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Hi-Life Tours bags World Travel Leaders Award



Bharat Bhushan Atree, CMD, CTC Holding, received the TRAVTALK-WTM World Travel Leaders Award for Hi-Life Tours at the recently-held World Travel Market (WTM) in London.

The World Travel Leaders Awards honours companies and individuals for their outstanding contribution to the industry over the last 24 months voted for by the WTM Media Partners.

Speaking on the occasion, Atree said, "Awards like these keep us motivated and encourages us to work harder. It puts us on the global recognition platform because this company is catering to online tourism. It indeed makes a lot of difference when such organisations recognise us for our good work. We hope to receive a lot of positive response from our partners, who have been wanting to work with us but have been thinking about it. A recognition from a platform like this will instill more confidence among them."

TAAI Convention in China



Sunil Kumar R
President
TAAI

The Travel Agents Association of India (TAAI) is set to organise its 65th Convention in Kunming city of Yunnan Province from November 27-29.

Manas Dwivedi

Referring to the TAAI convention as a huge opportunity for the host destinations in blossoming with more inbound tourists, Sunil Kumar R, President, TAAI said that the maiden TAAI convention in China

is an initiative to promote stronger tourism between both the countries.

"This is the first time in 68 years of the association that TAAI is going to China. Outbound travellers from India to China are quite high and a lot of China is still not

widely experienced by Indian travellers. TAAI & Yunnan Provincial Tourism Development Commission (YPTDC) are dedicated to promote tourism and help the industry in both the countries." said Kumar.

He further said, "The conven-

tion is themed on 'Tourism Beyond Boundaries' and will be hosted at InterContinental Kunming with the inaugural event to be held at Haigeng Convention Centre. An exhibition is also being organised to facilitate B2B network between the delegates and Chinese tour operators."

Inside NE Int'l Travel Mart in Tripura



Rashmi Verma
Secretary, Tourism

The Ministry of Tourism will conduct Northeast International Travel Mart in Tripura from November 22-24.

For more, see page10

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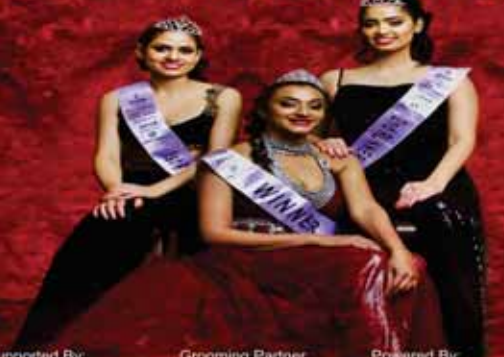
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500 registrations recorded

Having recorded the fastest registrations ever, the upcoming TAAI Convention is set to welcome around 550 delegates to Kunming, China, says **Sanjay Narula**, VP, TAAI and Co-chairman, TAAI Convention.

 TT Bureau

Scheduled to be held from November 27-29, 2018 in Kunming, China, the 65th TAAI Convention will be attended by around 550 delegates. **Sanjay Narula**, Vice President, TAAI and Co-chairman, TAAI Convention-Kunming believes that the event will be a significant step to boost the travel flow between the two countries. "India and China are the two most populous countries and important emerg-

comprises a very small decimal point. "Despite big campaigns and e-visa facilities, only 2.4 lakh Chinese tourists visited India last year against 14 lakh Indians who visited China. Countries all over the world are making a big pitch for attracting Chinese tourists as their numbers have crossed 144 million last year—the highest in the world. It is just enough for India to get 10 per cent of Chinese tourists in five years, which could be about



Sanjay Narula
Vice President, TAAI &
Co Chairman, TAAI Convention-Kunming

development, India's economic and demographic indicators, together with societal changes, point to it being a market of huge potential in future, says Narula. He claims, "According to a report by CAPA - Centre for Aviation, India is set to witness 13.9 million international leisure departures by 2025, thereby generating 19.4 million Indian visitor arrivals overseas (given traveller propensity to visit more than one city/country when they travel) and delivering a compound annual growth rate (CAGR) of 12.4 per cent."

He also shares that the TAAI team has taken upon itself the key and important challenge to explore new venues for tour operators to exchange business between India and China. "Kunming is an unexplored and untapped destination for the Indian traveller. Kunming, the capital of Yunnan Province, is known as the City of Eternal Spring for its pleasant climate and flowers that bloom all year round. As southwest China's transportation hub, the city plays a significant role in connecting Southeast Asia and China. The city also provides links to many popular destinations elsewhere in Yunnan such as Dali, Lijiang and Shangri-La," informs Narula.

“ According to a report by CAPA, India is set to witness 13.9 million international leisure departures by 2025, generating 19.4 million Indian visitor arrivals overseas ”

ing economic powerhouses for the world that also share a significant trade and political relationship. The flow of business travellers between the two countries is immense."

14 lakh, taking our current overall number of global tourist arrivals to a promising and significant level from what it is currently," shares Narula.

However, he insists that the number of genuine tourists

While the outbound leisure travel from India in comparison may be at an early stage of

Kunming Calls

← Kunming, the capital of Yunnan Province, is known as the City of Eternal Spring for pleasant climate & flowers blooming year round



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India outbound outdoing itself

While the rupee has still not recovered much against the dollar, the outbound industry is still going great guns, at least in terms of bookings. Indians are planning trips across the world, and the tour operators saw big business during the Diwali holidays. In fact, the expectation is that the same upswing would be seen for the upcoming Christmas season, as agents are already expecting bookings in big numbers. Although the profits might be a little low due to the devaluation of rupee, the operators are not complaining as business is on a roll. Revenue is coming, and hence there will not be much of a dent to the travel and tourism industry. Both long-haul and short-haul destinations are catching the fancy of Indian travellers offering amazing experiences and rates for the upcoming season. The customers are not only travelling to traditional favourite destinations like the UK, the USA, Thailand, Singapore, etc, but are also looking at new destinations like Israel, Philippines, Croatia and even Cyprus. With many destinations and tourism boards pitching in for the Indian outbound traveller, one can comfortably say that there is no bar on outbound business.

Time for TAAI again

After a successful convention in Kashmir in the last financial year, the Travel Agents Association of India (TAAI) is all set to explore the 'City of eternal Spring' in China—Kunming. While the last convention was a domestic one, this time the convention in China would not only discover the possibilities of outbound travel to the country from India, but also try and tap the increasing tourist flow from China to other countries and look at boosting the inbound for India as well. The convention comes at a time when strengthening relations with China, both politically and economically is imperative. While the convention would focus on other issues like IATA matters, NDC and digital empowerment of its members, boosting business with China would be a priority. We hope it gets to do all that successfully!

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

Let's TAAI Ourselves Together

In 1993, TAAI held its convention in November. The 24th TAAI convention saw two very good sessions by industry veterans **Inder Sharma** and **Cyrus Guzder**. The then President of TAAI was **C Nagendra Prasad**. It was discussed at this convention that there will be more cake eaters than there is a tourism cake.

Also, the sessions discussed revolved around Future Shock problems; direct sales of tourism goods and services through CRTs in corporate houses, supermarkets and business centres; the threat of Virtual Reality. In addition, other problems, which the delegates thought would escalate in the future included intra-industry squabbles, the deteriorating image of India and the absence of effective Information Data Bank.



EDWIN at Manchester

EDWIN-UK recently concluded in Manchester with a purpose to educate and empower travel agents from Tier II, III markets. **Harmandeep Singh Anand**, Managing Director, Global Panorama Showcase (GPS) shares details about the B2B networking event that saw over 900 meetings.

Sonia Butalia from Manchester

What is the aim behind EDWIN?

The chief purpose of EDWIN is to educate and empower the travel agents and travel fraternity from Tier II, III markets attending GPS events across India. The selection was made by VisitBritain — our partner at various GPS events. One-to-one meetings were conducted at various B2B events held in different cities, including Ahmedabad, Chandigarh, Kochi, Kolkata, Lucknow, Nagpur and Pune, they had. And, that's how profiles of nearly 127 participants were shortlisted. Out of them, 25 were finalised, who then came for EDWIN this year.

Are you happy with the outcome?

We are extremely satisfied because our target was met this year. This event was conducted on a very short span of time; it was an elite programme and the partners — VisitBritain, Marketing Manchester, Oman Air and Trawelltag Covermore — were in complete support of the event. We concluded EDWIN-UK with over 900 meetings.

How do you intend to promote the destination now?

We are the bridge between tour operators and destinations. Agents are aware of what north England has to offer. They have experienced



Harmandeep Singh Anand
Managing Director
Global Panorama Showcase (GPS)

and made note of the myriad offerings of the India-Pakistan World Cup to be held in 2019 at the Lancashire Stadium (Old Trafford Stadium). There might be a huge opportunity to turn it around as Jet Airways offers direct flights to Manchester from Mumbai.

With many European airlines also connecting Manchester, the destination could be a gateway city for many agents. They can position an itinerary coming to London, moving out of Manchester or vice versa depending on their suitability. My recommendation would be to get them to London and fly them out of Manchester because the departure tax out of Manchester is lower as compared to Heathrow.

Fly Direct

Jet Airways' non-stop service between Mumbai and Manchester operates five days a week including Thursday, Friday, Saturday, Sunday and Monday.

Fitur on an upward swing

The fair will bring together the latest proposals in world tourism, with increased representation and effort from participating destinations linked to the positive figures for Spanish tourism in recent years.



