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# Working to grow wildlife tourism

Stress-free travel for outbound .......22

**Prahlad Singh Patel**, Minister of State (I/C) Tourism & Culture, claims that wildlife tourism is an important sector and that the ministry is working on developing such sites and destinations.

Nisha Verma

Prahlad Singh Patel believes that the demand for wildlife tourism is there in India, and because of that they are focusing on developing dedicated areas centred on wildlife. "We have selected some areas where we will develop infrastructure for wildlife tourism. I believe that the choice of travellers has changed and that should be the criteria for our offerings,"

in the tourism sector to under-

stand what needs to be done

Ministry of Tourism will have wildlife as the theme for Incredible India for the next two months, in line with the Prime Minister's appearance on Man vs Wild on Discovery Channel.

# travellers has changed and that should be the criteria for our offerings \$\)

he shared. Patel also said that they are taking steps to make it easy for international visitors to move around in the country, for which they have conducted a meeting with State tourism secretaries. "We are working

has raised its issues and pain

points, for which MoT is in dis-

towards developing the 17 iconic sites announced in the Union Budget. We would be providing guides for tourists in their native language and are working on installing information boards at major

monuments across the country. This might also be followed by a digital code on the board, where tourists can point their phones and get information of the monument via a digital friend speaking in their language. We have also discussed with tourism secretaries the need for better coordination between the Centre and states," he shared.



Prahlad Singh Patel Minister of State (I/C) Tourism & Culture

# Reduced visa fee on the anvil?



Yogendra Tripathi Secretary - Tourism Government of India

TTT Bureau

to promote tourism, claims

Yogendra Tripathi. He says
that the industry has been upbeat about increasing tourism
prospects in the country and

cussion with various ministries to identify areas where more needs to be done.

"The major issues are related"

"The major issues are related to the visa facilitation process and taxation or financing of

Yogendra Tripathi, Secretary - Tourism, Government of India, claims that MoT is working

to address the industry demand for a lower visa fee and waiving it during the lean period.

bigger projects," he added. For some time now, the industry has reiterated its demand for a lower visa fee and removal of the fee altogether during the lean period. Responding to the same, Tripathi said, "We

have had discussions with the industry and we understand their point of view. Within the government, we are trying to facilitate processes to reach a final outcome, and we are hoping for positive results."



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# Paryatan Parv from Oct 2-13

Centred on the 150th birth anniversary of Mahatma Gandhi, the third edition of Paryatan Parv will be held from October 2-13 across India. All concerned ministries are currently working on the action plan.



Suman Billa, Joint Secretary, Ministry of Tourism (MoT), has revealed that the third edition of Paryatan Parv will be held from Oct 2-13 across the country. "The dates for the nationwide activities under Paryatan Parv by the states will take place from October 2-13, 2019,

while the activities under Government of India will be held from October 2-6 at Raipath in New Delhi, This year, Paryatan Parv will be special because it is the 150th ministries and line ministries to discuss their contribution and activities to be organised as part of Paryatan Parv. Explaining the idea behind it, he shared, "Organising

people at large; and the third is 'Tourism Governance', which focuses on how we improve ourselves in governance."

Outlining the contribution

Paryatan Parv in the states will take place from October 2-13, while activities under Government of India will be held from October 2-6 at Raipath, Delhi **11** 

birth anniversary of Mahatma Gandhi, and the theme will be '150 years of celebrating the Mahatma', wherein we will have activities centred on his life." he said.

> The Ministry conducted a meeting with State tourism secretaries as well as representatives of all the other central

Paryatan Parv was the idea of the Prime Minister to bring tourism to everyone's attention. With this event, we look at three themes: first is 'Dekho Apna Desh', which focuses on popularising travel and educating Indians about their own country; the second focus is 'Tourism for All', which means that tourism should not just be for tourists, tour operators and hoteliers, but it should engage communities and be able to creates livelihoods as well as economic opportunities for

of state ministries, he said, "Broadly, we require the states to do three things: first, they need to make sure that all the Paryatan Parv activities happen in their own states, where they engage local colleges, tourism promotional council, and cultural centres to create events that raise the level of awareness. Second is to participate in the events that happen in Delhi from October 2-6. by way of sending their troops, setting up their booths and food stalls, as well as getting more people to participate and showcase their states in the best possible way. To be able to do that, we need a whole lot of cooperation from the line ministries and from



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## VIEWPOINT

# **Convention** is in the air

onvention season is here! Conventions are an Cideal platform for people to converge and discuss issues that plague the industry and take collective responsibility to correct the same. However, the pertinent question here is are we doing our best to bring focus to the issues or have these conventions now become a platform for people to just meet and exchange business cards? What exactly is being discussed here? Are the topics that are being dealt with relevant to today's times, or are we still harping on the same things that we have been voicing for the past decade? We need to ensure that others from outside the industry hear us too. The presence of mainstream media at these events ensures that everyone is aware of the associations' demands. If government representatives aren't present at these events, who's there to hear us out? Charters are made, achievements are announced, has anyone gone back to check if the demands in the charters have been met? The charters of every year read more or less the same. We, as stakeholders, need to take accountability, the buck needs to stop somewhere. Associations are flush with funds, it's time to spend those funds judiciously in research and working with public entities.

# Sites to behold

Ask everyone about overtourism and they'll clearly tell you that overtourism is not an issue in India. After all, with a population of 1.3 billion, we receive a little over 10 million foreign tourists, compare that to Thailand's 69 million population that receives around 38 million tourists. Overtourism is definitely not an issue in India, but why is it that tourists visit some places in droves, while some areas continue to wallow in apathy. The need of the hour is to develop new areas to encourage tourism and to learn crowd management, case in point the long queues seen at various pilgrimage spots. Of course, much has been said about developing circuits. A big thumbs up for that, but the most important question is where does that leave the stakeholders? Are we doing our bit to develop and promote new sites? How many have developed itineraries to promote new attractions? We are waiting for the answers...

# More tigers, more tourists

Wildlife tourism in India is driven by domestic visitors. It is thus imperative that India continue its sustainably-run operations which in turn lead to more investment and more opportunities for the rural sector.

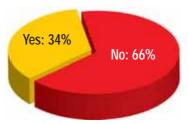
Development of wildlife tourism has been a priority for the government for a couple of years now, made possible due to the economic liberalisation that has resulted in a new middle class with greater

disposable income. A survey examines the attitudes and perceptions of visitors to three of India's most popular and well-known national parks and tiger reserves, namely Nagarahole, Kanha and Ranthambore. The

parks are popular wildlife tourism destinations and have growing numbers of tourists. The survey was conducted with 436 visitors to these parks which are among India's premier tiger-viewing destinations.

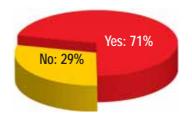
Seventy-six per cent of participants were Indian; for 71 per cent of visitors, it was their first visit to that particular park; and 72 per cent of tourists had previously participated in wildlife tours.

# Will tourists visit if tigers are absent from the park?



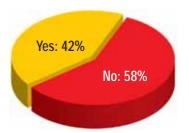
**Key Finding:** Tourists visiting Ranthambore and Kanha were less likely to say yes than those visiting Nagarahole.

