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Full house for PowerHouse

The inaugural edition of Tourism Powerhouse—a PATA India initiative, recently held at The Park New Delhi, saw in presence eminent speakers from across the world addressing 200 delegates.



Nisha Verma

PATA India's first Tourism PowerHouse opened to a gathering of 200 delegates, including experts in international tourism as well as stalwarts of the Indian tourism and hospitality industry. Themed on 'Decoding Tourism Today', the event opened with the traditional lamp lighting ceremony by **Rashmi Verma**, Secretary, Ministry of Tourism and Chairman, PATA India



Chapter; **Mario Hardy**, CEO, PATA; **John Koldowski**, Special Advisor to CEO, PATA; **SanJeet**, Vice Chairman,

PATA India Chapter; **Jatinder Taneja**, Secretary, PATA India Chapter and **Pronab Sarkar**, President, IATO.

Hardy addressed the gathering by speaking on 'The Impact of the visitor economy'. "It's a great initiative to

bring both the public and private sector of the industry together. This is what PATA is all about. A lot of information was shared on current industry trends and the phenomenal growth of tourism and ways to implement best practices," said Hardy.

The keynote address was delivered by Koldowski, after which Verma shared her vision of the government with delegates. She said, "We need to clearly draw up a roadmap to lead us

to where we want to be. Last year has been very encouraging in terms of foreign tourist arrivals. MOT has been taking many initiatives."

Jatinder Taneja
Secretary, PATA India Chapter

"The inbound tourism has grown by 15.6 per cent in 2017. India is now ranking 40th at World Economic Forum, Travel and Tourism competitiveness index. 1.7 million foreign tourists arrived on e-visa during 2017."

Of Filipino warmth & hospitality



MA Teresita C Daza
Ambassador, Republic of the Philippines

Around 20 suppliers from The Philippines connected with 120+ travel agents from across India, resulting in more than 3000 B2B meetings at Focus Philippines 2018 in Goa.



Kanchan Nath

The Department of Tourism (DOT), Philippines recently conducted 'Focus Philippines' at the Lalit Golf & Spa Resort in Goa, for

leading travel agents across India. **MA Teresita C Daza**, Ambassador, Republic of the Philippines, said, "Focus Philippines provides travel operators with an opportunity to conduct

exclusive, one-on-one meetings and gain a better insight on the destination so as to enable them to further customise their product offerings based on exhibitor inputs, thereby taking Indian

arrivals to the Philippines to the next level. Amidst the numerous B2B meetings, briefings on the Philippines with destination packages were also highlighted."

Elaborating on the trend of growing tourism across the globe, she said, "As per the UNWTO Tourism Barometer International, tourist arrivals worldwide grew by a

Contd. on page 6 ►

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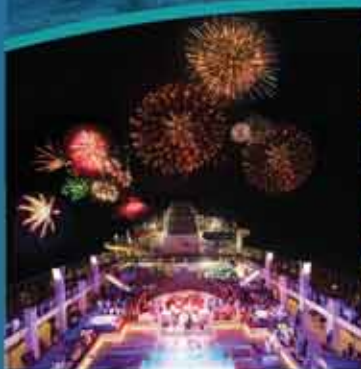
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PP Khanna is President again

PP Khanna has been re-elected as the President of Association of Domestic Tour Operators of India (ADTOI) for a second term, while **Rajesh Arya** was voted as the Vice President.



TT Bureau

ADTOI's biennial elections were held on August 11, 2018 at The Metropolitan Hotel & Spa, New Delhi, where the new team for the 2018-20 period was announced. The voting was conducted under the supervision of returning officer **Harbans Singh**, Retd Secretary, Election Commission, where **PP Khanna** of Diplomatic Travel Point was re-elected as the President of the association for a second term. **Rajesh Arya** from India International Tours & Travels became the Vice President. **Chetan Gupta** from R G Destinations was also re-elected



as the General Secretary, while **Dalip Gupta** from DGS Travel House was voted as the treasurer. It was **Anil K Rajput** from Promark Travel Services who was elected as the Joint Secretary of ADTOI.

The elected Executive members include **Ashish Chander** from HORA Tourism; **Ekta Watts** from Equator Tours; **Manoj Varshney** from Tulsi Travels; **Neetish Gupta** from Sparrow Wing Travels;

Rajeev Sobti from Indian Holidays; **Siddharth Jain** from Sapphire Ventures; **Ved Khanna** from Tourwala Enterprises; and **Vishal Bhatia** from Shakto Tours & Travels. 🇮🇳

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Longing for long hauls

For Indian travellers, there is no such peak season to travel outside the country. While most of the international travel, especially with families, happen in the summer months, Indians also travel on long weekends and festivals to Southeast Asian countries for short haul travel. However, with increasing disposable incomes, not only do they want to explore new destinations, Indian travellers club extend the long weekends to week long trips to long haul destinations. With affordable fares and hotel rates in the months between August-October, they choose to travel to destinations like Eastern Europe and South Africa for a week. This way they also avoid the Indian outbound traffic during summer. Even outbound tour operators are rejoicing for having the entire year as travel time for Indians and hence are coming up with deals and offers for every season. The same goes for OTAs as well. After last year's tryst with the introduction of GST, this year looks good for business for the outbound industry. And we hope that it continues this way. Happy travelling!

Experiences are key

The recently-concluded Tourism PowerHouse by PATA India Chapter not only brought to the fore positive factors working in favour of the Indian tourism industry but also shed light on aspects that India needs to focus on to boost inbound travel. A focused marketing campaign, tourism products, aviation growth and infrastructure development can work wonders. In fact, as mentioned by experts at the Tourism PowerHouse, India is seeing a steady growth in arrivals as compared to the world at large. However, the tourism industry needs to work harder to make use of these advantages. Today, India's reputation around the world in terms of safety is a point of contention. However, experts have said that an image correction is possible by offering something extra to visitors. This includes providing unique experiences for every visitor to become a brand ambassador of India; thereby resulting in word-of-mouth and social media promotions. We hope that the industry has taken these insights well and we see some happy international travellers soon!

► Contd. from page 3

remarkable 7 per cent in 2017 to reach a total of 1,322 million. This strong momentum is expected to continue in 2018 at a rate of 4-5 per cent. Asia Pacific saw an almost 6 per cent growth, contributing to about 324 million tourists. Two regions aptly contributed to an increase in tourist arrivals to South Asia and SE Asia, thus including India and the Philippines as well. If the trend is to travel, it's an opportunity for us to be able to provide accessibility, amenities and attractions for the same."

On tourist arrivals to the Philippines, Daza mentioned that in 2017, some 6.6 million foreign tourists visited the country, marking an unprecedented growth for the country's tourism industry. She explained, "As per a sec-

ondary source, the average tourism growth in Asia Pacific was 6 per cent, 8 per cent in Southeast Asia and 11 per cent for the Philippines. This can be attributed to improved air routes, cruise liners, improved infrastructure development and travel facilitation in the Philippines. The greatest asset of our country is our people who make visitors feel welcome."

Daza is hopeful about direct flights between India and the Philippines. She said, "With some ongoing negotiations, we have heard that PAL is interested in resuming flights from Manila to Delhi and Mumbai. We expect the operations to begin either by the end of 2018 or first quarter of 2019." In terms of visas, the policies of the past remain. "Those who have valid visas can come in the Philippines for a short-stay

for tourism purposes. We now require people to apply 10 days in advance for visa and within eight working days, we are hopeful that they will be issued," she affirmed.



Dakila F Gonzales
Head, Office of Product and Market Development - India, Department of Tourism Philippines

Dakila F Gonzales, Head, Office of Product and Market Development - India, Department of Tourism Philippines, said, "The inspiration behind the creation of the event is the huge increase in tourist

arrivals of Indian nationals to the Philippines. In 2017, we had reached almost 107,000 arrivals from India. With a tremendous growth rate of 22 per cent in Indian arrivals, we hope to hit 130,000 arrivals from India in 2018."

Gonzales believes that Focus Philippines is an ideal platform where the interests of partners from both the countries would merge. He said, "The quality agents of India met with our valued DMCs from the Philippines. Realising further potential to increase this growth, we want to stay committed to our current partners and giving them more knowledge on new segments of Philippines tourism. At the same time, we want to establish new Philippines specialists and make them aware of how compatible Philippines as a destination is for India's leisure travel."

India climbs up the cruise ladder

Despite being a late bloomer in cruise tourism, India has climbed up to the 6th position in Asia. **Peter Kollar**, Head of International Training & Development, Cruise Lines International Association, gives a status quo.

The latest cruise passenger numbers that were revealed by Cruise Lines International Association (CLIA) recently indicate a rapid growth from the India market. Figures show that it now ranks sixth in all Asian markets with 172,300 passengers. This is almost 4 per cent of the total Asians cruising right now. However, there was reportedly a six per cent decline in cruise visits in 2018 scheduled into Indian ports. Any further increase will depend on whether the fly-cruise product will continue its growth in this sector of travel.

In terms of Asia, just over four million Asians took a cruise in 2017, which now accounts for 15.3 per cent of the 26.7 million passengers worldwide. This is the highest market share ever for Asians, with 59 per cent of the passengers coming just from mainland China.

So much untapped potential
While 2019 deployments look like the ships are coming back to record levels visits to the region, there is still opportunity this year for Indians to take advantage of some very strong cruise hubs close by such as Singapore, which has more

means more visits by ships in the region - particularly with turnaround options.

Currently, Mumbai is the only port scheduled for turnarounds this year (nine cruises) and will see the most calls at 48, followed by 32 in Cochin. However, India

of port cruise traffic. It is to be noted that numbers were finalised before MSC's announcement two weeks ago about December sailings into Mumbai.

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

“Over four million Asians took a cruise in 2017, which now accounts for 15.3% of the 26.7 million passengers worldwide”

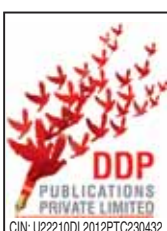
ships and variety in its ports than ever before.

Another opportunity to increase the numbers of Indians cruising is to tap the growing domestic sector. Historically, every nation that has grown its cruising market has done so on the back of strong domestic seasons. This

ranks 12th of all Asian cruise destination markets with just 2 per cent of Asia's total calls. The government's initiatives towards Mumbai, Chennai and Cochin in particular to develop local cruise ports is much appreciated and in need. Mumbai is currently ranked 36th in Asia for volume



Peter Kollar
Head of International Training & Development, Cruise Lines International Association (CLIA)



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The passage to China

Realising India's tourism potential, the China National Tourist Office (CNTO) is actively promoting China to travellers in the country and planning to woo Indians to explore the country, says Director **Tian Xin**.

 Inder Raj Ahluwalia

QWhat exactly is the function of CNTO office in India?

CNTO in New Delhi aims to promote China tourism in India and strengthen cooperation and communication on tourism between the two countries.

QWould you agree that India's core strength lies in its fast-growing middle-class?

The CNTO absolutely feels that India's real strength in terms of sending visitors to China lies in the country's rapidly growing middle-class. This is a huge business segment, and one which is regularly growing and

QWhat are China's strongest selling points for Indians?

The major tourist attractions in China for Indian tourists are linked with Chinese history and heritage. The most popular symbols are the Great Wall in Beijing, the

“The number of Indian tourists visiting China were 7.99 lakhs and 8.19 lakhs in 2016 and 2017 respectively**”**

Bund in Shanghai, and the Terracotta Warriors in Xi'an. Apart from these, China

also has colourful cultural and natural landscapes, the famous Silk Road, modern

cities and a variety of shopping opportunities.

QIs there anything new being introduced in China to attract foreign tourists?

China is constantly evolving and expanding its tourism infra-

structure. The most recent such case involves high-speed trains. Over 25,000 kilometres across the country are already being covered by high-speed trains as of 2018, making China's system the world's largest high-speed network. The highest speed can reach 350 kilometres per hour.



Tian Xin
Director
China

becoming more adventurous every year. We feel this segment would like to visit China and see the country's vast list of attractions.

QAre the numbers of Indian tourists visiting China annually increasing?

The number of Indian tourists visiting China were 7.99 lakhs and 8.19 lakhs in 2016 and 2017 respectively. There has been a positive trend which has shown steady growth. The growth registered in the past two years has been 9.4 per cent and 2.5 per cent.

Obtaining Visa

Indians can apply for a Chinese tourist visa at the visa application centres in New Delhi, Mumbai and Kolkata. So it is easy to get a tourist visa for Indians visiting China



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Ideas that fuel growth

Simon Press, Senior Director, WTM London, briefs about the new and exciting elements added to the exhibition this year, set to be held from November 5-7.

Q What is the theme for WTM London 2018?

Ideas Arrive Here is the theme for WTM London 2018. The event is the hotbed for ideas creation in the travel industry. It is at WTM London that business ideas that fuel the industry are thought up, developed, evolved and agreed.

Q What is new for WTM London 2018?

There will be a dedicated focus on the geographic regions of the exhibition floor with an Inspiration Zone added to each region. These zones will host dedicated regional content and events. The inaugural International Travel & Tourism Awards will also take place on the evening of November 6 at the iconic Tobacco Dock venue. The awards will recognise and reward excellence and best practice in 13

categories. A new technology event will also be co-located with WTM London at ExCeL. Travel Forward will inspire the travel and hospitality industry with the next generation of technology. It will include a two-day paid-for conference programme. Furthermore, the new WTM Agency Pavilion will offer dedicated exhibition space for marketing, representation, PR, media and social media agency to promote their services to the industry. The pavilion will be conveniently located at the entrance of the WTM International Media Centre.