TT Bureau

FITUR, organised by IFEMA, will take place from January 23-27, 2019 at Feria de Madrid. This year's event will offer new features and initiatives focused on increasing sectoral representation, internationalisation and FITUR's standing.

Alongside this, the trade fair will maintain its commitment to the development of new technologies and sustainability as key aspects in the transformation of the industry.

All this goes hand-in-hand with the impressive growth shown by Spanish outbound tourism, which in 2017 saw a 12.4 per cent increase in spending during trips abroad, amounting to a total of 19,600 million euros, according to the World Tourism Organization.

In this way, Spain is again climbing the rankings in the leading outbound tourism markets, where it now holds 13th position.

One of the important new features for FITUR 2019 is the enlargement of the exhibition area to incorporate Hall 2 at Feria de Madrid. This will provide a centralised area for Middle Eastern tourist destinations, with the whole of Hall 4 set aside for Europe. The other areas will follow the usual layout.

At the same time, FITUR 2019 is adding a new section for film tourism, promoted by the Spain Film Commission (SFC), in response to the growing interest in visiting filming locations for popular movies and series.

Technology, like sustainability, will continue to put its stamp on the event as an essential lever for growth in the sector and for its progress toward the concept of intelligent tourism. In this vein, the FUNDACIÓN IFEMA LAB Foundation will continue with its work on the 'Feria Aumentada' (Enhanced Trade Fair) project, a ground-

breaking initiative for FITUR.

FITUR 2019 is gearing up for one of its most comprehensive events, with new concepts, trends and strategies aimed at

consolidating and improving the outcomes achieved at last year's event, which brought together 251,000 participants and played host to more than 6,800 business meetings. ↴



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UK welcomes EDWIN debut

EDWIN has always been an effective platform in educating the travel fraternity, agents and members from the trade about a specific destination. Industry insiders voice their opinions on the recently-concluded EDWIN-UK.

 Sonia Butalia from Manchester



Rishiraj Singh Anand
Joint Managing Director
Global Panorama Showcase

“ EDWIN showcases and highlights various attractions and possibilities of that destination. We are indeed happy with the outcome of EDWIN in the UK since it was the first time that we conducted a workshop there. We have conducted this event at other destinations too — EDWIN in Southeast Asia and EDWIN in Bali. EDWIN-UK was launched immediately after we organised GPS Pune. We have been able to wrap it up successfully even in a short span of time. ”



Tanushka Kaur Anand
Executive Director, Global
Panorama Showcase

“ While conducting EDWIN-UK, we covered Manchester, Liverpool, Lake District and London and the response has been overwhelming. Since this is the first EDWIN we have organised in the UK, our buyers and exhibitors have taken an initiative to download the GPS app. Further, we have had around 100 per cent adaptability rate because everybody was well-versed in using the lead scanning feature. Besides, the most important part was that our buyers were educating the exhibitors, making it a really great experience for all. ”



Madhu Saliankar
Executive Director—Sales
& Marketing
Global Panorama Showcase

“ EDWIN is a destination workshop initiative where we are bringing in agents from different parts of India, primarily Tier II, III markets, to give them first-hand experiences and education about the destination, so that they are empowered enough to further communicate and prepare a package for their clients. With everything within half-an-hour to one-hour driving distance or train journey from Manchester, agents get exposed to a completely new world connected with nature. Thus, it is a destination which agents include in their packages for the upcoming season. ”

“ The aim behind EDWIN is to bring over agents from Tier II and III cities to experience Manchester as a gateway to Northern England. Northern England is a region with exciting cities full of culture and entertainment, nightclubbing, activities, as well as football and cricket on offer. The city also has a lovely countryside; places like Lake District, Peak District and visits to Northern England can be a fantastic combination of both the city and the countryside. ”



Tim Manley
Marketing Manager
Marketing Manchester

“ Manchester is a city with two great football clubs – Manchester United and Manchester City, Old Trafford Cricket Ground with all eyes set on the India v Pakistan match to be held on June 16 at the upcoming ICC Cricket World Cup 2019. Lake District and Peak District are great places to explore for their wedding venues and shopping. Liverpool, Lancashire, Leeds and Lake District have an eclectic mix of shopping and cafes. ”



Sheona Southern
Managing Director
Marketing Manchester

“ EDWIN is an effective platform to connect with Tier II, III agents, promote Muscat's new airport, showcase new Business Class lounge and promote Oman as a stopover destination while transit. EDWIN also helps us promote Oman Air's direct operations from Muscat to Manchester and London. We also had a pleasing experience with agents who had taken a transit visa and visited Muscat along with agents from Delhi on our new Aircraft MAX. ”



Shailesh Joshi
Sales Manager—Group
MICE India, Oman Air

Contd. on page10 ▶



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Travel mart in Tripura

Set to conduct Northeast International Travel Mart in Tripura from November 22-24, the Ministry of Tourism expects domestic and foreign buyers in big numbers, reveals **Rashmi Verma**, Secretary, Tourism.

Nisha Verma

Tripura is geared up to host the International Travel Mart from November 22-24, 2018. According to **Rashmi Verma**, Secretary, Tourism, "The idea behind this event is to showcase Northeast India as a preferred destination for not only domestic tourists but also foreign tourists. A lot of steps have been taken to make it more accessible both in terms of connectivity and removing inner line permit requirements. We hope to have many B2B meetings for all foreign buyers attending the event. We will also be taking them around on Fam trips to various states in the Northeast to showcase the diverse tourist products in the region."

The MOT also recently concluded two new events

— India Tourism Mart (ITM) and Paryatan Parv —to create awareness about India both internationally and domestically. Besides, on World Tourism Day this year, MOT announced two new initiatives

by MOT was the launch of Incredible India tourist facilitators keeping in mind the shortage of guides. In this new scheme, online training will be imparted to facilitators with two levels—basic and

“A lot of steps have been taken to make Northeast India more accessible for tourists both in terms of connectivity and removing inner line permit requirements”

— the Incredible India app for smartphones and an online certification programme for tourism facilitators. Verma elucidated, "The Incredible India app can be downloaded on mobile phones to access any information about tourist sites in India. This app will go a long way in facilitating the potential tourists coming to India. Another major initiative

higher level for local boys and girls. Once they clear all the modules, certification will automatically be generated after which they can practise guiding or act as facilitators for tourists. We will also have a platform where we will share the names of all such facilitators, so that tourists or tour operators can choose them as per their preferences.”

The India-UK connect

► Contd. from page 8

“We have a wonderful opportunity with EDWIN-UK in bringing travel agents from across India to come and experience products that they would not get to see. Our close association with India will bring business to us and be benefited by both parties. Manchester, only two hours away by train from London, is popular for its food, shopping, culture and countryside. Manchester is an incredibly friendly city.”



Tricia Warwick
Director—Asia Pacific,
Middle East & Africa
VisitBritain



Shuja Mehdi
Manager—India
VisitBritain

“Manchester will host two key matches during next year’s ICC Cricket World Cup 2019, featuring the Indian Cricket Team. Indians, with their passion for cricket, will definitely not want to miss this opportunity to witness the euphoria first-hand. VisitBritain India hosted mid-sized travel agents and tour operators from Tier-II cities with substantial growth in demand over the past couple of years. We were keen on engaging with the trade from these cities as part of our strategy, to showcase a ‘Manchester+’ itinerary to develop and distribute new products to Britain that include family attractions, transport, accommodation, experiences as well as availability of Indian cuisine.”

“We have received an extremely positive response from both India and the UK trade. The buyers were pleasantly surprised with the variety of products on offer throughout the North of England. We are confident the trade will develop new products and promote them over the coming months. We concluded the trip with a B2B session that brought together 29 North England suppliers with 22 Indian buyers to educate, create and ideate on packages featuring Northern England destinations. VisitBritain India also conducted a workshop for the UK trade to provide insights into the India market opportunity.”



Vishal Bhatia
Country Manager—India,
VisitBritain



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Shimane as a new escape

Shimane Prefecture, Japan's hidden gem, is located in the western part of Japan's Honshu Island. **Markus**, MD, Asahi Travel Service, discusses the relevance of this destination for the Indian market.

 Anupriya Bishnoi from Japan

Q Tell us about the importance of the Shimane region for the Indian market.

The Shimane region is a new destination for Indians, who are always looking to enjoy

scenic beauty with a cultural connotation. Shimane offers everything that's spiritual, traditional and mythical. That said, Tokyo does remain the main attraction and one of the top destinations in Japan for

“ Every year, Tokyo receives around 120,000-130,000 Indians. The growth for Japan is increasing by 20% every year **”**

tourists, but other places can also be pleasantly surprising for Indians. Some of the major

highlights of Shimane include Matsue and its castle; Izumo Taisha, Japan's oldest shrine;

Iwami Ginzan, a historic silver mine; and the Adachi Art Museum with its wonderful garden and art pieces.

What is also of significance for Indians is that Shimane Prefecture has four to five Indian restaurants. The traffic from

India is low and hence, there aren't many outlets. Once traffic from India to Shimane increases, the number of Indian restaurants will also rise with the region gaining popularity in the Indian itinerary.

Q What percentage of Indians travelling to Japan visit Shimane?

In Tokyo, every year we receive around 120,000-130,000 Indian tourists. For Shimane, however, the number is low. I am hoping it will go up in the future as we have started exploring op-




Markus
Managing Director
Asahi Travel Service

portunities with trade and tour operators in India. Overall, the growth for Japan is increasing by 20 per cent every year.

