have covered the entire Kerala on a bike." Amongst Indians he is most fascinated by Mahatma Gandhi. "Not only because of what he achieved, but how he did it. Another person who has inspired me is Colombian writer Gabriel Garcia Marquez, and I like all his books."



A simpleton at heart, **Celia Ho**, Regional Manager, South and South East Asia, Visit Victoria, says that her motto is to be happy and to live content and healthy. "I read a lot of religious and motivational books. On the work front I like how the destination has grown in the last 10 years. Mumbai is like my second home and I keep making regular visits to the city and sometimes Delhi also," she says. Celia is also very fond of travelling in Asia as well as Europe. However, she insists, "My favourite destination is Singapore, which is also my home, and I always look forward to going back."





# Incredible !ndia



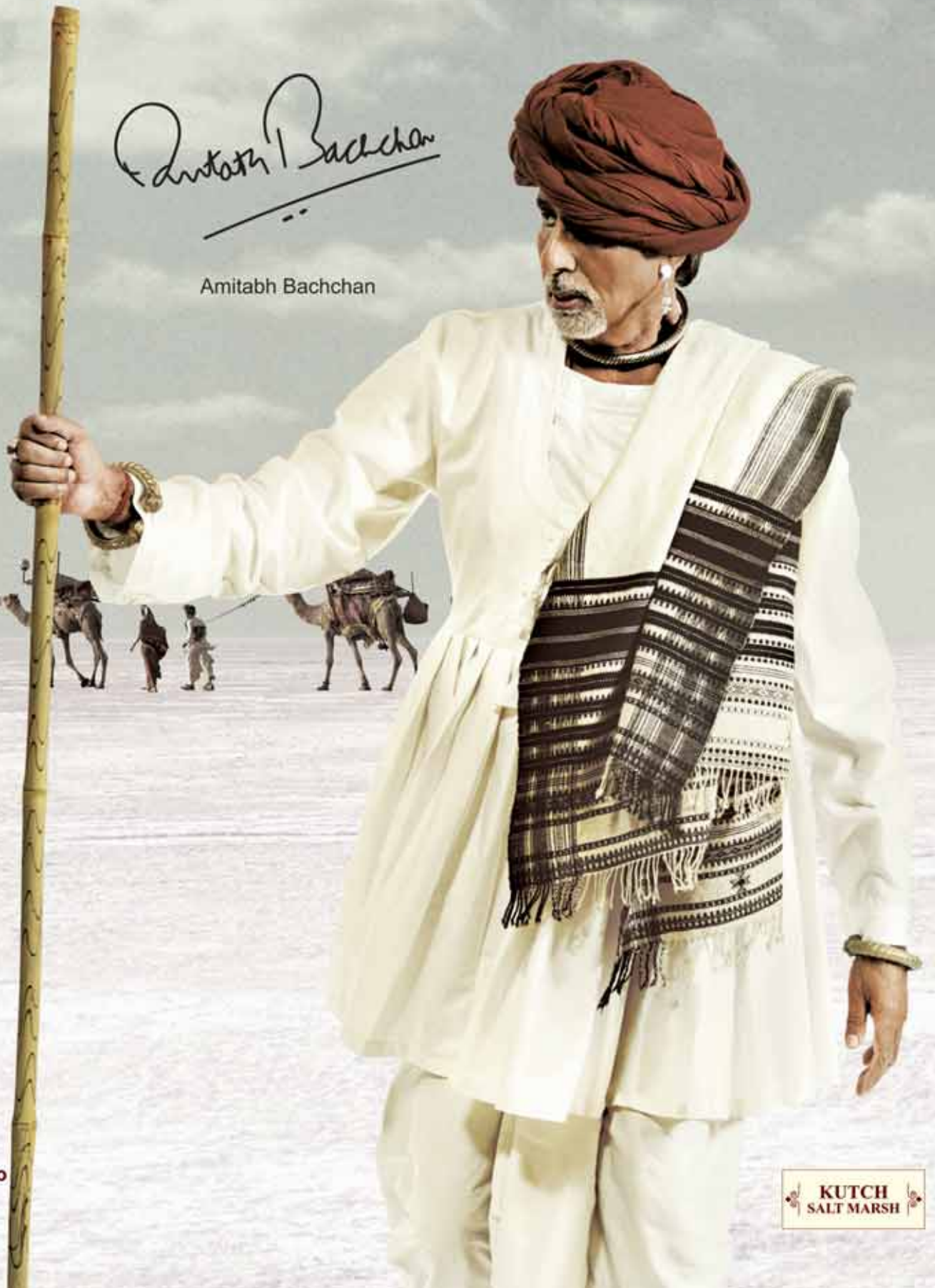
Khushboo Gujarat Ki

The sand is exactly as white as shown in this picture.  
The ocean of white sand stands out stark and pristine in its  
colourlessness, interrupted only by passing hoards of camels.  
On moonlit nights, the desert reveals another colour.  
Something that can hardly be described in words.