# Will tourists return to visit the park?



**Key Finding:** Among those on their first visit, 62 per cent said yes and are likely to be visiting Kanha and Nagarahole.

# Are tourists willing to pay higher gate fee?



**Key Finding:** Among those spending less than `10,000, 94 per cent said yes and are likely to be Indian citizens.

Did you know, the recently released results of the fourth cycle of All India Tiger Estimation - 2018 reveal that the count of tigers in India rose to 2967 in 2018 from 1411 in 2006.

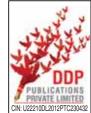
Source: Wildlife tourists in India's emerging economy: potential for a conservation constituency? Krithi K Karanth, Ruth DeFries, Arjun Srivathsa and Vishnupriya Sankaraman

# Stakeholders' roles and goals

Wildlife tourism results in a complex interplay between park managers, local communities, commercial tourist enterprises, and tourists. Some of the principal roles of these groups are shown in the table below.

Stakeholder	Possible roles in wildlife tourism	Stakeholder	Possible roles in wildlife tourism
Governments (national, state, regional, local)	Administer and provide funding to protected areas Establish laws to regulate benefit sharing and safeguard the resource Enable conditions for tourism, including investments, zoning, infrastructure, and communitymanaged areas	Tourism planning and promotion organisations	Market and promote tourism Provide information to visitors and tourism stakeholders Collaborate with the public and private sectors
		Communities	Be wildlife stewards Use land sustainably Operate wildlife tours and lodges Facilitate visits
Protected-area managers	Protect wildlife and land Conserve genetic diversity Liaise with local communities Issue permits to visitors and guides	NGOs	Manage or co-manage protected areas and/or tour operators  Specialise in community engagement and poverty alleviation
Private-sector tourism suppliers and investors	Develop and manage tourism operations under agreements, leases, or concessions	Academics and scientists	Foster the conservation of species
	Market, sell, and deliver on wildlife tourism experiences	Tourists	Pay to visit protected areas and encounter wildlife

Source: Adapted by authors from K. Higginbottom, ed., Wildlife Tourism: Impacts, Management and Planning Supporting Sustainable Livelihoods through Wildlife Tourism, World Bank Group



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# Bookings not yet roaring in

With the season for wildlife tourism around the corner, tour operators are all geared up. While many claim that the interest amongst travellers for wildlife tours is already high, some feel that it is too early for bookings.



Dhun Cordo Co-founder TUTC

Demand for wildlife tourism and luxury wildlife safaris has increased over the years. This can be attributed to better hotel infrastructure and customer-focused facilities. The luxury segment has enhanced the overall travel experience by providing the most premium products, right from the hotel one stays in to the jeep that one travels in.



Ravi Gosain Honorary Treasurer

available on this earth are in India.

Inbound tourists who want to see wildlife in India don't want to see any cultural part of it; they are very focused. Our major source market is Europe and the US. I hope that in the coming season, states promoting wildlife in the country do so with a focused approach.



Sameer Karnani Chairman, Travel Agents Association of India (WR)

wildlife tourism in India is increasing. This also means that we get more visitors during the holiday seasons, that is Diwali and New Year. Having said that, stand-alone safari holidays in India will take some time to grow. We have been getting a good response for destinations like Tadoba, which is close to Mumbai and has good tiger sightings.

Contd on page 8



Abbas Moiz Chairman (Western India) Travel Agents Federation of India (TAFI)

Most national parks will open on October 1. There is now a lot of interest in national parks and wildlife sanctuaries in India. We have a lot of inquiries for October and November for Tadoba, Gir, Kaziranga, Corbett, Kanha, and the Sundarbans, because wildlife tourism in India is getting more accessible with better and modern infrastructure.



Aruna Snetty
Director, IATA Agents
Association of India (IAAI)

In the past, booking requests would come to us four to six months in advance However of late, due to online agents, queries have reduced. Although we have a lot of options, we still need to do more to be able to commercially benefit from wildlife tourism. Our government has been taking a lot of initiatives and with the news of an increase in the number of tiger in India, I don't think we will lag behind in wildlife tourism.



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# Awaiting a good year for business

Contd from page 7



**Zia Siqqiqui** Managing Director Alliance Hotels & Resorts

Inspite of having a lot of wildlife sanctuaries in India, UNESCO World Heritage sites like the Sundarbans and other national parks, India has not been able to get a proper share of the world's wildlife tourism business due to the sector being ignored by the government for a long time now. The Ministry of Tourism needs to work out a special campaign for Indian wildlife and national parks, and highlight the importance of wildlife, natural reserves, protected sites and areas. and promote them further around the world.



Gagan Sarangi IATO Chapter Chairman, Odisha

Currently, the bookings for the upcoming wildlife tourism season are very slow and we hope that they will improve in the near future. We usually get bookings from December to February, around two months in advance, hence it is a little early to predict the situation right now. That said, booking quality accommodation and safaris at the last minute is a challenge due to the responsible tourism concerns that we need to follow. Time will tell how things pan out this year.

Inputs by TT Bureau

# Warming up to wildlife

**Meenakshi Sharma**, Director General, Ministry of Tourism, shares they will work on guidelines and offer information to tourists in wildlife areas.

Nisha <u>Verma</u>

The Ministry of Tourism is leaving no stone unturned in making sure that India establishes itself as a wildlife tourism destination for tourists in the country and outside it. One of the first steps is to promote it and sensitise people about it, claims Meenakshi Sharma. She adds, "We are promoting adventure tourism, and wildlife is an integral part of it. Apart from that, a lot of state governments have taken a lot of initiatives for wildlife tourism."

She reveals that as part of its tourist facilitator course, MoT is also going to have an advanced certification after the basic certification. "This will only be in two fields—heritage and adventure. Hence, we are going to encourage people to learn more about wildlife. There are many naturalists in the country,



Meenakshi Sharma Director General Ministry of Tourism

believes that it's important to sensitise people about wildlife and adventure. "As part of our adventure guidelines, there is a need to ensure safety and right guidance for wildlife, especially because it is an area where one has to be ecologically sensitive. That is something we are trying to encourage the government to now adopt. Hence, we are planning that at the upcoming meeting with State tourism

There is a need to ensure safety and give the right guidance for wildlife, especially because it is an area where one has to be ecologically sensitive **17** 

but they are not in sufficient supply and it is also difficult to afford them. Hence, we want to create the basic information available in these areas, through various mediums," she shares. Sharma also ministers on August 20, one of the subjects would be to work towards making the State governments to adopt these guidelines in a written form. We are looking at their commitment," she insists.





Remarks: Rates are valid for arrival from 29 Aug – 06Nov'19, for bookings made from 28Aug – 05Nov'19. Commissionable to agents. Mandatory Local Occupancy Tax will be applicable.



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# World-class facilities needed

Industry stakeholders claim that international wildlife parks offer better experiences and amenities, hence, the government needs to make Indian parks on a par with international standards.