Q How much business can exhibitors expect to conduct at WTM London 2018?

WTM London 2017 saw one million on-stand meetings facilitating more than £3.1



Simon Press
Senior Director
WTM London

billion in business deals. For 2018, we expect even more business to be conducted. Around 11,000 senior industry buyers will attend the event with a total purchasing power of around £16 billion. So WTM London provides unri-

valled business opportunities for exhibitors.

Q What topics are covered in the conference programme?

The conference programme is the place for the latest ideas, research and opinion. It is the place where industry topics are debated and the ideas for future direction of the industry are created. Many of these sessions will be hosted on the regional Inspiration Zones which

will include leading CEOs from around the world. This means the sessions will help inspire delegates further with ideas that can fuel their businesses.

Q Who is speaking at WTM London 2018?

WTM London 2018 will have a host of renowned speakers from both inside and outside the travel and tourism industry. Speakers confirmed so far include Andrew Flintham Managing

Director, TUI UK; Johan Lundgren, CEO, EasyJet and Steve Bryne, CEO, Travel Counsellors.


Q Which exhibitors should we look out for?

There will be up to 5,000 exhibitors from 182 countries taking part in WTM London 2018, with many new exhibitors taking part for the first time. Established exhibitors with large stands at the event will include Italy, India and Greece.

Q Are there any travel and accommodation discounts delegates can take advantage of?

Hotels bookings can be made via WTM London's exclusive relationship with Hotel Map: <https://london.wtm.com/help/book-accommodation>

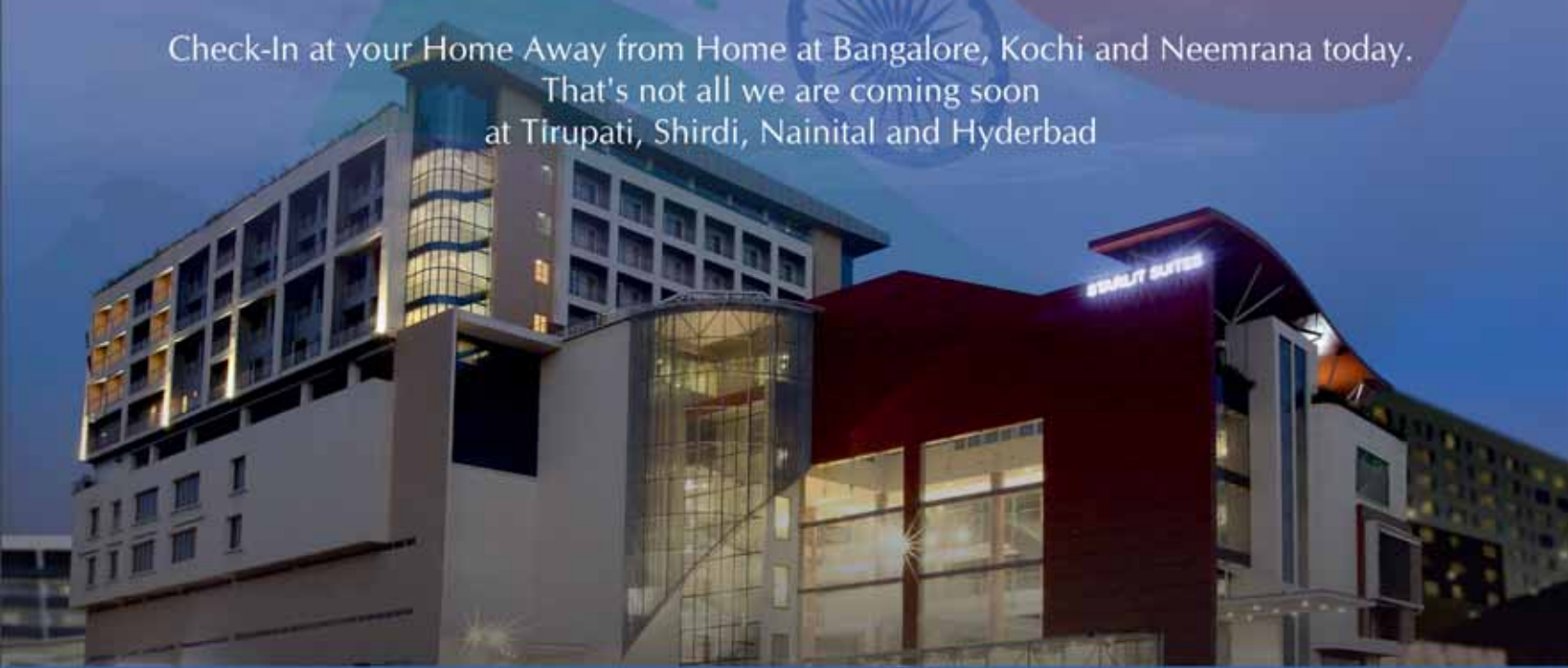
“ There will be up to 5,000 exhibitors from 182 countries taking part in WTM London 2018, with many first-time exhibitors. Established exhibitors with large stands at the event will include Italy, India and Greece ”



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Mayfair retains distinctiveness

Mayfair Hotels & Resorts has appointed **Bjorn DeNiese** as Vice President—Business Development. He will be responsible for spearheading the group's future as it aims to deploy a new sub-brand into the market.



Anupriya Bishnoi

Q Tell us something about your new role?

Mayfair Hotels & Resorts has always owned and operated its hotels. With this new vertical, we will get into management, franchise and lease segment of operating hotels. So, it's a much lighter model we are looking at. With this, we are looking at rapid growth foremostly. With the network of our sales that we've already settled, we are going to leverage that.

The new vertical will initially keep the focus on the East of the country and subsequently look to make headway to central and Northeast India. With the group primarily owning and operating all 10 current hotels,



Bjorn DeNiese
Vice President—Business Development

the upcoming projects include Raipur (early 2019), Siliguri and Kolkata (2020). The new vertical will be responsible for further development and expansion of the group which will establish itself through lease, management and franchise models under a yet-to-be named brand and aims to add on another 100 rooms to the current portfolio of 515 rooms by the end of this financial year and double the number of rooms within three years.

Q What kind of business strategy are you planning to have?

Our entire team is going to be brand-new with a contemporary approach to things with forward thinking and a novel style of management. Obviously, we will always make sure that the signature Mayfair touch exists, but we are looking to leverage technology in a big way in the future.

Q What's your take on competition? Is it intimidating to you in anyway?

Not at all. All the other brands present in the region already have a lot of international presence but the eastern region so far has been our market for

“ The new vertical will be responsible for further development and expansion of the group which will establish itself through lease, management and franchise models under a yet-to-be named brand ”

more than 30 years and we know it better. It's time to make sure the legacy goes forward.

Q What are the kind of challenges you face?

Looking at the Eastern and Northeastern region, some of the biggest challenges we face

is internet connectivity and accessibility of the region. As an industry, if we are looking forward to establishing better tourism circuit in the east and Northeast, we must ensure that there's government support in terms of infrastructure and policies. ↴



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Egypt targets 1,40,000 Indians

Egypt Tourism aims to up its arrivals from India this year to touch at least 1,40,000 – its highest number from the country so far – in the hope that travellers will return to Egypt with improved political stability.



Hazel Jain

Egypt Tourism is expecting to welcome back tourists from India it had lost in the aftermath of political instability in the country. Optimism is running high and it is evident in the target numbers that it has set for itself this year. Ismail Amer, Egyptian Tourism Counsellor, Egyptian Tourism Office in Mumbai, says, "In 2017, we received 1,03,000 visitors from India and this was a 30 per cent increase as compared to the previous year. In the first quarter of 2018, the numbers have already shown an increase by 25-27 per cent. The market is stable and we expect that if we keep the same pace, we can achieve 1,30,000-1,40,000 Indian tourists by the end of this year. This will mean that we would have fully recovered



Ismail Amer
Egyptian Tourism Counsellor, Egyptian
Tourism Office in Mumbai

the aftermath of our problems. We hope this will be a peak year for us. Our previous peak year was in 2010 before the revolution when we received 1,14,000 visitors from India."

The largest contributor to this growth is mostly the Christian pilgrimage and leisure segments. In 2016, Egypt received about 79,000 tourists from

India. In 2015, the destination started to recover with 76,000 visitors, in increase from 2014 figures which rested at 60,000. "The 2017 figures are the largest significant number we have received from India in terms of volume," Amer adds.

Egypt Tourism, led by Amer, recently conducted a four-city roadshow which includes Mumbai, Ahmedabad, Bengaluru and Kochi. The Mumbai roadshow included two separate segments on the sidelines of the main show – an Experts Meet for the corporate MICE workshop followed by an Experts Meet on film workshop which invited key individuals from the film and entertainment industry.

"We are doing roadshows every six months. The first show was in May 2017 that

covered Mumbai, Delhi, Ahmedabad and Bengaluru. In January 2018, we covered Pune, Hyderabad, Chennai and Kolkata. This year, we replaced Delhi with Kochi because the main target segment is the Christian pilgrims and it

higher budgets this year as compared to the previous year and plans to undertake B2C activities to reach the direct consumer through food festivals, etc. "This shows how important this market has become for us. In 2016, the

to the latest figures, Indians are the second-highest spenders in terms of the international market, preceded only by Japanese tourists. While the Japanese spend about USD 150 per pax, per night, an Indian will spend about USD 102 per night. India is a high spender market for us because Indians travel on regular flights, buy more activities and excursions, and shop," Amer reveals. Egypt Tourism is also on the look-out for a brand ambassador to promote the country in India.

"In the first quarter of 2018, the numbers have increased by 25-27%. We expect that if we keep the same pace, we can achieve 1,30,000-1,40,000 Indian tourists by the end of this year"

is what we want to continue pushing this year," he adds. Egypt wants to promote itself as a stand-alone for six to seven nights pilgrimage destination instead of being part of the main tour.

The NTO also has 30 per cent

average length of stay was about 5.5 tourist nights per pax. But in 2017, it rose to around seven nights per pax. We have managed to introduce the beach mix which means tourists take the classic tour along with Red Sea beach activities. Moreover, according

Traveller Spends

While the Japanese spend about USD 150 per pax, per night, an Indian will spend about USD 102 per night

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MahaTourism in Maharashtra

Jaykumar Rawal, Minister of Tourism & (EGS), Maharashtra, is leaving no stone unturned to develop new products for the state – from building infrastructure around forts, facilitating cruise and medical tourism to encouraging Buddhist tourism.

 Hazel Jain

Q *Maharashtra has been creating a lot of new attractions and developing infrastructure. How much investment has the state allocated for this in 2017-18 and in 2018-19?*

The historic forts in Pune district namely, Raireswar, Rohida and Parwadi have been sanctioned Rs 6.5 crore for development. MTDC is also proposing to secure 100 acres of government land in Igatpuri to develop as a wellness hub which will offer therapies like yoga, Ayurveda, reiki, spa, etc. The Government of



Jaykumar Rawal
Minister of Tourism & (EGS)
Government of Maharashtra

tourist destinations will be developed. As cruise tourism is the fastest-growing components of the leisure sector,

for film stars and the glamour quotient they bring. To widen the prospects of Bollywood tourism across the state, we have provided a resolution to the film fraternity regarding the single-window scheme to ease the required permission for shooting films, TV soaps and advertisements in and around Maharashtra. Last but not the least is the Buddhist circuit. Maharashtra tourism recently hosted the International Buddhist Conclave 2018 with the association of Ministry of Tourism on August 24, 2018. The main aim is to expand the avenues of Buddhist tourism in Maharashtra.

“ To promote cruise tourism, the centre has removed ousting charges and has given a discount of 42-66% on port charges. They have also introduced e-visa & on-arrival visa for cruise tourists and waived off cabotage for foreign cruise vessels **”**

Maharashtra has also proposed 'Mumbai-Aurangabad-Nagpur' triangle which will assist to boost tourism. Recently, Maharashtra government collaborated with Airbnb to start homestay facilities in 35 places at Elephanta Island. MTDC and Airbnb have also cooperatively initiated a training programme to drive economic growth within local communities.

Q *What was the idea behind developing and investing on this aspect of tourism?*

Maharashtra has a vast potential for tourism to provide the rising demands of tourists all over the world. The agenda of the tourism policy as on May 2016 is to attract private investments and develop the necessary infrastructure to boost tourism in the state.

Q *Can you share the details of projects that the ministry is actively involved in apart from the upgradation of the cruise terminal in Mumbai?*

Talking about cruise tourism, Mumbai will be a hub in Maharashtra as many attractive

it will help generate foreign exchange and create job opportunities. The government is also planning to develop new infrastructure at five main ports covering Mumbai, Goa, Mangalore, Chennai and Cochin. To promote cruise tourism, the centre has removed ousting charges and has given a discount of 42-66 per cent on port charges. They have also introduced e-visa and on-arrival visa facilities for cruise tourists and waived off cabotage for foreign cruise vessels. Airports on water, where seaplanes can land will soon be in the country. Maharashtra is still working on processes of seaplane operations.