Which colour of Kutch will catch your eye?  
Maybe one that I couldn't find!

*Amitabh Bachchan*

Amitabh Bachchan



**ranu  
utsav  
2016-17**

1<sup>st</sup> November 2016 to  
20<sup>th</sup> February 2017

At: Dhordo Village, Dist : Kutch,  
Gujarat, India

For attractive packages log on to  
[www.gujarattourism.com](http://www.gujarattourism.com)

Toll Free: 1800 200 5080

**KUTCH  
SALT MARSH**





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

# Emirates wings to Indian aviation

In support of India's goal to be the world's third largest aviation market by 2020, **Ahmed Khoory**, Senior Vice President of Commercial Operations for West Asia & Indian Ocean, Emirates Airline, says that with increased capacity, the airline can contribute even more to India's economic growth and development.



PEDEN DOMA BHUTIA

**Q To what would you contribute the success of Emirates as an airline?**

The success of Emirates, so far, has been a sum total of many attributes. We invest strategically in building our brand and it is reflected in everything that we do. We have differentiated the Emirates brand not only through our marketing and sponsorships initiatives, but also through our competitive combination of quality products and services, and technology-driven customer initiatives that our teams deliver everyday both on the ground and on board. Emirates continues to add new routes and destinations, connecting more people with more places globally.

The next attribute is having a good product - this means flying young and modern aircraft that are efficient to operate, and kitting it out with the latest on board features to ensure our customers get the best value and experience. It means investing continually in product enhancements to stay ahead of what our customers expect - not just our airport lounges, on board seats and cabin ambience, but also the 'softer' aspects such as service, amenity kit bags, fine wines and spirits, quality food prepared by gourmet chefs, free Wi-Fi, Live TV on board, etc.

The A380 has played a key part in building our brand but it certainly isn't the whole story. We only received our first A380 seven years ago and the airline has been in operation for 30 years now. We've been painstakingly building the brand and focusing on our capabilities for years. From the outset, we behaved differently, and prioritised not only expansion, but also innovation, product quality and service standards. Last but not least, Emirates' workforce reflects a diverse mix of global talent. We recruit and retain the best people from around the world, bringing together the best insights and practices from to contribute to our success.

**Q How has the opening of Concourse D at Dubai International Airport affected operations?**

Concourse D has given us some relief and has helped us address our growing capacity constraints. We are gradually

taking over Concourse C, refurbishing it along the way, to derive every last bit of efficiency from our operations.

**Q Etihad has an alliance with Jet Airways, is Emirates also looking at a similar alliance with any Indian airline or do you want to fly solo?**

We strategically expanded our airline partnerships and existing agreements to offer our customers even more flexibility and seamless connections through our partner airlines. The Emirates' portfolio of airline partnerships grew to 20 code-

well in excess of 80 per cent (a level at which traffic gets turned away for lack of seats) and continuing strong traffic growth trends, there is compelling justification under the guidelines of the Indian National Civil Aviation Policy 2016, to hold bilateral talks soon to increase the entitlements on the route.

As highlighted in the report issued by the National Council of Applied Economic Research (NCAER) in November 2015, Emirates' operations support more than 86,000 jobs across India and contribute \$848 million annually to the In-



“With seat factors for all airlines well in excess of 80 per cent and continuing strong traffic growth trends, there is compelling justification under the guidelines of the Indian National Civil Aviation Policy 2016, to hold bilateral talks soon to increase the entitlements on the route.”

**Ahmed Khoory**  
 Senior Vice President of Commercial Operations for West Asia & Indian Ocean  
 Emirates Airline

share partners and over 150 interline partners. Emirates business model is to grow our global network organically and through mutually beneficial commercial cooperation through code share and interline partnerships.

**Q India plans to reopen talks to increase air traffic with Dubai for increasing bilateral, how do you see that affecting your business?**

As a long-term strategic partner for India, Emirates is committed to future investment and expansion in the market in support of the country's goal to be the world's third largest aviation market by 2020. However, we are unable to add capacity as our entitlements are now fully utilised. In fact, the airlines of both sides are now fully using the entitlements of 65,200 weekly seats agreed in February 2014 and are keen to increase operations further. With seat factors for all airlines

dian economy. We are confident that with increased capacity, we can contribute even more to India's economic growth and development.

**Q In February, more than 2,000 people signed a petition calling for a direct flight between Dubai and Coimbatore. Are you looking to tap into other Indian markets?**

Looking at the expanse of Emirates' network and with demand for air travel expected to double in the next five to 10 years in India, Emirates is well positioned to bring a growing number of tourists and business travellers into the country, further enabling trade and investment. Over the next four years, traffic will need to grow by 70 per cent to reach India's 2020 growth target of 85 million international passengers, and we hope to agree to an increase in our capacity entitlement so that we can support this goal. ↴

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

More Indian than you think

Nonstop you



**Lufthansa**

LH.com