JK Mohanty Chairman - Eastern Region IATO

The status of wildlife tourism in India is getting better. As far as Odisha is concerned, it is perhaps the richest eco-tourism state in the country. Odisha has a lot to offer to wildlife lovers, and its wildlife tourism sector has been well-protected by the government and the forest department, even though limited tourism is permitted. We, at Swosti Group, have made interesting wildlife packages.



Subhash Goyal Secretary General

India, after Africa, probably has the largest wildlife. The wildlife parks in Madhya Pradesh, Gujarat, Kerala, etc., are second to none, but somehow our wildlife and adventure has not been marketed properly. India needs to have a separate wildlife tour operators' association. They should be experts on wildlife expeditions. conservation, as well as managing and promoting wildlife. Kenva's wildlife marketing is the best.



Chetan Gupta
Hony. General Secretary

I have been to South Africa and I have taken the game drive there, which was beautiful. Getting into the park was easy and one could spot the animals easily. There were amenities and washrooms, as well as a viewing point. However, in our national parks and sanctuaries, all these things are not easily available. That's where we are lacking. We have the resources and these things should be looked into.



Rajesh Arya Vice Presiden

The wildlife offerings of Africa are very good, however, in India, that's not the case because infrastructure is not up to the mark. In India, only two or three national parks or sanctuaries, such as Bandhavgarh, Kanha and Gir, are famous. Yet, in Bandhavgarh and Kanha, roads are in a bad shape and one cannot compare them to international parks. We cannot focus entirely on inbound.



Dharmendra Singh Chairman, Maharashtra Chapter. ADTOI

In India, we need to actively promote wildlife tourism in a big way as Indian travellers are not too keen on it. They prefer to travel to hill stations and beaches and if they have a bigger budget, they travel to international destinations. Nowadays, more than 40 per cent of travellers are going abroad. What we need to do is to create better infrastructure and connectivity to these destinations so that people will be interested in visiting wildlife spots.



Prateek Hira Chairman, IATO Bihar, UP and Uttarakhand Chapter

lndia has always been projected as the land of tigers, but one rarely sees a tiger these days. In many wildlife sanctuaries and reserves, tiger numbers have been over-projected and this shows that we have fumbled in our marketing campaign for wildlife tourism in the country. That is one reason, I think, why people have started shunning things.

Inputs by TT Bureau



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# Purvaiya 2019 in three cities

The Regional Office (East) of Ministry of Tourism, Government of India, organised a series of domestic roadshows, Purvaiya 2019, in Bhubaneswar, Kolkata and Bodh Gaya, with a view to catalyse focused B2B interactions among stakeholders.





# **New Thai cities for India**

**Charun Ohnmee**, Deputy Governor for Policy and Planning, Tourism Authority of Thailand (TAT), is working with Indian agents on packages for new cities.

Manas Dwivedi

During its annual 'Amazing Thailand Roadshow to India' organised in Delhi, Ohnmee said that Thailand is already a very popular holiday and wedding destination for people from North India. He informed that the South Asian nation welcomed around 9,78,751 Indian tourists between January and June



Charun Ohnmee
Deputy Governor for Policy and Planning
Tourism Authority of Thailand

We hope that the Thai government will extend the visa fee waiver for Indian nationals, up to April 2020

2019, which is an increase of 24 per cent as compared to the same period in 2018. There has also been an increase of 27 per cent in spending by Indian travellers during this period. He also expressed confidence that with support from Indian travel trade, the tourism authority is

hopeful of reaching its target of two million Indian tourists to Thailand by the end of 2019.

He added, "TAT in New Delhi is working with tour operators to work out itineraries for new destinations. We want to do the product testing with

agents and then maybe we can launch new packages for agents to sell."

On being asked about targeting new cities in India to popularise Thailand as a holiday destination, Ohnmee said, "We are looking at enhancing our presence in Tier-II and III markets that have huge potential to provide good numbers. We are also looking to encourage aging Indian travellers to visit Thailand in the off season."

He also informed that over 400 weddings took place in Thailand in 2018, mainly due to the benefit of a visa fee waiver. Ohnmee added, "We, as TAT, hope that the Thai government will extend the visa fee waiver for Indian nationals, up to April 2020." The scheme is presently valid till October 2019.



AGENTS

AUGUST 200 FORTNIGHT ISSUE 2019 TRAVTALK 13

# Infrastructure bars wildlife

Lack of relevant promotion, absence of infrastructure, and inadequate planning are the main challenges for tour operators to sell wildlife tourism packages to international tourists, claim stakeholders of the industry.



Kapil Goswamy Managing Director Trans India Holidays

In India, there is no infrastructure. For Rajasthan, Madhya Pradesh, etc., people plan their trips one year before since India is a long-haul destination. However, here, the rates for safaris come only two to three months before the season starts and then it becomes difficult to sell them, since we need to put the product in our brochure one year before.



**Debjit Dutta** *Chairman - West Bengal Chapter, IATO and ADTOI* 

Despite being a paradise for nature and wildlife lovers, Eastern India, apart from Kaziranga National Park, is not promoted as a wildlife destination. The irony is that the traffic at these parks, as compared to other parks is very low, and the primary reason is lack of awareness. Secondly, infrastructure-wise, some of the national parks are lagging.



Rajesh Mudgill Honorary Secretary IATO

God but the problem with the forest department is that there is no proper policy in place. Environmentally, we must be careful about nature while promoting wildlife tourism because we do not intend to disturb the ecological balance. If there is a proper policy in place, tour operators can plan and sell accordingly.

Inputs by TT Bureau



Anil Rajput

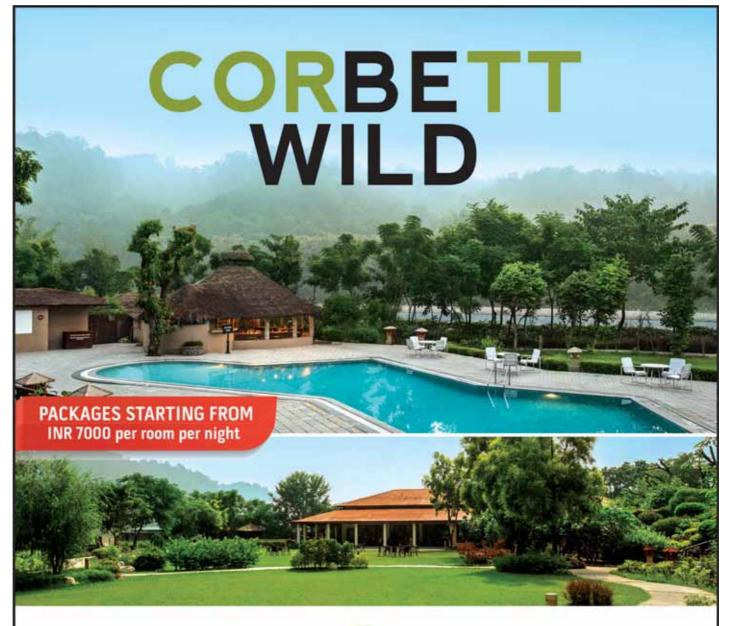
Joint Secretary

we are facing today is that online bookings for wildlife areas like Ranthambore or Bandhavgarh are not given to travel agents. Hence, it creates a problem for us when we make a booking, and it becomes our responsibility to give them the wildlife safari. I think that online booking should be allowed to travel agents for reservations.



