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GITB-ATM clash in '19, again

At the 10th edition of Great Indian Travel Bazaar (GITB) this year, 280 foreign buyers from 55 countries and 270 exhibitors interacted in B2B meetings. In 2019, GITB will be held at Jaipur from April 28-30 which will again yet again coincide with Arabian Travel Mart (ATM) to be hosted from April 28-May 1 in Dubai.



Ankita Saxena

Organised by Department of Tourism, Government of Rajasthan, Ministry of Tourism, Government of India and FICCI, GITB this year was inaugurated at The LaLit Jaipur, amidst the presence of state government officials and travel trade fraternity like Vasundhara Raje, Chief Minister, Government of Rajasthan; Rashmi Verma, Secretary—Tourism, Government of India; Jyotsna Suri, Chairperson, FICCI Tourism Committee; Dipak Deva,

Co-Chairman, FICCI Tourism Committee; Nihal Chand Goel, Chief Secretary (Tourism, Art & Culture) and others.

Inaugurating the exhibition at Jaipur Exhibition and Convention Centre, KJ Alphons, Minister of State (I/C), Tourism, GoI, commented, "Foreign tourist inflow in India last year grew by 15.6 per cent and receipts grew by 20.2 per cent. We want to double the tourist inflow in three years. It is possible to achieve the target as India has a lot of potential and a 5,000 year old

history, which no other country in the world has."

Raje informed that each year, the participation of international and national players at

tourists in the state and I would like to congratulate all stakeholders since we are well on our way to overachieve this target. By the end of 2017, Rajasthan received 47.5 million tourists

of the state's campaign—'Jane Kya Dikh Jaye' has resulted in generating interest for India amongst national and international travellers."

also saw a large number of first-timers."



Speaking about the success of GITB 2018, Subodh Agarwal, Additional Chief Secretary—Tourism, Government of Rajasthan, said that events like GITB have helped in bringing Rajasthan on the world map. "The pre-structured meetings were customised to meet the needs of the respective buyers. The event

“Foreign tourist inflow in India last year grew by 15.6 per cent and receipts grew by 20.2 per cent. We want to double the tourist inflow in three years”

GITB has only increased. She said, "As per our Vision 2020, we hoped to receive 50 million

and I am sure we will reach the 50 million mark two years in advance in 2018. The success

Relaxed PAP norms for foreigners

The Ministry of Home Affairs (MHA) has relaxed the Protected Area Permit (PAP) for foreigners visiting Manipur, Mizoram and Nagaland, except for those from Pakistan, Afghanistan and China.



TT Bureau

The Protected Area Permit (PAP) will be valid for five years. These areas constitute some of the most pristine locations of the country which had been out of bounds till now for them without a spe-

cial permit. The six-decade old PAP regime from these areas has been relaxed from April 1, 2018.

Under the Foreigners (Protected Areas) Order, 1958, all areas falling between the Inner line and the

International Border of some states were declared as protected areas. These areas include whole of Arunachal Pradesh, Manipur, Mizoram, Nagaland and Sikkim, besides parts of Himachal Pradesh, Rajasthan, Uttarakhand and Jammu and Kash-

mir. Some parts of Sikkim also fall under the protected area regime.

It is believed that the government might lift PAP from other areas as well. The guidelines in place earlier did not allow a foreign

national to visit a protected or restricted area unless the government is satisfied that there are extraordinary reasons to justify his or her visit. Foreigners, except citizens of Bhutan, if want to stay in a protected or restricted area, have to get a special per-

mit from an authority with the power to issue such permits. In cases of the citizens of Afghanistan, China and Pakistan and foreign nationals of Pakistani origin, no permit, however, can be issued without the prior approval of the Union Home Ministry.



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Maya sets foot in Bengaluru

The 5th South India Travel Awards is scheduled to be hosted in Bengaluru on May 14 at The Clarks Exotica Convention, Resort and Spa. The ceremony will honour the industry achievers from the region.

TT Bureau

Renowned as India's first regional awards which honour the achievers of the tourism industry, India Travel Awards has made a mark in the industry. Amit Bhasin, General Manager, India Travel Awards, explains that the concept behind the awards has been to recognise the effort of individuals and travel companies. He adds that these are the first and only regional awards to reward achievers from every region who have collectively supported the growth of the tourism industry and taken it to newer heights.

"These awards set a company apart from its competition and differentiate the quality of its achievements from others,

thus placing the awardees at the forefront of the industry. It is very heartening to see that every year the number of nominations received for South India Travel Awards keep increasing manifolds," says Bhasin.

As the host of the black-tie award ceremony, Clarks Exotica Convention, Resort and Spa is all prepped up to put up a good show. M Balaji, Chief Executive Officer, Clarks Exotica Convention, Resort and Spa, says, "It is truly an honour to partner with India Travel Awards to host one of the most prestigious travel and hospitality award shows in the country. Our appointment as the host of the fifth edition of these awards speaks of the quality of our services. Anybody coming to our property for the first time



M Balaji
Chief Executive Officer
Clarks Exotica Convention
Resort and Spa

is sure to be blown away by all we have to offer."

Balaji further informs that the entire team at the property is excited to host the awards. "Our F&B team is working their magic with the menu while our service team is making sure that no stone is left unturned



Amit Bhasin
General Manager
India Travel Awards

to ensure the success of the event. We are confident that our guests will enjoy coming to Clarks Exotica as much as we will to host them."

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India bullish on domestic

Indian domestic travel market is going to reach new heights soon. According to a recent report, Indian domestic travel market is poised to become a \$48 billion industry by 2020, and the biggest contributor to this growth will be air travel, which is expected to grow at 15 per cent to \$30 billion by the end of this decade. This is fuelled by increased investment in the aviation sector as well as Ministry of Civil Aviation's ambitious UDAN scheme for regional connectivity, which is opening new airports around the country. Another big contributor is the hospitality market in India, especially the mid-segment and the budget category. The hotel industry is expected to grow at 13 per cent to \$13 billion by 2020 while railways will remain largely stagnant at \$5 billion. However, with Ashwani Lohani at the helm for railways, it might just work wonders for domestic tourism. A few trains have already been started for tourists, connecting destinations on many circuits across India. Also, the fares for luxury trains have been reduced, which might just see domestic travellers opting for those packages. This, in addition with the Ministry of Tourism's focus on Swadesh Darshan and PRASAD scheme, will see infrastructural developments in many regions and would certainly give the much-needed boost to domestic tourism.

Sustainability in travel

A lot is being said about sustainability, especially when it comes to properties and locations being set up amidst nature and remote areas. According to a recent report, 97 per cent of Indian travellers want to travel sustainably in 2018 with 88 per cent of them willing to dole out extra money for the same. The report says that 73 per cent of Indian travellers often opt for sustainable travel, and approximately 32 per cent Indians are willing to pay at least 15 per cent more to ensure to keep a low impact on the environment. Travelling Indians follow many sustainable practices, including buying locally-produced products; using public transport; as well as dining at restaurants that use local produce. There is a need for developers to keep these things in mind when planning itineraries to make for richer experiences for travellers, as well as uplift the local economy of a place.

TRAVTALK brings to you news and events that made headlines 25 years ago with relevance even today. From the archives, we present the May 1993 issue:

Then (May, 1993)

Jet Airways Commence Operation

- In May 1993, Jet Airways started its operations with a fleet of four B737-300 aircraft, which was to be expanded to eight aircraft within one year of operations.
- It was reported that in the first month, two B737-300 aircraft were to join the Jet Airways fleet. The aircraft were leased from Ansett Worldwide Services Australia.
- Jet Airways was planning to operate in new tourist and commercial operations in Maharashtra.
- Also, the airline along with Government of India, was looking at restructuring the airports to allow safe landings of the state-of-the-art aircraft and similar jet aircraft.



Jet enters historic tie-up

Now (Jan 11, 2018)

- While Jet Airways completes 25 years in May this year, it signed a historical agreement with Air France-KLM.
- After beginning a three-way partnership in 2014 and then expanding it in 2016, the Jet Airways, Air France-KLM trio enhanced its co-operation to include terms that has no precedent in the Indian aviation yet.
- Apart from offering an annual incremental revenue potential of over \$1 billion for the Indian airline, this four-sided, metal

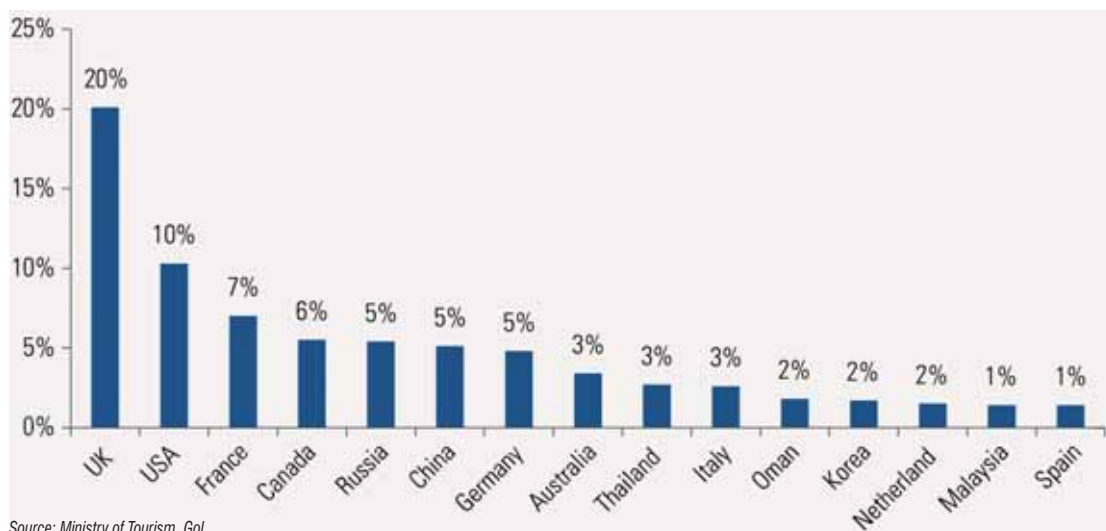


neutral agreement opens up 106 destinations in Europe, 44 cities in India and more than 200 connections in North America for the Indian traveller.

- Jet Airways, Air France-KLM and Delta Air Lines will thus connect India to a vast transatlantic network via the Paris-Charles de Gaulle and Amsterdam Schiphol hubs.

UK, USA lead in availing e-TV

The introduction of e-Visa has led to a strong surge in Foreign Tourist Arrival resulting in a YoY growth of 62 per cent in February 2018 compared to February 2017. UK, USA and France were the top three source countries availing e-Tourist Visa facilities during February 2018.



Source: Ministry of Tourism, GoI

Goa on global promotion drive

With international roadshows planned for leading source markets in 2018, Goa is going all out to promote itself as a favourable destination. The state is upgrading its tourism facilities, exploring newer products and supporting travel trade by offering free participation space at its exhibition stall.



TT Bureau

In 2017, Goa received as many as 7,785,693 tourists out of whom 6,895,234 were domestic tourists while the remaining 8,90,459 were international tourists, informed Deepak Narvekar, Senior

terms of domestic market, tourists from West Bengal are quite frequent travellers. Other states contributing to Goa's tourist numbers include Maharashtra, Karnataka, Northeast, Delhi, etc. He adds, "For the domestic tourism segment, we are targeting states in the Northeast and

for inbound tourists, we are looking at GCC countries like Israel, Jordan and other markets like Australia, New Zealand, St Petersburg, etc. Roadshows have been planned in overseas markets to showcase Goa's potential. We will conduct roadshows in Chicago, New

York, Australia, Finland, Denmark, Russia and Lithuania in May and June. Most of these shows will be led by Azgaonkar, Cabral, Dharmendra Sharma, Principal Secretary—Tourism, Government of Goa; Menino D'Souza, Director—Tourism, Government of Goa

and Nikhil Desai, MD, GTDC."

Narvekar further informs that GTDC has been appointed as the Special Purpose Vehicle (SPV) Cell whereby infrastructure projects will be undertaken by GTDC for the Government of Goa. Talking about the sup-

port offered to the travel trade, Narvekar says, "We are offering free participation and exhibition space to travel agents in all our stalls. They have to be a member of Travel Trade Association of Goa (TTAG), fill a form and based on space availability, they can participate with us."



Deepak Narvekar
Senior Manager—Marketing, Goa
Tourism Development Corporation

“For the domestic tourism segment, we are targeting the Northeast and for inbound tourists, we are looking at GCC countries”

Manager—Marketing, Goa Tourism Development Corporation. "With the new Tourism Minister Manohar Azgaonkar and GTDC Chairman Nilesh Cabral, we are exploring new tourism products in various parts of Goa. We have received tremendous response for activities like hot air balloon and introduction of hop-on hop-off buses. Water sports have been given more importance and public utility services are also being introduced at various beaches in Goa. Soon, light and sound shows will be introduced at Fort Aguada with ropeways from Panjim to Reis Magos Fort are also expected to be operational soon," says Narvekar. The state is also projecting itself as a wedding destination given the large number of five-star deluxe properties.

He further informs that Russia is the largest international source market for Goa followed by UK, Germany and other European countries. In

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GITB's hits and misses in 2018

This year's edition of GITB was underscored by strong representation from foreign tour operators and a large contingency of exhibitors. Attendees share a mixed feedback on the quality of buyers they encountered this year and how GITB is more of a lead generating platform.

 Ankita Saxena



Dhananjay Kumar
General Manager
The Surya Hotel

“We have been participating since the inaugural edition of GITB and it has only grown year on year. If last year, we met about 120 FTOs, it increased by 10 per cent this year. We were able to meet FTOs directly from across 50 countries. GITB has been a great platform to meet FTOs directly who then book through the DMcs to understand the requirements of the market and if the product needs any development or alteration. The quality of meetings can only be judged after the show is over and actual business is discussed.”



Randhir Gupta
Director of Sales India—Leisure,
AccorHotels

“We were able to conduct meetings with foreign tour operators at the show and also portray the growth we have recorded across the many leisure cities in India. Most of the DMcs were happy with the growing number of hotels. We met over 120 operators and I have to say that the buyers were from known companies, which had done their homework before coming. They had specific queries regarding newer products and key destinations for their markets and none of them were repeat clients.”



Raman Tuli
Managing Director
Parfait Hospitality

“GITB is primarily an inbound focused show which brings together all major players under one roof. At this platform, we can not only showcase our products to foreign buyers but also meet industry colleagues. Though the inbound segment of travel is declining for hotels in India, I feel that with the kind of enthusiastic participation at this year's edition, we can see a boost to the hospitality business in India. The buyers have specific queries and one-to-one interaction has helped us understand their needs and requirements to cater the travellers from their source market better.”