Shimane is an unexplored destination among Indians. It is just a coach drive from Hiroshima. These days, we are making a five-day itinerary from India, but if we extend it to seven days, you can add Shimane and explore the virgin region of Japan. Also, Hiroshima is connected by Singapore Airlines from India, which adds to the ease of travelling to Shimane from Hiroshima.

Q How important is India as a market for Japan?

The numbers that the Indian market has in Bangkok, Hong Kong or Europe, leaves Japan with a lot of hope and expectations. Currently, the biggest market from Japan is China and next in line could only be India. Every year, the numbers are increasing and we are hopeful that India will soon be one of the top markets for Japan. 

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Sabre educates trade

The 'Airline Leaders' Forum' in Mumbai, which included travel agencies and TMCs for the first time, discussed the challenges plaguing India's airlines.



Hazel Jain

Sabre Corporation recently hosted the first-ever 'Airline Leaders' Forum' in Mumbai with an aim to create a unique platform for airlines, travel agents and travel management companies from across the country to delve into industry best practices regarding merchandising, distribution and fulfilment that will enable a successful evolution towards the future of travel.

Rakesh Narayanan, Vice President (Airline of Business), Sabre Travel Network

agencies for them to network and for us to share insights of what is happening in the market place and technology trends so that they can create their own market strategies," he added. Sabre organises such events three-four times a year across the Asia Pacific.

Narayanan believes that while India is growing significantly, the passenger profile is changing leading to a growing demand as well as increased capacity. "The challenges on the other hand are rising fuel costs and the currency devaluation. NDC can help airlines as



Rakesh Narayanan
 Vice President (Airline of Business)
 Sabre Travel Network Asia Pacific

“ NDC is essentially an xml-based data exchange format started by IATA for airlines and agencies to communicate with each other ”

Asia Pacific, who was down from Singapore to address the event said that it was the first time that it was being held in Mumbai although Sabre has been conducting such fora across the Asia Pacific for a few years. "Traditionally attended by airlines, this is the first time we are expanding it to include the TMCs and

well as agencies in coping with the challenges. It is essentially an xml-based data exchange format started by IATA for airlines and agencies to communicate with each other. It's a data format that allows airlines to create offers and agencies to consume those offers which are more dynamic in nature, more contextual, and possibly

even more personalised. This will be extremely beneficial for the agencies. They will also get the traditional offers coming in an aggregated fashion on the Sabre platform. We have also created a Beyond NDC programme where we have invited airlines agencies to participate and collaborate," he said.

Underlining some of the big distribution trends in India, Narayanan ticked unbundling of services, creating branded fares or ancillaries, and bundling them to create more dynamic offers. Sabre recently announced the renewal of a long-term, full content distribution agreement with Jet Airways.

Indulge in Japanese experiences



Asahi Travel Service recently organised a Fam trip to the Shimane Prefecture in Japan for the Indian trade and tour operators. This pristine destination tucked away from the hustle-bustle of the city life largely remains unexplored among Indians. The arrival of tourists to this region is set to gain momentum post the trip.

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Agents soak under Holland sun

Indian travel agents got a real taste of The Netherlands as they visited Zwolle and Rotterdam for a Fam trip organised by The Netherlands Board of Tourism and Conventions (NBTC) recently. The agents also participated in the first-ever HollandCity Global Travel Trade Show where they interacted with prominent exhibitors from the country and discussed curating interesting itineraries.



W Australia bets big on India

Keen to tap the exploding outbound potential from India, the state of Western Australia has appointed a dedicated person in India, in Mumbai to promote its tourism products to the trade here.



Hazel Jain

The Tourism Minister of Western Australia (WA), **Paul Papalia**, was recently in Mumbai to announce Tourism WA's commitment to the India market in terms of funds and to announce the appointment of a dedicated marketing representative based in Mumbai. The Minister also held key meetings with and delivered business cases to six Indian airlines in a bid to attract a direct service between India and Perth. This was his second visit to India in two months.

Papalia, said, "The state government is serious about growing Western Australia's tourism industry and entering



Paul Papalia
Tourism Minister
Western Australia (WA)

a new market such as India that has the potential to deliver thousand more visitors. We are working with Perth Airport to secure a direct air link between Perth and India. We met six Indian airlines the last time I was here. This time, we are presenting business cases to each of them so that they have the data to make an informed decision. We will make a partnership with and support whoever flies first, so if any airline decides to fly from India to Perth, we will do anything within our power to make that route successful for that airline."

He had met the Ministry of State for Civil Aviation on his last visit and they met this time as well in New Delhi. "We are looking for his support for the direct flight. Right now, we are employing a tourism specialist to engage with the trade in India. We are about to spend more than

AUD 3,00,000 in the next few months on a campaign to raise awareness of Western Australia. If we get a direct flight, we will be spending millions of AUD over the next three years on marketing in India," Papalia added. The number of people from India

“ We are working with Perth Airport to secure a direct air link between Perth and India and make this route successful ”

visiting Western Australia has increased from 20,000 in 2015 to 27,600 in 2017,

representing a 38 per cent increase. 56 per cent of those visiting Western Australia in

2017 were repeat visitors to Australia. The first activity promoting Western Australia in India will focus on cricket. It will include a cooperative marketing deal with Thomas Cook, offering travel packages to Perth for the first-ever cricket test match

at Optus Stadium, from December 14 to 18.

Activities to do in Perth, Fremantle and Rottnest Island will be showcased in India through visiting sports media, social media influencers and media content partnerships.

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Manipur gears up for Sangai

Manipur Tourism organised a curtain raiser for the upcoming Sangai Festival at Select Citywalk in Delhi. The event is scheduled to be held from November 21-30, 2018.

TT Bureau

Manipur Tourism recently organised a curtain-raiser for the upcoming Sangai Festival at Select Citywalk in Delhi. Famous sports personalities from the state including Mary Kom, five-time world

“Taking the festival as an opportunity, we are here to connect with our potential stakeholders in the capital”

amateur boxing champion and Rajya Sabha MP; Sarita Laishram, former boxing world

champion; P Kenedy Singh, former Indian football captain, along with other officials



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from Manipur Tourism and its stakeholders promoted the festival in the city.

Dr Sapam Ranjan Singh, Chairman, Tourism Corporation of Manipur stated that the festival will be inaugurated in Imphal, the capital city of Manipur on November 21, while two other districts Bishnupur and Senapati will also play host to the festival and have a line-up of events ranging from half-marathon, water sports and trekking to other adventure activities.

“Taking the festival as an opportunity, we are here to connect with our potential stakeholders in the capital. Manipur holds surprises for every visitor. The profound natural beauty of our state and our unique attractions like the floating national park of Keibul Lamjao and Sangai are found nowhere else in the country,” Singh said.

The festival takes its name from the state’s unique, shy and gentle brow-antlered Sangai Deer (Dancing Deer). The Sangai Deer is found only in Manipur’s floating Keibul Lamjao National Park at Loktak lake. The festival has great profundity in showcasing its rich art and cultural heritage and celebrating the various ethnic diversities of Manipur.

On the occasion, **W Ibohah Singh**, Director (Tourism), Government of Manipur, said that the state receives the maximum number of visitors during this time of the year. “The curtain raiser for this festival is organised in Delhi to create awareness amongst potential visitors about the state’s offerings as a tourist destination. Manipur is largely unexplored and offers huge opportunities for adventure, culture and rural tourism,” said Singh.

Asia in mind in 2019? Head to these places...

While the New Year is just around the corner and people are already booking for 2019, let's take a look at a few Asian destinations that would attract travellers next year.



Aloft Kathmandu (Opening Quarter 1, 2019)



Hyatt Regency Dharamshala Resort

Dharamshala, Himachal Pradesh, India

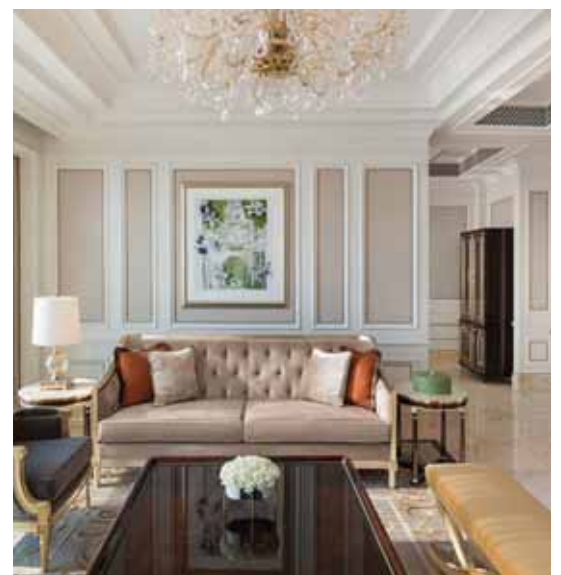
Frequented by travellers from around the world, Dharamshala is constantly evolving as a destination. Home to His Holiness the 14th Dalai Lama and a large Tibetan population, Dharamshala attracts Buddhist tourists and also those who want to learn and practice meditation/yoga, or trek in the Dhauladhar mountains, or indulge in adventure sports at Bir Billing. Just 3 kms from there is McLeod Ganj, oozing with small cafes and shops, offering the best European cuisine as well as Israeli flavours. However, for family outings and luxury getaways, the destination hasn't found much fervour. Filling that gap is the Hyatt Regency Dharamshala Resort (Opening Quarter 2, 2019). Nestled between the hills, the property is the perfect escape for families, where both adults and kids have their own unique holiday experience. It offers dedicated Yoga and meditation room; spa and wellness facilities; a Home Cinema; a plethora of dining options and experiences around the destination. Add to this the proximity to all the major attractions in the region, and one is in for the best family time in India's most happening destination.