Q *Are there other areas of focus that are on your priority list?*

Medical tourism is one of the fast-growing segments in the tourism industry. In a recently-held conference, experts discussed and debated on the future of medical tourism in Maharashtra and the state's potential to develop in global medical tourism. Secondly, Bollywood tourism is another key area. Mumbai is known

Q *What is the kind of increase you have seen in number?*

The state of Maharashtra is in the process of maintaining the statistics of last year and current fiscal; so we don't have the latest figures yet. But we are expecting a heavy tourist rush during the monsoon season in Maharashtra and the tourism department of the state has issued a strict advisory to each district collector, especially for the most vulnerable tourist spots to avoid accidents and take precautions. The forest department officials have stepped up surveillance after a sequence of recent accidents at scenic waterfalls and tourism destinations. The preventive measures have been suggested by MTDC and the approval for the same is awaited.

Key Focus Areas

➔ In a recently-held conference, experts discussed and debated on the future of medical tourism in Maharashtra and the state's potential to develop in global medical tourism

➔ Maharashtra provided a resolution to the film fraternity regarding the single-window scheme to ease the required permission for shooting films, TV soaps and advertisements

➔ Maharashtra tourism recently hosted the International Buddhist Conclave 2018 with the association of Ministry of Tourism







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Trulyy for the domestic

Naresh Arora, Founder & CEO, Trulyy India Hotels and Resorts, reveals that the company is set to introduce two new properties in August.



Having started operations in 2013, Trulyy India Hotels and Resorts has an expertise in offering heritage look-alike hotels on management basis. "All our properties are like resorts, built in heritage style only. We have different owners building the hotels but they are not in the

and thought of building an itinerary in the state. We wanted our customers to have a single window for Rajasthan. Today, we have properties in all the major destinations in the state, apart from Pushkar and Bikaner," said Arora.

Now, the next stop for Trulyy India Hotels & Resorts is



Naresh Arora
Founder & Chief Executive Officer,
Trulyy India Hotels and Resorts

or three properties. We are also exploring possibilities in the hills in the north as well as in Goa," claimed Arora.

After seeing a tremendous growth this year, the company is already geared up for more. Arora added, "Earlier the inbound:domestic business ratio was 60:40, but now it is the other way around."

“We started our journey from Udaipur, where we took over Amargarh, our first hotel on a long-term lease. Then we took another hotel in Rajasthan”

hotel industry. Hence, we thought of taking over the property on a long-term lease and running them. We started our journey from Udaipur, where we took over Amargarh, our first hotel on a long-term lease. Then we took another hotel in Rajasthan

Gujarat. "Gujarat is on our roadmap right now. We are going to create an itinerary in Gujarat with our properties. With a demand for tailor-made packages among all the hotels, we are focusing on selling packages for our hotels by combining two

Quintessentially Goan!

Victor C Soares, Senior General Manager, Radisson Blu Resort Goa Cavelossim Beach, shares how the property offers the best of Goan hospitality to guests.



Depicting a serene village by the sea setting, Radisson Resort Goa Cavelossim Beach is a beach resort in South Goa, offering a unique and stylish stay for guests. "As an ideal place for business, leisure, families, MICE and weddings, the property sports 132 well-designed rooms and 10 venues," says Victor C Soares.

What makes the property stand out is the selection of rooms, dining spaces, conferencing spaces as well as party venues, claims Soares. "From 1,500 pax to just a table of 2 pax, we create a 'Wow' factor for everyone," he adds.

He claims that the property has seen an upward trend in the financials. "However, the excitement was more on the different trends of interest like



Victor C Soares
Senior General Manager, Radisson Blu
Resort Goa Cavelossim Beach

weddings, anniversaries, reunions, honeymooners and MICE in general," says Soares.

Going forward, the hotel is in the midst of development, both structurally and financially.

"We are moving forward to a high-end guest satisfaction. We are all set to sport the largest ballroom in South Goa and are expecting a decent jump in financials too," he says.

In terms of marketing and promotions, "Our big trend is Iconic Celebrations (weddings, anniversaries, birthdays and more). We are looking for catering in a big way for the younger generation. A two thumbs sign brings in the confidence that everything is absolutely right," shares Soares.

The property is suited for all segments and verticals. Soares says, "We prove our strength in keeping everyone's taste palates well satisfied. We have a great brigade in our kitchens who specialise in a big repertoire of class cuisines."

Trade Connect

The hotel is well linked with international travel partners besides working with top-end travel companies

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India a priority GREAT market

VisitBritain will be launching a new 'Experience England' product in India later this year, making it easier for Indians to visit London and discover other parts of England. It includes open-jaw ticketing, travel between destinations and seamless baggage transfer. **Vishal Bhatia**, Country Manager, VisitBritain in India, reveals more.



Hazel Jain

QHow was year 2017 in terms of numbers and growth from the India market?

Last year saw strong growth from the India market. Visits

from India to the UK were up 35 per cent in 2017 compared to the previous year, to a record 562,000 visits, with Indian travellers spending £454 million in the UK last year. India is one of our priority GREAT markets and we recognise its long-term potential as an inbound tourism market.

Looking longer-term, visits from India to the UK grew 67 per cent in the decade from 2007 to 2017, from 336,000 to 562,000. Spending by visitors from India in the UK grew 70 per cent from £267 million in 2007 to £454 million in 2017.

QIs there a change in target audience, given the new campaign?

Our global marketing campaign 'Find Your GREAT Britain, I Travel For...' was launched in India in February this year. Our primary audience for this is what we

“We are launching a new 'Experience England' product in India later this year, making it easier to visit London and discover other parts of England as part of the same holiday”

term 'buzz-seekers,' young people aged 25-44, couples and families. The tailored content engages potential travellers, inspiring them to book a holiday to the UK and explore more of the country, showcasing that Britain is bursting with new experi-

ences. We are also targeting corporates and incentive groups in India to choose the UK for their events. We continue encouraging the Indian traveller to experience more of

regional England. We are also promoting family travel during the winter months with a campaign focused on London, Manchester and Liverpool.

QAre newer cities in your radar now?

In addition to the metros, we are extending our reach to Tier-II cities through a 'mobile-first' approach on digital channels, promoting tailored content. Working with our trade partners, we are extending our activity to Tier-II cities through product training, educational trips and supporting them to develop products that make it easier for them to sell the destination. Connecting routes on Middle Eastern carriers have also been growing fast, providing access to travellers from Tier-I and II cities within India to regional British cities including Birmingham, Manchester, Newcastle, Glasgow and Edinburgh. In 2017, about 1.5 million seats were available to passengers on direct,

non-stop flights from India to the UK, with an average of 110 scheduled services per week. Direct flights from India to the UK have higher seat capacity than any other European country.

QWhat are the current areas that VisitBritain is focusing on?

VisitBritain is working with partners in India including tour operators, OTAs and airlines to promote regional destinations and make it easier for visitors from India to book and explore more of the country. We are developing new 'themed' products and itineraries for the Indian travel trade and our travel partners, and promoting the ease of rail travel within the UK.

We are launching a new 'Experience England' product in India later this year, making it easier to visit London and discover other parts of England as part of the same holiday. It includes open-jaw ticketing, travel between destinations and seamless baggage transfer. Visitors will depart from a different English city to the one they entered, ensuring minimal travel.

QWhat kind of trade activities have you planned for the rest of the year?

We are extending our activity to Tier-II cities, holding training sessions on UK destinations and the latest tourism products and experi-



ences on offer. We continue to host educational trips to destinations across the UK for the travel trade and run campaigns with our trade partners, introducing new products and customised itineraries focused on food and drink, culture and rail. We also encourage the Indian travel trade to use the tools we have created. Our VisitBritain trade website that was completely rebranded last year is a specialist tool. It is the go-to-place for sample itineraries, accommodation updates, as well as a UK supplier directory and practical information on visiting the UK. VisitBritain has also revamped its image 'bank' that the trade can use to download destination images for use on their website, brochures and other collateral by registering on our website. ↴

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Destination India hosts roadshows in Mumbai



Destination India along with the support of United Travel Agents (UTA) organised a roadshow at four different locations in Mumbai with over 15 suppliers showcasing tourism offerings at the event.

Turkey eyes 2 lakh Indians

Witnessing a steady growth in the number of arrivals from India, the Turkish Culture and Tourism Office aims to touch two lakh visitors by this year-end with the help of its India representative, Linkin Reps.



TT Bureau

With a clear focus on MiCE and wedding groups from India apart from the leisure travellers, the Turkish Culture and Tourism Office sees big potential in these two segments. It recently facilitated a large incentive group of 3,000 pax from India booked through Akquasun Group. Speaking about how the Turkish tourism ministry encourages large MiCE groups is **H Deniz ERSÖZ**, Culture & Tourism Counsellor, Turkish Culture and Tourism Office in India. He says, "If we have a large group of say 100 plus whether it is

ments of Indian weddings and can meet their expectations. The awareness about Indian cuisine is also rising and we have Indian chefs coming to Turkey to train our chefs."

Ersoz reveals that there are many Indian weddings taking

"We will conduct promotional activities for MiCE in Mumbai & Delhi soon as well as conduct special familiarisation trips"

place across Turkey such as Bodrum and Istanbul. "This year, we have about 13-14

Indian weddings taking place in Turkey. Next year, we will hopefully have about 50 weddings!"

he says. The Turkish Culture and Tourism Office has recently appointed Linkin Reps as its PR and Media representative in India.

According to the latest statistics shared by Ersoz, the statistics from January to May 2018 has

shown a 100 per cent growth. "We aim to touch two lakh visitors from India by end of 2018. In the next two to three years, hopefully with the expanding of air connectivity between India and Turkey, we will be able to reach one million Indian tourists by 2020-21," he says. 



H Deniz ERSÖZ
Culture & Tourism Counsellor, Turkish
Culture and Tourism Office in India

MiCE or leisure, we do offer facilities such as free entrance to historical monuments and easy visa process. We also help them organise events."

Ersoz, who has been in India only since early 2018, adds that his department is ready to collaborate with all big tour operators and DMCS in India for MiCE and weddings. "We will conduct promotional activities for MiCE in Mumbai and Delhi soon as well as conduct special familiarisation trips only for MiCE and event planners. Turkey has a lot of scope for MiCE – not Istanbul but other cities as well," he says, adding, "The hotels in Turkey understand the require-

Open to Events

 Open to any proposal from the trade, Turkey is ready to do joint marketing campaigns, joint activities such as roadshows and familiarisations for event planners. It is also ready to support and finance such activities




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Dubai focuses on bleisure

With an increasing number of events and conferences in Dubai, the emirate has become a favourable destination among corporates in not only offering world-class venues but also packing the right punch in bleisure.



TT Bureau

India remains at the top for Dubai in terms of source markets. **Steen Jakobsen**, Director, Dubai Business Events



(DBE) agrees, "Building on the momentum from 2017, India has consolidated its position as the number one source market for visitors to Dubai, with over 1 million overnight visitors in the first half of 2018, representing year-on-year growth of 3 per cent."

Claiming that business visitors as well as those coming for MICE have also increased to Dubai in the past couple of years, Jakobsen shares, "In 2017, approximately 12 per cent of the 15.8 million overnight visitors to Dubai came for business. This number represents a slight increase proportionally on the previous year and emphasises on the importance of the segment in the overall tourism growth."

Many of those coming for business also extend their stay for local sightseeing. "Thanks to the city's wide range of leisure offerings, we regularly see interest among business visitors to extend their stays. In 2017, the average length of stay for business visitors was 5.2 days. For those travelling to Dubai for business, the city has plenty to

“ DBE conducts roadshows through major cities in India every year, bringing stakeholders to update the market on latest developments and opportunities ”

offer from a leisure standpoint, ranging from a spread of world-class, action-packed theme parks to impeccable beaches and resorts," said Jakobsen.

"Visitors from India enjoy visiting Dubai's breathtaking

beachside destinations overlooking the Arabian Gulf, such as the newly opened La Mer. During the winter months, visitors enjoy desert safari or a walk by the Dubai Canal," claimed Jakobsen.

Saying that India is an important focus for them from a business events and travel perspec-

selected industry professionals to the city for tailored study missions, showcasing hotels, venues, attractions and activities. Beyond these activities, we participate in trade events such as The Experiential Planner Expo & WOW Awards Asia and work closely with our stakeholders to ensure that planners and buyers can take advantage of special packages and offers to meet their needs."

For him, the goal is to further build advocacy and continuously communicate the evolution of Dubai's proposition for visitors to extend their stays and return more regularly. "As we continue to further develop our destination offering, we are using industry platforms to help us collaborate and partner with new and existing stakeholders from the private sector, government sector and

the travel industry at large to cater to the demands of travellers," added Jakobsen.

DBE offers a Business Events Support Programme that provides customised support to organisers of international meetings, conferences and incentives. Considering the strategic importance of India and its contribution in terms of business travellers to Dubai, DBE set up a dedicated office in Mumbai just last year.

DBE in Mumbai

DBE facilitates strong partnerships with various key stakeholders in Dubai, including hotels, professional conference organisers and other service providers, supporting in bringing international MICE to the city

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Taste of Philippines in Goa

More than 120 travel fraternity members from across India marked their presence at 'Focus Philippines' organised by Department of Tourism (DOT), Philippines, at the LaLiT Golf & Spa Resort, Goa. With 20 exhibitors from the Philippines, travel operators witnessed exclusive one-on-one meetings and gained a better insight on the destination at the event.