Nirmalaya Choudhury
Executive Director—
Operations, JTI Group

“I personally feel that there is a bit of slackness at GITB this year. I say this because first, the attendance at the show has reduced as compared to the previous year's editions. This could be because of other travel shows taking place simultaneously and the crowd has been divided. There is a mix of the quality of buyers at the show and there has not been much change over the years. I feel GITB is a relevant show and will continue to remain so for some time in the future.”



Rohit Arora
Area General Manager
The Park Hotels



Subhashish Gupta
General Manager
Radisson Jodhpur

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H S Duggal
Managing Director
Minar Travels

“The quality of foreign buyers is much better this year as compared to the last years. The meetings conducted were more meaningful. I have to say good efforts have been made by the organisers in choosing the right buyers for this edition of GITB. Talking of numbers, the buyers will definitely be more because there are more number of exhibitors, so that is not a criterion to comment on the quality of the show. Business is transacted only when decision makers come to the show and there is a match in terms of products offered and desired.”



Manish Tolani
Head of Sales
ITC Hotels

“This year, GITB is far more positive than its previous editions. The number of meaningful engagements has definitely increased; we received over 160 queries over two days which is a 20 per cent increase in appointments over last year. Based on our interaction with the FTOs directly, we can say the queries are good and for us, it is more important how the DMcs are interacting with them because eventually the business comes through the DMcs and the feedback has been positive for them.”



Mayuri Ghosh
General Manager—Sales
Lords Hotels and Resorts

“A majority of foreign buyers were first-time visitors to India and to GITB. We received queries for our properties. The number of foreign buyers increased this year. We had about 40 meetings in total. This is mostly a lead generating platform where an interest is generated amongst buyers and we showcase our products but business is done later.”



Vishal Jaiswal
CEO
Caper Travel Company

“GITB is one of the most important platforms which we have been attending year after year. We can showcase our products, network and meet industry trade partners. However, the foreign buyers who visit the show are not decision makers but mostly tourists in India. They can also listen to our product presentation and show interest in doing business later but cannot take decisions on behalf of the companies and close concrete meetings.”

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Mid-scale hotels to drive growth

Jean-Michel Casse, Chief Operating Officer, India and South Asia, AccorHotels, speaks about the group's mid-scale hotel brands in India and ways to expand its operations.



Anupriya Bishnoi

QWhat are the group's expansion plans for this year?

We will continue our strong growth momentum in 2018 as we expand our network of hotels in the country across a portfolio ranging

from international luxury and upscale to mid-scale and economy brands. AccorHotels now has 4200 hotels, resorts, and residences across 95 countries, with India as one of our significant growth markets.

In India, AccorHotels has an expansive network of 46 hotels spanning nine internationally celebrated brands in 22 cities. In 2017, AccorHotels added seven hotels to its network and this year, we plan to add at least another four, having already opened our first hotel in 2018 – ibis Pune Hinjewadi. Chennai remains a key market for us with five existing hotels and 982 rooms. We are also the largest operators in key markets like Hyderabad and Goa.

QWill AccorHotels emphasise more on mid-segment hotels while expanding or is it still going to be a healthy mix?

We believe that we have something to offer to every segment of traveller, given our expansive portfolio and dense network of hotels. In India, we have witnessed a major shift in the focus of our industry for

Novotel and smart economy brand ibis. Currently, we have 17 Novotel and 18 ibis branded hotels in the country with an active and robust pipeline across major cities.

In this segment, we see a significant demand and supply gap, which we seek to bridge with our Novotel and ibis brands. We see this growing

AccorHotels and we are geared up to achieve more this year. Last year, we opened eight new hotels as part of our network expansion and densification strategy in India, which brought us closer to our target growth of 80 hotels by 2020. Apart from this, the ongoing focus on mid-segment brands helped us establish a strong foothold in India.

QWhere do you see AccorHotels and the Indian market in the next five years?

In line with our global approach to development based on luxury hotels, private residences, lifestyle concepts and resorts, we are increasingly focused on similar segments in India, where we see selective but interesting opportunities in key commercial hotel markets. Our luxury portfolio in India is represented by Fairmont Jaipur, Sofitel Mumbai BKC, Swissotel Kolkata, and Pullman New Delhi.

While we seek opportunities to introduce the entire gamut of brands at the appropriate time, we are engaged in some very active and interesting discussions to bring the Rafles and Banyan Tree brands to India as a start. We envision growth of the Fairmont and Sofitel brands in markets such as Mumbai, Gurugram, Delhi, Bengaluru, and Goa among others. We would be very keen to engage in discussions for these brands and have seen interest from some of our existing partners as well as those new to AccorHotels. Branded private residences co-located with hotels under brands are also of interest to potential partners.

A significant portion of our expansion in India is driven by our internationally renowned midscale brands such as Novotel, which is renowned for its modern, easy living and flexible concept, as well as our smart economy brand ibis.

QWhat kind of challenges do you foresee for 2018?

The core challenge for the hospitality industry at large is the ability to attract and retain the right talent, which is intrinsic to driving great guest experience and ensuring all guests feel welcome. With attrition at around 25-30 per cent across different levels, a metric often considered

amongst the highest across all service industries, talent and culture is an area we focus on strongly as a group. We focus on instilling the right attitude and service to increase guest satisfaction through AccorHotels Academie, a learning network offering real time, online, and virtual courses. We invest a lot of time conducting trainings, developing and managing employee engagement plans, understanding and supporting the work-life balance needs of our people, openness for flexible timings, specially designed programmes to benefit employees, and developing resources with initiatives such as the AccorHotels Also, taking forward our motto of 'Feel Welcome', one of our initiatives is oriented towards culture change at workplace and is known as Heartist. Through this, we build our distinct identity, share a common language, common set of values, common desired guest experience and common way of being with our colleagues around the globe.

QWhen it comes to staying ahead of competition, what are your key areas of focus?

One of the key game changers in the industry has been consumer empowerment. While earlier hotels would once court travel agents and retain tight control over their relationships with their customers and other stakeholders, in the recent years we have seen a new breed of Online Travel Agents (OTAs) and digital influencers who have come to develop an increasingly strong impact on consumer decisions.

We are focusing on digital transformation, including broadening our direct booking platform, adding new services, and expansion in luxury segment.

India Vision

AccorHotels envisions growth of the Fairmont and Sofitel brands in markets such as Mumbai, Gurugram, Delhi, Bengaluru, and Goa among others

A significant portion of our expansion in India is driven by the brand's internationally renowned midscale brands such as Novotel and its smart economy brand, ibis



“In India, AccorHotels has a network of 46 hotels spanning 9 international brands in 22 cities. In 2017, AccorHotels added seven hotels to its network and this year, we plan to add at least another four**”**

the past decade. Today, mid-segment hotels form a larger percentage of the total room inventory, also accounting for nearly 50 per cent of all the hotel rooms in the country. A significant portion of our expansion is driven by our mid-scale brand

demand as a potential growth engine for the future. Our recent openings in Lucknow, Dwarka, Chennai OMR, Pune, and Goa along with upcoming openings in Kochi and Sriperumbudur further highlight our focus to cater to the needs of a diversified growing base of business and leisure travellers alike.

QIf you had to sum up 2017, how would you describe it in terms of AccorHotels' business and the overall hospitality industry?

AccorHotels has been around for the last 50 years. In India, we just turned 11 and are committed to building the world's most enviable collection of brands in the most powerful emerging markets, making our guests feel welcome at each of our properties. What has been accomplished during the last 50 years has not only been extraordinary, but has shaped the size of our network; with the acquisition of FRHI, we not only enhanced our position as a luxury operator but we also repositioned the way people thought about AccorHotels. We now have some of the best-known brands in luxury within our portfolio and some of the best people in luxury on our teams. We are seeing new trends towards experience and personalisation being the key factors for luxury travellers. Lifestyle and design-focused hotels are also very much in demand and we are following these trends in our development strategy.

During our operations in India, we have gained solid momentum. The previous year was an eventful one for all of us at

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Trade revels in inbound festival

At this year's edition of Great Indian Travel Bazaar, recently held in Jaipur, all senior authorities from Ministry of Tourism marked their presence amidst a strong attendance from key stakeholders of the tourism and hospitality industry.



AGENTS

Spreading wings in ME

In a bid to expand its presence in English-speaking countries, Europamundo Vacaciones is now reaching out to the Middle Eastern countries.



TT Bureau

Europamundo has been present in the India market for the last three years. Alejandro de la Osa, Director Commercial, Europamundo Vacaciones, says that the experience in the country has been amazing. "We have our partners in India since the time we started. Now we feel that the product is ready for the Indian market and people know what Europamundo is," he said.

He mentioned that the numbers in India are low as compared to the possibilities of the market. "Every month, we are selling double the numbers of last year and next year, we will again sell double the numbers. Even the number of Indian people on these tours has increased. While the growth in numbers is important, India has been an aspirational market for us with a lot of potential."

Aparna C Basumalik, Country Head, India, Europamundo Vacaciones, revealed, "Compared to what we were doing last year, our numbers are already 48 per cent ahead."

Currently, Europamundo Vacaciones is being represented by four companies in India. "We work with limited companies in the market globally. The companies we work with understand our product and are transmitting the qualities of the product in the market. We are not looking for more partners in India currently," said Osa.

Basumalik added, "We just want two or three good quality players who wish to grow with our company. This does not necessarily mean growth in numbers but increasing awareness and reach of the product. We have even reached out to Tier-II and Tier-III cities and did presentations in Raipur, Indore, Lucknow, Guwahati and Bhubaneswar. We have had people of 81 nationalities on the tours."

Talking about competition, she said, "Five points actually make the real difference if one is on a Europamundo tour. Firstly, we are the only ones offering immense flexibility on our tours. If it's a seven-day tour, one can opt to take just two days of the tour, which other agents won't allow. Secondly, one has the option to either choose an Indian meal or have the flexibility to go

without meals or special meals as per their choice. For every passenger who goes on a tour, it is important for him to explore the country in depth. Europamundo tours are very comprehensive as far as sightseeing is concerned. We don't burden you with overpriced structures.



Alejandro de la Osa
Director Commercial
Europamundo Vacaciones

“Our guaranteed departures is a feather in the cap. We never cancel the tour, irrespective of the number of passengers. The idea is to provide value to representative companies”

The most important point is the frequency and variety as well as round-the-year operations we offer, unlike many others who do seasonal business. This gives the tour operator a lot of strength in selling."

Osa added, "Our guaranteed departures is another feather in the cap. We never cancel the tour, irrespective of the number of passengers. The idea is to provide value to our representative companies."

Basumalik agreed saying, "We are pro trade and are happy to be backroom boys for every kind of agent, whether they are from big or small cities. Smaller agents who are basing their group departures on us don't have to worry even if they have 10 people or two."

As part of their strategy, the company is stepping into the Middle East market as well. "The next step is to grow our presence in the English-speaking countries and reach out to

the global market. Coming from a small market like Spain, our comprehensive Spanish brochure goes till 2000 pages. It is definitely one of the biggest brochures in the world in any language, which covers all of Europe, USA, China, Japan and India as well. Imagine the pos-



Aparna C Basumalik
Country Head, India
Europamundo Vacaciones

“We just want 2-3 quality players who wish to grow with our company. This does not necessarily mean growth in numbers but increasing awareness and reach of the product”

sibilities of an English brochure like that. For us, the product is in place; we just need to have the guides in place," said Osa.

Basumalik believes that she can see their English products selling in every country on the globe that speaks English. "Apart from India, we are very popular in the Philippines as well as other Southeast Asian markets including Thailand, Malaysia as well as Australia and New Zealand," she claimed.

Global Reach

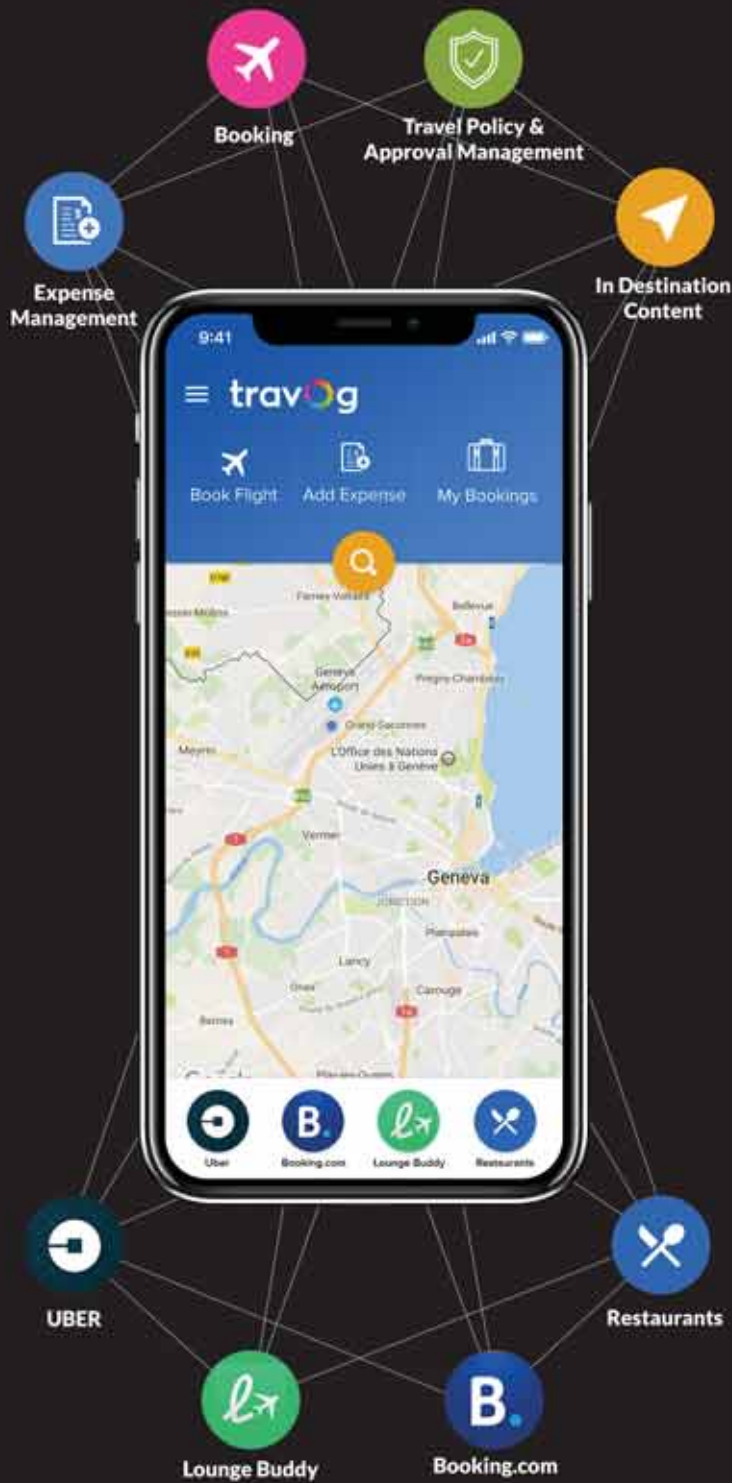
“Apart from India, Europamundo Vacaciones is very popular in the Philippines as well as other Southeast Asian markets including Thailand, Malaysia as well as Australia and New Zealand

“The next step for the company is to grow its presence in the English-speaking countries and reach out to the global market

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Fixed Departure Tours

Tour Code: IVI/5/1948 05 N / 06 D

Incredible East Coast
New York • Corning • Niagara Falls • Hershey • Washington DC

Departures :
May : 11, 25 | June : 08, 22 | July : 13 | August : 10

Single	Double	Triple	Quad	CWB
\$1290	\$998	\$930	\$894	\$675

Tour Code: IVI/5/1947 07 N / 08 D

Amazing West Coast
Las Vegas • Los Angeles • San Francisco

Departures :
May : 21 | June : 04, 18 | July : 02, 23 | August : 20

Single	Double	Triple	Quad	CWB
\$1870	\$1476	\$1398	\$1360	\$998

Tour Code: IVI/5/1949 15 N / 16 D

West & East Coast USA
San Francisco • Lake Tahoe • Las Vegas • Los Angeles • Hershey • Niagara Falls • Washington DC • New York

Departures :
May : 05, 12, 26 | June : 09, 30 | July : 14 | August : 11

Single	Double	Triple	Quad	CWB
\$3520	\$2730	\$2560	\$2475	\$1898

Tour Code: IVI/5/1946 17 N / 18 D

Grand Tour of USA
New York • Corning • Niagara Falls • Hershey • Washington DC • Orlando • Las Vegas • Los Angeles • San Francisco

Departures :
May : 11, 25 | June : 08, 22 | July : 13 | August : 10

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Holland records 30% growth

The Netherlands Board of Tourism & Conventions (NBTC) has recorded 30 per cent growth in 2017 over 2016. **Alphonsus Stoelinga**, Ambassador of the Kingdom of the Netherlands to India, Nepal and Bhutan, said that the numbers of Indians visiting Holland is on a rise.