Kathmandu, Nepal

The capital of Nepal sees Indians and international tourists in big numbers. While many of the UNESCO-listed temples were destroyed during the 2015 earthquake, the destination is still thronged by visitors. For the religiously inclined travellers, the Pashupatinath Temple tops the list of must-sightseeing options, apart from the Darbar square, which bore the massive brunt of the earthquake. For the backpackers and small groups, the Thamel area packs the right punch. The narrow lanes in the area are lined by shops selling various things ranging from clothes, food and souvenirs. In fact, one can find restaurants and cafes offering world cuisine for travellers frequenting the area. Standing tall in the middle of the busy area is Aloft Kathmandu (Opening Quarter 1, 2019), which also happens to be the highest building in the city. Offering a wide range of rooms and suites, it's the perfect address to catch all the action of the destination, no matter if you are on a leisure or a business trip. Apart from a range of dining options and bar, the property is home to a range of recreational facilities including a spa and swimming pool.



Aloft Kathmandu



St Regis Zhuhai

Zhuhai, China

China is becoming one of the world's strongest markets for tourism, both inbound and outbound. Zhuhai is an upcoming destination in the country. Palm tree-lined coastlines and easy access to alluring islands have made Zhuhai a popular travel destination, while its location on the west bank of the Pearl River Delta has made it a key economic city in Southern China. With plans in full swing for the Hong Kong-Zhuhai-Macau bridge and development of the Greater Bay Area, a new dawn of economic prosperity is arriving in Zhuhai. An extensive transportation network will also connect Zhuhai to the neighbouring cities of Hong Kong, Macau, Shenzhen and Guangzhou, propelling an already thriving tourism sector to greater heights. To tap the potential of the destination is the St. Regis Zhuhai, signalling a new era of luxury hospitality in the fast-emerging destination. The St Regis Zhuhai will feature the renowned hallmarks of the iconic luxury brand, including modern design, innovative culinary experiences and exceptional amenities, including the signature St. Regis butler service.

TAAI upbeat about convention

TAAI members around the country are looking forward to the Kunming convention and are excited about the business opportunities that the vast outbound market holds for them.



TT Bureau

“The TAAI convention, this time too, would concentrate on business. We are expecting almost 700 delegates at the convention. There will be business sessions, pre and post tours, and the Indian Travel Congress, which is the buyer-seller exhibition, with one-to-one meetings. The members would also get an opportunity to attend sessions moderated by very good speakers and experts from the travel industry. The decision to have the convention in China was taken last year. We are now eventually organising it in Kunming. The Yunnan government not only wants the members to experience the city but also the entire province.”



Bhagwan Ramnani
MC Member
TAAI

“The TAAI convention will have a one-point agenda to reach a consensus on the concerns and issues of the members and the travel industry at large. This time, our convention in China comes in line with the Ministry of Tourism and the Indian government's efforts to strengthen ties between the two countries. We also want a healthy exchange of tourists between the two countries and would love to have a share of the Chinese tourists in India. We also expect senior members from the Chinese tourism ministry or civil aviation department to come and meet the members at the convention and explore the possibilities.”



Rajan Sehgal
MC Member
TAAI

“The TAAI Convention is set to take place in the Yunnan Province of China. It is a new destination and is certainly a good promotion in India. However, as far as Indian travellers are concerned, food and language might act as a barrier in this part of China. We are looking forward to visit the province and enjoy the sight-seeing and experience the offerings there. We are also looking forward to a good convention and sessions during the event. We are then going to measure the results in terms of our business venture. With China being one of the biggest contributors to innovative solutions and technology, the event will certainly be an interesting one to be a part of.”



MP Khanna
Managing Director
Diplomatic Travel



Rakesh Marrott
Chairman & Managing
Director
Marrott's Travel Express

“Every year we look forward to meeting our peers and fellow members from all over India to exchange ideas and experiences which help us enhance our role in providing responsible tourism to our customers and suppliers. This year, I am looking forward to experience a new destination, network with my fellow colleagues and have good experience at the convention. I hope that TAAI works on getting an e-visa facility for Indians visiting China.”



V S Abdul Kareem
Founder & Chairman
Creative Tours & Travels
(India)

“India and China are on their way to become super economies and tourism should play an important role as trade between the two countries. It will be a great opportunity to engage with the Chinese tourism suppliers and explore what they have to offer. Any engagement and co-operation between the two will only benefit both the countries and bring them closer not only in terms of tourism but also aid the peace process. I am sure that the TAAI core committee will take up issues regarding tourist visas for Indian nationals.”



Manoj Samuel
Director
Riya Travel and Tours

“For years now, TAAI has been associated with active influencers of the tourism industry. TAAI conventions bring about a positive and sustainable impact on tourism of the city/country hosting the event. I am confident that China's Indian tourism market will grow manifold after the event concludes and agents will be keener to sell the products. The aim should be to strengthen the friendship, build tourism and create a sense of achievable accessibility to the Indian tourists towards China. With this TAAI event, I am also intrigued to see what products are presented to agents and how.”

“The city of Kunming is a soothing destination as the weather is also very conducive. As a new destination, I am sure that all the delegates are going to enjoy their time there. It will also be a good learning process for us as the Chinese tourism market is still untapped in India. Most of us have not been to the unexplored parts of China. Only popular cities like Beijing, Shanghai and Guangzhou are known to most of the Indian market. So, we will be looking to explore China. I am also sure that the TAAI convention will immensely help boost tourism in both the countries. As a tour operator, we will try to get more Chinese tourists to India.”



Shamim Ahmed Shah
Director
Shah Travels

“We want a stronger voice of TAAI to be heard at the government level on issues such as taxation, GST and other policy matters plaguing the industry. All these concerns should be seriously addressed during the convention whilst empowering ourselves to get the recognition we deserve from the government. Similarly, we should also be heard by airlines because I feel that they no longer pay heed to the interests of travel agents. We are virtually working on zero commission. With the convention being held in China for the first time, I am hopeful that we will be able to promote China better among Indians.”



Manoj Saraf
Managing Director
Gainwell Enterprises

“The International Air Transport Association (IATA) has been undergoing radical changes in recent times. The new IATA resolution has come into force from October 1 which makes reforms in terms of accessibility of inventory and providing bank guarantee. A number of genuine issues faced by travel agents are never addressed by IATA. The aviation body's New Distribution Capability (NDC) programme will also change the way travel agents issue airline tickets. We definitely need a discussion, deliberation and a clear way forward on such issues at the TAAI Convention. We also need a clear policy which can be implemented in the coming years to tackle such grievances.”



Anurag Agarwal
Managing Director
Southend Travels



Anil Kalsi
Managing Partner
Ambe World Travels

“I hope that the TAAI convention in China builds bridges with the airline principles because we need to do more to get noticed by airlines since travel agents are not the preferred distribution choice for them. TAAI has to put its efforts to get the agency community noticed so that they understand that tour operators are still relevant to the distribution channel of airlines. There should be a huge impetus on TAAI to get the

airlines on board. Airlines should come and attend the convention and understand the travel agent's perspective and not disband the distribution channel. I believe that India and China have a long way to go in tourism with huge potential on both sides.”



Manoj Sogani
Chairman
TAAI Rajasthan Chapter

“On behalf of members, I'd like to take up certain burning issues to be taken up by TAAI as top priority like Air India's GDS policy, British Airways' capping matter and above all remuneration to travel agents, either via commission or transaction fee or whatever form it may be. Whenever a member raises a question about commission and remuneration, nobody at any given level wants to pay attention, but on the contrary our own past office bearers have openly pleaded to airlines for their losses and other matters. We are here and elected by a winning mandate to safeguard members. But did they actually try and pick a fight with airlines to protect their members?”



Thomas C Thottathil
Head—Corporate
Communications and CSR,
Cox & Kings

“TAAI has been instrumental in opening up new destinations for the travel industry and Kunming in the Yunnan province is one of them. As the first-ever convention by an Indian travel association in China, the event in itself is a landmark event. It will also provide us with an opportunity to explore various facets of the destination. We will use this platform to interact with local tourism officials and help discover what's on offer. Finally, the convention will also be educative in nature and help us debate and discuss various challenges and issues that confront our industry.”

Lufthansa soars in Indian skies

Lufthansa recently concluded the third edition of its flagship event—Start-up Expo in New Delhi, which was reportedly attended by over 19,000 delegates from various cities across the country.



Nisha Verma

Lufthansa recently co-hosted the Start-up Expo with the Delhi-NCR chapter of The Indus Entrepreneurs (TiE), attended by 19,000 delegates including 100 investors, over 100 recognised business experts and nearly 500 start-up exhibitors.

Speaking on the sidelines of the event, **Wolfgang Will**, Senior Director—South Asia, Lufthansa Group, said that the expo has only grown in numbers and business in the last two years. “Our achievements exceeded our expectations. About 20,000 visitors attended the event. However, two years ago, when



Wolfgang Will
Senior Director—South Asia
Lufthansa Group

we started, the number was 10,000. This shows that the number of visitors has already doubled. This expo is another link of Lufthansa with the business community of India and we are proud of being a part of it as an enabler. It’s a golden opportunity for all the participants to meet investors, mentors and visitors,” he said.