Pandian Kumarave Director Cholan Tours

Wildlife tourism has a niche market in India but there is a lot of scope for improvement. There are many places where the wildlife and tourism departments do not work in tandem, due to which wildlife tourism is suffering. The problem is that focus is on few popular sites, which have been spoiled due to overtourism. On the other hand, good destinations are not being promoted properly. We need to take concrete steps to check such situations and preserve nature.





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14 TRAVTALK AUGUST 2<sup>100</sup> FORTINIGHT ISSUE 2019 AGENTS

# Time we tackled overtourism

Climbing, trekking and exploring the globe for around 30 years now, **Tejbir Singh Anand**, Vice President, ATOAI & Managing Director, Holiday Moods Adventures, talks about the pressing issue of overtourism in the country and suggests measures that can help deal with the threat.

Manas Dwived

aving been on the forefront of adventure tourism in the country, Tejbir Singh Anand has seen the industry



very closely and has been a vocal speaker of overtourism at adventure sites in different states. Explaining the concept in a nutshell, Anand says, "The existing tourism circuits are getting overburdened. There is a complete lopsided demand and supply ratio and the same circuit and destinations are getting more footfalls than they can handle. If I talk about adventure travel, we have been seen treks like Triund, near Dharamshala, being at

the receiving ends. On this small meadow, there have been instances where more than 500 tents have been pitched, with inadequate facilities. Such cases are putting a lot of pressure on the environment and destinations," he explains.

Anand says that at many popular tourist spots, hundreds of people have started camping together and it's more like a civilised tent jungle which has come up in

organised sector. If I give you a ratio, it is an alarming situation where licensed adventure operators may be around 150, while the number of operators

# There are hundreds of trails which are lying idle and nobody is walking on them, except only a handful

most of the walking trails. He says, "There are hundreds of trails, which are lying idle and nobody is walking on them, except only a handful."

**Unorganised sector** 

Anand reiterates that the unorganised sector of the industry, the unlicensed operators, are also one of the reasons for overtourism. "The unorganised sector is far bigger that the in the unorganised sector can touch a few hundreds. We must ensure that only legitimate operators carry on this business," he says.

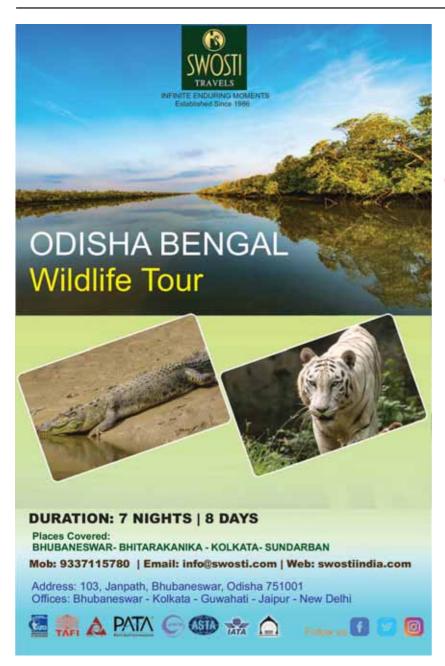
#### Promoting the new

Anand says that new destinations should be launched and the existing trails should be decongested or closed down for some time for them to regenerate. According to him, new trails are on offer in each state, we just need to recognise them. "For example, there are a lot of wonderful treks in Kumaon itself. Near the Pindari glacier in Uttarakhand, Pakwa Top is more scenic than any other place around. On the similar lines, there are other treks like Namik glacier, Ramganga to Nanda Devi East base camp and many more," he shares. Anand also adds that the number of persons in a trekking group should be capped at 25. He also feels that awareness should be spread among new trekkers about their responsibilities. Their inspiration should be connected to the ethics of trekking, according to the needs of nature.

Role of state government Anand feels that State governments can play a major role in dealing with
the situation. He shares,
"If state governments
start promoting other trails,
which are not popular and
relatively unknown, the
situation can improve. They
should also ensure that every
tour operator is licensed
and that the licence be
based on the roadmap
drawn by the centre."

#### MOT's support

The Centre must put forward a mandate on what is supposed to be done, says Anand, on Ministry of Tourism's support in tackling overtourism. "I am sure that MoT can do this very well and reach out to the states. They have launched some tremendous initiatives which have done well," he concludes.



# **Seabourn launches sale**

Seabourn has announced a two-week sale, offering special pricing on a selection in 2019 and 2020. The sale starts on August 19 till September 3, 2019.



Catering to the growing popularity of luxury cruises, STIC Travel Group, the exclusive India representative for Seabourn, is providing travellers another reason to book an ultra-luxury travel experience aboard the most beautiful resorts at sea with its special sale.

Commenting on the sale, Richa Goyal Sikri, Director, STIC Travel Group, explains, "With luxury cruises, the journey is the destination. This relaxed, ultra-luxurious form of travel delivers incredible value, which is driving demand. Our focus is on empowering our trade partners with valuable tools and training along with brand awareness for consumers."

The two-week sale features significant benefits on select sailings. Travellers who book during the period may receive

Veranad Suite upgrades when booking for ocean-view suites, up to three category Veranad Suite upgrades, up to \$300 shipboard credit per suite, 300 minute internet package per person and refrom five top-of-the-line premium and mid-sized cruise ships.

Seabourn's sale applies to select cruises in destinations around the world. A complete



serve a penthouse or premium suit & receive a \$1,000 per suite shipboard credit.

Cruise destinations featured in this offer include sailings to Arabia & Asia, Australia & New Zealand, the Caribbean, Antarctica and South Georgia. With travel itineraries ranging from seven days to 51 days, guests will have their pick

listing of the voyages, savings and amenities can be viewed on STIC Travel Group's website.

Seabourn currently operates a fleet of five modern ultra-luxury ships and is a member of World's Leading Cruise Lines. It is also the official cruise partner of UNESCO World Heritage under a multi-year agreement.

# Bengal for elephant safaris

**Atri Bhattacharya**, Principal Secretary – Tourism, Government of West Bengal, shares that an increase in the number of elephant safaris is the prime requirement to boost wildlife tourism in the state.

Manas Dwived

Echoing his views on promoting wildlife tourism in West Bengal, home to the Sundarbans, a UNESCO World Heritage Site, and the endangered Bengal tiger, Bhattacharya said that the tourism department is planning activities for tourists in the fringe areas of the buffer zone of forest reserves and national parks, since the core area is very sensitive and must be conserved.

"The issue is that wildlife tourism is eco-sensitive. The government itself has excellent properties around the forest reserves and national parks, and an increasing number of private resorts have also come up. We are trying to increase the number of elephant safaris, which is



Atri Bhattacharya Principal Secretary – Tourism Government of West Bengal

our number one requirement related to wildlife tourism in the state," he shared.