TT Bureau

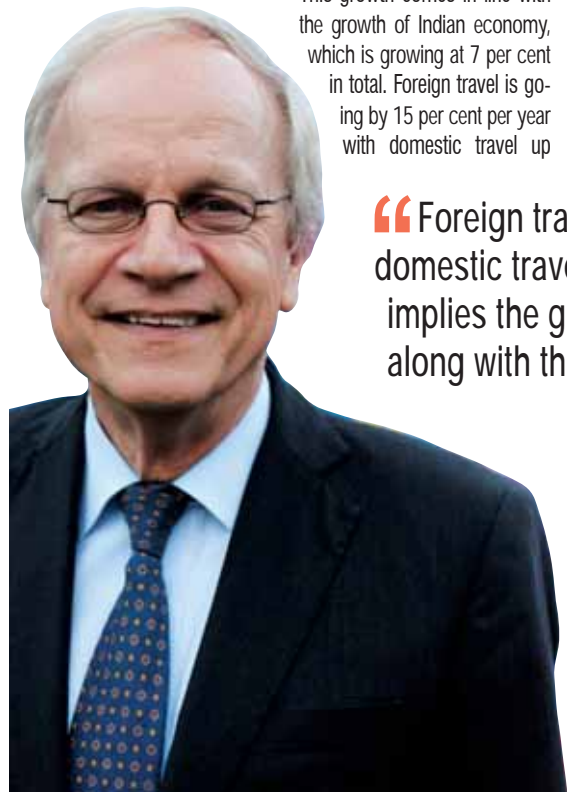
Alphonsus Stoelinga revealed that they are expecting 2018 to record a double-digit growth. Attributing this growth to the increased air connectivity, he said, "With Jet Airways offering direct connections from Delhi, Mumbai and Bengaluru to Schiphol Airport in Amsterdam; as well as KLM Royal Dutch Airlines start-

He added that apart from 30 per cent growth in tourist arrivals from India to Holland, they have also seen 30 per cent more Indian students in the Netherlands. "The effect of this growth is on us in the embassy as the number of visa applications is also growing by 25-30 per cent per year. Hence, there is enormous traffic from India to Netherlands and vice versa. This growth comes in line with the growth of Indian economy, which is growing at 7 per cent in total. Foreign travel is going by 15 per cent per year with domestic travel up

make it as quick as possible to get a visa. Apart from increasing our capacity to process the applications, we also urge Indians to avoid waiting till the last minute to obtain visa and submit all their applications the moment they plan their trip."

sion on The Netherlands for travel agencies as well as for students. I always tell students that the Netherlands is a very good alternative for United States and Britain for studies," he added.

For a long time, Indians have been combining The Netherlands with the rest of Europe. This might change now as the country is now a hub for flights coming into Europe from India. "In Europe, Indians are spending one to two weeks, but only a few days in the Netherlands. We always tell Indians that The



“Foreign travel is going by 15 per cent per year with domestic travel up with 24 per cent per year. This implies the growing purchasing power of Indians along with the rising middle-class”

tourists. Now, we are trying to convince them to explore the cities first and then take a tour of the nature, tulips and landscape. In fact, Holland has a very special landscape as we are partly below sea level. It's a flat land, which is kept dry by windmills. We don't have any modern machines to keep the land dry," he claimed.

Netherlands is a hub for Indian exports to Europeans and for Indian investments in Europe. Many companies have established themselves in The Netherlands now. Especially after Brexit, we have 2.5 times more Indian companies establishing themselves in The Netherlands. With increased connectivity between both countries via KLM Royal Dutch Airlines, people arriving in Amsterdam, come only for The Netherlands. We hope that they stay longer and explore many cities of the country."

ing operations from Mumbai to Amsterdam, the number of travellers between the two countries is increasing. Amsterdam is a hub for Indians to not only land in Holland and explore the destination but also visit other European countries, especially with KLM Royal Dutch Airlines offering connections to all of Europe and America. The addition of Jet Airways' connections across India is only going to boost traffic between both the countries."

with 24 per cent per year. This implies the growing purchasing power of Indians along with the rising middle-class," he shared.

He revealed that this year's theme for marketing for NBTC would be luxury, and the country has many offerings and experiences for travellers in this segment. "Our focus in 2018 will be to promote Holland as a luxury destination, wherein NBTC would be targeting affluent Indian outbound travellers. The museums in both Amsterdam and other cities offer a great experience for connoisseurs of art. These cities also offer a laidback lifestyle with not many people around, which itself is luxury for Indians today."



With the peak season approaching, visa applications take long to get processed. Stoelinga said, "We try to process the visa in the scheduled time and cope with the capacity here. We are also continuously increasing the capacity of our staff. It might take a few days longer in the peak season, but we do try to

Schiphol airport, will be doing joint promotions throughout the country via social media, digital campaigns, etc. "While the awareness is there, there is a lot of outreach by us as well. Whenever I travel to any of the Indian states, I always take Dutch companies along. Also, there is always a ses-

Strong Contact

NBTC, Schiphol, Jet Airways and KLM Royal Dutch Airlines will run a three-city Holland Club Meeting in August 2018 for B2B interactions between Indian travel trade and Dutch sellers

No location is too remote

Spree Hotels aims to grow to 30 properties within this year and introduce the unique Spree experience founded on its 'Do More' philosophy of service, to many more travellers across India.



TT Bureau

Bengaluru-based Spree Hospitality has tied-up with Mangala International hotel, marking its foray into the Coimbatore market. With this tie up, Spree has expanded its national footprint to nine cities.

Keshav Baljee, Managing Director, Spree Hotels, says, "The south is a natural extension for Spree as our corpo-



Keshav Baljee
Managing Director
Spree Hotels

“The south is a natural extension for Spree as our corporate office is based in Bengaluru. Our presence in key gateway cities have allowed us to penetrate into Tier-II and III cities”

rate office is based in Bengaluru. Our presence in key gateway cities have allowed us to penetrate into Tier-II and III cities. We intend to further spread according to a cluster strategy to get economies of scale. We also look for good

City tales

With improving air, road and rail connectivity, and the mushrooming of industry and IT parks, it was time for Spree to expand in Coimbatore. Zip by Spree Hotels Mangala International, Coimbatore is a 68-room property

Coimbatore is a city that is discerning and yet value conscious, something that is perfect for our hotels

development partners if we find the right person, then no location is too remote for us.”

Speaking about the Coimbatore market, Baljee says, “Coimbatore is one of the fastest growing cities in the south. With improving air, road and rail connectivity, and the mushrooming of industry and IT

parks, we believed it was time for Spree to expand there. It is a city that is discerning and yet value conscious, something that is perfect for our full-service yet moderately priced hotels. We also focus on F&B with large banqueting spaces and multiple restaurants in most of our hotels, and it is the same with the ZIP by Spree Coimbatore.”

As with all its partnerships, Spree will manage end-to-end operations at the hotel on behalf of its partners and be responsible for the overall customer experience, quality, and growth of the hotel. “We have overseen the complete renovation of the hotel into a modern business hotel, and look forward to engaging with our corporate part-

ners across India to welcome their guests,” he shares.

Commenting on future plans, Baljee said, “We are looking to scale up our presence across the country; this year will see us launch many more properties across the country as we continue to focus on our long-term objective

of building India's most loved chain of full-service hotels.”

Spree will be launching a 'Summer and Monsoon Mela' soon offering some great discounts and incentives to our guests and travel partners. This will also coincide with the launch of its hotels in Coimbatore, Ooty, and Bengaluru.

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Tourism under spotlight at GITB



Helping agents serve better

Travelport's focus in India is growing the market in terms of getting Indian OTAs on board and strengthening its smartphone strategy in the country. It is also looking at bringing in more content and data.



TT Bureau

Mathew Powell, Managing Director—Africa, Middle East and South Africa, Travelport, said, that they are focused on growing the market in India. "With a strong emphasis on the online channel in the region, our key focus has been on providing services to some of the largest online travel agencies in India. We are also concentrating on the speed of response time and accuracy, and looking at how we can bring more content and data. From the offline travel agency product, we are still focusing on Smartpoint strategy, which is starting to resonate with the Indian travel agents. Smartpoint allows users to have more functionality and content at their fingertips, thereby offering personalised service to travellers," he added.

Jason Nash, Chief Storyteller, Travelport, mentions that



Mathew Powell
Managing Director—Africa, Middle East and South Africa, Travelport

“Our key focus is on providing services to online travel agencies in India”

they closed 2017 on a high note. "In 2017, we made great progress with various strate-



Jason Nash
Chief Storyteller
Travelport

“We are one of the first distribution players to have NDC Level 3 certification”

gies, particularly our mobile app business that we bought 18 months ago. It depicts how

we can help our travel brands around the world build compelling mobile solutions. We are building mobile apps for a number of major airlines.”

For 2018, Nash revealed, that Travelport will be making investments in four key areas. He said, "We continue the leadership in travel choice with regard to the apps we are building for airlines. What we are doing is bringing the rich content that airlines want to make available to a larger population. Besides having API connections to 24 different airlines, we are one of the first distribution players to have NDC Level 3 certification. This allows us to have the largest chunk of content on air side. We are also investing in content for hotels and doing well with car suppliers too while working with some of the biggest OTAs. Secondly, we've been making investments in travel performance, and hence continue to

improve our search algorithm and enhance the search response time." With this, he said that in the last 18 months, on an average, they could cut two seconds of the global response time for their search.

"We have also made investments for new suite of capabilities for travel agents, called the Travelport Efficiency Suite, which helps to remove the mundane activity for travel agents. Thirdly, we are working around improving travel experience, which not only means continuing the work with mobile applications but also helping travel agents being more productive. Hence, we have Smartpoint desktop. The final area is the investment on travel intelligence, in which we are making use of data assets in Travelport. Travelport involves business with a lot of Big Data and we've just started to scratch the surface of things," added Nash.

Talking of India, which according to a recent report by Travelport, is the most tech-savvy country in the world, Powell said that the country continues to be the hotbed of innovation. "India is leading in terms of mobile and face technology. We believe that 70 per cent of all bookings by 2020 will be through mobiles, and India is driving a big part of that. We are looking at various technologies including Artificial Intelligence. These are exciting times for technology, and India definitely seems to be the hotbed."

Digitally India

India is leading in terms of mobile and face technology. Travelport believes that 70 per cent of all bookings by 2020 will be through mobiles, and India is driving a big part of that

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Large contingency of FTOs



GITB needs a better window

► Contd. from page 8



Rajesh Ballabh
General Manager
Ananta Pushkar

“This year, the meetings were quite good and we directly met the foreign tour operators, who have been dealing with various DMCs for India. We were able to understand from them, which properties they were using for their clients and which ones they were not, and for what reasons. We are a little disappointed with the low footfall at the show and somewhere, there was a lack of interest in the show. However, we were able to meet buyers one-on-one in a non-rushed atmosphere.”



Richa K Singh
Executive Vice President,
Treehouse Hotels, Resorts
& Serviced Apartments

“GITB is one show which brings some of the most serious buyers into India to showcase the various destinations of tourist interest. It is a great platform to showcase the various tourism products of India to a variety of foreign tour operators. Since we have moved from the older venue to a larger one at JECC, the show has become much more organised. According to me, GITB is mostly a lead generating platform, rather than a show where actual business is transacted. Here, interest is generated amongst the foreign tour operators, which further yields to business later during follow ups. It also brings all DMCs from across the country under one umbrella.”



Manish Saini
Director
Worldwide Rail Journeys

“We participated at GITB for the third time this year after a gap of two years. This year, we felt that the number of foreign buyers has decreased as compared to the last few editions and the attendance at the show was also low. However, we were able to get a fair amount of good quality meetings. Some of the queries were from newer markets like China. At GITB, there is no actual transaction of business but it is important to showcase the product to the market and gather information about various trends.”

“This year, GITB has been more or less similar to its previous editions, but with an increase in the number of foreign buyers and sellers, as informed by the organising team. Though it has not changed over the years, the show has become more positive and is an important show for tourism in North India. Not only is it a key show to touch base with industry colleagues and market the brand, but also one to meet newer clients for a larger share of business in the industry.”



Jatinder Taneja
Managing Director
Travel Spirit International

“What I like about GITB as a platform is that we get to meet new clients every year to expand our data base. Some of the buyers are travel agents who are starting out with promotion for India. GITB becomes their touch point for all suppliers in the country and generates potential for us. Based on our conversations with some clients, it was observed that the buyers were not happy with restrictions on paying the participation fee. The organisers should note that to make the procedure easier and convenient, the buyers should be allowed to pay in any currency or be charged on their credit card.”