Easing the visa process

Aspiring to grow and build a strong relationship with India, **Sisa Ntshona**, CEO, South African Tourism wants to work on removing the existing barriers between the two countries, including the visa-regime.

 **Amrita Ghosh from Durban**

India is an extremely important market for South Africa, believes **Sisa Ntshona**, CEO, South African Tourism. Talking about the market's significance,



fully, we can make some good announcement soon. Once they change, it moves some of the barriers."

The second barrier between two countries is of the connectivity as South Africa is a long-haul destination. The point-to-point airline connectivity makes things easier. Speaking about how his country is preserving its resources, he

have different cultures with different currencies. It is very important to constantly inform and update the audience in the market. That's what how they know about the lack of resources, so that you can tell the story first hand to two thirds in examples, there is been a lot of resources to get in India, So that they can sell it with competence".

“ We want to build strong relationships with India but currently, we want to work on removing the existing barriers. We eagerly look forward to this market for partnerships and collaborations and make efforts towards making it possible ”

mentions a small town called Kimberly which is the world's largest home for diamonds. "We are considering it to make it a

tourist destination because the town has a history around it," he said.

South Africa has many regions which are very different in nature. "We believe that we are different in unique destinations. We are blessed with having a variety of activities around the country. Each of our nine different regions are all very unique in their own way," Ntshona said.

He is also very optimistic about South Africa as a tourist destination. "Africa is the last discovered continent in the world. The problem is many people are ignorant about the country's geography. They think Africa is a country. The continent has 54 different countries and these countries

To ensure quality among tourists in South Africa, he says, "We want jobs, we want to improve our lives. So, how are we positioning it as a tourism centre, how do we grow? We grow in a way that includes new places and ensure you have a competitive advantage.

To make sure that South Africa is a tourism destination, Ntshona stressed on the need to bring in new experiences and a suite of innovative products that will help the country grow.

Travel Shows

➔ Sisa Ntshona considers the success of travel shows in three ways: How much business was done between exhibitors and buyers, how many new relationships were formed and how the target audience is educated about South Africa and the hidden gems in the country

Vienna witnesses 4.1% rise in Indian visitors

■ Vienna has witnessed a 4.3 per cent rise in Indian tourists this year with 66,828 bed nights in the first six months. India is one of the high growth tourist markets for Vienna along with China and Russia. Last year in the same period, 64,075 Indians winged their way to Vienna. Tourist arrivals rose to 30,445 in January-Jun 2018 recording a growth of 5% (compared to 29,022 the same period last year). June 2018 saw a growth of near 8 per cent with Indian travellers recording 23,499 bed nights. Tourist arrivals grew 11.7 per cent to 10,659 in the Jan-June 2018 period from 9543 in the year ago period.



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Knowing Philippines well

► Contd. from page 18



Set for National Congress

The third Skål International India's National Congress will be held in Kolkata from August 17-19 at Novotel Kolkata Hotel and Residences.

 Manas Dwivedi

Kolkata is all set to host its first ever Skål International India's National Congress, set to commence on August 17. This is the third National Congress in the country after the previous two in Goa and Kochi. Sharing more details

the slogan, 'Together we can' among the tourism fraternity."

"I would like to invite all the professionals from the travel industry to come here, even if they are not Skål members. You come to Kolkata and we will showcase you the power of working together. This is the



Manav Soni
President
Skål International Kolkata 127

Skål International Kolkata 127, shares, "It is our privilege to call upon all the 1250 members of Skål India to the National Congress. This time, we have requested all our eastern India colleagues from the travel industry to experience how Skål functions. Skål is a platform of networking where people can give their views about tourism in eastern India."

“Come to Kolkata and we will showcase you the power of working together. We are aiming for better networking and fellowship among Skålleagues”

about the National Congress, Manav Soni, President, Skål International Kolkata 127 says, "All leading travel professionals who are the members of Skål will visit Kolkata to participate in the National Congress. With this gathering, we want to voice

motto behind this Congress. We are aiming better networking, friendship and fellowship among Skålleagues," he added.

Talking about new avenues at this year's National Congress, Sanjeev Mehra, Secretary,

Guiding light for guides

Calling for the need of insurance and pension benefits for RLGs, Dr Ajay Singh, President, TGFI, talks about challenges faced by tour guides in India.

 Manas Dwivedi

The apex organisation of regional level guides of India, Tourist Guides' Federation of India (TGFI) has a strong network of over 4600 tour guides across the country. Talking about the aim and agenda of the federation, Dr Ajay Singh, President, TGFI says "We have around 4600 Regional Level Guides (RLGs) spread across all over India. We have 17 associations which are members of TGFI and are operational under one umbrella."



Dr Ajay Singh
President
TGFI

different languages to make every traveller's journey merrier. I urge tour operators to only use RLGs at all the major tourist spots," he added.

Emphasising on the need of a national tourism act, Singh says, "The tourism industry need a strong tourism act which can protect the rights of not just tour guides but tour operators and other people of the industry." He also stressed on improving, promoting and

“Unauthorised guides are the biggest challenge who are affecting our business since many tour operators hire them because their charges are cheaper”

involving tour guides, 98 per cent of them are because of unauthorised tour guides."

"All the RLGs are trained and licensed by the Ministry of tourism, Government of India and are well equipped with knowledge of destination and

strengthening tourism in India with dedicated guidelines for the tourism industry.

Singh also appeals to the MOT to organise more language courses for tour guides to train them in foreign languages."

Talking about the challenges faced by tour guides, Singh says that a number of measures should be taken to resolve the issues. "Unauthorised guides are the biggest challenge we are facing. They are affecting our business since a number of tour operators hire them because their charges are cheaper. The unauthorised guides are largely untrained and are also a threat to the tourist's security. In all the casualties



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RDTM excels with 200 buyers

The first edition of Rajasthan Domestic Travel Mart (RDTM) was held at Birla Auditorium in Jaipur. A total of 4,982 meetings were already fixed in advance before the commencement of the event. Both buyers and sellers engaged in networking sessions.



Spreading wings wide

Currently flying to 14 Indian destinations, SriLankan Airlines now aims to maximise capacity on all routes in the country, says **Udeni Perera**, the airline 's Manager—Western India.

TT Bureau

SriLankan Airlines, the island country's flag carrier is experiencing handsome business from the Indian market and is looking to do well as per projected plans in the country. Satisfied with the airlines' business from India, **Udeni Perera**, Manager—Western India, SriLankan Airlines says, "So far, 2018 is looking very

“ With 14 destinations in India, we have now already added new aircraft to our fleets viz a viz Airbus A320 and A321 Neo which are in operation to the country ”

good for us. In the current quarter, we are doing well as per our projected plans. We have achieved our targets above the expected levels and are optimistic for an even more profitable second quarter.”

Emphasising on the importance of Colombo as an ideal transit

hub for passengers, Perera highlights three major reasons. "The distance is ideal as Colombo is the nearest hub to India and SriLankan Airlines has connections to far east Australia, China and the Middle East through Colombo, thereby saving a lot of transit time. Secondly, we also have very good airport which can facilitate our passengers in smooth transfer to their destinations. Thirdly,

we have the most attractive fares which give us a significant advantage over others.”

"We are maintaining 80 to 85 per cent cabin factor average out of India to Colombo. We are getting 30 to 40 per cent passengers transiting through the Colombo hub to various



Udeni Perera
Manager—Western India
SriLankan Airlines

destinations like Singapore, Kuala Lumpur, Bangkok, Seychelles and Melbourne. We also get passengers to Dhaka, Jakarta and China via Colombo," he added.

Perera mentioned that the most profitable routes from India are Mumbai, Delhi and Bengaluru. He explained, "All other stations are doing well but these routes are performing exceptionally well. We were on our route expansion spree last year in July. We are

currently flying to 14 destinations in India and now aim to maximise the capacity on all routes in the country. We have already added new aircraft to our fleets viz a viz Airbus A320 and A321 Neo which are in operation to India.”

Briefing about the airline's connectivity to Maldives, Perera says, "Everyday, we have three flights to the Maldives. Out of these, the 7:10 am flight is more popular as passengers can reach the destination in the morning and get to spend an entire day there.”

On the company's promotions in India, Perera says that the airline has planned a number of events and activities in India. "We are promoting SriLankan Airlines in India along with SriLankan Tourism Promotion Department. Recently, we did a few roadshows in Chandigarh and Jaipur along with a travel fare in Hyderabad." Perera adds.

Radisson twist to luxury

As the newest hospitality address in the Tricity region (Chandigarh, Mohali and Panchkula), Radisson Chandigarh Zirakpur is all set to woo its guests.

TT Bureau

As the first hotel under Radisson Hotel Group to open in the Tricity region, Radisson Chandigarh Zirakpur promises easy connectivity to neighbouring states and accessibility to business parks, retail outlets, restaurants and apartment complexes. "Perfectly suited for business and leisure travellers is the hotel's modern architecture, world-class in-room amenities and recreation facilities. Its culinary options include an all-day dining restaurant, a delicatessen serving fresh tea, coffee and cakes; and a rooftop restaurant aptly named 'Upper Deck'. Owing to its excellent banquet spaces and services, the upscale hotel is the ideal choice for weddings, MiCE and banquets," says **Rakesh Kumar Vats**, General Manager, Radisson Chandigarh Zirakpur.



Rakesh Kumar Vats
General Manager
Radisson Chandigarh Zirakpur

Featuring 104 contemporary rooms including eight suites, the property is characterised by sleek architecture and sublime interiors. After checking-in, the guests can opt for several unique mealtime experiences at the various restaurants of the property or relax at the R3 Spa or take a dip in the rooftop swimming pool.

With these offerings, Vats is very positive about the growth. "Radisson Chandigarh Zirakpur has recently been opened and we are very optimistic about its success. Our planning for the next year is very robust to get maximum share of the busi-

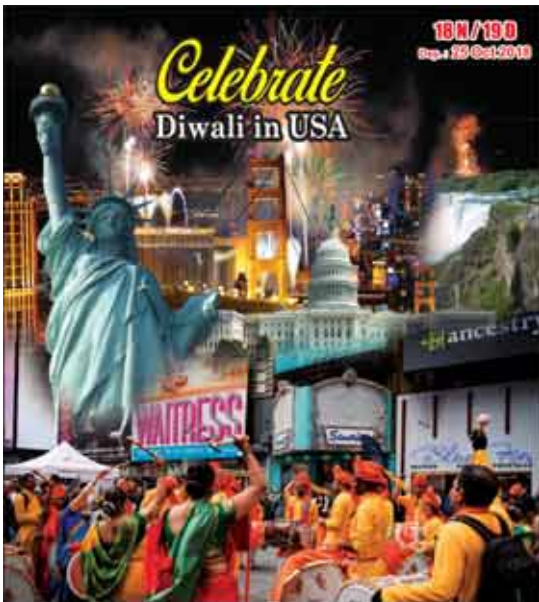
“ All our new promotions are featured on social media channels to increase footfalls. We keep exploring avenues to partner with other websites ”

ness to this hotel by offering competitive offers and value for money," he adds.

The hotel is working towards increasing its digital presence on various marketing online channels. "Our corporate global sales teams also help us in positioning our hotel in

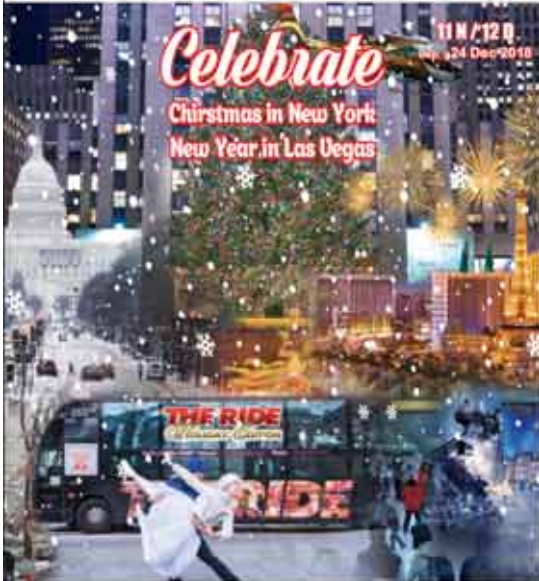
various international markets. We work with an allocated marketing budget to create a marketing promotion and media plan for the hotel. We are working closely with OTAs and maintaining our hotel brand website with all the

current information, pictures and packages. All our new promotions are duly featured on the social media channels to increase our footfall on our hotel brand website. We keep exploring avenues to partner with international and domestic websites to showcase our destination," says Vats.