Bhattacharya also brought forward the issue of having more wildlife guides in the state. He said, "What we need is tourist guides. Being a service sector, tourism depends on human resources. People can manage with a lesser variety of food and simpler accommodation if they have human connect, so having more guides in the industry is very important. We are trying to develop this bond across the board. We are also in consultation with the forest department and seek cooperation from them to provide us more trained elephants, so that we can try and develop more elephant safaris across our wildlife circuit. It is not an easy task

to train an elephant and takes a lot of time."

He added that promoting homestays and supporting transport operators in the state was necessary to give a boost to wildlife tourism The tourism department is thinking about planning activities for tourists in the fringe areas of reserves and parks >>

in West Bengal. Tourism presently contributes close to 12 per cent of the state's GDP and the government plans to raise that to 20 per cent by 2025.





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**AGENTS** 16 TRAVTALK AUGUST 2110 FORTNIGHT ISSUE 2019

A proponent of 100 per cent sustainable conservation tourism, Great Plains Conservation is creating more awareness about southern Africa as a destination.



With a single-point focus on conservation, community and sustainability, Great Plains Conservation operates ultra-luxury safari camps in three African countries - Botswana (nine), Zimbabwe (four) and Kenya (four). Dorian Hoy, Managing Director (Southern Africa), Great Plains Conservation, who has been with the 12-year-old company for 11 years now, was in India recently to meet the travel trade in four key cities of Bengaluru, Mumbai, Delhi and Ahmedabad.

The extent of its exclusiveness can be gauged by the fact that its biggest camp has just 14 beds. Hoy said, "We play in the exclusive market. Each camp takes between \$8-10 million to build. Since they are built with sustainable material.



Dorian Hoy Managing Director (Southern Africa) Great Plains Conservation

the maximum you can get out of a camp is 15 years and so we rebuild them continuously."

The company has signed on Mumbai-based Avant Garde Consulting as its sales ambassadors in India. Speaking about India as a market, he said, "This is my second visit to India and so far it has been extremely educational. We will invite some agents from India to come and stay with us at

our cost. The more we educate them, the more they can suggest Africa to their clients."

## Their inventory

Duba Explorers: 5 tents **Duba Plains:** 5 bespoke tents Duba Plains Suite: 2-room tent Selinda: 3 tented villas Selinda Suite: 2-room tented villa Selinda Explorers: 4 canvas tents Selinda Adventure Trail: 4 tents Zarafa: 4-room tent Zarafa Dhow Suite: 2-room tent

Ol Donyo Lodge: 6 suites plus a 2-room family unit Mara Plains: 5 tents plus a 2-room family tent Mara Expedition: 5 tents Mara Nyika: 4 tents

#### **ZIMBABWE**

Mpala Jena: 4 tents Mpala Jena Suite: 2-room Sapi Explorers Camp: 5 tents Sapi Springs Camp: 3-room tent

# Luxe African safari camps | One stop in emergencies

With over 3.8 million travellers protected globally, TrawellTag Cover-More's emergency assistance team ensures that its clients travel hassle-free.



rawellTag Cover-More works with some of the largest travel agency networks, foreign exchange players, airlines, and travel agents associations. Be it travel assistance or travel insurance, the claims assistance team swings into action each time a client is in distress.

## TrawellTag

free. It all begins when the 24x7 claims assistance team receives a call from the client. Often a case arises where hospitals demand an advance payment for the treatment of a patient, a fee that sometimes goes higher than expected and is required to be paid in full for resumption of

## With the end-to-end assistance, advance payments to hospitals and discharge of patient from hospital are hassle-free

The new product and service dimensions include e-commerce and m-commerce platforms to ensure a fulfilling client experience. With TrawellTag Cover-More's end-to-end assistance, while on vacation, advance payments to hospitals and discharge of patient from hospital are hassle-

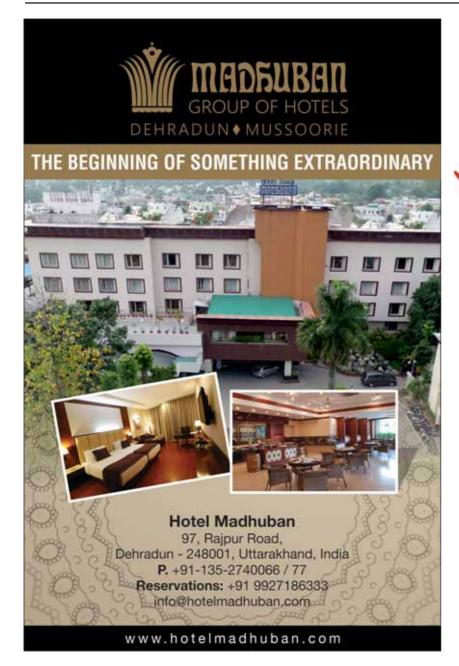
treatment. In this hour of need. it is TrawellTag Cover-More's Expert Claim Assistance team that takes charge of the situation immediately. The end-to-end solution involves a dedicated staff attending to every need of the customer, from liaising with hospital authorities to treat the patient immediately, to process-

## Cover-More

ing a full advance payment in order to facilitate a hassle-free discharge of the patient.

Recently, when a TrawellTag client, Vishal Surana, fell prey to one such incident, understanding the gravity of the situation, TrawellTag Cover-More's Expert Claim Assistance team came to his rescue. From advance payments to treatment of his daughter who was diagnosed with gastroenteritis, Trawell-Tag Cover-More left no stone unturned in ensuring that the vacation not be a bitter experience for him or his family.

"Despite stringent policies on hospitalisation fee abroad, TrawellTag Cover-More ensured that my daughter's treatment and discharge post recovery was made hassle-free," said a grateful Surana. 🖖



# **MP Tourism on WTM list**

Madhya Pradesh Tourism Board has been shortlisted in two award categories at the International Travel & Tourism Awards (ITTAs) 2019 presented by WTM.



Madhya Pradesh Tourism Board has been shortlisted in two categories, Best Destination Campaign - Region and Best Food Destination. Now in its second year. more than 90 nominations have been shortlisted for the awards. The ITTAs recognise the outstanding success of destinations, tourist boards, private sector companies and individuals, and are supported by UNWTO. The winners this year will be announced to an audience of more than 500 leading industry figures, including Heads of Tourism and Government Ministers during an awards ceremony at Magazine, London.

"We are amazed to see even more shortlisted entries for 2019, compared to the inaugural event last year. I feel that this alone shows huge support from the industry. We have been delighted



with both the volume and quality of the entries, with contenders entering from across the globe - from destinations as diverse as

the economies of different cities and regions," explained Nicole Smart, the organiser

The Best Destination category, introduced for 2019, saw an overwhelming response with more than 20 entries, so to enable the judges to compare the entries fairly, this category is



Dominica, Madhya Pradesh, Hong Kong, Brabant and Santa Monica – and they demonstrate how tourism is playing a vital role in

now split into Country, City and Region, creating three separate categories. The second wave of remaining categories will be released soon.



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## 21-Day Ultimate Antarctica & Patagonia

Sailings period: Nov 2019 - Feb 2020 Embark port: San Antonio (Santiago) Disembark port: Buenos Aires or Vice versa

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**EXHIBITION** 18 TRAVTALK AUGUST 2110 FORTNIGHT ISSUE 2019

# **Travstarz promotes Genting Cruise Lines in Mumbai**

Travstarz Global Group, a PSA of Genting Cruise Lines since October 2018, recently conducted a networking evening for its agent partners in Mumbai. We share some glimpses...