Vikas Abbott
Managing Director
Vasco Travel

“This year, GITB was quite positive as we got a chance to meet many new clients who displayed immense interest to put India on the tourism map as a preferred destination. Frankly speaking, we have been coming to GITB for years now and have not seen anything change. However, the selection of foreign tour operators at the show was done with more care this year. I feel GITB needs a better window. With the season becoming hot in Jaipur in mid-April and Arabian Travel Market also clashing with this show, I feel the charm of the show is lost to some extent. I feel a more meaningful and carefully chosen window to host GITB will bring better results.”



Anil Kumar
Chairman and
Managing Director
Senkay Tours and Travels



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EVENT TALK

MAY 2018

Annual Meetings & Events Industry Conference	Adelaide, Australia	6-8
Germany Travel Mart (GTM)	Dresden, Germany	6-8
TRENZ	Dunedin, NZ	7-10
INDABA	Durban South Africa	8-10
ILTM Latin America	Sao Paulo, Brazil	8-11
Indian Exhibition Industry Association (IEIA) Seminar	Hyderabad	9-11
South India Travel Awards	Bengaluru	14
IMEX	Frankfurt, Germany	15-17
PhocusWright Europe	Amsterdam, The Netherlands	15-17
ITB China	Shanghai, China	16-18
PATA Annual Summit 2018	Gangneung, Korea	17-20
ILTM Asia Pacific	Singapore	21-24

JUNE 2018

IATA AGM 2018	Sydney, Australia	3-5
International Travel Roadshow (ITR)	Delhi	12
International Travel Roadshow (ITR)	Kolkata	13
International Travel Roadshow (ITR)	Pune	15
BITE	Beijing, China	15-17
International Travel Roadshow (ITR)	Hyderabad	16
International Travel Roadshow (ITR)	Kochi	19
International Yoga Day	India	21
HRAWI Convention	Sri Lanka	27-30
Telangana Tourism Conclave-2018	Hyderabad	28-30

JULY 2018

Hotel Operations Summit India 2018	Delhi	2
GPS	Chandigarh	5-7
TTF	Kolkata	6-8
Travel Wedding Show	Jaipur	7-8
Kiwi Link India	Mumbai	9-10
Tourism New Zealand Frontline Training	Bengaluru	12
GPS	Ahmedabad	12-14
Tourism New Zealand Frontline Training	Delhi	13
TTF	Hyderabad	13-14
ACTE Global Summit	Singapore	17-18
GPS	Lucknow	19-21
Focus Philippines	Goa	23-26
IITM	Bengaluru	27-29

AUGUST 2018

GPS	Kolkata	2-4
IITM	Chennai	3-5
Israel Ministry of Tourism Roadshow	Ahmedabad	7
Israel Ministry of Tourism Roadshow	Delhi	8
GPS	Kochi	9-11
ITM B2B Event, Tourism Australia	Kochi	16
ITM B2B Event, Tourism Australia	Kolkata	17
ITM B2B Event, Tourism Australia	Goa	18
ITM B2B Event, Tourism Australia	Mumbai	20
GPS	Pune	23-25
Dubai Business Roadshow	Mumbai	27

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

OTOAI EC meets west region

The new Executive Committee team of the Outbound Tour Operators Association of India (OTOAI) descended in Mumbai to meet its members and engage in networking sessions.



Hazel Jain

It was an informal gathering on a Saturday evening when the new Executive Committee (EC) team headed by its President met members of the western region of the Outbound Tour Operators Association of India (OTOAI). The association took this opportunity to introduce the new team to the members in the region as well as conduct some product presentations to showcase products that are available in the market.

Present at the event were the association's EC members led by its President, **Mahendra Vakharia**. He said, "We have decided to conduct the EC meeting once a month on every second Saturday so that everyone can plan their month accordingly. It will be held in different cities but predominantly in Delhi and will rotate between Mumbai, Chennai, Kolkata and Ahmedabad with at least one meeting." The next EC meeting



Mahendra Vakharia
President
OTOAI

will be held on May 14, 2018 in New Delhi.

Speaking about the association's upcoming convention, he said, "It is shaping up very well. We will announce the name of the destination soon. We are doing it with the support of the tourism board and it will be held sometime in August or September 2018. The team will start working on the logistical details now like airlines, hotels, etc."



Ajay Sengar
Chapter Chairman-Western India
OTOAI

The EC members had met earlier in the day to discuss the plan of action for the association as well as its upcoming convention. **Ajay Sengar**, Chapter Chairman-Western India, OTOAI, who is from the Tier-II city of Akola in Maharashtra, was also present at the networking event.

Among the EC members were **Sujit Nair**, Founder & Group MD, Akquasun Holidays; **Himanshu Patil**, Vice President, Kesari Tours; and **Adil Karim**,

Director, Creative Tours & Travels (India) from Mumbai while some EC members had flown in from Delhi. These included **Shravan Bhalla**, CEO, High Flyer; General Secretary **Chitra Bhatia**, **Riaz Munshi**, MD, N Chirag; and **Rajeev Sabharwal**, CEO, Gaurav Travels. The evening started with three product presentations that included Reliance Insurance, Tripoto.com and Nock Nock. This was followed by lucky draws sponsored by various companies.

OTOAI Newsletter

The association has also started a monthly newsletter from April 2018 for its members. Speaking about this, **Vakharia** says, "The newsletter has been welcomed by all our members. The feedback we have received for it is very encouraging. Our only regret is that we didn't start it earlier. Going forward, we will aim to increase the newsletter in size and content."

Vizag convention from Sep 6-9

The Indian Association of Tour Operators (IATO) has declared the dates of their convention. The 34th IATO Convention will be held in Visakhapatnam from September 6-9, 2018.



Nisha Verma

IATO has announced its 34th convention almost a year in advance. It had announced Andhra Pradesh as the host state for the 2018 convention, just when it had announced the 2017 convention in Odisha. The venue of the convention is Hotel Novotel

confirmed his presence at the inauguration of the convention. "We have started working for the convention already. Our President **Pronab Sarkar** and I went to Vijayawada recently to meet the CM and invite him for the convention. He has accepted our invitation and confirmed his presence at the inauguration of



Rajiv Mehra
Vice President
IATO

"IATO Convention will be held in the state of Andhra Pradesh for the first time. Around 1,100 tour operators from various parts of the country are expected to be present at the event including **N Chandrababu Naidu** and **Bhuma Akhila Priya**"

Visakhapatnam Varun Beach. The IATO team has already started working on the convention.

Rajiv Mehra, Vice President, IATO, revealed that **N Chandrababu Naidu**, Chief Minister, Andhra Pradesh, has already

the convention. Apart from him, **Bhuma Akhila Priya**, Minister of Tourism, Telugu Language and Culture, Andhra Pradesh, has also assured us that she will be present on all three days of the convention, including the valedictory session."

He also revealed that IATO and Andhra Pradesh Tourism held a joint press conference in Vijayawada, where they formally announced the convention. "It will be the first time that IATO Convention will be held in the state of Andhra Pradesh. Around 1,100 tour operators from various parts of the country are expected at the event," Mehra added.

It was also announced at the press conference that a tour

of Navya Andhra tourist places will be a part of the convention, allowing the delegates to see various tourism offerings of the convention first-hand. **Himanshu Shukla**, MD, Andhra Pradesh Tourism Development Corporation, revealed at the conference that they would develop six new tourism sites in the state and expressed his hopes that IATO convention would boost tourism into the state.

Speaking at the conference, **Sarkar** said that they will promote Visakhapatnam as a MiCE destination as well as for Buddhist tourism. IATO Run will also be organised on September 7 at Visakhapatnam beach as part of IATO tradition.

Boosting Tourism

A tour of Navya Andhra tourist places will also be an integral part of the IATO convention

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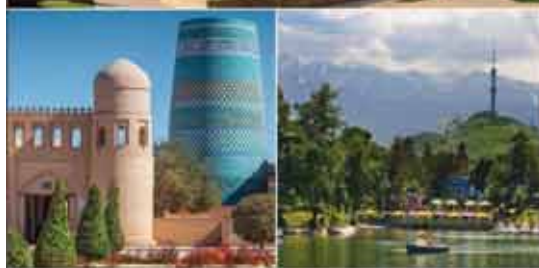
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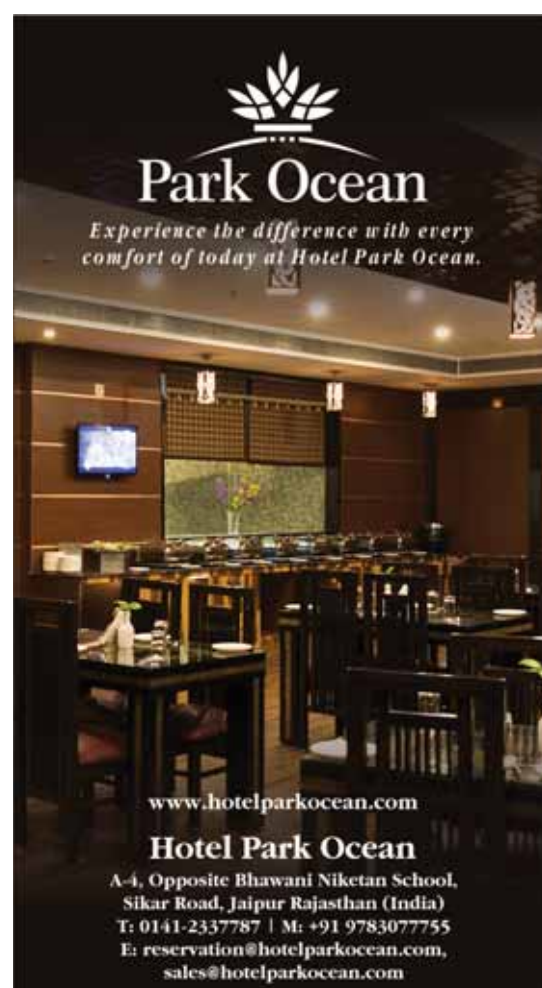
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SaffronStays

Goa

SaffronStays appointed **Mayank Kinger** as Regional Head—Goa, Coastal Karnataka and Maharashtra. His role will include facilitating growth and developing SaffronStays' penetration in Goa, coastal Karnataka and Maharashtra. He will be spearheading operations and home on-boarding in the region. Before joining SaffronStays, Kinger had been an entrepreneur running his own F&B venture. He will play a key role in planning and shaping of business blueprints as well as building on the brand's outstanding reputation for service and delivery to clients with full responsibility for the strategy development and execution of SaffronStays' coastal business.



Yatra.com

Delhi

Yatra.com has appointed **Mudit Shekhawat** as its Chief Marketing Officer. He will be leading marketing activities, alliances and ancillary revenues across all Yatra.com business-lines and group entities. He will also manage all consumer marketing initiatives across platforms to drive customer stickiness and loyalty. Shekhawat comes with rich consumer marketing experience of more than 12 years in the consumer internet space, most recently with Ola, where he was head of marketing. In his earlier stints, he has worked with Myntra, Yahoo and HCL Technologies in various marketing leadership roles. Shekhawat is an alumnus of IIT Madras, from where he went on to do a Masters in Engineering from Pennsylvania State University.



Exotic Heritage Group

Delhi

Exotic Heritage Group has appointed **Vineet Arora** as Vice President - Business Development. In his new role, Arora is responsible for implementing expansion opportunities in the field of river cruising; identifying and introducing best industry practices; promoting new concepts, and building new marketing channels in India and different parts of the world. He is also in charge of developing a cadre for different aspects of operations of river cruising business and hotels. Prior to this, Arora was Director—Marketing & Sales at Treehouse Hotels, Resorts & Serviced Apartments.



Novotel Hyderabad Convention Centre & Hyderabad International Convention Centre (HICC)

Hyderabad

Novotel Hyderabad Convention Centre and HICC have announced the appointment of **Bandish Mehta** as the General Manager. He has an experience of over 25 years in the hospitality industry. Mehta has held multiple roles for over 19 years with the AccorHotels Group across Asia Pacific. In his new position, Mehta will be responsible for accomplishing corporate objectives, developing procedures, service standards, operational policies and overseeing the property in an effective manner.



Novotel Pune Nagar Road Hotel

Pune

Novotel Pune Nagar Road Hotel appointed **Nitin Pathak** as the General Manager. Pathak has almost 18 years of hospitality experience to Novotel's inner circle. In his new role, he will be involved in overseeing all aspects of the hotel, from making a lasting impact and achieving even higher levels of hospitality, delivering the guests the complete experience that AccorHotels' is known for, hotel programming and marketing efforts for the hotel. His vision for Novotel Pune is based on three pillars, to gain fair share of the market while focusing on ADR, to provide a whole-some guest experience and empower the employees towards guest delight.



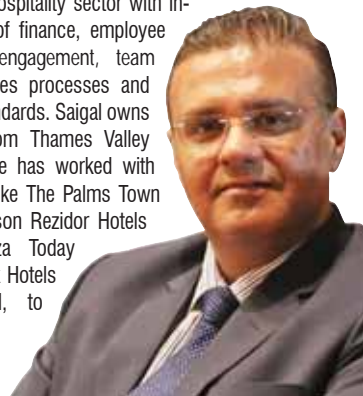
Exotic Heritage Group has appointed **Manish Bhatnagar** as Associate Director, Sales. He has an experience of 15 years in hospitality industry and this will help the hotel group to expand its business activities. His previous assignments include Senior Sales Manager, MICE (South Asia) at Louvre Hotels Group—Golden Tulip group of Hotels. He was also the Sales Manager, Holiday Inn Manali-IHG, Manager Sales & Marketing, Hotel Jaisal Vilas Jaisalmer. He was also the Assistant Manager, Sales, Hotel Jaipur Palace, Jaipur. He did his MBA with specialisation in Sales and Marketing from Indian Institute of Management Sciences, Jaipur.



Ramada Plaza JHV Varanasi

Varanasi

Akash Roy Saigal has joined Ramada Plaza JHV Varanasi as General Manager. He is a management graduate with over 17 years of experience in the hospitality sector with in-depth understanding of finance, employee engagement, guest engagement, team building activities, sales processes and establishing brand standards. Saigal owns a degree in MBA from Thames Valley University, London. He has worked with reputed hotel chains like The Palms Town & Country Club, Carlson Rezidor Hotels Group, Crowne Plaza Today Gurgaon, Fortune Park Hotels and Uppal's Orchid, to name a few.



Hyatt Regency

Mumbai

Hyatt Regency Mumbai has promoted **Sonale Zagade** from Director of Rooms to Director Operations. Zagade has over 15 years of successful rooms operations experience and deep roots with top tier hotels, including five years with distinctive Hyatt Hotels. In her new role, she will oversee all Rooms and Food & Beverage service operations at the luxury business hotel. By applying her analytical and people management skills, Zagade has a proven track record of handling intricate issues. As a part of the leadership team, she will drive service and colleague relation goals as well as ensure all customer complaints are resolved appropriately to maintain a high level of customer satisfaction and quality.