Talking about the successful investment deals that took place at the expo, Will informed, “We had around 150 start-ups at the expo with our own booth two years back. Today, we have nearly 500. From 700 investor meetings then, we are looking at almost double the number today. So, one can imagine the real investments and money flow.”

He also revealed that Lufthansa is currently operating 62 flights a week. “Our seat load factor is over 80 per cent. With a healthy business in India, we are looking

forward to grow it further. In a few years, India is set to be ranked third in international aviation,” said Will.

With new European airlines entering India, the market for Lufthansa might change, but Will thinks otherwise. “It is

“Offering our best products and services in India, we are the only airline operating with A-380 on the Frankfurt-Delhi route”

interesting that others have discovered the importance of India as a market. We are

still the only airline operating with the A-380 to India on the Frankfurt-Delhi route.

We have the advantage of being present in India for a long time. Unlike other competitors, we are present in the market with our best products and services. We have the latest aircraft in our fleet—the A-350, which we have launched on our

routes to India. We have also introduced new products like the Premium Economy for a little more money for 50 per cent more space and comfort on-board Lufthansa flights. We are constantly looking for opportunities here,” he concluded. ↓

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Fortune smiles on Steel City

Fortune Hotels has opened doors to its latest property in the Steel City of Durgapur—Fortune Park Pushpanjali with 89 keys.



TT Bureau

Fortune Hotels has announced the opening of its first hotel, Fortune Park Pushpanjali in Durgapur, West Bengal. The hotel was inaugurated in the presence

of the senior leadership team of Fortune Hotels, including **Samir MC**, Managing Director; **Rohit Malhotra**, Vice President—Operations; **Dhananjay Saliankar**, Head—Sales & Marketing and **Kovid Sharma**, Head—Human Resources.

The addition of this property has taken the count of Fortune to 46 hotels across 39 cities in India. Samir MC said, “Fortune Hotels is gaining momentum across India through the launch of smart hotels as well as growth of our portfolio.

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After Haridwar and Vellore, we are delighted to announce our new hotel—Fortune Park Pushpanjali, an iconic hotel in the steel city of Durgapur. Durgapur is one of the fastest growing smart cities in India, and with excellent location, contemporary design, first-class services, we are confident that the hotel will see great success and offer best-in-class guest experience to travellers visiting the city.”

Situated in Durgapur City Centre with easy access to Durgapur Steel Plant, Fortune Park Pushpanjali is centrally located and is close to shopping district and other key corporate establishments. The hotel is only 15 minutes’ drive from Kazi Nazrul Islam Airport, Durgapur, 10 minutes from Durgapur Railway Station and 5 minutes’ walk from Junction Mall.

All the 89 contemporary guestrooms offer full-services and amenities, including 24-hour room service, high speed Wi-Fi connectivity, satellite LED TV, electronic safe, mini bar, iron and ironing board and more. The décor of the property features many locally-sourced artefacts and wall art to offer tribute to the culture of West Bengal.

For those who love to treat their palate, the property offers a range of dining choices, which includes Orchid—an all-day dining multi-cuisine restaurant featuring a delightful selection of Indian, oriental and continental delicacies, Neptune—bar and lounge and Fortune Deli offering confectionery and delicious breads. Apart from this, the hotel features a versatile banqueting and conferencing hall with a capacity for 200 guests and a well-equipped boardroom. ↴

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Bali resort feather in ISA cap

Set to represent Bali Mandira Beach Resort & Spa in India, India Sales Associates will be the official marketing and consultancy firm for the property.

TT Bureau

Bali Mandira Beach Resort & Spa and India Sales Associates (ISA) have entered a market representation agreement, in which ISA would be representing the property in the

Indian market. Manas Sinha, Director, ISA, said, "Regarded as a classic Balinese resort with modern facilities, Bali Mandira Beach Resort & Spa is an oceanfront paradise in Bali, Indonesia with expansive landscape in five acres, over-

looking a white sandy beach and offering panoramic ocean views. Bali Mandira Beach Resort & Spa is in close proximity to everything that Legian and Seminyak is famous for—excellent shopping, traditional art markets, trendy restaurants





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and thriving beach clubs." He added, "It's the perfect location between Kuta and Seminyak. The vast range of on-property facilities and impeccable services make



Manas Sinha
Director
India Sales Associates

it an attractive choice for families, couples as well as for MICE and special groups. Led by one of Bali's most celebrated chefs, the resort is geared up to serve authentic Indian cuisine and Jain meals, apart from the wide variety of international and Indonesian cuisine."

The property has just the right combination of offerings for Indian travellers with well-appointed accommodation, delectable dining, rejuvenating spa therapies and pristine beaches. Offering a blend of Bali's beautiful natural splendour with a vibrant theatre of music, dance, culture and world-class facilities, the hotel would ensure a truly wonderful stay for every guest.

A total of 187 units of variety stay options, four restaurants and bar, three pools, a kids club, rooftop meeting and conference facilities, and the Glow Spa, makes Bali Mandira Beach Resort & Spa the perfect getaway for Indians. To tap the growing Indian wedding segment, the resort has multiple wedding venues to cater to 200 to 400 guests. ↴



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Sustaining stable growth

Already surpassing the number of visas issued in the last one year, Denmark, Norway and Sweden are looking to further issue over 60,000 visas by the end of 2018.



In an attempt to engage the travel trade and provide a platform to meet Scandinavian partners from Denmark, Norway and Sweden, the Scandinavian Tourist Board organised a three-city roadshow in Delhi, Bengaluru and Mumbai. A delegation of 28 Scandinavian partners with seven destination management companies (DMCs) including National Tourist Organisation (NTOs), regional tourism boards, hotel chains, attractions, museums, airports, cruises and voyage companies visited these cities and reached out to the Indian travel trade.

Briefing about the development of tourism in Scandinavian countries, **Mohit Batra**, India Representative, Scandinavian Tourist Board said that there has been a tremendous growth in the

number of Indians travelling to Denmark, Norway and Sweden. "We are closely approaching 500,000 room nights in 2018 and have seen a surge in every segment, be it fixed departures, individual travellers or MiCE— primarily incentives," he informed.

"The number of visas issued in the last one year has also

“ With our digital campaigns including the social media initiative ‘Explore Scandinavia’, we are engaging with the Indian travellers and have continued to showcase beautiful parts of Scandinavia ”

grown significantly. Till August 2018, Denmark, Sweden and Norway have already surpassed the number of visas issued last year. By the end of this year, we are expecting

to issue over 60,000 visas and hope the upward trend to continue next year too," he adds.

With Scandinavian countries as one of the most romantic destinations in the world, Batra said that the board is looking to attract honeymooners from India who visit the Nordic regions. "Apart from

groups and FITs, our focus is to tap the leisure, honeymoon and incentive market from India. We sense a good opportunity of attracting the honeymoon segment with



Mohit Batra
India Representative
Scandinavian Tourist Board

multiple romantic getaways around Scandinavian countries. With our active digital campaigns including the social media initiative ‘Explore Scandinavia’, we are constantly engaging with the Indian travellers and have continued to showcase beautiful parts of the region."

Ruth Dolla, Project Manager India, VisitSweden informs

that the number of bed nights by Indians in Sweden went up to 216,058 nights and hence recorded a 23 per cent rise in the number of tourists travelling from India to Sweden. Commenting on the growth, **Michael Persson Gripkow**, Chief Brand & Communication Officer, VisitSweden mentions, "With 17,000 Indian passport holders residing in Sweden today and increase in the number of people travelling for bleisure (business and leisure), we have seen a good growth."

Elated over coming back to India again, **Flemming Bruhn**, Director, VisitDenmark says, "From January to August 2018, we have seen an increase of 28 per cent in the number of tourists travelling from India. We are hoping to attract more India travellers in 2019 as Copenhagen has been chosen as the number

one city in the world to visit in 2019 by a popular travel guide book."

Per Holte, Market Director Tourism—Asia and New Developing Markets, Innovation Norway, informs, "We have received a good amount of business from the India market. I am very excited to share that a lot of Indians are finding their way to North Norway during winters. We would like to promote all four seasons—autumn, winters, summers and spring of Norway in India.

Number Game

➔ The number of bed nights by Indians in Sweden went up to 216,058 nights and recorded a 23 per cent rise in the number of tourists travelling from India to Sweden

TBO conducts 3-city roadshow

TBO Group hosted its first roadshow for its preferred hotel partners in India. The roadshow with 30 hoteliers from Las Vegas, Baku, Dubai, Maldives and Thailand, travelled across Delhi, Bengaluru and Mumbai. The show was spearheaded by **Andy Tan**, Global Director—Contracting and Supplier Partnerships, TBO Group.



Relax and unwind at The Den

With an appealing design and architecture, The Den, Bengaluru is one of the few hotels that delivers the needs of a modern business traveller diligently, informs the hotel's General Manager, **Vinesh Gupta**.

 Manas Dwivedi from Bengaluru

QWhat sets The Den, Bengaluru apart from other properties?

Unique in both design and architecture, the hotel is very different in terms of design, look and feel. I believe the hotel is true to its name—The Den. It's a wholesome stay option that takes care of 'Eat, Work, Sleep and Play'—the hotel's motto. The proximity to all the IT parks and business districts of the city makes The Den, Bengaluru the smartest choice for luxury business travellers.