# TTM to fix key issues

The 2019 edition of CII Tamil Nadu Travel Mart (TTM) promises to create new windows of opportunity for not just local operators, but also those who attend it.



The state of Tamil Nadu is getting ready to host the CII Tamil Nadu Travel Mart (TTM), scheduled from September 19-22 at Chennai Trade Centre. This will not only be a platform for tourism but will also be a hotspot for Medical Value Travel through a parallel event called CII Tamil Nadu Medical Travel Mart,



S. Sundar Honorary Secretary Tamil Nadu Travel Mart Society

**11** There are a lot of problems in the industry; we will have business sessions on the sidelines of the mart that will focus on key issues ""

organised in association with Health Department, Government of Tamil Nadu.

S. Sundar, Honorary Secretary, Tamil Nadu Travel Mart Society, who is leading this large-scale

event, says, "Tamil Nadu Travel Mart Society has a one-point agenda. There are a lot of problems in the industry and we thought that the only solution to them is to get abundant inflow into Tamil Nadu. So, our aim

is to promote the state as the number one destination in India and abroad."

He shares that more than 700 buyers have registered for this. "We will also have business sessions on the sidelines of the mart that will focus on key issues. We have also invited the chief minister of Tamil Nadu as our chief guest. Also expected to be present at the mart are the Union Tourism Minister Secretary of MoT, Additional Chief Secretary (Tourism) of Tamil Nadu, and the Regional Director of MoT," Sundar adds.

According to him, Tamil Nadu is not just a pilgrimage destination. "This mart will create confidence among buyers that Tamil Nadu is way beyond the 1000-year-old temples and monuments," Sundar shares.

# **Life-changing Lofoten Islands**

Untouched, untamed with majestic cliffs, wild waters and polar lights, Lofoten Islands was life changing for photographer Chris Burkard. Read on to find out how...

ofoten Islands lie far above \_the Arctic Circle in Norway, draped across the turbulent waters of the Norwegian Sea, offering an untrammelled landscape of majestic mountains, seabird colonies, and surf-swept beaches. Among the world's northernmost sites for surfing, Lofoten promises unforgettable nature experiences. To Chris Burkard, it was



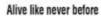
# Lufthansa

Lofoten to photograph one of

#### Seeking real adventure

Burkard had a dream job. As a photographer, he spent his time on the sunniest beaches in the world. He photographed surfers enjoying the sun and life, until one day he sensed that





The trip had been a life-changing experience, transforming something deep within.



Since then, Burkard has been pursuing the cold like no other, tracking the iciest surfs in the

world. He uses every means to get to remote bays and reach the farthest expanses.

The one thing he learned on his trip to Lofoten was that he found what he was looking for in life only because he was ready to push beyond his comfort zone. "It makes me feel alive in a way I never felt before," says Burkard. He came here to do something different, and now he knows that he never wants to do anything else again.



everything an adventurer could wish for. "I found this whole new world that maybe others had simply overlooked," he says.

real adventure was missing on these crowded beaches. Seeking adventure in more remote places. Burkard travelled to

Log on to lufthansa.com/places on your smartphone and discover #LifeChangingPlaces for yourself. Get inspired!



# Not sightings, go for the sites

Shoba Mohan, Founder Partner, RARE India, says that the tiger-centric focus of the Indian traveller needs to change and encompass the entire forest. Guests need to get off the jeeps and into the forest to experience nature.

Today, the domestic traveller is a person of interest and a lot of changes in the way our wildlife costing is done is packaged to encompass the travelling habits and pricing demands of Indian travellers. The inbound that we target for our lodges is more focused on the wildlife experience which includes frequent trips into the jungles, making their per-night cost quite high. Also, not every Indian traveller is out in the wild for the morning and evening safaris that our lodges promote as a per-night programme. Not only does this make the budgets very high, a traveller's general idea of holiday is some down time, and full-day safaris are not on everyone's agenda. There are not many Indian travellers yet who will pay `45,000 for a rural escape

We felt that if lodges pitched themselves only to the inbound audience, business opportunities were limited and also affected by changing market scenarios depending on weather, economic and political conditions

When we began in 2004, Inbound contributed to over 90 per cent of our lodges' bookings and hence, revenues. Today, we are tilted towards an inbound average of 60-70 per cent and the rest is domestic.

Many of our wildlife lodges get serious wildlife travellers who take advantage of their time in Indian forests by opting for every safari that is part of their package. Indian travellers, on the other hand, have a more social outlook towards a wildlife holiday, wishing to linger at the bar and have late dinners. This poses a problem for most lodges, typically with small inventories of 12-14 rooms. Their

service and kitchen staff has to cater to the F&B demands of early risers who head out for a morning safari into the jungle as early as 5 am. It is tough to match the expectations of two different kinds of travellers,

love with our natural heritage. In my opinion, children should be taken off the jeeps and taken for walks in the forest, be allowed to touch trees, pick up rocks to take a closer look at the creepy-crawlies, see a couple

## **LE** Wildlife tourism is focused on tigers and this has to change to a more inclusive tourism that highlights forests ""

but those who appreciate the domestic business are making the necessary adjustments.

For domestic tourism, which is increasingly a big contributor to the tourism economy, we must work towards some selfregulation and rules for wildlife tourism. It is currently focused on tigers and this has to change to a more inclusive tourism that can highlight the forests. Activities should get people to fall in

of snakes, etc. Sitting on jeeps and zipping around in search of a tiger is no experience. Tiger is our national animal and there is a huge focus on its protection. Should we not educate children about threats to the tiger and how to protect them and respect their space and habitat? They are definitely not getting the right picture when a bunch of jeeps surround the animal and create commotion

The parks should have a protocol about how to behave in a jungle and travellers should be made aware. That can only happen if we reimagine tourism in the national parks. You have to fall in love with the jungle. When I go into a national park, everything from birds to dragon flies to porcupines, scratch marks, scats and the tree canopy fascinate me.

One of the key highlights of RARE lodges is the quality of our naturalists. Sadly, for a guest who has paid over a lakh to stay at a lodge and 'kuch dikha nahi' can't define the sum total of his experience. But you've seen a sloth bear, a python, a monitor lizard, a pine marten, a serpent eagle, maybe a giant squirrel, but none of this matters. When they ask kuch dikha kya, they mean a tiger or rarely a leopard.

The domestic market can really be a boon for wildlife tourism in India. Educated tour operators can entice travellers to be wildlife lovers, understand conservation, see the life and culture of tribal communities around. Initiatives like the Ranthambore School of Art encourages villages to see tigers as a support to their livelihood, and how diminishing habitats affect the life of the tiger. I love it that parents are taking their kids on jungle safaris and getting them to understand their national heritage at a young age.



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

Media Partner:







## WTM London, Senior Director. Simon Press

What is new for WTM London 2019? This year WTM London 2019 is extending its reach throughout the travel

industry our newest launches.