Hotel Sahara Star

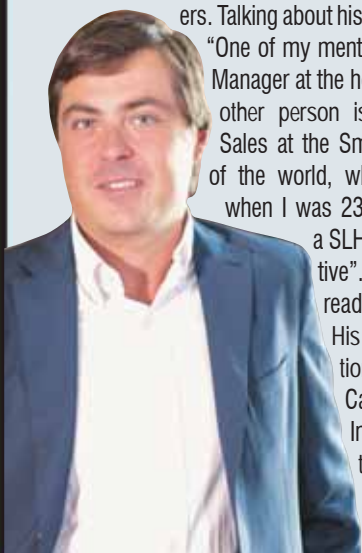
Mumbai

Ankita Deorukhkar joined Sahara Star as its Human Resources Manager. She will look after human resources and manage employee development policies and systems. Having worked with Future Group & Max Lifestyle as Deputy HR Manager, and leading the HR Department as well as Retail Division, Deorukhkar will help the hotel on reaching greater heights. Prior to this, she was with The Lalit as Deputy HR Manager.



TALKing People

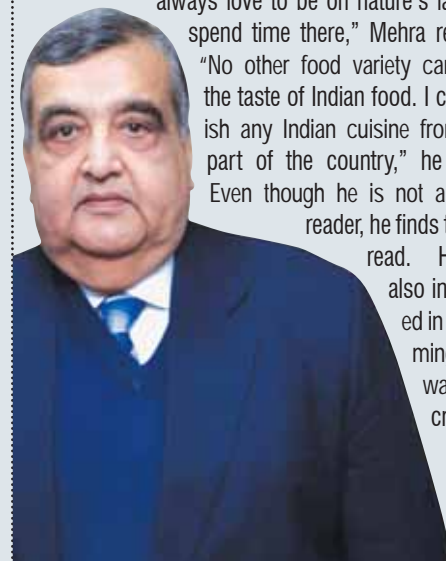
Andrea Spalletti Trivelli, Owner, Villa Spalletti Trivelli, believes that being respectful to every single person is important and it will in return earn respect from others. Talking about his mentors, he says, "One of my mentors is our General Manager at the hotel right now. Another person is the Director of Sales at the Small Luxury Hotels of the world, who betted on me when I was 23 and hired me as a SLH sales representative". Trivelli prefers to read books on history. His preferred destinations are Singapore, Cambodia and India. In India, he likes to be in Amritsar and Jaipur.



Chitra Bhatia, Managing Director, Ashman Travel, is a globetrotter and a voracious reader. One of her favourite travel destination is Fiji. "I am not an adventure junkie, but I enjoyed doing snorkelling there," Bhatia says. She is also an artist who loves painting and has an habit of experimenting her artistic talents, especially during leisure time. On reading, she says, "I am currently reading 'Forty Rules of Love' by Rumi now." She has tried different cuisines and is specially fond of Southeast Asian cuisine.



Rajiv Mehra, Director, Uday Tours & Travels, loves to travel and taste various types of Indian food. Pahalgam in Kashmir is his favourite tourist destination. "I always love to be on nature's lap and spend time there," Mehra reveals. "No other food variety can beat the taste of Indian food. I can relish any Indian cuisine from any part of the country," he adds. Even though he is not an avid reader, he finds time to read. He is also interested in swimming and watching cricket.



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'India-friendly' hotels in Russia

With an impressive surge in the number of Indian arrivals and expecting more during the 2018 FIFA World Cup Russia, the tourism board has developed 'India Friendly' programme with the support of Russia Information Centre on the ground. More than 21 hotels in Russia have been certified so far.



Hazel Jain

Russia is fully equipped to receive Indian visitors, just in time for the 2018 FIFA World Cup Russia. The ground-breaking 'India Friendly' programme was announced by the Russia Information Centre (RIC) in India in 2017 and it has finally taken shape in 2018. Under the aegis of VisitRussia, RIC created a plan to improve the experience of an Indian visitor in Russia. It initiated the 'India Friendly' programme to equip service providers in Russia, especially hotels, to provide services that are required by Indian tourists. More than 21 hotels in Russia have been certified under this programme so far.



The programme covers various needs of the Indian traveller, some of them be-

ing Indian food options in the menu and on breakfast, electric kettle or hot water service in the hotel, bottled water in the room, English signboards, English-speaking staff, vegetarian meals, sanitary requirements like water in toilets, etc.

Sharing an update on the programme, Paresh Navani,

Head of Russian Information Centre in India says, "India offers a lot of potential for Russia. So it was necessary to conduct something like this. We already have 21 hotels in Russia enrolled in this programme. We have covered the four cities of Moscow, St Petersburg, Sochi and Kazan. We now have an Indian chef

camped in Moscow and St Petersburg for an entire month besides training 10 hotels already for Indian dishes."

This was followed by a Russian chef camped in Ambala for a month to learn Indian dishes. RIC now hopes that more Russian sous chefs come to India in the next two to three months to learn. "The programme is voluntary. We are training hotels to provide free water in the rooms which Indian guests like. These hotels have to provide Indian lunch and dinners. Some smaller hotels are getting Indian food catered from Indian restaurants. But big hotels are not allowed outside catering so we train their chefs. Wi-fi is free everywhere in Russia," Navani adds.

Katerina Belyakova, Co-founder, RIC in India, shares how they are promoting these hotels that have chosen to come under the 'India-friendly' tag among the Indian travel

agents. "We are trying to reach to the middle and small-scale agents because sometimes they are better than big operators as they are sincere in their follow-ups with clients. So it is a good idea to have a mix of small and big agents. These hotels are listed on our website under 'India-friendly hotels'. We have started receiving a lot of inquiries from the Indian tour operators for them," she says. Certification will be provided by RIC in India post a series of tests for staff and audits conducted on-site in Russia.

Better Connectivity

Uzbek Airlines has plans to start flights from Mumbai and is reportedly looking for slots via Tashkent to Moscow and St Petersburg. Ural Airlines is also looking to connect India with Russia and is looking for a right partner for GSA

"We are training hotels to provide free water in the rooms which Indian guests like. These hotels have to provide Indian lunch and dinners too"

Paresh Navani



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Ascott to grow in business cities

Ascott as a brand has initiated the revolutionary theme of serviced residences in the southern part of India. **B V Bharadwaja**, Country Head, Ascott, India, shares the concept while highlighting the trends, scope and strategies for South India.



Anupriya Bishnoi

Please enumerate the evolution of serviced residences in South India.

The increase in foreign direct investment into South Indian cities and the growth of the manufacturing and Information Technology/Information Technology Enabled Services (IT/ITES) sectors in South India has led to a rise in the number of international and domestic travellers arriving into the South. These travellers who are here for work sometimes travel with their families and require quality accommodation, thus generating demand for our serviced residences.

How did you cope with challenges like GST and liquor ban? What are your expectations from 2018 in terms of ARR and Occupancy?

Fortunately, we have been largely impacted by these changes in regulations and policies. Our serviced residences did not face much of an impact from demonetisation, GST, etc as most of our guests



B V Bharadwaja
Country Head
Ascott, India

are on long stays. Most of the units at Somerset Greenways and Citadines OMR Chennai are studios and one-bedroom apartments that are priced between ₹4000-7500, for which the new GST rate is at 18 per cent, much lesser than the 20.5 per cent bracket we were in earlier. We have been achieving a steady increase in Average Daily Rate (ADR) annually, we expect to similar increase ADR in 2019 barring any incidents which impact the travel plans of our customers.

Which are the other cities on the expansion radar of Ascott?

Apart from the cities where we have properties in



operation and under development, namely Bengaluru, Chennai, Gurgaon, Hyderabad and Sri City, we are looking at extending our footprint to other key business cities across India including Mumbai, Delhi-NCR, Kolkata and Pune.

What's your take on the competition? What are your marketing strategies?

Our 'Ascott Lifestyle' programme that is incorporated across our properties, enables guests to continue living the lifestyle they are used to at home, even when

“Apart from the cities where we are already present, we're looking at extending our footprint to other key business cities across India including Mumbai, Delhi NCR, Kolkata and Pune”

they work and live away from home. This allows guests to better assimilate into the country, learn a thing or two about the culture and practices of the city they live in and make friends with other residents. Customers can be assured of a consistent quality in products and services, given Ascott's track record

in managing award-winning properties worldwide.

Ascott's portfolio spans over 130 cities in more than 30 countries across the Americas, Asia Pacific, Europe, the Middle East and Africa. We leverage our global network to cross-market our properties.

Alitalia meets international agents

Alitalia recently met with 350 travel agents from all over the world in Rome. **Luigi Gubitosi**, Extraordinary Commissioner, Alitalia, inaugurated the Global Trade Conference with the theme 'The future is looking up'. **Fabio Lazzerini**, Chief Commercial Officer, Alitalia, presented the strengths of the network and the upcoming Italy & Europe Pass, a voucher allowing Alitalia passengers to visit the capitals of European countries.



Tourism & aviation strengthen ties

The hospitality industry, in an initiative to bring together tourism and civil aviation sectors, organised a felicitation ceremony to welcome **Suresh Prabhu**, the new Minister of Civil Aviation, Government of India. The event was attended by key stakeholders from the aviation industry and the commerce ministry, apart from tourism and hospitality sectors.



Aeroflot cheers for partners

Russian airline Aeroflot celebrated its 95th anniversary in Delhi by acknowledging its travel trade partners, including India. The company was established on March 17, 1923.



TT Bureau

Speaking at the 95th anniversary ceremony, **Sergey Kidisyuk**, General Manager-India, Aeroflot said, "The company was established 95 years ago on March 17, 1923. Aeroflot is the founder of the Russian civil aviation. We have been serving the interest of our country and operating in India for 60 years. We are also celebrating 60 years of air connectivity between Russia and India this year."

Talking about their target segment, Kidisyuk said, "We focus on different types of pas-

“We are the only airline operating regularly between Russia and India. Earlier, our partner Air India was operating to Russia, but they discontinued their service last year”

sengers and offer a variety of destinations beyond Moscow, including the European as well as the US market with a direct service. We are the only airline operating regularly between Russia and India. Earlier, our partner Air India was operating to Russia, but they discontinued their service last year. We have business passengers, leisure travellers as well as VFR traffic, which is a result of the 70 years of diplomatic relations between India and Russia that was celebrated last year”.

Speaking about the current frequency and expansion plans, he said, "Currently we operate two daily flights from Delhi to



Sergey Kidisyuk
General Manager-India
Aeroflot

Moscow. Earlier, we used to operate to other destinations like Mumbai, Kolkata, Chennai, Goa. However, we cannot announce the plans to expand the network,

but India is a very promising and growing market. If we decide to expand here, Mumbai will be the primary destination for our network."

The airline is enjoying a Passenger Load Factor (PLF) of

around 80 to 90 per cent, which depends on the season, said Kidisyuk. "We have two types of aircraft—a wide-bodied Airbus 330, 300 and 200 series. Hence, the payload is quite big especially in the winter when many passengers travel to India and outside."

India has a huge network of travel agencies and regarding Aeroflot's association with them, he said, "We are associated with big travel partners like Akbar Travels, Riya Travels, etc. Also, we have traditional travel partners like Cox & Kings, Cleartrip, ibibo and many others. Normally, we used to promote our service and products through our marketing fund with agents. This means that if an agent achieved a few targets, he will be entitled for the marketing fund. It was mutually beneficial for both the

airline and agents. We also do direct marketing from time to time, like radio campaign as well as print marketing in India."

On agent commissions, he said that it is confidential, but is up to the industry standards. "We have incentive agreements with some of our partners and we have general terms and conditions also for the market. Hence, it depends on the volume

of sales of every agent."

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C Arvind
General Manager
DTTDC

Delhi: India's tourism gateway

Apart from being the capital, Delhi is also, in many ways, India's tourism gateway. **C Arvind**, General Manager, DTTDC, shares about the city's tourism perspectives with **TRAVTALK**.

Inder Raj Ahluwalia

Q In a nutshell, how would you describe Delhi as a tourist destination?

Delhi is special because it is an amalgamation of unique experiences offering an insight into India's diverse culture and ethnicities. With historic monuments, distinctive cultures and varied cuisines, the city poses a quality package that never fails to charm visitors.

Q How has Delhi fared in the last two years as a destination? Has there been a growth in foreign and domestic visitors?

Last year, India witnessed 10.18 million tourist arrivals. Around 40 per cent of tourists visiting India enter through Delhi which makes it a major entry and exit point. The city has performed well in offering numerous opportunities to tourists to explore and experience the city. We have further strengthened our portfolio by adding more cultural events, which ensures a new and fulfilling experience for foreign visitors.

Q What are the three most attractive tourist sites in Delhi?

The capital city boasts of

three UNESCO World Heritage Monuments and historic sites that define its rich culture. Red Fort, Humayun's Tomb, Qutab Minar, Jama Masjid and the Lotus Temple, among others, have always been on the favourite lists of tourists. A travel through these historic monuments presents an exceptional experience to visitors. Delhi Tourism & Transportation Development Corporation (DTTDC) also has many locations, including the Dilli Haats, Garden of Five Senses and Guru Tegh, that offer a complete experience to foreign tourists. Bahadur Memorial

landmark, connecting Wazirabad on the western end of the Yamuna river with the eastern side. The bridge will be 154 metres high, with two lifts offering panoramic views of the city. This project will be completed by the year-end.

Q Recently, Delhi received negative publicity after issues related to pollution and 'law and order'. How did you manage to go ahead with such negative publicity?

Delhi Tourism keeps organising events to raise

“As the major entry and exit point for tourists, Delhi has always been an all-season city. Everyone who visits the city accommodates a day or two to explore it”

is unique in its own way, and offers a one-of-a-kind experience. Our three Dilli Haats has become a hub of crafts, cuisine and culture for visitors and are always hosting cultural events.

Q Any new projects coming up in Delhi?

The significant new project is 'Signature Bridge', which will be Delhi's new

awareness of a green and clean city. Our recent event — 'The Garden Tourism Festival' garnered attention in combating pollution.

A visiting mayor of California had said, "This is a wonderful initiative by the Delhi Tourism to raise awareness about greener cities. Everything from the decora-

tions to the plantations have been a refreshing experience. There were many concerns about Delhi pollution, but looking at this show, I have a lot of hope about these garden shows, which is growing more flowers and increasing greenery to create a healthy city."

Q Is Delhi now getting more visitors in the 'so-called' lean, summer and monsoon seasons? If so, why?

Being the major entry and exit point for foreign tourists, Delhi has always been an all-season city. Be it for conferences, exhibitions or leisure, everyone who visits the city accommodates a day or two to explore it. This generates a regular flow of tourists.

Q Any new campaigns in the pipeline?