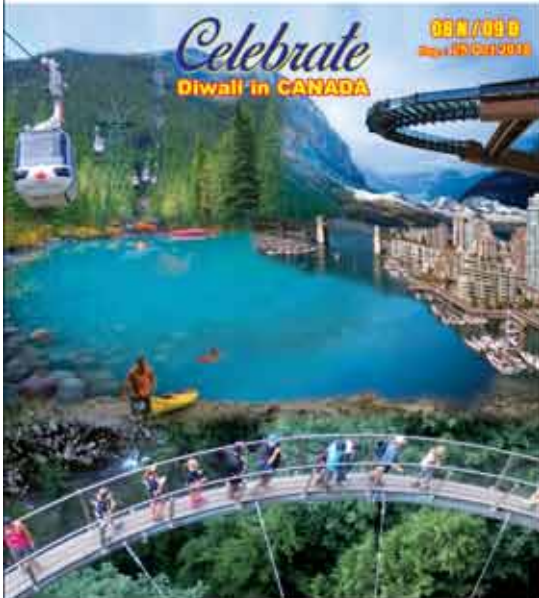
Sightseeing Includes :

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- Entry to Statue of Liberty, One World Observatory, Niagara by night, Disney Magic Kingdom & Epcot Center, Seaworld, Stratosphere Tower, Universal Studios Hollywood
- Visit to Smithsonian Air & Space Museum, Hershey's Chocolate World, Santa Monica Beach & 17 Mile drive
- Experience Helicopter tour over Strip & Golden Gate Bay Cruise



Sightseeing Includes :

- Guided city tour of New York, Philadelphia, Washington DC & Los Angeles
- Experience The Ride, Statue of Liberty, One World Observatory, Stratosphere Tower, Universal Studios Hollywood
- Visit Smithsonian Air & Space Museum, Santa Monica Beach
- Las Vegas Strip tour by night, Helicopter tour over Las Vegas Strip with Limo transfers
- Free time for shopping in New York, Las Vegas & Los Angeles



Sightseeing Includes :

- City tour of Vancouver, Whistler and Shannon Falls, Capilano Suspension Bridge, Grouse Mountain, Day trip to Victoria, Whale Watching Cruise, I Fly Canada, Wildlife Nature Park, Mallinge Lake tour and cruise (on private basis), Colombia Icefields or Glacier Walk (depending on weather), Banff National Park tour with Gondola Ride, Visit Lake Louise

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Decoding trends in travel

Right from offbeat destinations, luxury travel, latest technology solutions to food inspired tourism, the tourism and hospitality industry is greatly evolving with each passing day. India Travel Awards winners talk about emerging travel trends in the industry.



Manas Dwivedi

★ Preferred MICE Solution Provider — Trip Navigator (West 2017)



“Termining the need for new and offbeat destinations as the upcoming travel trend, **Abhishek Gupta**, Director, Trip Navigator says, “Today, Indian travellers are keen on spending money for experience. The awareness towards need of vacation is increasing among Indians and holidaying is slowly but surely moving from the quadrant of luxury to that of necessity. Travelling abroad for short vacations is gradually becoming a trend. New destinations like Bali, Bishkek, Tel Aviv, Cyprus and Jordan are in demand in the corporate and MICE sector.”

★ General Manager of the Year — Shipra Sumbly Kaul (South 2018)



“There is a constant drive to do something new and build new experiences for travellers. Voicing newer concepts, **Shipra Sumbly Kaul**, General Manager, Holiday Inn Express & Suites Bengaluru Racecourse says, “With the openings of various international brands, the service level and innovation expectation is also rising which makes it a constant endeavour to bring out something new and offer unique experiences. The newer concepts are an amalgamation of global with a touch of local, which means guests are expecting the quality and facilities of global level along with a touch of local flavour. We are also bringing in changes and adding up to facilities to cater to the demanding market.”

★ Best Business Hotel — Howard Johnson Bengaluru Hebbal (South 2018)



“**Anshul Goswami**, Director – Sales & Marketing, Howard Johnson Bengaluru Hebbal believes that tourism for business has taken a big leap; thanks to digitalisation and ease of access, transportation and connectivity. “Tourism for leisure has also improved as we now see greater participation and interest among government to make tourism a hygienic and secure experience, especially at public places. We at HoJO, are constantly looking to serve our patrons better by improving ease of access, making it affordable and keeping them secure,” Goswami said.”

★ Best B2B Travel Portal — Travel Boutique Online (South 2018)



“In the Indian market, all-inclusive packages are in more demand among travellers. Food inspired tourism is still on top priority among Indian travelers. Recent trends show that more and more travellers are opting for domestic offbeat destinations. When coming to long-haul travel, Dubai, Singapore, Malaysia, Thailand followed by Paris, Amsterdam and Istanbul are among the popular destinations, according to **Sajeeth R Nair**, Regional Manager – Karnataka, Travel Boutique Online.”

★ Best Corporate Hotel — The Oterra, Bengaluru (South 2018)



“Expressing his views, **Raghu Nair**, General Manager, The Oterra shares, “Tourism and hospitality is an extremely dynamic industry. The extensive use of technology today has changed the way hotels function in the industry. With decreasing airfares and more accessible flights, the quest for adventure and exploring new destinations have also increased. The Oterra, Bengaluru, as the only five-star deluxe hotel in electronic city, has witnessed an increasing trend in business, medical and sustainable tourism.”

★ Best Luxury Tour Operator- Outbound — Baywatch Travels (South 2018)



“**Manish Kriplani**, Managing Director, Baywatch Travel, feels that trends are now moving from regular holidaying to experiential travel. “People are looking for the ‘wow’ factor in their itinerary. These days every client is extremely unique in their tastes and requirements; this pushes us to keep looking for new places and experiences. For example, in Copenhagen, we don’t just book lunch for clients, we book a chef’s table where guests can interact with the chef and allow guests to cook with him besides having culinary discussions. We don’t just plan holidays, we “handcraft an experience” for our guests.”

★ Best Leisure Hotel — Hyatt Place Rameswaram (South 2018)



“For **Deepak Sharma**, Director of Sales – Hyatt Place Rameswaram, travel trends are changing and people are more willing to travel than ever. “Leisure destinations have clearly seen surge in travelling even during weekdays. People avoid travelling on weekends to stay more relaxed and explore the destination at peace. I am sure the definition of a weekend for hospitality industry will change now or later. To add up, efforts by the government and their commitment towards tourism, improved infrastructure, encourage air travel and post GST implications are showing positive results.”

★ Best Travel Insurance Provider — Trawelltag Cover-More (West 2017)



“**Dev Karvat**, Founder – TrawellTag & CEO – Emerging Markets, Cover-More Group says, “The onset of digitisation has completely turned the tables for tourism. The trend of experiential tourism is catching up fast due to increased awareness about exotic destinations in India as well as abroad via various social media and other digital platforms.” The next wave of growth, believes Karvat, will be driven by millennials seeking customised offerings at the click of a button on a website or an app.”



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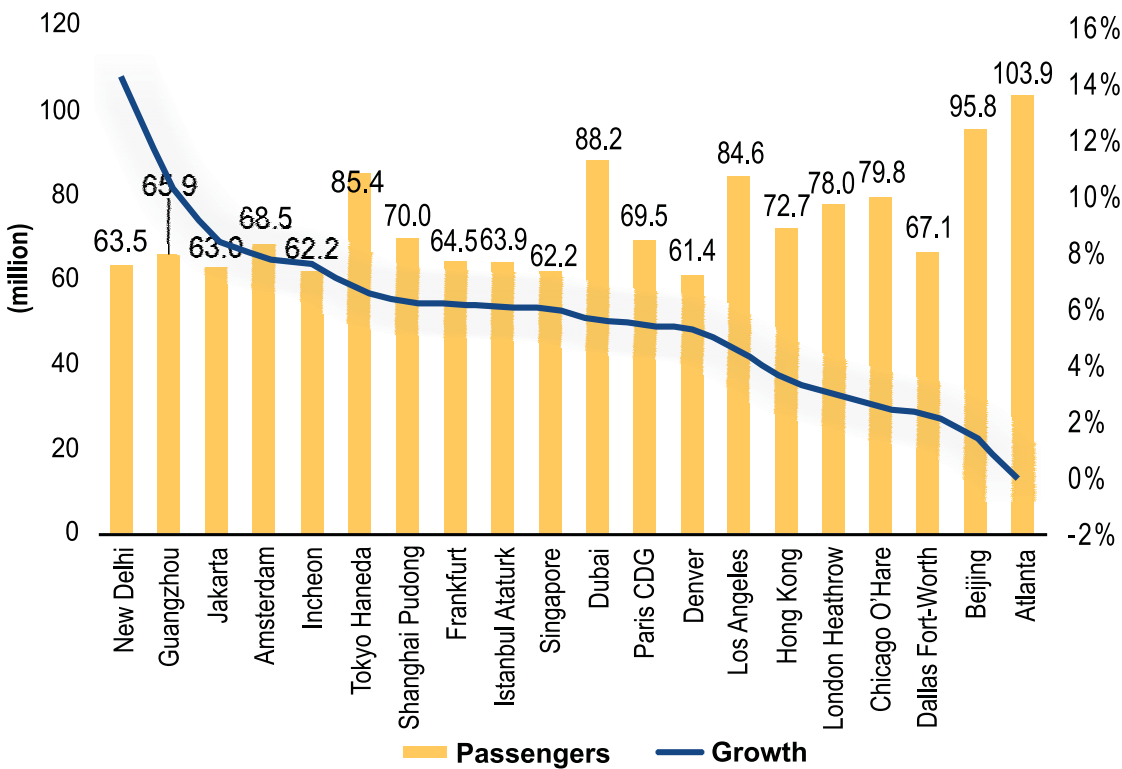
Skål International India National Congress	Kolkata	17-19
Aeroflot- Russian Airlines 60th Anniversary Celebrations	Delhi	17
Philippines Tourism & Singapore Airlines Roadshow	Kolkata	17
Philippines Tourism & Singapore Airlines Roadshow	Ahmedabad	20
Tourism Australia ITM 2018	Jaipur	20-22
Indonesia Roadshow India 2018	Delhi	20
Indonesia Roadshow India 2018	Ahmedabad	21
Indonesia Roadshow India 2018	Mumbai	22
Uttarakhand Tourism Roadshow	Bengaluru	22
Buddhist Tourism Conclave	New Delhi	22-26
Indonesia Roadshow India 2018	Hyderabad	23
Uttarakhand Tourism Roadshow	Hyderabad	23
GPS	Pune	23-25
Uttarakhand Tourism Roadshow	Ahmedabad	24
Odisha Tourism Conclave	Bhubaneswar	24
Indonesia Roadshow India 2018	Bengaluru	25
Dubai Business Events Roadshow	Mumbai	27
Israel Tourism Roadshow	Ahmedabad	27
Netherlands Tourism Roadshow	Delhi- NCR	28
Luxury Hotels Showcase	Mumbai	28- 29
Holland Sales Mission 2018	Delhi	28
Far East Hospitality - Sentosa Hotels Roadshow	Mumbai	28
Israel Tourism Roadshow	Kolkata	29
Dubai Business Events Roadshow	Delhi- NCR	29
Netherlands Tourism Roadshow	Bengaluru	29
Holland Sales Mission 2018	Bengaluru	29
Far East Hospitality - Sentosa Hotels Roadshow	Bengaluru	29
Uttarakhand Tourism Roadshow	Mumbai	29
ICPB Conventions India Conclave	Kolkata	29-31
Israel Tourism Roadshow	New Delhi	30
Dubai Business Events Roadshow	Bengaluru	30
Netherlands Tourism Roadshow	Mumbai	30
Holland Sales Mission 2018	Mumbai	30
Uttarakhand Tourism Roadshow	Delhi	30
Far East Hospitality - Sentosa Hotels Roadshow	Kolkata	30
Luxury Hotels Showcase	Delhi-NCR	30-31
Far East Hospitality - Sentosa Hotels Roadshow	Delhi	31

For more information, contact us at: talk@ddppl.com

Delhi airport is 7th busiest

In 2017, the airport handled 63.5 million passengers and made it to the list of the top 20 busiest airports of the world.

Growth in Passenger Traffic at Top 20 Global Airports, 2017 vs. 2016



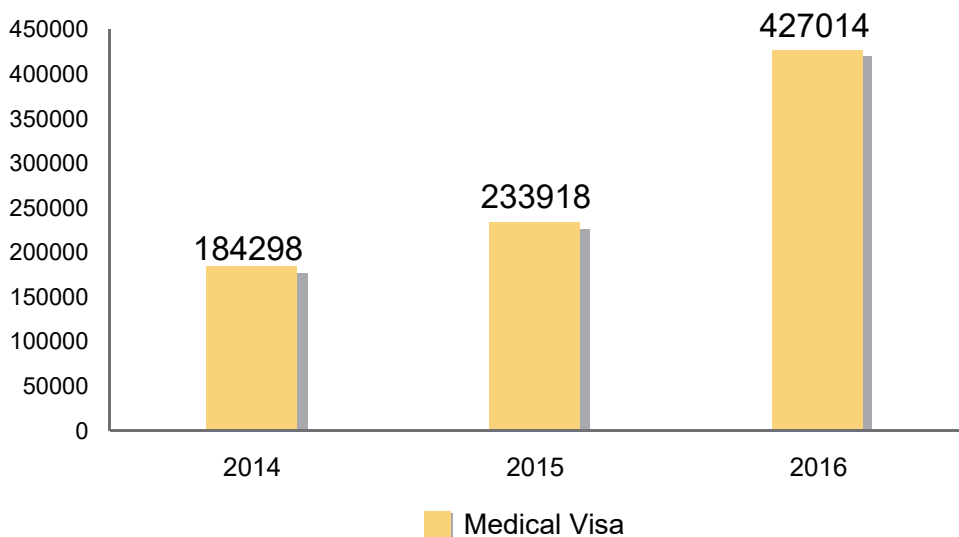
As per the Airports Council International (ACI), which has come out with these rankings, the IGI Airport is now one of the fastest growing airports in the world. According to ACI, “Delhi, the country’s busiest airport for passenger traffic, grew by 14.1 per cent year-over-year at 63.45 million, pushing it up from 22nd to the 16th busiest airport in the world.”