Travel Week will be the seven day travel celebration over the week of WTM London. This is going to allow travel professionals and enthusiasts to come together to raise awareness on how big

the travel sector really is.

We aim to show the impact of travel
VIPs coming to London for the first week of November, due to them coming for WTM London. We want to extend our hand to the industry, without taking full ownership. More information about Travel Week is due to be launched shortly, so watch this space!

BorderlessLive is the brand-new event where content where creathinkers, worldwide brands and

destinations from across the globe will come together for a festival style exhibition and conference. On Friday 6 and Saturday 7

September, WTM London will be launching this one-of-a-kind event, in partnership with influencer-marketing agency Traverse, where we will be presenting how the nature of the industry has changed and where it will be moving

On the first day of the show (Monday 4th), we will be increasing networking opportunities at senior level by introducing an invitation only Leaders

## What else can we look forward to at WTM London 2019?

The year ahead will see the return of the International Travel & Tourism Awards, Travel Forward and the dedicated regional Inspiration Zones.

The International Travel & Tourism Awards celebrate the success of national, regional and city tourist boards and recognise outstanding private sector companies and individuals. Showcasing the best in class of the global travel & tourism industry at the new London venue, Magazine London on Tuesday 5 November 2019. There are still some sponsorship opportunities available for our awards so do get in touch with the team if you're interested.

Travel Forward is the travel technology event co-located with WTM London and will take place on 4–6 November 2019 at ExCeL London. The second Travel Forward conference, exhibition and buyer programme is due to once again inspire the travel and hospitality sectors with next-generation technology.

4-6 November 2019

The Inspiration Zones within each region will continue to connect exhibitors through engaging new ideas whilst focusing on current and future concepts. We are continuing to reshape our conference programme to incorporate the expansion of the Ideas Arrive Here theme.

On the subject of inspiring stories, our new video concept, #WTMStories, will give viewers an insight into travel trends – as seen through the eyes of key industry figures and consumers.

Monday 4 November 2019: 10:00 - 19:00 (invite only)

Tuesday 5 November 2019: 10:00 - 18:00

Wednesday 6 November 2019: 10:00 - 18:00

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# Stress-free travel for outbound

What do Indian outbound travellers expect from foreign destinations and holidays? Well, plenty! Indians travelling abroad seek personalised, value-for-money experiences and ease of travel more than anything else.



Mahendra Vakharia President

Indian travellers are seeking safe, value-for-money places and opportunities. They're now including adventure activities and experiencing local food and wines, microbrewery tours, walking tours, and cultural shows. They're also seeking apartment-style accommodation, activities that are child-friendly, and a mix of luxury brands and budget shopping.



Guldeep Singh Sahni Managing Director Weldon Tours & Travels

Indian travellers have shifted gear in terms of what they want and have moved on from normal itineraries to focused trips. Their list includes an easy visa regime, direct flights, safety, Indian food, scenic locations and sightseeing tours, driving-friendly environments, discounted shopping outlets, English-speaking countries, and soft to medium adventures.



Neliswa Nkani Hub Head - MEISEA South African Tourism

Indian outbound travellers are highly evolved and seek tailored experiences along with ease of travel and value for money. New-age travellers pursue bespoke and immersive experiences. In South Africa, they seek local culture, art and history, and trying new things. Mirroring this shift, they are creating awareness about new destinations that pack in a lot of action into shorter time-spans.



Nagsri Prasad Sashidhar Chief Happiness Officer

One of the basic characteristics and attractions travellers expect from overseas destinations is for them to be different from their homes. Travellers seek to be wooed and wowed, and expect destinations to be safe, enriching and fun, providing a break from their normal life. They seek several leisure inputs such as nightlife, museums, shopping, adventure and thrill.



Amit Kishore Director & Co-founder Eastbound Group

The Indian traveller has shape-shifted drastically over the last two decades. Indians cite scenic beauty, affordability, and convenience of proximity as the top factors when deciding on a destination. However, an emerging trend is to select a place based on its Instagram worthiness. Theme-based travel centred on yoga, marathons, etc., is on the rise.



**Jyoti Mayal** Hony. Secretary General

Travellers are moving away from generic travel to definite services and want safety, ease of commuting, ease of communication with English widely spoken, interesting food choices and enjoyable meals, and sightseeing that includes national icons. They want an overall package that's value for money.

Inputs by Inder Raj Ahluwalia



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# A Reunion of cultures

Located in the Indian Ocean just east of Madagascar, Reunion Island finds itself at the crossroads of European, African and Asian cultures, making this French overseas department a true melting pot.



le de la Réunion (or the Réunion Island) is a tiny island located in the Mascarene archipelago in the Indian Ocean. Till date, it remains an undiscovered secret among all except the French because it is part of the French department. This means that when you enter Réunion, you're officially entering France, despite being more than 9,000 kilometres away from Paris. The currency used here is Euro and the official language remains French. However, the majority of the region's population also speaks Réunion Creole.

This scenically-magical island enjoys a truly astonishing diversity of landscapes. It offers travellers the exoticism of a tropical island as it benefits from a tropical climate softened by the breeze of the Indian Ocean.

#### The High Point

The Piton de la Fournaise - or le Volcan – is a major tourist attraction on Réunion

#### CONNECTIVITY

- ❖ Air Austral, the national carrier of Reunion Island, flies directly from Chennai to lle de la Reunion. It operates direct flights from Chennai to Roland Garros airport near St Denis.
- Visitors from Mumbai, Delhi, Bengaluru and Chennai also have the option of flying direct to Mauritius on Air Mauritius and combine a stay in both Mauritius and Reunion Island



Island and is one of the most active volcanoes in the world. It is located within Réunion National Park, a World Heritage site. Even when she is not erupting, Her Majesty la Fournaise is worth the visit, not least because the route which leads there crosses such stunning scenery!

The route that leads to the Piton de la Fournaise crosses through a lunar landscape: the Plaine des Sables, a stretch of scorch marks and volcanic rocks at more than 2.000m above sea level. First of all, it climbs through a forest of cryptomerias, conifers with straight trunks, which quickly gives way to vegetation stunted by the cool temperature and the altitude. The road is now a track in the middle of a landscape where volcanic rock is everywhere.

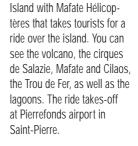
As guests cross the Plaine des Sables, they will feel like



they are walking on the moon! The volcano sits majestically in the middle of a high rampart in the shape of a horseshoe, the Enclos, created by the many collapses which have marked the geological history of the massif.

#### DON'T FORGET TO: Take a helicopter ride

Guests will love to discover the full splendour of Réunion



## Make the big jump

Visitors can enjoy the most intense experience of their lives, above the South coast of Réunion Island: a parachute jump 3000m above sea level. from a helicopter! Few destinations in the world offer such an exceptional experience: the view of Réunion Island

from the sky is phenomenal. Everything speeds up with only the Piton des Neiges. Grand Bénare and the Indian

#### Explore the forest on a Segway This is an all-terrain Segway ride in the magnificent Etang-Salé forest, right at the edge of the sea. Also called a gyropod, a Segway is an ideal way to discover Réunion Island's landscapes, specially the 1000 hectares of forest created in the 19th century

Get thrilled in the rapids La Rivière des Marsouins, in the East of the island. is an ideal place to go kayak-rafting. It undoubtedly is the island's wettest region.

on the lower slopes to the

south-west of the island.