QWhat kind of clientele will you cater to?

On an average, 95 per cent of our guests are business travellers while 5 per cent comprise leisure travellers. A large source market for our hotel is the inbound travellers. About 60 per cent of our



Vinesh Gupta
General Manager
The Den, Bengaluru

guests are foreigners with a majority of them coming from the US, besides Europe and Far East Asian countries. One unique proposition is that we attract more foreign guests than our competitors since the primary mix of foreign and Indian guests in most hotels is 50:50 and we have an edge with 60:40.

QAfter a flying start, what are your plans and targets for 2019?

Looking at the plans for 2019, I am sure that we will be able to achieve our targets and gain a fair share of profit in the market soon. We have set budgets for the hotel and we are looking to move up significantly in the market ahead. The majority of our business is corporate. It typically gets

some for your clients to know and create awareness about your brand. Starting out, the growth is generally slow in the first year; it strengthens in the second year and you start getting your fair share in the

market in the third year. This is the ramp up period, which you typically see in the hotel business.

QYou are in a nascent stage of marketing. What are your strategies?

When you talk about being

aggressive in the marketing, it is about ensuring people see your hotel. We are everywhere where our presence is required. Understanding the digital needs of the world today, we are smartly using digital communication and marketing tools to spread the word about

our hotel, especially on social media platforms. For advertising, our source market in India would be Mumbai, Delhi, Hyderabad and Chennai, apart from Bengaluru. Outside India, we have a lot of focus on GDS marketing which reaches the right sources at the right time.

QWhat is your take on the hospitality industry in Bengaluru?

With new brands coming up, the city is aptly termed as the 'start-up capital of India'. In the last three years, the industry here has seen 100 per cent rise in hotel inventory. 

3 Nights Hong Kong & 2 Nights Macao

Booking period: now until December 29, 2018 | Staying period: now until December 31, 2018

The Parisian Macao
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The Venetian® Macao
USD 660

Above mentioned rates are per person on twin sharing basis

Hong Kong Inclusions

- Airport transfer (Airport - Hotel)
- 3 nights accommodation in Hong Kong at Harbour Grand Kowloon
- Daily breakfast at hotel in Hong Kong
- Private Coach transfer in Hong Kong (Hotel - Pier)
- Ferry ticket (KLN Pier - Macao TAIPA)
- Hong Kong city night tour on SIC: 1 Way Peak Tram, Madam Tussauds Admission, Star ferry ride, Old clock Tower, Symphony of lights and Round trip transfer

Macao Inclusions

- 2 nights deluxe accommodation at one of the above signature hotels
- Daily Breakfast at Café Deco or Lunch at Bambu or Golden Peacock at The Venetian Macao OR Daily Breakfast at Le Buffet at The Parisian Macao
- Macao city tour with Indian Lunch on SIC: Ruin's St. Paul Church, Na-Tcha Temple, Mount Fortress, A-Ma Temple
- One-Way Cotai Water Jet Cotai Class tickets
- Coach transfer in Macao by hotel free shuttle bus (Pier - Hotel - Pier)
- Redeem ferry ticket (India wholesale package and India special offer 2 nights) (Macao TAIPA - HKIA)

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Buy-one-get-one-free entry ticket to Aqua World for stay until November 30, 2018 | Enjoy free access to Eiffel Tower 7/F for stay until December 19, 2018

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Air China awards top agents

Air China recently organised a grand evening for its agent partners in Mumbai by awarding the top performers. It presented a total of 19 awards acknowledging 16 agencies and three airport service companies.



Setting sail for high growth

Betting big on the promising cruise market in India, **Naresh Rawal**, Vice President—Sales, Genting Cruise Line, talks about growth, plans and the prospect of cruising among Indian travellers.



TT Bureau

As a pioneer in the Asian cruise industry, Genting Cruise Line's brands have played an intrinsic role in the evolution of cruise business in Asia and around the world. Through its family of popular brands—Star Cruises, Dream Cruises and Crystal Cruises—the company provides a range of varied products from contemporary cruises to ultra-luxurious vacation experiences to the modern traveller.

New Adventure

For Indians increasingly opting for newer adventures, Genting Cruise Line has its uber luxury brand—Crystal Cruises, where river and air cruising in Europe are also included

With a rich experience of working in the cruise industry and understanding the business closely, **Naresh Rawal**, Vice President—Sales, Genting Cruise Line is optimistic about the future of cruise tourism in India. "This year has been promising as far as cruising in the Indian market is concerned. As an organisation, we have grown beyond Star Cruises now. Cruising continues to show an upward trend in India with the business growing in double digit year-on-year. This shows the popularity of cruising among Indians," he informs.

Rawal likes to believe that India is still a developing cruise market. He says, "It's like we have just touched the tip of an iceberg. The India market is huge with immense potential. The growth has been



Naresh Rawal
Vice President—Sales
Genting Cruise Line

substantial for us."

Briefing about his company's expansion plans, Rawal says that a lot of exciting developments are set to take place for all the three brands. "We have already announced that we are going to introduce a new ship next year by winters in Australia and New Zealand. SuperStar Virgo, which used

to be Star Cruise's flagship cruise at one point of time, is now moving into Dream Cruises. She will be called the 'Explorer Dream'," he mentions.

He further says, "We have also announced the making of

ing traveller, Rawal feels that Indian travellers have evolved over time. "Indians are no longer budget-oriented travellers; they are more experienced and knowledgeable now. As long as you show them the value for what they are buying, they opt for

pore, a seasoned consumer evolves and starts looking for more. For such travellers, we have our uber luxury brand—Crystal Cruises. Under Crystal, river and air cruising in Europe are also included," he adds.

“As an organisation, we have grown beyond Star Cruises now. Cruising continues to show an upward trend in India with the business growing in double digit year-on-year. This shows the popularity of cruising among Indians”

our new ship and as of now, we are calling it 'The Global-class'. It has already been started building in Germany in our own shipbuilding yards."

Talking about the popularity of cruising among Indians and preferences of an evolv-

it. In today's time, price is not the driving factor but the experience for enthusiastic globetrotters," he affirms.

"Indians are increasingly opting for newer adventures. Besides, as the first-timer cruise market out of Singa-

Rawal informs that almost 100 per cent of business comes from travel operators. "All of our partners form a crucial part of our success. They are an integral part of the business. Without them, things can't work well for us," he says.

Treebo deals on Atlas

Debuting into the B2B space through Atlas Travels Online, Treebo Hotels will actively engage with its agent network and offer them exclusive deals.



TT Bureau

Bengaluru-based Treebo Hotels, that boasts of an inventory of 400 hotels in more than 80 Indian cities, has signed a partnership deal with Atlas Travels Online to get access to its 20,000-strong

Talking about their relationship with Treebo, **Param Sidhu**, COO, Atlas Travels Online, says, "We want to offer our agents the best deals and a variety of offerings across the verticals of air, hotels, visa and foreign exchange. We are excited about our alliance with Treebo, with

The two companies will also conduct roadshows for agents across the country with Treebo hosting lucky draws where the winners get a four-day, three-night stay at its properties.

Vikas Mulchandani, Business Head, Treebo Hotels, shares,



agent network. In turn, Treebo Hotels will offer them exclusive deals and engage with them through roadshows in all the metros and hosting them at its select properties. This is the first time that it has ventured into the B2B space.

whom we are expanding our hotel inventory and running a 5 per cent cashback campaign for agents." Atlas Travels is running a month-long campaign for its agents offering 5 per cent cashback for booking Treebo properties through Atlas.

"This is our first venture into the B2B arena. On one hand, where Treebo hotels is disrupting the budget to mid-segment accommodation space, Atlas has created its own niche in the B2B travel trade with an impressive agent network."

2019 date for Sentosa properties

Village Hotel at Sentosa

An expansion of the Village brand, Village Hotel at Sentosa is set to be its flagship property offering one of Sentosa's largest room inventories. It adds 606 keys to the island's mid-tier accommodation options, including family rooms that each come with two en-suite bathrooms and two sets of amenities. The pool deck offers a unique experience with themed pool zones, gardens and outdoor spaces for recreation and intimate events.



The Outpost Hotel

Offering 193 stylish guest rooms featuring chic and bold aesthetics inspired by distinctive black and white design, the hotel is suitable for individual travellers and couples. The hotel experience has been built for guests who prefer exclusivity and appreciate attention to detail. On the rooftop of the hotel is a pool and bar available exclusively to guests.



The Barracks Hotel

With just 40 keys, The Barracks Hotel offers an experience designed for the discerning traveller looking for old-school luxury, exquisite service and timeless charm. Housed in a conserved colonial building, the hotel is rich in heritage and history, serving as a window to the island's past. Rooms on the ground floor offer direct access to the pool and jacuzzi.