We intend to stay busy in further strengthening the city's value to visitors. We will be fo-

cus-
ing on
highlight-
ing Delhi
as a 'tourist
friendly destina-
tion'. Apart from
that, we also plan to
highlight Delhi as a film
shooting destination. Delhi
has already emerged as Bol-
lywood's favourite film shoot-
ing destination, with major
films being shot in the city. The
city's scenic beauty, pictur-
esque locations and historical
monuments form an interest-
ing backdrop for movies.

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1st Jaipur mart from July 20-22

Rajasthan will host its maiden edition of Rajasthan Domestic Travel Mart from July 20-22, 2018 in Jaipur to boost domestic tourism segment in the state.



TT Bureau

The Department of Tourism, Government of Rajasthan has signed a Memorandum of Understanding (MoU) with the Federation of Hospitality and Tourism of Rajasthan (FHTR) to organise Rajasthan Domestic Travel Mart 2018. The mart will be hosted at the BM Birla Auditorium in Jaipur with

said, "The objective of Rajasthan Domestic Travel Mart is to focus on domestic tourists within Rajasthan from various parts of India and establish the state as one of the leading domestic tourist destinations in the country."

Subodh Agarwal, Additional Chief Secretary—Tourism, Government of Rajasthan,



Pankaj Nagpal
Managing Director, Travstarz
Global Group

Shining travel stars

Travstarz Global Group held a product presentation for United Travel Agents members at Mumbai's Hotel Peninsula Redpine.



TT Bureau

Promoting the Rez2b platform among travel trade, Travstarz Global organised a product presentation for UTA members in Mumbai. The presentation saw a gathering of approximately 50 UTA members. **Pankaj Nagpal**, Managing Director, Travstarz Global Group said, "We are focusing more on Tier II and III cities. This is our first event with UTA and we plan to do another event in Pune. With similar events being planned across the country, we are now joint promotion partners with a number of tourism boards. Two events are planned every

month across Indore, Jaipur, Ludhiana, Mumbai and Bangalore. Groups like UTA connect us to people who do not have access to a lot of facilities but are doing good business."

Speaking about the recent acquisition by Rez2b, Nagpal added, "The Rez2b platform was acquired recently by CTRIP. We will have a global inventory after the acquisition. We are now on the process of merging both platforms which should be operational by end of May. We will make products specific to the Indian market." The company soon plans to have products for countries like USA, Hong Kong, Canada, etc specific to the Indian market. It has recently added Azerbaijan along with Egypt to its destination portfolio. "Our plan is to get more and more DMCs, so we expect to have at least five-six new locations added this year," Nagpal concluded.

The MoU was signed between Sanjay Pande, Additional Director—Tourism, Government of Rajasthan and Bhim Singh, President, FHTR

Rajasthan as the partner state for the event. The MoU was signed between **Sanjay**

further informed that last year, the hotel occupancy in the state was recorded at 65 per



Subodh Agarwal
Additional Chief Secretary—
Tourism, Government of Rajasthan



Nihal Chand Goel
Chief Secretary—Tourism,
Government of Rajasthan

Pande, Additional Director—Tourism, Government of Rajasthan and **Bhim Singh**, President, FHTR.

Nihal Chand Goel, Chief Secretary—Tourism, Government of Rajasthan,

cent. He elaborated, "This mart is first-of-its-kind in the state and the second in India. Tourism contributes as much as 15 per cent to the state's total GDP. Tourism industry of the state has won 45 awards over the past four years."

Transacting and capitalising

This year at the 10th Great Indian Travel Bazaar, one of the biggest events to promote inbound tourism, Jaipur was abuzz with festivities where the exhibition celebrated a decade of promoting inbound tourism in India. Key industry stakeholders marked their presence from across the country as they spent the three days to network and showcase their brand to foreign tour operators.



business opportunities at GITB



Luxury experiences for inbound

Enchanting Experiences recently organised an interactive meet in Gurugram where all its partners showcased their products to tour operators of the region. The company will soon host similar meets in Delhi and Dwarka and shall also conduct its own roadshows overseas.



TT Bureau

As many as 15 partners of Enchanting Experiences showcased their products to travel agents from the region. "Enchanting Experiences represents properties which are more focused on inbound travellers to India. Most of the hotels we represent are backed by activities like safaris, horseback rides, etc, offering a boutique and luxurious experience. The aim behind conducting an interactive session is to portray our partner's products so that agents can gain more knowledge from their meetings with the owners," says **Krishna Pal Singh**, Managing Director, Enchanting Experiences.

Enchanting Experiences, a sales and marketing company which represents boutique



Krishna Pal Singh
Managing Director
Enchanting Experiences

properties across India, began operations in December 2016 with five partners and has evolved into a company which focuses more on experiences. Till date, with 16 partners on board, Enchanting Experiences plans to add three more properties by the end of 2018 to its representation portfolio.

Singh explains, "About

90 per cent of travel agents who cater to foreign travellers are based in Delhi. Thus, we have micro-targeted the market in Delhi by geographically dividing it in terms of central Delhi, Gurugram and Dwarka. In July this year, we will host

“Enchanting Experiences represents properties which are more focused on inbound travellers to India. Most of the hotels we represent are backed by activities like safaris, horseback rides, etc, offering a boutique and luxurious experience”

similar interactive meets for travel agents in Delhi and Dwarka.” The participating properties include, The Royal Heritage Haveli, Jaipur; Dera Mandawa, Jaipur; Fateh Garh, Udaipur; Fateh Safari Suites, Kumbalgarh; Ajit Bhavan, Jodhpur; Rawla Narlai, Narlai, Pali; Talabgaon Castle, Dausa;

Dev Vilas, Ranthambore; Kesar Bagh, Jojawar; Red Earth, Tadoba; Prachina Museum, Bikaner; Mahal Khas, Bharatpur; Soulacia, Kanha, Madhya Pradesh; Lakes & Lagoons, Alleppey, Kerala; El Oceano Beach Villas, Marari; Petrichor,

gins are shrinking day by day. Thus, we are not looking at that segment. We are staying up in the luxury travel segment where we are sure of the quality of products we offer and cater to the demands of travellers adequately.”

believes in marketing its partners through word of mouth and recommendations from previous guests. "We participate in major shows like GITB and KTM. We would conduct similar roadshows overseas rather than participate in travel trade exhibitions. We will meet the foreign tour operators to showcase the products. As UK is the largest market along with the highest repeat clientele, we have identified London and Paris for our roadshows this year," adds Singh.

Luxury on Rise

The demand for luxury travel segment is growing with improvement of connectivity. The company is sure of the quality of luxury products they offer

Hahn Air pays tribute to top agents in Karnataka



Hahn Air recently acknowledged its top performing travel agency partners across Karnataka for the year 2017. The top three agencies were Riya Travel and Tours, Mystify Consulting India and Akbar Travels of India. These offices were presented with the unique Martin trophies featuring Hahn Air's mascot, as well as certificates of appreciation. Bharat Kapoor, Global Account Director—Southern India, Hahn Air, visited each winning agency and presented their teams with the awards.

Hotel-Spider expands reach

Hotel-Spider, a channel manager or hotel marketing technology partner for over 150 booking platforms in Europe, plans to spread its wings in India.



TT Bureau

Ashish Saran, CEO, Travel-Reps has partnered with Marco Baurdoux, CEO and Co-Founder, Hotel-Spider to bring Hotel-Spider to India and explore the market here. Saran said, "We will have a set-up in India to tap the huge mid-market segment of hotels pan-India for Hotel-Spider in the coming months. Channel manager is basically an interface, an aggregator where hotels take the login of the system and then distribute their rooms and rates over a mushroom of booking engines or OTAs."

Talking about the possibilities in India, Saran said, "India has new hotels coming up, but there is a possibility of a gap that Indian channel managers are not able to fulfil, in terms of providing access to European booking engines and OTAs. We are looking to fulfil this gap. We will be looking at hotels with 30-50 rooms, and properties that are independently-owned and



Ashish Saran
CEO
Travel-Reps

operated, with an ARR of about ₹3500-5000. We have met a few hotels as well as some booking engines, and are hopeful to sign up something soon."

Baurdoux said that the Indian market is not as structured as that of Switzerland. "When it comes to relations with OTAs, India is a travel agency driven market. Some of them are keen to moving towards the OTAs, but many are happy with the existing model. Hence, we have to think about how we can enter the market.



Marco Baurdoux
CEO and Co-Founder
Hotel-Spider

We are hopeful of what the future would bring," he added.

Saran added that India is brimming with possibilities. "There are chances that certain channel managers will not have the reach to the European booking engines, but we are also increasing the reach of the booking engines in Europe, and hence meeting some booking engines in India. We would also talk to some Indian indigenous booking engines like MakeMytrip and Yatra to explore opportunities," he concluded.

Mumbai-Denpasar direct

Garuda Indonesia has finally launched the much-awaited direct flight from Mumbai to Denpasar, connecting the destinations two times a week.



TT Bureau

Garuda Indonesia recently started its services between Denpasar and Mumbai with direct flights. This new route offers a variety of connecting flights to Indonesia for Indian tourists as the airline has served Jakarta-Mumbai route since 2016. The Denpasar-Mumbai route is served twice a week, Mondays and Thursdays, and will be increased to three times a week

the flight, this will be an excellent opportunity for Indians to not only stay in Bali but also explore other destinations as well. The new flight will also connect India, Indonesia and Australia."

Speaking about the future plans for India market, Mansury added, "We will look at the performance of this

flight for the next six months before we add any other frequencies to other destinations in India." In 2019, Garuda Indonesia will take delivery of the Airbus 330 Neo which will be part of modernising the fleet. In 2020, it will take delivery of a significant number of Boeing 777 Max aircraft to modernise its existing 737 fleet.



Pahala N Mansury
President & CEO
Garuda Indonesia

"We expect this direct Mumbai-Denpasar flight will allow better connectivity. India is the sixth largest market for Indonesia"

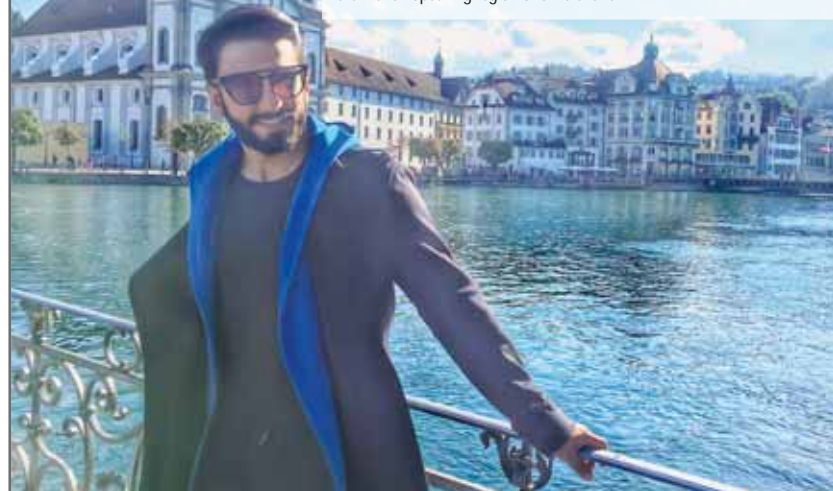
from June 2 (Monday, Thursday and Saturday). The flight is served by GA 814, leaving Denpasar at 15.40 LT and arriving in Mumbai at 20.25 LT. On the return flight, GA 815 will depart Mumbai at 21.50 LT and arrive the next morning at 07.55 LT in Denpasar.

Speaking on the launch Pahala N Mansury, President & CEO, Garuda Indonesia said, "For the last two years, we have been flying to India but through Bangkok. We expect this direct Mumbai-Denpasar flight will allow better connectivity between the two countries. India is the sixth largest market for tourism in Indonesia with a growth of more than 21 per cent. We have deployed Airbus 330 aircraft on the route." As of now, the airlines looks to increase the frequency from the Indian market and by end of the year, it might also fly four times a week on the route. With the current schedule of

Ranveer Singh in Swiss Riviera

Actor Ranveer Singh jet-set to the Swiss Riviera for a summer vacay. He heads to the Lake Geneva region – the French speaking region of Switzerland.

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GNTO's culinary escape in Delhi

The German National Tourist Office (GNTO) introduced the 'Culinary Germany' theme in India, whilst using the same for marketing campaigns this year. The country witnessed 8,52,224 visitor overnights in 2017, making for a 13.8 per cent growth over 2016, and is on track to achieve 1 million overnights till 2020.



Nisha Verma

Owing to this steady growth, the German National Tourist Office (GNTO), India forecasts a 5-8 per cent growth in visitor overnights for the year 2018. GNTO recently held a press conference in New Delhi, where they introduced the theme for this year.

Romit Theophilus, Director, GNTO, India said, "Food forms an integral part of any traveller's itinerary. Experiencing the local flavours helps enhance the flavour of any holiday and makes for everlasting impressions. With over 5,000 beers from 1,300 breweries, 300 types of bread, 1,500 types of sausage, 13 wine regions, 292 Michelin-starred restaurants and 3,000 to 5,000 Christmas markets, Germany is sure to satiate any traveller's appetite."



“With over 5,000 beers from 1,300 breweries, 300 types of bread, 1,500 types of sausage, 13 wine regions, 292 Michelin-starred restaurants and 3,000 to 5,000 Christmas markets, Germany is sure to satiate any traveller's appetite”

300 types of bread, 1,500 types of sausage, 13 wine regions, 292 Michelin-starred restaurants and 3,000 to 5,000 Christmas markets, Germany is sure to satiate any traveller's appetite. From 'Pannfisch' fried fish in the north to green sauce and 'Bratwurst' sausages in Central Germany to dumplings, 'Maultaschen' pasta pockets and 'Eisbein' ham hock in the South, German cuisine is as diverse as the country's varied landscape."

Sharing the success of last year and strategies for the next year, Theophilus said, "Germany is growing on an average of 10 per cent every year. Last year, we grew by 13.2 per cent, roughly 8,52,000 overnights into Germany; we are on track of 1 million overnights till 2020 and doubling it to 2 million in 2030. With our complete shift towards digital marketing, we have a lot of influencer tours, blogger tours, digital advertising, Facebook campaign as well as joint marketing

initiatives with the tour operators. We are very excited that our Facebook campaign recently crossed one million fans for the 'India Visit Germany' page."

He further said that they are also focusing on the B2C market. "We will be focusing a lot on content, and conduct press tours for the same. In the Indian market, we always focus on our main theme 'Culinary Germany', apart from which we have themes like family, affordable hospitality, etc. We will

be doing our annual roadshows with tour operators in September, where we will focus on Delhi, Mumbai and Bangalore. Besides, we also have German Travel Mart this May, where we will be taking a contingent of 21 people, including 15 tour operators and six representatives from the press."

Food Fever

According to Quality Monitor survey of the German tourism industry, 4 per cent of international holidaymakers come to Germany only for the variety and quality of its food and drink. The sector contributes at least 3.2 million overnight stays to Germany's inbound tourism

A Cypriot experience

Five tour operators, an event planner and a Bollywood producer from Mumbai and Delhi were invited by Cyprus Tourism Organisation on an exploratory visit to the island nation to be able to promote it to their clients – whether it is MiCE, weddings, social events or FIT.