Source: CAPA India research and analysis; Airports Council International

Medical tourism aims for \$9 bn

Globally, medical tourism market is estimated to touch a market value of \$40 bn by 2020 and Indian medical tourism industry is expected to touch \$09 billion by 2020, according to FICCI-Yes Bank Knowledge Paper ‘Tourism Infrastructure Investments: Leveraging Partnerships for Exponential Growth’.

Number of FTAs in India on Medical Visa



India is fast developing into a medical and wellness tourism hub of Asia owing to its superior quality healthcare services offered at affordable prices coupled with a dedicated policy framework of government to promote medical tourism. Rising disposable incomes, self-awareness on personal well-being and increased air connectivity has encouraged market for wellness services, tourists seeking specialised medical treatments, mainly Ayurvedic, spa and other therapies look forward to India as preferred destination.

Source: FICCI Tourism Report 2018




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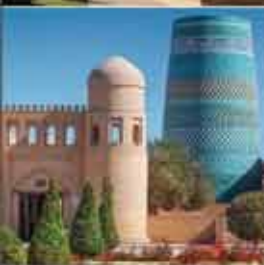







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Tourism Authority of Thailand

Mumbai

Cholada Siddhivarn has been appointed as Director of the Tourism Authority of Thailand. Siddhivarn along with her team in Mumbai will cover western and southern India as well as Sri Lanka and the Maldives. Prior to this, she was the director of Europe, Africa, Middle East and the Americas Marketing Group at TAT head office. With over 20 years of experience, Siddhivarn will continue to enhance travel trade and media relations in order to promote newer destinations in Thailand and boost arrivals from India to Thailand in the coming years.



Air France-KLM

New Delhi

Air France-KLM announced the appointment of **Jean-Noel Rault** as the new General Manager—Indian Sub-Continent. Rault is responsible for accelerating the growth and strengthening the presence of Air France-KLM in the Indian Sub-Continent. He will also drive the consolidation and extension of the company's partnerships in the same geography. Prior to this, Rault was heading Air France-KLM's business in Canada as Vice President and General Manager. During his assignment, he opened two routes, Amsterdam to Edmonton for KLM and Paris to Vancouver for Air France. He also reinforced the company's joint venture with Delta Airlines and West Jet.



Hyatt Place Rameswaram

Rameswaram

Manoj Janardhan has been appointed as General Manager of Hyatt Place Rameswaram. Janardhan started his career with Taj Bengal in 1989 as Catering Assistant and held various positions with Taj Group of Hotels over the following years, in Hyderabad, New Delhi and Mumbai from 2003 to 2009. In 2009, he then moved to The Gateway Hotel – Visakhapatnam as General Manager followed by The Gateway Hotel Beach Road, Calicut, Kerala until the mid of 2013. In 2013, he joined the Apollo Group of Hospitals at Tiruchirapalli as General Manager.



The Ritz-Carlton, Bangalore

Bengaluru

The Ritz-Carlton, Bangalore has announced the appointment of **Amitabh Rai** as its new General Manager. Rai's focus will be to ensure that guests depart with memories of a truly exceptional hotel experience, reflective of the brand's iconic legacy worldwide. He joins the hotel from Gurgaon, where he was the General Manager of The Oberoi. With over 25 years of experience in business and hospitality, Rai is a seasoned professional and has worked in multiple hotel properties. He started his career in 1993 as an Assistant Manager Front Office and within a span of 10 years, became the General Manager at The Oberoi Grand.



The Select Group

New Delhi

Sumit Gogia has been appointed as General Manager of Heritage Village Resort & Spa, Manesar. Gogia will be responsible for all aspects of the hotel's operational functions along with sales and marketing and revenue management. An alumni of Institute of Hotel Management, Catering and Nutrition, Panipat, Gogia's experience as a hotelier spans over 18 years. While more recently, he was the Director of Events with Hyatt Regency Delhi and has previously worked with prominent brands like The Leela Palace, Hotels & Resorts, Shangri-La Hotels, and The Imperial New Delhi.



Sarovar Hotels

Haridwar

Sarovar Hotels has announced the appointment of new General Manager **Jaideep Jugran** at The Ambrosia Sarovar Portico, Haridwar. With an experience of over 18 years into the industry, Jugran brings with him a hands-on experience in Food and Beverage. Prior to joining Sarovar Hotels, he has worked with The Oberoi, Taj Hotels, Radisson, Grand Hyatt & Pride Hotels. His last assignment was with Radisson, Gurugram in the role of Director—Food and Beverage. Jugran is a Diploma holder in Hotel Management and MBA in Tourism and Hospitality.



Sheraton Grand Bengaluru Whitefield Hotel & Convention Center

Bengaluru

Elroy Tulkar has been appointed as the Director of Operations at Sheraton Grand Bengaluru Whitefield Hotel & Convention Center. With over a decade of experience in the hospitality industry, Tulkar has worked in both the Indian and international markets. In his role, he will oversee the day-to-day activities of the hotel and lead the management team in planning and strategising operational and administrative aspects. As the Director of Operations, he is focused on improving guest satisfaction and developing strategies to increase operational efficiency.



Radisson Blu Resort Temple Bay Mamallapuram

Mamallapuram

Radisson Blu Resort Temple Bay Mamallapuram designated **Ameet Kundu** as the Director of Sales & Marketing. With over 15 years of experience, Kundu plans to work towards enhancing the hotel's operational efficiency and formulating overall growth strategies for the property. He will be responsible in undertaking innovative marketing operations, developing and implementing strategies while managing the overall profitability of the operations.



Hyderabad Marriott Hotel & Convention Centre

Hyderabad

Daniel Patrao is the Director of Sales & Marketing of Hyderabad Marriott Hotel & Convention Centre. Patrao took over the role for the dual properties of Marriott Hotel & Convention Centre and Courtyard by Marriott in Hyderabad. He brings over seven years of experience in the realm of Business Development and Sales & Marketing within the luxury segment and hospitality industry. He started his career as a sales coordinator at Hyatt Regency Chennai in 2011.



The following regular column provides you a brief update on world events and how they impact the tourism sector.



Nikhil Jeet

WorldTalk

Bolivia

Bolivia's historic presidential medal and stash have been stolen from the parked car of a military officer transporting them. Warning to any tourist travelling to see the medal and stash.

Harare, Zimbabwe

The election of Emmerson Mnangagwa as President of Zimbabwe marks the end of nearly four decades of rule by the controversial leader Robert Mugabe.

Saudi Arabia

Saudi Arabian Airlines has cancelled all flights to and from Toronto due to the diplomatic spat between the two countries.

Hyderabad, India

The first IKEA store opened its doors in Hyderabad this month. The store is the first of 25 outlets that IKEA hopes to open in India by 2025.

Lombok, Indonesia

Nearly 130 after-shocks have been felt on the island after the recent 7.0 magnitude earthquake. Tourism is expected to be adversely affected with tour operators reporting 50 per cent cancellations of bookings.

New South Wales, Australia

Australia's most populous state (NSW) is now entirely in drought, according to officials. Neighbouring Queensland and part of Victoria are also witnessing dry conditions.

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Why is India a powerhouse?

John Koldowski, Special Advisor to CEO, PATA, presented the keynote address at the recently-concluded Tourism PowerHouse — a PATA India Chapter initiative. He talked about what makes India a powerhouse of tourism and what needs to be done to leverage its potential in every way.



Nisha Verma

Incredible India

According to John Koldowski, the tag 'Incredible India' holds immense power. "The imagery used in the campaign as well as the videos with elephants, heritage and culture, is very powerful and resonates strongly across the globe. However, tourism force across the globe is strong and India needs to see what's working out there," he said.

The Pacific Asia analogy

Koldowski said that in terms of UNWTO data, International Tourist Arrivals (ITA) between 2000-17 have climbed dramatically. "The annual average growth rate over this period is highest within Asia—9.1 per cent against the Asian average of 6.6 per cent and the world average of 4 per cent. This means that the dynamics of the Indian marketing programmes are working and resulting in more tourists. In terms of the share of those international tourist arrivals between 2000-17, South Asia increased by 2.4 percentage points in terms of relative share. In terms of actual dollar value, we need

to see how South Asia fares in terms of receipts. From 2005-17, the receipts varied from 9.4 billion to 39.5 billion at an annual average rate of growth of 12.7 per cent against the Asian average of 9.4 per cent and a world average of 5.8 per cent. The share of receipts has also increased by 3 percentage points." According to PATA, Asia will continue to grow strongly over the next five years.

India's growth story

Quoting the statistics released by the Ministry of Tourism, Koldowski said that international arrivals into India from 1951-17 were slow but in recent years, they have gathered an exponential curve. "The speed of arrival growth to India is increasing in absolute

numbers. Even the annual percentage growth has set the mark higher for many other destinations. In fact, if you consider the global average, which is between 3-4 per cent, India is generating tremendous global activity from its arrivals as well as its departures," he mentioned.

Even the forecast of arrivals in to India is very strong, he said. "Normally, India has outperformed the forecasts. India has seen a very dynamic growth in the first three months, touching about a million arrivals in the first quarter itself. The actual growth from January to June in 2018 is 6.7 per cent."

Importance of India outbound

Koldowski said that India out-

bound has also witnessed the same kind of growth trajectory. "By filling the seats of flights departing from India, the country will also get more capacity coming into it. One needs to remember that it's not possible to go full one way and come one way empty. One needs to balance this, and India is doing a fine job there. That's why India is a powerhouse. Structurally, the country's visitors, population for outbound, air capacity and the infrastructure make it an absolute powerhouse.

He added that LCCs are an important part of the overall air capacity, and volume has been increasing YOY for India. 🇮🇳

“India has seen a very dynamic growth in the first three months, touching about a million arrivals in the first quarter itself. The actual growth from January to June in 2018 is 6.7 per cent”



Purposeful Tourist

According to Koldowski, having a purposeful tourist who want to experience the country by being a part of it is the one who wants to have a deep experience. This experience is a large decision driver for generating tourists to a country

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Lords for 40 keys by 2020

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'Park'ed right at the top

After a healthy growth in the last one year, The Park, New Delhi is now busy upgrading its services. General Manager, **Rohit Arora**, talks about his plans of enhancing the guest experience at the hotel.



Manas Dwivedi

Centrally located at the heart of New Delhi, The Park is one of the most popular properties at Connaught Place. Registering a year-on-year growth of 9 per cent in the last financial year, The Park is on a steady path to grow handsomely. Not bothered about facing competition in the hospitality market, **Rohit Arora**, General Manager, The Park, New Delhi, says that his hotel is moving forward

really well after a fruitful first quarter of 2018.

"The first quarter has gone really well and we are expecting a growth of 12-14 per cent in the current financial year. We have a good positioning, relationship and ample amount of support from the trade and the government. We are doing fairly very well. The competition is not bothering us at all," exclaims Arora on the performance of his hotel.

Speaking about upgrading the hotel's infrastructure and services to provide dedicated services to the clients, Arora says, "From the last three-four years, we have continuously been upgrading our hotel. During every summer season, we do the upgradations. This year also, we have revamped one floor at the property. There

are soft changes too; we have changed the furniture. We are also doing some expansion at the Aqua Lounge Bar. The work is on and by the time season sets in, I am sure, it will be a new place to be at."

give up the use of plastic straws and start the process of replacing these with paper straws."

"The menu at our restaurant, Fire, features dishes which

Talking about the Tourism PowerHouse by PATA India Chapter, Arora says, "It is a fantastic initiative with useful knowledge sessions by prominent speakers of the travel industry. I am sure every attendee has gained a lot of experience from it."

The Park will soon open doors in Chettinad, Kolkata, Mumbai and Goa.

“This year, we have revamped one floor at the property. We have changed the furniture too. We are also involved in some expansion at the Aqua Lounge Bar”

Explaining about The Park's initiatives on saving nature and practising sustainability, Arora explains, "The Park, New Delhi joins the worldwide campaign to eliminate plastic drinking straws from the landfills, streams, oceans and beaches. The Park Hotels had taken a pledge on World Environment Day to

are 80 per cent organic, even as we transition to a 100 per cent earth-friendly version. We also host the Delhi Organic Farmer's Market every Sunday at The Park, New Delhi and try to create a bridge between the primary producer, the farmers and the consumer," adds Arora.

Going Green

✦ The Park, New Delhi supports Planetabled, a travel company that provides accessible and inclusive travel solutions for people with disabilities from across the world

✦ To reduce carbon footprints, the hotel has cycles parked at the porch for guests to ride around the heart of the city, shop or visit heritage sites



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Media Partners



Product training is key

With a focus on conducting at least 16-20 Fam trips for agent partners this year, Akquasun Group aims to ensure there is a strong connect between the destinations and the agents.