EVENT TALK

Media Partners:



NOVEMBER 2018

| EVENT | CITY | DATES |
|--|---------------------|-------|
| Dubai Tourism Roadshow | Chandigarh | 15 |
| Israel Tourism Roadshow | Kochi | 15 |
| Jamia Conference on Rural Tourism | Delhi | 15-17 |
| Dubai Tourism Roadshow | Delhi | 16 |
| Israel Tourism Roadshow | Chennai | 16 |
| China International Travel Mart (CITM) | Shanghai | 16-18 |
| India Travel Mart | Jammu | 16-18 |
| Visit Scotland B2B Workshop | Mumbai | 22-23 |
| India International Travel Mart (IITM) | Hyderabad | 23-25 |
| Taipei International Travel Fair 2018 | Taiwan | 23-26 |
| The Imperial Hotel Roadshow | Delhi | 23 |
| Sharjah Tourism Educational Seminar | Delhi | 26 |
| World Tourism Conference | Hyderabad | 26-28 |
| Sharjah Tourism Educational Seminar | Mumbai | 27 |
| Visit Scotland B2B Workshop | Delhi | 27-28 |
| TAAI 65th Annual Convention | Kunming, China | 27-29 |
| IBTM World | Barcelona | 27-29 |
| Sharjah Tourism Educational Seminar | Ahmedabad | 28 |
| International Conference on Heritage and Culture | Cuttack | 28-29 |
| PATA Destination Marketing Forum | Khon Kaen, Thailand | 28-30 |
| Sharjah Tourism Educational Seminar | Bengaluru | 29 |
| Sharjah Tourism Educational Seminar | Chennai | 30 |
| Indian International Travel Mart (IITM) | Pune | 30 |
| The Luxury Symposium 2018 | Delhi | 30 |

DECEMBER 2018

| | | |
|---|-----------|-----|
| Indian International Travel Mart (IITM) | Pune | 1-2 |
| Travel Business Show | Hyderabad | 1-2 |
| Tourism Queensland Roadshow | Bengaluru | 4 |
| AdventureNext India | Bhopal | 3-5 |
| International Luxury Travel Market (ILTM) | Cannes | 3-6 |
| Tourism Queensland Roadshow | Hyderabad | 5 |
| Greek Tourism Expo | Athens | 7-9 |
| India Travel Mart | Jaipur | 7-9 |
| India International Travel Exhibition | Madurai | 7-9 |
| Bahrain Tourism Roadshow | Chennai | 11 |
| Bahrain Tourism Roadshow | Bengaluru | 13 |

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

International tourist arrivals: A boon

Generating ` 1,777.1 billion in visitor exports, India's international tourist arrivals are forecast to total 30,469,000, generating expenditure of ` 3,316.4 billions.

India: Visitor Exports and International Tourist Arrivals



■ International tourist arrivals are a key component of the direct contribution to travel and tourism. According to a report by World Travel and Tourism Council (WTTTC), in 2017, India generated ` 1,777.1 billion in visitor exports.

■ In 2018, this number is expected to grow by 8.8 per cent, and the country looks to attract 18,655,000 international tourist arrivals.

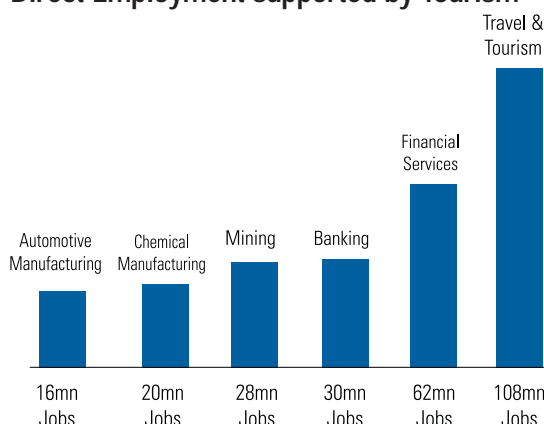
■ By 2028, international tourist arrivals are forecast to total 30,469,000, generating expenditure of ` 3,316.4 billion, an increase of 5.5 per cent per annum.

Source: WTTTC

Tourism to boost global GDP

According to a survey by WTTTC, total contribution of tourism to global GDP will grow to USD 12,450.1 billion (11.7% of GDP) by 2028.

Direct Employment supported by Tourism



■ A recent survey by World Travel and Tourism Council (WTTTC) suggests that total contribution of tourism to global GDP will grow to USD 12,450.1 billion (11.7% of GDP) by 2028.

■ The total employment contribution of tourism sector accounts for 9.9 per cent of global employment in 2017, supporting twice as many jobs as financial sector.

■ Travel & Tourism investment in 2017 was \$882.4 billion, or 4.5 per cent of total investment. It is projected to rise by 4.3 per cent per annum over the next ten years to \$1,408.3 billion in 2028 (5.1% of total).

Source: WTTTC

OBITUARY

Late Kanti Poddar



Kanti Poddar, CMD, Orient Express breathed his last on October 27, 2018. A veteran in the travel industry, Poddar has been President of ASTA India Chapter from 1989 to 1993, President of Skål Club of Delhi from 1988 to 1990, the former Chairman of Tour Operators Council of Travel Agents Association of India and the former Chairman of its Northern Region from 1988 - 1991. He was also a senior distinguished member of Travel Agents Association of India (TAAI).

A graduate of Hotel and Tourism Management from Austria, Poddar had worked as Management Trainee with Hilton Hotels in Beverly Hills and Honolulu, Intercontinental in Paris and hotels in Germany and Austria before taking charge of the company. He was fluent in French and German.

He was involved from scratch with the company's five-star deluxe hotel Chandela Project at Khajuraho. Because of the role he played in the 'Resurrection of Khajuraho', he and Orient Express Travels & Tours won many national and international awards. Poddar is survived by son Pragnu Poddar, who is at the helm of affairs at Orient Express Travels & Tours.




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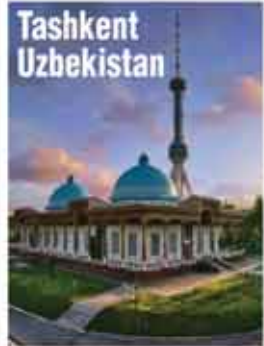
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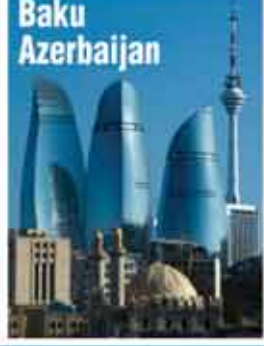
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Contiki

Geneva

Contiki, the world leader in travel experiences for 18-35-year-olds, has announced the appointment of **James Marchant** as its Global CEO. Marchant will have responsibility for the youth travel company's global network of teams across Australia, New Zealand, the USA, Canada, Europe, Latin America, Africa and Asia, developing and growing Contiki's worldwide offering. He joins Contiki from Second Estates, where he was a Marketing, Loyalty and Strategy Consultant for the luxury holiday rental investment company, and from the board of Black Tomato, the award-winning luxury travel agent that he helped to conceive and develop in 2005.



JW Marriott Mussoorie Walnut Grove Resort and Spa

Mussoorie

Piyush Kapoor has been appointed as the General Manager for JW Marriott Mussoorie Walnut Grove Resort and Spa. Kapoor brings close to two decades of proficiency in the hospitality industry. His journey as a leader in the hospitality industry started in 2007 with Holiday Inn, Manali followed by Crowne Plaza, Mussoorie and The Lalit, Jaipur. In his new role, Kapoor will spearhead the operations at the hotel, ensuring its growth and expansion through innovative strategies.



Hyatt Regency Chennai

Chennai

Hyatt Regency Chennai has appointed **Tarun Seth** as the General Manager, where he will be leading a team of 400 professionals, while further building and strengthening the business. He is a seasoned hotelier with more than 17 years of experience in hospitality. Seth has been an integral part of some of the most iconic hotels in India. He started his career with Grand Hyatt, New Delhi, and developed a keen passion for F&B operations. Having worked with Taj Palace, New Delhi; Grand Hyatt, Mumbai and Hyatt Regency, Delhi, before joining the Oberoi, his expertise led him to revolutionise food and beverage operation strategies.



Grand Hyatt Mumbai

Mumbai

Grand Hyatt Mumbai announces the appointment of **Sonale Zagade** as Hotel Manager. With 16 years of experience in the industry, Zagade is a seasoned hospitality professional and has been associated with the Hyatt family for five years in the past. In her new role, she will oversee the hotel operations to ensure the highest level of guest satisfaction and quality. With such vast experience in the industry, Zagade will play a pivotal role in ensuring the hotel meets its business objectives and continues to achieve stellar results. In the past, she has been a part of Starwood Hotels and Resorts before joining the Hyatt family.



Howard Johnson Bengaluru Hebbal

Bengaluru

Salok Setia has joined Howard Johnson Bengaluru Hebbal as Head of Sales—Sales & Marketing. A dynamic professional with seven years of international luxury hotels' experience in sales and operations, Setia has previously worked at The Ritz Carlton and AccorHotels in Bengaluru, JW Marriott New Delhi Aerocity, Crowne Plaza New Delhi Okhla and other popular brands. He has held various positions in sales, business development and verticals to increase revenues. He looks forward to his stint at HoJo to leverage marketing strategy, tactical planning and build a team to help organisational growth and revenues of this international Wyndham brand.



Cathay Pacific

Mumbai

Tanu Lele has been designated as Head of Corporate Sales—India for Cathay Pacific and has been associated with the airline since 2008. She joined the airline as Account Manager with the Mumbai Sales team. In 2010, she moved to the Cathay Pacific Holidays team. Later in June 2012, she was appointed Assistant Customer Sales Manager, Direct Sales. Succeeding this, Lele took up the role of Area Sales Manager—Karnataka where she was responsible for overseeing the sales for Cathay Dragon in Karnataka.