C&K hosts golf tournament in Delhi



Celebrating 260 years, Cox & Kings hosted a golf tournament at the Delhi Golf Club for both budding and professional golfers from India and overseas to explore the world of golf in the country. The tournament aimed at showcasing India as a golf destination was attended by several diplomats, ambassadors, professional golfers and President of the Delhi Golf Club.

Air Italy to start flights to Mumbai from October 2018

■ As its first route to India, Air Italy is set to begin operations to Mumbai from October 31, 2018. Bird Travels will be the GSA for the airline in India. The new service will operate between Mumbai and Milan with an Airbus A330-200, offering 24 flat-bed seats in Business Class and 228 seats in Economy



Class. This will be the Italy-based airlines' fourth new international destination to be served from its Milan Malpensa hub. Air Italy will offer five weekly flights between Milan Malpensa and Mumbai and will be the only non-stop flight between Italy and Mumbai. This new route between Milan and Mumbai comes after the earlier announcements of new routes from Milan Malpensa to New York and Miami starting in June 2018 and to Bangkok starting from September 2018.

The new service to Mumbai will operate the following schedule and is open for sale. Flight schedules are effective from October 31, 2018. The Milan Malpensa (MXP) flight to Mumbai (BOM) IG 927 departs at 14:20 hrs and arrives at 02:50 hrs on Tuesdays, Wednesdays, Thursdays, Fridays and Saturdays. The Mumbai (BOM) to Milan Malpensa flight (MXP) IG 928 departs at 04:50 hrs and arrives at 09:20 hrs on the same days.

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Novotel Kochi ready for MiCE

Novotel Kochi Infopark is one of the first international mid-scale brands to debut in the industrial zone, which works out perfectly for the hotel.



TT Bureau

Located in the heart of the LIT hub of Kochi, 128-key Novotel Kochi Infopark with three dedicated meeting rooms equipped with state-of-the-art technology can cater up to 200 delegates and leisure guests.



Jean-Michel Cassé
COO—India and South Asia
AccorHotels

“Novotel is more keen on developing MiCE in this area. Any company around the Infopark will be using this hotel for MiCE”

Launched early in April, the property is ready to take on the traffic at this growing region.

The hotel's inventory includes eight suites along with three F&B options, including one all-day dining restaurant and two bars. Speaking about the property's MiCE business from the Kochi market, Jean-Michel Cassé, COO—India and South Asia, AccorHotels, says, “Novotel is entirely related

to MiCE and it's more a matter of developing MiCE in this catchment area. Any company around the Infopark will be using this hotel for MiCE. However, the business will be related to the size of

their own company which would potentially be around 200-250 people. The meeting rooms have also been made accordingly. When big conferences will come to the city, hotels like us will be

able to take up the opportunity.”

The hotel is also well-equipped to cater to the wedding market in Kerala. Sachin Maheshwary, General Manager,

Novotel Kochi Infopark, says, “The number of Kerala weddings here is huge and they require a certain style of service which is very traditional – with banana leaves and sit-down

service. We don't look at the wedding business directly but focus at pre-wedding or a post-wedding event. Apart from this segment, we look at other social events. With a lot of Catholic community around, there is whole lot of holy communions that keep happening here.”



Sachin Maheshwary
General Manager
Novotel Kochi Infopark

“With a lot of Catholic community around, there is whole lot of holy communions that keep happening in this region”

He adds that the hotel's chefs are competent to cater to international visitors. “We have split our kitchen team into three parts. One is a set of chefs who would do specifically Kerala and South Indian food. Our head chef brings in the flavour of the East and complete Indian cuisine along with other chefs. We also have two chefs for continental dishes,” Maheshwary adds.

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1589 Hotels celebrates and highlights achievements



1589 Hotels' recently-held Annual General Meeting in Jaipur highlighted the company's aggressive growth in the number of hotels and the team's strength. Guest speakers were invited from different domains, who shared their varied experiences to give a glimpse of the back-end operations and technology used.

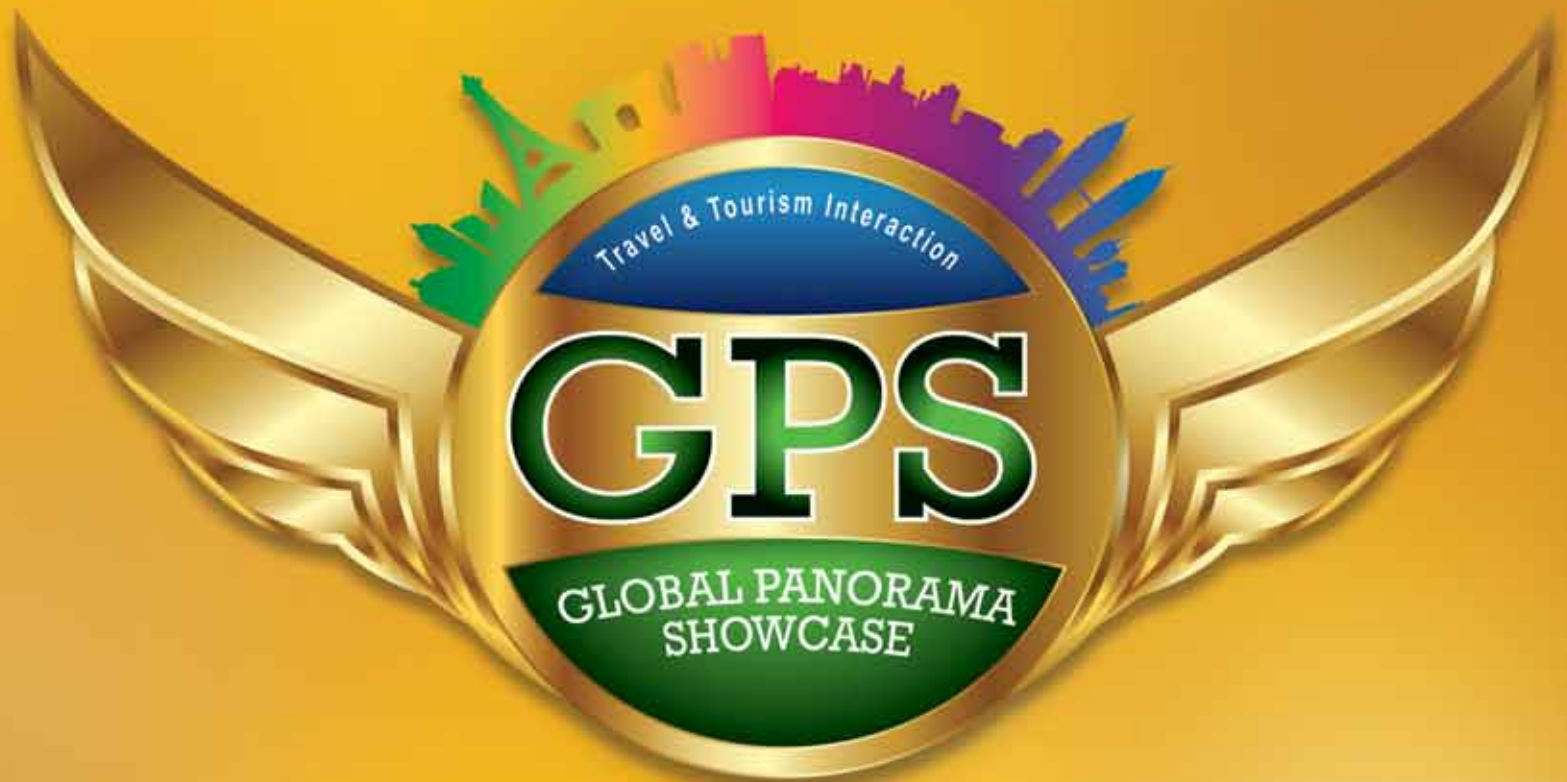


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STRATEGIC PARTNER Niharim	CYBER SECURITY PARTNER PREVOYANCE CYBER FORENSIC	AIRLINE PARTNER SINGAPORE AIRLINES	GPS INITIATIVE 10X	COMPLETE TRAVEL MANAGEMENT PARTNER rainbow	TRIP38	TELANGANA TOURISM	TELANGANA TOURISM
SUPPORTING ASSOCIATIONS							
Metaphors	OT&AI	TAFEL	ETAA	TAAG	TAAG	SIGTOA	TOAT
OT&AI	TAFEL	ETAA	TAAG	TAAG	SIGTOA	TOAT	Conima
OT&AI	TAFEL	ETAA	TAAG	TAAG	SIGTOA	TOAT	ATM
OT&AI	TAFEL	ETAA	TAAG	TAAG	SIGTOA	TOAT	Amravati
OT&AI	TAFEL	ETAA	TAAG	TAAG	SIGTOA	TOAT	T.A.C.T
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GLOBAL PANORAMA SHOWCASE

A DDP PUBLICATION

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NAGPUR | JANUARY 15-17, 2018





sets new benchmarks

With the addition of two new cities - Hyderabad and Lucknow this year, Global Panorama Showcase (GPS) looks at reaching out to more buyers from Tier-II and Tier-III markets, thereby marking its presence as the emerging platform for the non-metro cities.



Shahzad Nasir

The sixth edition of Global Panorama Showcase (GPS) kick-started in Nagpur in January this year. The show was a resounding success, recording over 105 exhibitors and more than 1000 buyers over three days.

This three-day multi-city show will now move to Hyderabad from June 28-30, followed by Chandigarh from July 5-7, Ahmedabad from July 12-14, Lucknow from July 19-21, Kolkata from August 2-4, Kochi from August 9-11 and conclude in Pune from August 23-25. The show in Hyderabad—Telangana Tourism Conclave is supported by GPS and is being hosted for the first time. Harmandeep Singh Anand, MD, GPS informs that this year, Hyderabad and Lucknow are two new additions to the

show and moving forward, GPS will consider some other cities as well.

The first day of the show was dedicated to product presentations which recorded over 300 trade visitors. As many as 14 product presentations and destination showcase was followed by the much-awaited GST session by CA Manish Gadia from GMJ & Co. The second and third day were dedicated to B2B sessions which saw over 500 attendees while over 300 attendees marked their presence on the third day.

This year, the travel agents came from different cities in Madhya Pradesh, Chhattisgarh and Maharashtra. Some of the new product launches at the event included RainbowCTM, a complete travel management solution with a unique platform for all sizes of travel entities.

The exhibition witnessed a good mix of products like airlines, hotels, tourism boards, DMCs, etc from Armenia, Russia, Azerbaijan, Bali, among many others. Out of the total products, 75 per cent were new this year. The show was supported by Maharashtra Tourism Development Corporation (MTDC), and Maharashtra was the partner state this year.

Going Green

"GPS has been working extensively to make the event digital, minimising the use of paper at all the shows," says Tanushka Kaur Anand, Executive Director, GPS. She informs that in 2016, around 1.5 tonnes of paper material was collected in the form of brochures and promotional matter. This amount was reduced in 2017 to 100-150 kg while this year, minimal paper material was used, making it an environment-friendly event. "People have understood the use of the mobile App and have been uploading and downloading all promotional material through it," says Anand. She adds that the App has

undergone changes and adds value, making it more user-friendly for both the buyers and suppliers.

EDWIN

With the successful response to EDWIN (Educational Destination Workshop International) since its inception, there have been two workshops hosted in Ladakh and Bali. "We plan to conduct around six to eight EDWIN programmes every year and will soon host programmes to destinations like Europe, Zanzibar, South Africa, etc," says the MD.

10X Membership

The 10X membership is for GPS attendees. The cost of the membership is ₹ 2,500 per year while the registered buyers can avail the same at ₹ 1,500 from the GPS App. Benefits of 10x membership include upto 80 per cent discount on purchase of RainbowCTM, discount on Infozeal and participation to EDWIN programmes. The 10x membership card is a loyalty card which targets to tie-up with over 200 products in the coming months.



People have understood the use of the mobile App and have been uploading and downloading all promotional material through it

Leveraging Tier-II & III markets

HARMADEEP SINGH ANAND | Managing Director, GPS

“ The sixth edition of Global Panorama Showcase (GPS) this year in Nagpur was a transformation compared to last year with the event going App-based to a mix of products as well as an increasing number of buyers at the show. About 105 exhibitors participated in the 2018 GPS Nagpur edition. Last year in 2017, when we rolled out the e-edition for Nagpur, we had around 370 pre-registered agents. This year, even before the start of the event, we had around 900 registered buyers who were aware about the GPS mobile App. This time, we had around 14 odd product presentations along with the GST session. We also launched RainbowCTM which is a complete travel management solution useful for all travel companies. It is a proud moment for us that we have managed to make the event a completely green one by making use of technology. Through GPS Nagpur, we covered various nearby cities in Madhya Pradesh, Chhattisgarh and the Vidharbha region of Maharashtra like Indore, Bilaspur, Bhillai, Durg, Amravati, to name a few. We also hosted around 175 agents this year.

This edition was also significant for us as we launched GPS 10x membership, a loyalty card which provides attractive discounts on a variety of products to the travel agents. We have tied up with around 50 different products and aim to increase this number to 200 products in the coming months as we visit upcoming cities. We have a following of about 20,000 travel trade professionals. In 2017, we had around 7000 attendees and we expect this number to increase to 8000 in 2018. We are also hoping to look forward to adding more state boards.”



TANUSHKA KAUR ANAND | Executive Director, GPS

“ With a 98 per cent download rate of the GPS mobile App, we are proud to say that now we have become an e-event. The show can be accessed through the App, helping buyers and sellers alike to connect even after the event is over. The exhibitors have uploaded e-brochures and promotional material on the App which is accessible to the buyers and other attendees. We introduced the lead scanner feature recently which was well-received. We saw very few people carrying their business cards. Mostly, the cards were not exchanged physically as the attendees used the App to scan the badges of visitors and document details. This way, they already have the database of the scanned attendees in a cloud storage. We are working on adding more useful features to the GPS mobile App to make it more user-friendly. The GPS 10x membership will also be rolled out on the App. Those who have subscribed to the loyalty card will be featured on the App where they can receive latest discounts on new products instantly. Looking at the heart-warming response to the GPS 10x membership, we expect good number of registrations on the App.”



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RAJU AKOLKAR | CEO, GPS

“The EDWIN programme has been a new addition under the GPS umbrella. Having concluded two EDWIN programmes in Ladakh and Bali this year, we plan to host about six EDWIN programmes in 2018 for the trade buyers to give them a first-hand experience of various destinations. After the good response from industry partners, we have received invitations from tourism boards and DMCs across the world to host EDWIN programmes. We are now planning EDWIN in Europe, Mauritius and many such destinations.