TT Bureau

Akquasun Group is clear in its focus and has been going full throttle to fulfil its objective. This year, the key idea is to create a strong connect between the destinations they sell and the agents, and the entire first half of the year has been leading up to this aim. Revealing this is **BA Rahim**, Group Director & CEO, Akquasun Group. He says, "We want to ensure that our partners connect with what they are selling. In order to do this, we have planned an entire year of familiarisation trips for them to different destinations. We are happy to announce that we are organising 16-20 familiarisation tours only to Maldives this year. We have already completed about five so far. In the coming months, we will be doing a minimum of

12-13 Fams for our clients and the effects of this have already started showing."

Not just this, the group is also giving them product training, clarifying their doubts and sharing information about various products. "We want to do whatever we can to increase their knowledge about the destinations. Agents are not always updated about new products and services that are being introduced in different countries. Every year, destinations are introducing new hotels, new theme parks, new services, new restaurants and we want our partners to be abreast of all these updates," Rahim adds. The 12-year-old Akquasun India now owns 17 DMCs in 205 countries.

Changing perceptions
This overhaul has led to a



BA Rahim
Group Director & CEO
Akquasun Group

“ In the coming months, we will be doing a minimum of 12-13 Fams for our clients and the effects of this have started showing ”



Sujit Nair
Founder & Group Managing Director
Akquasun Group

“ Today, it appeals to not just leisure tourists like honeymooners, divers and families but also groups and MiCE ”

change in the way the agents and corporates in India perceive these destinations. **Sujit Nair**, Founder & Group Managing Director, Akquasun Group, claims, "We are proud to say that with this kind of training over three to four years, we have managed to change the perception of Maldives from being a purely leisure destination to a group series destination and even MiCE. Today, it appeals to not just leisure tourists like honeymooners, divers and families but also groups and MiCE. We handle groups of about 300-400 pax today. There are a few properties in Maldives that now function full-fledged for MiCE."

In turn, the hotels are also doing their part. Nair continues, "Today, every resort in the Maldives has adopted ways to

accommodate Indian clientele. They can cater to a Jain, Gujarati, a vegetarian, South Indian, North Indian – you name it. Every resort has Indian chefs and every buffet is a huge spread; so there is no worry in terms of food for Indian guests. Plus, every resort has internet connection in rooms which was absent earlier. Each resort now offers Indian TV channels. So a change is coming about and this has been happening after promoting these destinations in India over three to four years."

Indian Needs

Today, every resort in the Maldives has adopted ways to cater to a Jain, Gujarati, a vegetarian, South Indian or North Indian

SA appoints new Hub Head

South African Tourism has recently announced the appointment of **Neliswa Nkani** as Hub Head—Middle East, India and South East Asia at a networking dinner hosted in Mumbai for the travel trade. Hanneli Slabber now takes charge as General Manager—Asia, Australasia and Middle East for South African Tourism.



Warner at Yas Island

Warner Bros World Abu Dhabi on Yas Island was recently inaugurated by **Sheikh Mohammed bin Rashid** and **Sheikh Mohamed bin Zayed**.



TT Bureau

Sheikh Mohamed bin Rashid Al Maktoum, Vice President and

Prime Minister of the UAE & Ruler of Dubai, along with **Sheikh Mohamed bin Zayed Al Nahyan**, Crown Prince of Abu Dhabi and Deputy Supreme Commander of the UAE Armed Forces, recently inaugurated Warner Bros World Abu Dhabi, the world's first-ever Warner Bros branded indoor theme park. The theme park has been developed by Miral, Abu Dhabi's creator of destinations, in partnership with Warner Bros Entertainment, with an investment of \$1 billion.

"This is a milestone moment for us as we



continue to cement Abu Dhabi's positioning as one of the world's leading family and tourism destinations. I am confident that the addition of this theme park will further enhance Yas Island's offering," said **H E Mohamed Khalifa Al Mubarak**, Chairman, Miral.

"We're delighted that our partnership with Warner Bros has resulted in us delivering our promise of creating an at-

traction that will amaze and entertain both the young, and the young at heart," he added.

The inauguration ceremony was held at the Warner Bros Plaza at Warner Bros World Abu Dhabi and included the screening of the Warner Bros Cinema Spectacular. The attendees

ments to life across its six lands. Right from the meticulously curated musical arrangements to the beautiful landscapes, each land has a unique approach to get the guests truly immersed in the places they've seen in movies, comic books and on TV. The park also adheres to the

Home to 29 exhilarating rides, interactive attractions and live entertainment shows, Warner Bros World Abu Dhabi will offer an incredible range of themed experiences

also enjoyed a series of festive celebrations incorporating the park's beloved characters. The park is expected to be the next 'It' destination in Abu Dhabi, which would draw in thousands of guests.

The park has many elements which help bring the park's immersive environment

internationally recognised best practices and rigorous health and safety standards to ensure the wellbeing of its guests.

Filled with endless family fun and adventures, the park transports guests to six expertly designed lands, including DC's Metropolis and Gotham City, as well as Cartoon Junction, Bedrock, Dynamite Gulch and Warner Bros Plaza. Home to 29 exhilarating rides, interactive attractions and live entertainment shows, the park will offer an incredible range of themed experiences. Guests will also enjoy authentically themed dining experiences, from grab-and-go eateries to full-service sit-down restaurants and cafes, as well as custom designed shops.



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Redefining self-drives

With self-drive experiences gaining popularity among Indians, Avis offers a range of options and facilities for customers in destinations, both in India and outside.



TT Bureau

Avis operates one of the world's best-known car rental brands with approximately 5,500 locations in nearly 170 countries. Talking about how the self-drive phenomenon is getting popular by the day, **Sunil Gupta**, MD & CEO, Avis India, says, "This self-drive phenomenon is well-practised

trips comprehensively and helps one make informed decisions while planning. India has over 20 million Indians travelling abroad each year to destinations with a preference for self-drive," he adds.

Talking about servicing clients in India, Gupta says, "We started our operations in India

mentation with pre and post rental checklist at the time of car delivery and collection; single platform (Avis India website/app) to book both domestic and international self-drive."

For outbound travellers, "Customers can book an Avis self-drive car through the Avis India website, www.avis.co.in

maintain a consistent growth rate. Avis India's consumer base is constantly expanding owing to the growing number of outbound travellers in India. MNCs continue to employ Avis' services for ensuring a reliable end-user experience for their employees locally and internationally. From mobile apps to connected cars to new offers and processes, our goal is nothing short of making car rental more closely match today's on-demand mobility services. At the same time, we are innovating new platforms, technologies and capabilities to further revolutionise the customer experience."

With
Avis

chauffeur driven services are now available globally, it is aimed at business, corporate and leisure travellers," says Gupta.

“Avis India's consumer base is constantly expanding owing to the growing number of outbound travellers in India”

in 2016 with just five cities. This has now grown to 10 cities (Delhi, Noida, Gurugram, Bengaluru, Hyderabad, Mumbai, Pune, Chennai, Kolkata and Kochi) in less than two years.

We have also ramped up our fleet size in all these cities and introduced new variants in four

or through the Avis India mobile App. A traveller must possess a valid Indian driving license and an International Driving Permit (for select countries) for renting a self drive car," reveals Gupta.

In terms of expansion, Gupta says that they have huge plans going forward. "In the next four years, we would like to explore the potential of other Tier-I & Tier-II cities in India. Avis India has been using technology to target new segments and

categories, namely, Hatchback, Sedan, Multi Utility Vehicles (MUVs) and Sports Utility Vehicles (SUVs)."

Aspects that make Avis unique in India, according to Gupta, include, "Complimentary 'car delivery and collection' for every self-drive booking to ensure greater comfort and flexibility to our customers; digital docu-

Rising Numbers

Avis India has a fleet of more than 6000+ premium cars across the country, with a network extending across 50 conveniently-located stations in 19 cities

in the western part of the world and is rapidly catching up in India. Avis India provides the option of self-drive which enables customers to break away from the necessity of exploring conventional tourist spots in the presence of large groups and explore places independently."

For international travellers, Avis India has curated a series of informative videos and web blogs recommending famous, unconventional roads trips around the globe. "It is a handy document that covers road

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Riya eyes business travel

After observing enormous growth in corporate travel, the group's Riya Business Travel (RBT) division is expanding not only in India but also in the US and Canada in anticipation of further increase in volume.



Hazel Jain

Sitting casually in his cabin, **SGMJ Thampy**, CMD, Riya Group, is an epitome of calmness and serenity. He has seen the industry change dramatically from the time he started his company in 1980 but he doesn't let that get in the way of doing business. "Year 2017 was excellent for us. Competition will always be there but that only encourages us to work harder. We have witnessed positive growth and our EBITDA has also improved over the previous year. The main growth area we have seen is in our corporate business under Riya Business Travel (RBT) as well as our online products under Riya Connect," he says. Riya Marine, the group's vertical that looks after crew movement, is also showing good growth.



Two years ago, RBT was separated from the group's mainstream retail business to ensure that it could be nurtured and developed as a stand-alone business. "With a dedicated person looking after that and an independent team servicing it, we have rebranded it separately. So for another two to three years, our focus will remain on RBT to grow it further," Thampy says.

The group's RBT as well as the retail divisions in the US and Canada markets are

also growing with a lot of promise. As an offshoot of the India business, it services clients that are based in the US and Canada with multiple offices in these markets. His son **Nitin John** looks after that. Thampy explains, "To complement this growth, we are making efforts to upgrade our internal team. It is important to train people in order to grow in

ing. For that, we have to train our team. That is not just the website but an overall international automation is required. A lot of processes are still offline because we are a brick-and-mortar company that is offline as well as online."

Speaking about the competition, the CMD adds that while some are competing only in

as some online companies who are hitting us alongside some offline companies. There is a mix and we need to deal with all of them," he adds.

Most of these consolidators, he says, are stationed in one location and looking at pan-India. "We are completely different. We have 64 offices across India and are looking at opening a few more to spread our reach. In India, one still needs the human touch. Indian passports also still need visas for most countries – and we are the biggest visa vendor for travellers. That is also a reason why we are growing in the corporate. Clients need forex and insurance, and as a result all our ancillary products are doing very well in the market," he says.

“With a dedicated person looking after Riya Business Travel (RBT), we have rebranded it separately. So for another two to three years, our focus will remain on RBT to grow it further”

the market. Automation is key. We are not looking to expand our team further or open more branches, rather we are focusing our energies on automat-

the online space, others are competing with them purely on the offline side. "There are some regional consolidators, national consolidators, as well

TAT appoints new Director

Cholada Siddhivarn has been appointed as Director of the Tourism Authority of Thailand in Mumbai. The announcement was made at a recently held Open to the New Shades networking dinner in Mumbai. Siddhivarn and her team will cover western and southern India as well as Sri Lanka and the Maldives.



Towards new experiences

With the appointment of Nijhawan Group as Tourism Representative, Bosnia and Herzegovina tourism is charged up to cater to the India market with high expectations of growth from the country.



Simranjeet Singh Arora

The South European nation of Bosnia and Herzegovina has appointed Nijhawan Group as its Tourism Representative in the Indian market to gain tourism figures from the market. With the new representative on board, Bosnia tourism has high hopes and offerings

“With Nijhawan Group, promoting Bosnia and Herzegovina as a destination for Indians travellers will be much easier”

H E Sabit Subasic

for India. H E Sabit Subasic, Ambassador of Bosnia and Herzegovina said, “After having Nijhawan Group on board as our representative for the Indian market, we have high



hopes in terms of growth from the region because of their dominant presence domestically as well as internationally. I see huge potential in the Indian market as any other country. It's a challenge to promote

Bosnia in a unique, diversified country like India. With

the help of Nijhawan Group, our work of promoting Bosnia and Herzegovina as a destination for Indian travellers will be much easier.”

Ankush Nijhawan, Managing Director, Nijhawan Group mentioned, “As the tourism representative for Bosnia, it is

DMC partners in Bosnia to work with Indian tour operators and facilitate the industry to work with the right partners and hotels in Bosnia.”

Further talking about the marketing and promotional plans for Bosnia Tourism in the India market, Nijhawan said, “Currently,

“The word is being spread around through our social media, sales network and everybody who is interested in selling Bosnia as a destination”

Ankush Nijhawan

my utmost duty now to get

we are exhibiting at most of the travel business shows, whether it is Global Panorama Showcase (GPS) or SATTE. In the process, we also meet operators as we move in the country, so I think the word is

Bosnia Offerings

Bosnia is renowned for its hospitality across the Balkan region as we have one of the most expensive hotels to provide the leisure segment with

being spread around through our social media, sales network and everybody who is interested in selling Bosnia as a destination.”

Bosnia has a lot to offer if we talk about it as a destination of leisure, for admirers of architecture, lovers of nature, nightlife and so on. Subasic said, “We at Bosnia have everything for everyone to offer and cater to the India market. We are known for our hospitality across the Balkan region as we have one of the most expensive hotels to provide the leisure segment with. Overall, we at Bosnia and Herzegovina have both space and capacity for Indians travelling to our country.”

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Lords for 40 keys by 2020

Announcing expansion plans to venture into the East and South, Lords Hotels & Resorts earmarks 30 per cent of its hotel portfolio for the pilgrimage segment along with identifying a host of pilgrimage sites.