Holiday Inn Mumbai International Airport

Mumbai

Holiday Inn Mumbai International Airport has designated **Ketan Salvi** as its Director—Sales & Marketing. His responsibility will include leading and further improving all aspects of the sales and marketing communications, promoting brand strategies and providing the best of Holiday Inn hospitality experience to guests. In his current role, he will be ensuring sales and marketing strategies are set, tactical plans are created and implemented, and revenue goals are achieved. He will be working closely with various ancillary departments in identifying operational problems and increase the effectiveness of marketing activities and overall hotel sales performance.



Nanuan Travels

Chandigarh

Sonit Soni has been appointed as Chief Operations Officer of Nanuan Travels with the responsibility of the company's Business Development including sales, administration, operation and services. A progressive professional with over 24 years' experience in the travel industry, Soni is a proactive leader and planner with expertise in strategic planning, market plan execution, account management, pre-sales efforts, competitor and market analysis, staffing, management, etc. He has a significant experience in liaising with clients and other external agencies to materialise trips and tours. Prior to this, Soni was Manager—Sales, Services & Marketing, International Travel House. His expertise lies in tourism, reservation, ticketing and fares.



Cathay Pacific has also appointed **Naveed Ahmed Khan** as Head of Trade Sales for India. Prior to joining Cathay Pacific, he was employed with Etihad Airways and Jet Airways in commercial roles. He joined Cathay Pacific Airways in July 2008 as Account Manager. In October 2008, he was appointed as Marketing Communications Manager—India, Nepal & Bangladesh. In October 2011, he was appointed as Cargo Manager—Western India, wherein he was responsible for sales and operations. He then took up the role of Area Sales Manager—Andhra Pradesh in October 2012.



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

 Nikhil Jeet

WorldTalk

Spain

Spain's tourism minister recently met the UK tour operators to discuss contingency plans to ensure millions of British tourists can still visit her country in the event of a no-deal Brexit.

Malta

The Malta Tourism Authority is collaborating with ITB Berlin to organise the first LGBT+ Tourism Summit from November 22-23. The summit will discuss the opportunities and challenges faced by gay and lesbian travel.

Thailand

To boost tourist arrivals, the Thai government has decided to waive the 2,000-baht fee for visa on arrival scheme for two months, from December 1, 2018 to January 2019 for 21 countries, including India, for visitors staying in the country for not more than 15 days.

Japan

A popular garden in Tokyo loses £175,000 as one of the park's attendants gets too frightened to ask foreigners for the entry fee after a tourist shouted at him.

A New Gateway & Getaway in Sentosa opens from April 2019.

As close or far away as you like it.

Three new hotel experiences on Singapore's iconic island destination – Village Hotel at Sentosa, The Outpost Hotel and The Barracks Hotel. Situated in the heart of Sentosa on Artillery Avenue and within reach of the attractions and beautiful beaches, the location is poised to be the centre of gravity on the island. Not forgetting that it is only minutes away from Singapore's hotspots.

Your new gateway to new holiday experiences

An enviable location connects the hotels to Sentosa's leisure attractions as well as the key locations in the city.

- Only about 15 minutes by cable car, rail and road from Singapore mainland
- 2-minute walk from Imbiah Monorail Station
- 10 minutes from Singapore's Cable Car Sky Network
- 15 minutes from Singapore's Central Business District, major shopping areas and attractions like Gardens by the Bay

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An escape designed for families, couples as well as the business and leisure travellers. Welcome to a world of rest and rejuvenation.



Village Hotel at Sentosa

Perfect for families and leisure or business groups, the 606-room hotel captures all that is fun and special about Sentosa's Sun, sand and sea. Decorated in ocean-hue, the hotel's modern architecture juxtaposes against the splendour of the heritage buildings.

Be amazed by an archipelago of four themed pool zones – Children's Play Pool, Lazy River Pool, Adventure Pool, and Pamukkale Pool. Bask in the thematic gardens and relax in its manicured surrounding. From intimate parties to large corporate events, there is always a space suitable, from the cosy Sea View deck, the 480-people capacity at The Commune to the exclusive Revelry Hall. The possibilities are endless.



The Outpost Hotel

Designed for discerning millennials and couples, this upscale hotel boasts 193 guest rooms with contemporary industrial chic aesthetics and clean crisp lines inspired by black-and-white design. The exclusive rooftop Sky Pool and bar is great for cocktail sessions, candlelit dinners and intimate celebrations where you can feast your eyes on picturesque views of the sea and sunset. A unique Land Rover limousine service is at your beck and call to take you to adventures and back. Experience the exceptional every day.

The Barracks Hotel

Housed in a designated conserved building, you will be transported to its charming past. 40 luxurious guest rooms and suites with exquisite service and attention to every detail await you. All rooms on the ground level allow for direct access to the private pool and jacuzzi. Where heritage comes to life.



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India Market 2nd most growing for

The 1st HollandCity Global Travel Trade Show in the Hanseatic City of Zwolle welcomed over 100 international travel organisations. **Carola Muller-van Rijn**, Global Travel Trade Manager, NBTC Holland Marketing, talks about the importance of the Indian market.



Peden Doma Bhutia from Zwolle

Q *This is the first time you are hosting the HollandCity Global Travel Trade Show. What is the purpose behind a mart of this kind?*

We've always had workshops in Holland for different markets that we work in and for tour operators to meet with our industry partners. As the Netherlands Board of Tourism & Conventions (NBTC), our objective is to connect people and organisations. For the last couple of years, we have had workshops throughout the year. This year, we decided to create one event for all markets that we are active in, with a special focus on the travel trade. So, we decided to organise one

the Netherlands over 2016 and we are expecting an increase of 24 per cent over that, this year. At the moment, India is the second fastest growing market for the Netherlands compared to all the other markets. In terms of growth, India ranks above China too.

Q *In Asia, which is the market from where you see the maximum number of travellers?*

Looking at the absolute numbers, China has the highest number of visitors to The Netherlands with around 350,000 visitors as per the figures of 2017. We received around 165,000 visitors from India in 2017 and are expecting

Rotterdam, the Hague and Utrecht. We would also want travellers to explore smaller places like Leiden and Gouda which have a lot to offer. Gouda has a lot of cheese history and clock making tales. The cities of Leiden and Delft also look a lot like Amsterdam but are less crowded. Holland also caters to a lot of Indian visitors when it comes to food choices. As Dutch people also eat a lot of Indian food, you'll chance upon many Indian restaurants in many cities of Holland.

Q *You recently visited India for a Holland mission. Which Indian cities are you targeting for promotion?*

Delhi, Bengaluru, Mumbai are our key focus cities. We would

interest from a MICE perspective but, as a tourist board, we focus on it on a reactive basis. If I get a request from an agency in India to assist us with groups in Netherlands, I do help them, but we don't proactively promote MICE in India as yet.

Q *What do you expect from this event?*

For starters, we'd like to offer both buyers and suppliers with the opportunity to meet and connect with each other. Our objective is to increase the Holland product within the portfolio of our buyers and focus more on places outside Amsterdam. I would be happy if people go back and say that they have seen many places and would like to include them in their portfolio. 



Next edition at The Hague and Delft

At the first HollandCity Global Travel Trade Show in the Hanseatic City of Zwolle, **Carola Muller-van Rijn**, Global Travel Trade Manager, NBTC Holland Marketing, informed, "The next edition of the travel trade show will be held in The Hague and Delft on October 8, 2019." NBTC Holland Marketing and MarketingOost welcomed over 100 international travel organisations with a goal to put the Netherlands on the map with international travel organisations as an attractive travel destination.

event that clusters and bundles all market activities and trade workshops as one.

Q *You have Germany, Great Britain, Indonesia, China, Japan and India participating at the event. How important is India as a market for you?*

In 2017, we've seen a huge growth of about 31 per cent in visitor numbers from India to

24 per cent growth this year. In terms of the sheer number of visitor arrivals, China still is and remains the biggest market for the Netherlands.

Q *NBTC has also been focusing on Amsterdam and beyond. What other cities do you want to focus on?*

For markets like India, we want to focus on cities like

not want our activities to be too fragmented. Tier-II cities are important, but it's just a matter of how we are going to spread our activities.

Q *The profile of Indian travellers visiting Holland is mostly leisure and FITs. How focused are you on MICE from India?*

I know there is a lot of

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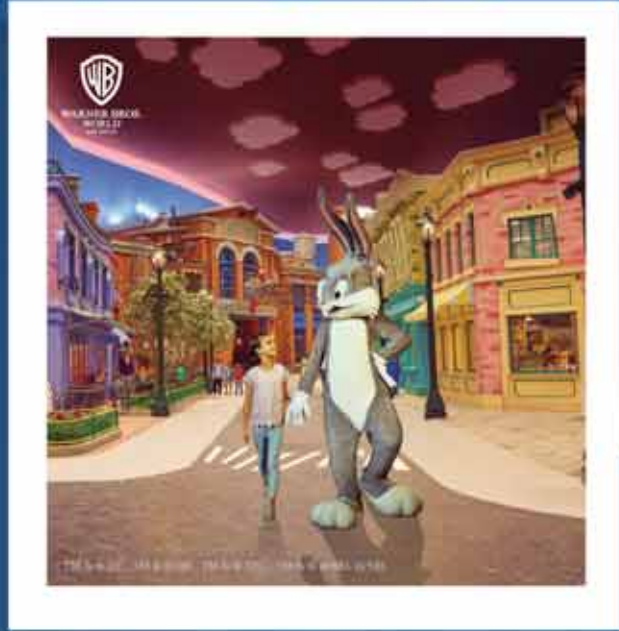
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