I am very happy to see the kind of turnout for GPS this year and the quality of agents we have received for the same. The product mix of exhibitors has been much appreciated this year. We received over 1000 registered buyers for GPS Nagpur in this year's edition. This year we introduced prizeport, a game which offers points on every activity undertaken or tasks completed by the buyers during the exhibition. At the end of each day, a leader board is made, ranking the buyers based on the number of points earned, which entitles them win exciting prizes. This interactive model in the form of a game has been well received and brought in a sense of competitiveness among the buyers to complete tasks well. We have live leader board status of top performers on the GPS mobile App as well.”

**RISHIRAJ SINGH ANAND** | Joint Managing Director, GPS

“With the successful conclusion of the sixth edition of GPS Nagpur, there is no doubt to the fact that we have received a phenomenal response from exhibitors and buyers alike. The show saw a healthy mix of hosted buyers, trade visitors and exhibitors. Compared to 2017, this year, we witnessed a better participation from the buyers. As far as the Hosted Buyer programme is concerned, we recorded an attendance of 90 per cent new participants. Out of the total exhibitors, almost 80 per cent were new, showcasing a variety of products ranging from hotels, airlines, cruises, travel technology, etc.

The show has been constantly updating itself year-on-year. With technology leading the way for travel, the show has also equipped itself with digital advancements to make it more relevant yet, user-friendly.

We have added two new cities to the GPS platform this year and will continue to identify newer markets where we can take GPS, as it has now become a platform for serious business. Given the strong and encouraging feedback received from across the cities visited over the years, we are expecting a good turnout for the GPS shows in Hyderabad and Lucknow. Our aim is to cover as many cities as possible in the Tier-II and Tier-III markets across India. It is also encouraging to see that our latest division — EDWIN is gaining momentum after the completion of our programmes in Leh, Ladakh and Bali.”

**ANKUSH NIJHAWAN** | Executive Director, GPS

“This has been my second year as Executive Director on board with GPS. The Tier-II and Tier-III cities are important markets in terms of India's tourism growth. With a rise in travel demand from Tier-II markets, GPS has added two new cities this year — Hyderabad and Lucknow, and in total, Global Panorama Showcase will now be connecting to eight cities this year. Over the years, the hearty response and feedback received from the cities to which GPS has travelled to, has been one of the reasons to add these two new cities.

We have seen that the seriousness towards business has increased manifolds amongst the buyers who attend GPS shows across cities. They seek every opportunity to increase business. GPS brings a variety of exhibitors from across segments to the doorsteps of the buyers and with this accessibility quotient, we expect the two new cities to be a success.

The whole value chain of travel is well covered by GPS and given the immense growth taking place in the domain of travel in India, we look forward to reaching more and more cities in India. The table-top meetings format works well for us. These B2B meetings allow for qualitative time between the suppliers and the buyers, and results in more productive sessions rather than a mere exchange of business cards. Sometimes these meetings lead to conversion of business at the exhibition floors.”





MADHU SALIANKAR | Executive Director, GPS

“Global Panorama Showcase has been growing in terms of quality and acceptance with every passing year. With an increase in footfall at the show and a better product mix from various exhibitors, the response has been encouraging to this year's Nagpur edition of GPS. We recorded over 350 visitors on the first day of product presentations. The attendees have been coming to the show with a serious intent of doing business.

The exhibitors are quite happy with the overwhelming response and quality of buyers and travel agents at the show. The visitors don't merely exchange business cards but are actually conducting business at the show. We see business enquiries being generated and the travel agents passing the leads to their respective offices with quotations on the way. In terms of exhibitor satisfaction level, most of them have shown satisfaction with the turnout. The importance of the show is reiterated when the buyers attend the show on both the days of the B2B sessions in order to learn and gain knowledge about as many products as possible from a show.

We have also recorded an encouraging response for the EDWIN programme. GPS provides an opportunity to travel agents to learn about a particular destination with hands-on experience. The year 2018 will be an eight-city show with the addition of Lucknow and Hyderabad. Lucknow is a growing market with many international airlines now flying out of Lucknow, which makes it all the more important for GPS to cater to this market.”

Block the dates for GPS in seven more cities in 2018

After its Nagpur edition this year, GPS will travel to seven more Tier-II and Tier-III cities, thereby marking its presence as the emerging platform to reach out to non-metro cities.

							
28-30 JUN 2018	05-07 JUL 2018	12-14 JUL 2018	19-21 JUL 2018	02-04 AUG 2018	09-11 AUG 2018	23-25 AUG 2018	19-21 JAN 2019



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GPS Nagpur receives thumbs up from attendees

Lauded for its focus on boosting tourism business from Tier-II and Tier-III cities in India, the Nagpur edition of GPS 2018 received a warm response from its attendees including both buyers and exhibitors. The buyers at the show share their observations on the quality of the exhibition and its future potential.

Buyers



S K Hari Krishna Valmiki
Founder and Managing Partner
Valmiki Travels and Tourism Solutions

The unique aspect of GPS is its focus on the most neglected cities in India. For example, Hyderabad has huge potential in terms of travel but many big events and roadshows are conducted largely in the metro cities and never reach the smaller markets. I appreciate the efforts of the team to visit and educate travel operators from smaller towns and cities, and bring major suppliers to the doorsteps of travel agents. The travel agents from Tier-II and Tier-III cities no longer have to be dependent on the mediators to get business opportunities.”

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Raymond Choksi
Sales Director—India, Korea, Japan,
GCC, Australia, Tiltis

We are able to gather information, network and meet the right partners for business opportunities, all under one roof. This is my second visit to GPS Nagpur and we already see a lot of improvement in the show as compared to the last year's edition. There has been an increase in the number of exhibiting partners who showcased a variety of products and services. The format of the show is getting regularised and the organisers of the event have become more professional, which is a sign of growth.”

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Gowra Srinivas
President, The Federation of Telangana
and Andhra Pradesh Chambers of
Commerce and Industry (FAPCCI)

GPS Nagpur has proved to be a very good platform which can provide the attendees with valuable networking opportunities with the right people for different types of travel. It has also been successful in educating the fellow travel trade on ways to increase business. The day-long sessions conducted on GST have been beneficial as they explain the complexity of the system and methods to work around with it. We are now excited for the GPS Hyderabad edition which we hope will also be a huge success.”

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“I attended the show with a 25-member team comprising travel agents from Madhya Pradesh and Chhattisgarh. We could meet over 100 suppliers ranging from DMCs, airlines, tourism boards, etc. It is indeed an achievement for the show to bring together all neighbouring states and help them meet and greet each other under one roof. In the future, we hope that GPS could bring this format of the show and venture into other cities like Indore and some other parts of Madhya Pradesh.”



TK Jose
Chairman, Madhya Pradesh and
Chhattisgarh Chapter, TAAI

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“We attended GPS Nagpur as an association from Amravati, Maharashtra comprising 18 travel agents. I really appreciate the format of GPS Nagpur and also the professionalism with which this show has been organised. For us, the highlights of this edition were the presentations made during the sessions on GST as it helped clear many of our doubts regarding the functioning and implementation of this new tax regime. We found a healthy mix of exhibitors ranging from DMCs, hotels, airlines, etc., catering to every need for travel.”



Dinesh Agrawal
President, Amravati Tours and Travel
Association

“This is my first time at GPS Nagpur as a buyer and our plan for this year is to attend all the shows across cities as an exhibitor. GPS is a great platform, especially for companies like ours as it provides us with good exposure to Tier-II and Tier-III cities. One can also meet a large number of industry peers, both suppliers and exhibitors, and also get an opportunity to interact with fellow travel agents who conduct business in this region. After looking at the feedback from our team, we are excited to exhibit in other cities and expect a great response to our products.”



Clevio Monteiro
CEO
Visa Lounge



Devashish Seetha
Co-Founder
Offbeat Traveller

GPS has proved to be a very good platform for us over the years. I have been attending this show for the last three years. Since it is easily accessible from nearby cities to Nagpur, it is easier to attend this show. Many good suppliers are present at the show with a lot of time at hand for interactions and meetings. We offer products to offbeat Europe. Munich is one of the gateway options for Europe where we sell Munich, Garmisch-Partenkirchen and all other nearby destinations to clients who want to visit Switzerland, Austria or France.”

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Aniruddh Dev
General Manager
Dev Travels

At GPS Nagpur, I was able to go around many booths, selling a variety of products in the line of travel and hospitality and gather information about the market trends and products that could be promoted further. The large variety of products showcased allow us to learn about newer things that we can sell. In particular, I had a very good experience interacting with the team of Jewels of Romantic Europe at their stall. My strategy to promote products is based on person to person interaction which is far better than social or mass interaction.”

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Vivek Dev
Owner
Dev Travels

My agenda to attend GPS was to gather information about The Philippines. The exhibition was a one-stop shop for the same. I was impressed with the presentation and the following interaction with the representatives of the destination present at the show. Many people are travelling to well-known destinations like Singapore, Bangkok and Kuala Lumpur, but The Philippines remains an unexplored destination and an exotic one. In today's time, it is important that tour operators select destinations for their clients which are offbeat and one which generate interest.”

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Glimpses of GPS NAGPUR



Exhibitors



Arvind Dhar
Managing Director
Travcare

“GPS is a great platform to advertise the company and its services besides reaching out to different geographical locations. We have received clients from incentives to advertising with requests for film shoots. We are well-known in major cities but are looking to further grow in the Tier-II and Tier-III cities. In the Indian market, we target the luxury travellers. We have collaborated with Nagpur, Vidarbha region and other parts of the country for their groups and incentive travel. Our focus for 2018 will be South Africa. Close to 135 million Indians travelled to South Africa. We have grown phenomenally, crossing the 40 per cent mark in the market.”



Navjot Bhasin
Director
Just Click Karo

the industry trends and also demonstrate their products to prospective buyers. The response received for our company has been very encouraging. We are dealing with over 700 distributors and 15,000 travel agents. The company's aim is to reach and set the benchmark of working with over one lakh travel agents by the end of 2019.”

“GPS is an ideal forum where we expect to meet new professionals. GPS Nagpur is a powerful medium where a large number of buyers and sellers, both domestic and international, gather under one roof.

It is a great platform for travel agents to strengthen their knowledge, evaluate



Mani Rayaprolu
Sales Manager—Western India
Air Arabia

It is great to see travel agents from across the region at the GPS Nagpur edition this year. Travel agents from Indore, Bhopal, Bilaspur, Jabalpur and Raipur have come down to the show and conducted over 80 to 100 individual interactions. Air Arabia has been actively promoting CIS destinations and working with GPS teams to get DMCs for Armenia, Russia, Kazakhstan on board to manage these destinations. The response to both Air Arabia and DMCs has been amazing. 2018 promises to be challenging for all airlines not only in India but also in the Gulf.”

“It is great to see travel agents from across the region at the GPS Nagpur edition this year. Travel agents from Indore, Bhopal, Bilaspur, Jabalpur and Raipur have come down to the show and conducted over 80 to 100 individual interactions. Air Arabia has been actively promoting CIS destinations and working with GPS teams to get DMCs for Armenia, Russia, Kazakhstan on board to manage these destinations. The response to both Air Arabia and DMCs has been amazing. 2018 promises to be challenging for all airlines not only in India but also in the Gulf.”

“It has been a great experience to meet travel agents from markets which we have never explored personally till now like Chhattisgarh, Jharkhand, Ranchi, Indore, Raipur, etc. We have started to represent Meydan Hotels in 2017 and it has been a learning experience in understanding the segments.

Meydan Hotels is a racecourse product and doesn't have a likewise competition. It has huge potential in these markets as these are cash-rich regions. Attending forums like GPS makes us aware about the target clients we should be tapping through the year.”



Nupur Dhandharia
Associate Director of Sales
Meydan Hotels & Hospitality

“GPS is a platform which gives us the chance to tap the Tier-II and Tier-III markets which we generally tend to avoid for a one-on-one level. We also get an opportunity to tap leisure FITs and introduce new properties to travel agents. Handling multiple kinds of properties, the brand has everything right from the mid-segment, upscale to apartment properties and is well located in the UAE. 2017 has been a phenomenal year, recording an overall increase of 30 per cent over 2016. We expect at least 45-50 per cent growth in 2018.”



Mamta Pall
Director of Sales—Global Sales Office,
India, Rotana Hotels

“Markets like Indore and Nagpur were unexplored until GPS made them familiar to the travel trade. Our portfolio offers products from Mauritius, Hong Kong and Malaysia and both these cities are very potential markets for the FIT segment for travellers. GPS offers a good opportunity to meet quite a few new travel agents.

With 2017 replete with difficulties, 2018 is showing a promising start. We have been very proactive for our new office and the market has been very responsive in a positive way.”



Alefiya Singh
Director
Iris Repts



Adil Karim
Director
Creative Tours & Travels

“GPS has been very beneficial for us. Creative Tours and Travels has had a growth of 20 to 30 per cent in the last three years and it is a great opportunity to connect with Tier-II and Tier-III cities. We see GPS as a great potential for our business. We will be focusing as a DMC for South India and

it is also the sole PSA for Maharaja Express out of Mumbai. Our focus will also be on selling Maharaja to outbound travellers. Smaller cities are the ones where the potential of Indian tourism lies but I believe there should be an add-on of two-three cities every year.”



Praveen Nair
COO
Cozmo Travel World

and there is a visa staff in all these areas which is helping these cities capture the market. This year, we plan to add five cities by December 2018. We are trying to get into CIS countries like Azerbaijan, Baku and Armenia in 2018.”

“We have seen 30 to 40 travel agents from Tier-II cities like Indore and Raipur. New add-on markets are seen every year at GPS. In 2017, we grew around 38 per cent from Tier-II cities and that is the benchmark we have kept. We have started a global visa department for Cozmo Travel World



Deepak Menon
Vertical Head—DMC
Explora

The year 2017 for Explora was pretty good as we signed new contracts. We have got USA, Canada, Mauritius, Seychelles and Italy as partners. We are trying to do more roadshows and promote Explora in 2018.”

“This is the first time we have attended GPS at the Nagpur edition. It was a wonderful and fantastic experience. We got a chance to meet Tier-II and Tier-III travel agents as potential buyers. We were able to attend a lot of networking sessions and meet the industry stalwarts and fellow trade partners.







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STRATEGIC PARTNER	CYBER SECURITY PARTNER	AIRLINE PARTNER	GPS INITIATIVE	COMPLETE TRAVEL MANAGEMENT PARTNER											
INDIAN AIR	PREVOYANCE CYBER FORENSIC	scot	SINGAPORE AIRLINES	EDWIN	10X	rainbow	trip38	Telangana Tourism							
SUPPORTING ASSOCIATIONS															
Metaphors	SAI	OT@AI	TAFI	ETAA	TAAAC	TAI	L.E.A.F	SIGTOA	TOAT	Conima	ATTA	Amravati	T.A.C.T	TTAUP	