TT Bureau

With the hospitality industry showing signs of recovery from the decade-long slump, Lords Hotels & Resorts has decided to switch its expansion drive into top gear to become a 40 properties chain by the end of FY 2020. With the demand for hotel rooms outpacing supply, the hotel chain is not only aiming at increasing its footprint at a faster rate but is also looking to venture into new geographies and focus on niche segments. The brand will now also target at becoming the fastest growing pilgrimage hotel chain in the country.

"Our hotels across the country have registered room occupancies in the range of 70-75 per cent in the last financial year. While there was only



P R Bansal
Chief Operating Officer
Lords Hotels & Resorts

a marginal rise in ARR, the RevPAR grew by almost 8-12 per cent. This is an indication of demand outpacing supply and the need for increasing room inventories," says **P R Bansal**, Chief Operating Officer, Lords Hotels & Resorts.

In the current financial year, the hospitality chain has plans



Rishi Puri
Vice President
Lords Hotels & Resorts

of establishing hotel properties in Kolkata and Bhubaneswar in the East, and in Hyderabad and Chennai in the South.

"After a sluggish growth for close to a decade, the outlook appears positive for the industry. We have identified potential projects in the East where Lords Hotels & Resorts



has not made a mark yet and also in the South where we see tremendous growth in the coming years," adds Bansal.

Lords Hotels & Resorts is a home-grown, mid-market player with a focus on serving the burgeoning Indian traveller.

"We have broadened our portfolio of hotels to better accommodate the needs of the leisure tourist, the business traveller, the bag-packer as well as the pilgrimage tourist. We have identified Katra, Mathura, Vrindavan and a couple others for our upcoming projects dedi-

cated for pilgrimage tourists," says **Rishi Puri**, Vice President, Lords Hotels & Resorts.

There are close to 200 iconic, sacred places of worship in the country and these sites receive footfalls in excess of 1.5 million tourists annually.

Seeing is believing!

Akquasun is dedicated to its B2B partners and takes special efforts to educate them about the destinations, products and new ventures. It plans to complete a minimum of 16 familiarisation tours for its partners to various Akquasun destinations globally before the end of 2018. Some of the recently-concluded destinations were Hong Kong, Shenzhen, Sri Lanka, Maldives, Mauritius and Seychelles where agents for a first-hand glimpse of the hotels and other products that have been introduced in these destinations through Akquasun's DMCS.



'Wings of Hope' takes off



In celebration of its third anniversary, TruJet along with Valmiki Foundation and Pratyusha airlifted underprivileged children from Hyderabad to Vidyanagar to showcase Hampi. Ms Universe North West Aisa 2018 **Rumana Sinha Sehgal** also travelled with the children. Children expressed their overwhelming joy before taking off the flight as well as after landing.

Kesari for a noble cause

As it does every year, Kesari Tours celebrated its Annual Day to commemorate its 34th anniversary this year by organising a blood donation drive with the help of its staff members.

 TT Bureau

Established on June 8, 1983 by **Kesari Patil**, Kesari Tours turned 34 this year. To commemorate this occasion, Kesari organised a mobile blood donation camp on the office premises and many of its employees came forward to be part of this noble cause. All Kesari staff participated in the drive. The company also organised lunch for its staff members. They donated study kits of children from Sion Hospitality, rain jackets to the traffic police and even



Himanshu Patil
Director
Kesari Tours

free tours for this year's SSC toppers to Kashmir in September-October this year.

Himanshu Patil, who has been carrying on the mantle as Director, Kesari Tours, says, "It has been a journey for us. We are growing and are now expanding in the south of India. Soon, we will be making inroads into the north of India. Our aim is to go pan-India and have no boundary of any state, region or community."

The company has already opened offices in Bengaluru, Chennai and Hyderabad. "We will now be expanding our agent network in

the south. We will reach 50 PSAs in the region soon," Patil adds.

Speaking about the upcoming Diwali season, he says, that this particular season of 2018 summer was the best. "Most

“We are growing and are now expanding in the south of India. Soon, we will be making inroads into the north of India. Our aim is to go pan-India and have no boundary of any state, region or community”

of our tours were sold out and people had to be refused because of the unavailability of seats. Europe went completely full. We are now planning for 2019 summer and will be announcing new programmes soon. Europe is

always the first one that we launch as clients book Europe with us well in advance, almost seven to eight months prior to travelling. We are now trying to promote eastern and central Europe more aggressively," Patil explains.

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Popular Spots

Europe is always the first one that Kesari Tours launches as clients book Europe with us well in advance

The company is now trying to promote eastern and central Europe aggressively

Bula to happiness: Fiji



Tourism Fiji unveiled its new brand campaign, #BulaHappiness with its Brand Ambassador, Ileana D'Cruz. The campaign sets on a happiness quest in Fiji by capturing the true spirit of the actor's visit to the country.

IndiGo adds 4 new routes

IndiGo airline is on an expansion spree and has now introduced four new routes, adding a total of 24 new flights across India.



Starting September 1, 2018, IndiGo will, start operations for the first time between Ahmedabad- Bhubaneshwar, Ahmedabad - Varanasi, Hyderabad-Patna and Kolkata-Surat. The airline is boosting its network by launching 24 new flights on its network.

The airline will operate additional flights connecting Agartala, Ahmedabad, Bhubaneshwar, Guwahati, Hyderabad, Jaipur, Kolkata, Nagpur, Patna,

Raipur, Surat and Varanasi. The new services include 2nd daily flight between Agartala and Guwahati; Hyderabad and Guwahati; as well as between Kolkata and Nagpur. There is also a third flight added between Ahmedabad and Kolkata; Ahmedabad and Jaipur and Hyderabad and Raipur. IndiGo has also added a 4th flight between Hyderabad and Bhubaneshwar, apart from a 5th flight between Ahmedabad and Hyderabad.

William Boulter, Chief Commercial Officer, IndiGo said, "We are very excited to add

another four domestic routes for Indian customers, including two new services from Ahmedabad, as well as further strengthening our hubs at Hyderabad and Kolkata. IndiGo's domestic strategy is all about adding routes which customers demand and increasing frequency to serve them better. We offer the most comprehensive network in the country and will continue to expand it for the benefit for our clients, whose loyalty and repeat business we appreciate very much."



TAT pays ode to the ladies

The Tourism Authority of Thailand (TAT) along with Chandigarh-based travel agency BR Forex, recently organised the **Amazing Thailand Ladies evening** for women clients and travel enthusiasts. Over 50 women attended the event held at The Lalit Hotel, Chandigarh. The women were treated to traditional Thai massage by professionals from a Thai spa in Chandigarh, followed by authentic Thai food. A presentation on activities and attractions in popular destinations in Thailand was also showcased.



Modern fuses with local

Sachin Maheshwary, General Manager, Novotel Kochi Infopark Hotel, outlines the advantages of the hotel's strategic location and opinionates about the overall hospitality scenario in South India.



TT Bureau

Q Tell us about the USP of your hotel.

Novotel Kochi Infopark is the only international hotel brand in Kakkanad, strategically located at the entrance of Kochi's IT/ITES corridor – Infopark. The hotel has been tastefully crafted to fulfil all travel and recreational needs of a traveller along with those that work around the area. It is a perfect melange of modernity and local traditions which is reflected in the hotel's several design elements - be it the lobby painting, carpets, the royal mahogany bar entrance door or the cuisine served at the restaurant. The hotel also features an infinity pool overlooking the lush green Link Valley where guests can unwind whilst enjoying sumptuous snacks and drinks from the Sun Deck pool side bar.

Q Tell us about the peculiar trait of the region your property is located in.

Kochi is a traditionally tourism driven market but has lately evolved as a strong MICE destination with the rise of various



Sachin Maheshwary
General Manager
Novotel Kochi Infopark Hotel

convention centres in the city. Moreover, Kochi has seen a steady and rapid rise in industrial corridors around the city, leading to growing demands for business and transit stays.

Q What's your overall take on hospitality in South India?

The hospitality industry has been growing exponentially, witnessing one of the highest occupancy rates in over a decade. Similarly, South India has also been experiencing similar growth. Since South

India has something to offer to both leisure and business travellers, it has become one of the most sought-after destinations.

Q How are you planning to cope with the competition in the vicinity?

We, at AccorHotels, believe in the philosophy of making every guest 'Feel Welcome' and at all the Novotel properties across the globe, our focus is to provide a contemporary 'home away from home' experience. At Novotel Kochi Infopark, we emulate this by offering guests a comfortable space, allowing them to relax, have fun, work or have

memorable dining experiences.

Novotel Kochi Infopark's strategic location from the key and emerging business district of Kochi has emerged as a solution for all travellers in terms of saving travel time. ↴

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Well Placed

↴ Novotel Kochi Infopark's strategic location from the key business district of Kochi has emerged as a solution for all travellers

↴ The hotel's dining experience offered has also seen increased traction

Rosie Holidays hosts agents

Rosie Holidays, a DMC based in Fiji, hosted a cocktail dinner in Mumbai for select travel agents from the trade. With a brief presentation about the DMC's offerings and destination, the evening concluded on an eventful note.



Nurturing luxury travel

With an aim to unlock experiential luxury living and travelling, Vilasa—the luxury brand of Minar Travels, is working hard to deliver personalised and pitch perfect experience for customers. **Ruhani Duggal**, Director, Minar Group, briefs about her journey with luxury travelling.

 TT Bureau

Promising honest commitment to quality and personalised services, Vilasa is confident of transforming luxury travel tours in India and beyond. Talking about her penchant for luxury, **Ruhani Duggal**, Director, Minar Group says luxury travelling is still much unexplored in India. “With a strong fondness for luxury, my thesis was also on the same subject when I graduated from the University of Bristol. Luxury travel is an area which is relatively unexplored. It’s time for people to explore new avenues in the tourism sector.”



Ruhani Duggal
Director
Minar Group

Focusing on a wholesome luxury experience, Duggal shares, “In today’s time, luxury

is much beyond than just staying at an opulent hotel. We are constantly innovating and trying to figure out ways to make the entire process pitch perfect. From the moment our representative attends to a call to the moment we bid good bye, we ensure every single step in the process is perfect; that is what luxury entails.”

“We are looking to focus on experiential luxury. One of the hallmarks of luxury is that it cannot be too common. We do not operate on a demand-supply model. This is not how the luxury industry works. India has a long way to go to occupy

“Our team at Vilasa is looking at how we can target the millennial consumer. We are planning to do some surveys on the ground and start a pilot service on understanding consumers’ preferences”

a position in the luxury travel segment,” she further added.

Talking about innovation and digitalisation, especially for the millennials, Duggal mentions, “It’s time we take digitalisation on account. Our team at Vilasa is looking at how we can target the millennial consumer. We are planning to do some surveys

on the ground. Further, we will start some pilot service on understanding the preferences of the consumer.”

Taking useful insights from the recently-concluded Tourism PowerHouse by PATA India Chapter, Duggal joyously explains, “It is very crucial to get insights about the latest trends

and developments. It is also important to be aware about the challenges of the industry. In the last five years, travel industry has changed drastically. We have to be prepared for what will be coming next and keep innovating and changing. Change is inevitable but progress is optional.”

Luxury Redefined

 Minar Group is looking to focus on experiential luxury. The company does not operate on a demand-supply model

Anchor(ing) luxury properties

Anchor Destinations in association with Sun Siyam Resorts, Maldives, recently hosted a networking and cocktail dinner in Delhi for its partners. The company’s Founder and CEO, **Deepika Khanna**, along with Account Director—Sales and Marketing, **Rakesh Gupta**, delivered a presentation on luxury properties and various offers for its partner agents. The Sun Siyam Group’s Aqua Iru Veli, an all-inclusive resort, is set to open shortly.





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1. Chief Executive Officer (CEO)

To manage the overall operations and act as the core communications touch point between directors and the operations.

This role will also require all day-to-day management decisions and implement the company's long and short-term plans, to achieve the desired goals.

Prior experience in the travel field will be preferable.

2. Chief Operating Officer (COO)

To assist the Operations Manager in the day-to-day work.

To handle the entire operations process by crafting itineraries, booking hotels for groups, and creating schedules and plans. Adequate prior knowledge of air ticketing, rail ticketing, etc., is preferred.

Candidates with good geographical knowledge in travel itineraries will be preferred.

3. Store Manager

To keep a stock of all the eatables and other products which are required for day trips and tours.

To look after the packing of various trips and tours.

4. EA to Director

To manage the Director's appointments through the day. To travel with the Director and take note of all the day's proceedings, minute the meetings of the Director and share them with relevant departments.

To check the emails of the Director and maintain secrecy and privacy while forwarding them to the concerned department(s). Should be able and willing to travel throughout the day, whenever necessary.

5. Tour Executive

To travel with various groups and assist the tour leader.

Should be young and energetic and have a never-say-die attitude for any work or ongoing task assigned.

6. Marketing Executive

To approach various schools, colleges, corporates for various trips and tours and build the business forward. To follow-up with various schools, colleges, corporate houses & get confirmed orders for the organisation. Explore new schools/colleges/corporates and approach and convince them for picnics, events and tours.

7. Drivers / Chauffeurs

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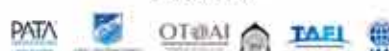
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