The plentiful rain nourishes the exuberant vegetation and feeds the rivers which are ideal for white-water rafting, particularly La Rivière des Marsouins. These are very light kayak-rafts which are easily manoeuvrable. Kayakers will cross a lychee plantation alongside crystalclear waters in a little corner







Guests have three options:

- They can contact a travel agency in India offering Réunion Island as a destination to buy a package tour (flight as well as accommodation). This agency will then contact an incoming agency on Réunion with a licence to request visa waivers.
- ❖ Or, they can apply to an incoming agency on Réunion Island which can also sell package tours.
- Or, they can book their flight directly with the airline and apply to a local agency with a licence to organise their stay (accommodation, activities, transport on the island, etc.). Voucher costs (€20) are free for all bookings greater than or equal to €500.

# Touchdown North India for GPS



After making its presence felt in Hyderabad and Ahmedabad, Global Panorama Showcase moved to North India with its Chandigarh and Lucknow editions. With a reinvented format, the event focused on environmental concerns and how operators could educate clients on the do's and don'ts of staying at a hotel.



















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## SFPTFMBFR 2019

India Sales Associates B2B roadshow	Chennai	3
Robinville Tourism Conclave Roadshow	Mumbai	3
India Sales Associates B2B roadshow	Bengaluru	4
Robinville Tourism Conclave Roadshow	Jaipur	4
Beijing International Travel Mart	Beijing	4-5
India Sales Associates B2B Roadshow	Kolkata	5
India Sales Associates B2B Roadshow	Delhi	6
Robinville Tourism Conclave Roadshow	Delhi	6
TTF	Surat	6-8
Azerbaijan Tourism Roadshow	Delhi	9
IMEX America	Las Vegas	10- 12
Azerbaijan Tourism Roadshow	Bengaluru	11
Switzerland Travel Experience	Delhi	11-12
Singapore Tourism Board's Cruise Forum	Delhi	12
35 <sup>th</sup> IATO Convention	Kolkata	12-15
Switzerland Travel Experience	Chennai	13
Azerbaijan Tourism Roadshow	Mumbai	13
TTF	Mumbai	13-15
Travel Luxury Show	Jaipur	14-15
Skål International World Congress	Miami	14-21
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Seychelles Tourism Roadshow	Ahmedabad	18
GNTO Roadshow	Kolkata	18

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

# **TAFI Connects agents**

TAFI Connect will offer members of Travel Agents Federation of India (TAFI) a platform to showcase their products to their B2B counterparts.

TT Bureau

TAFI Connect was officially launched in New Delhi, where Ashwani Sharma, Chairman, TAFI North India, welcomed members, while Pranita Baveja, Founder & CEO, Traviate.com, gave a presentation about it to those attending the launch.

Talking about the newly-launched platform, Sharma said, "We have got an over-whelming response for TAFI Connect and I believe it's a great product, which will be a milestone for TAFI as well. We have officially launched TAFI Connect and it is live for members across India. We will also be launching it separately for various chapters."

Talking about the benefits of TAFI Connect for agents, he shared, "When a client contacts an agent, the agent in turn goes to the website of



Ashwani Sharm Chairman North India

B2C OTAs as well. On TAFI Connect, they can collectively have all the OTAs and everyone on the same platform. They can choose their vendors and also be vendors themselves. If in case an agent wants to specialise in a country and wants to give the rate to everybody, he/she can do so independently. A tedious process otherwise, on TAFI Connect one can directly login, become a vendor, and easily sell the product online



or to associates only. It's completely B2B."

Baveja claimed that TAFI Connect is more a relationship than just technology. "We realise that travel agents don't need technology, but what they need is relationships online. Travel agents don't have time to contract a price can help manage, promote, and grow business. We are giving technology and giving members demand and supply, which is the requirement of the smallest travel company in the world as well as the largest travel company in the world." she claimed.

She added that TAFI Connect offers members multiple buying options. "We are working towards a best-rate quarantee. Now,

# TAFI Connect collectively has all the OTAs and everyone on the same platform. Agents can choose their vendors and also be vendors themselves

from booking.com, Agoda, MakeMyTrip and Yatra, so we need solutions because travel is such a collaborative platform where we cannot survive in isolation. Hence, TAFI Connect is a platform that travel agent margins are thinning. The marketing cost has gone down and now you can showcase your product to the world without any marketing cost," insisted Baveia.

# **Empowering the travel agent**

Through its Knowledge Conclaves, Travel Agents Association of India benefits smaller agents and helps them review their business model.



In a bid to empower its members digitally, Travel Agents Association of India (TAAI) has launched its new TAAI-Connect AOP that it says is in a new avatar. Sharing this information was Sunil Kumar, President, TAAI, who said, "This tool has been the dream of the current Managing Committee. People who are already using TAAI-Connect have experienced success, but many are still shy to get



into it. They are either not aware or too reluctant. We have moved TAAI-Connect to a new level with a re-designed platform, upgraded speed and more importantly, made it an



Sunil Kumar President TAAI

even more practical alternative to a B2C portal."

He added that IATA's NDC division has evaluated the TAAI-Connect tool and accepted it as an entity worthy of being conferred a high level NDC certification. "TAAI-Connect is now not just a platform but also an NDC-certified and NDC-enabled tool. This will allow our mem-



Sameer Karnani Chairman Western Region

bers to work on NDC airlines,"
Kumar said.

After New Delhi, the TAAI delegation moved to Mumbai for the second leg of its TAAI Knowledge Conclave. Kumar said, "We had 175-plus participants at the Mumbai conclave. By evening, it zoomed up to more than 200 attendees. Our strategy of push-learning is being

admired by everyone. This conclave is of immense benefit to agencies that are small, possibly those who are not as visible as others. It's a huge discovery for them, encouraging them to review their business models and identify changes that they must make immediately."

To this, Sameer Karnani, Chairman, Western Region, TAAI, added, "Delegates at this Mumbai conclave have come from all over Maharashtra, Guiarat, and Goa, We have given them accommodation for one night. Up-skilling is important and we want our members to get out of the routine. Agents in tier cities are focused on routine business and these sessions are giving them information about new avenues such as destination weddings and inbound tourism, which are not being taken seriously right now."







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# **MOVEMENTS**

## **Hyatt Regency**

#### New Delhi

Hyatt Regency Delhi has appointed Julian Ayers as General Manager and Area Vice President of Hyatt for North India. Ayers



## Zone by THE Park

#### New Delhi

Zone by THE Park has appointed Vikas Ahluwalia as its new General Manager and National Head. Ahluwalia brings over 22



## The Orchid Hotels

#### Mumbai

The Orchid Hotels has appointed Tridib Ghosh as Vice President, Sales & Marketing. A 25-year experience in the hospitality industry



## The Leela Ambience Hotel & Residences

Varun Chhibber has been appointed as General Manager at The Leela Ambience Gurugram Hotel & Residences. He joins the team with

close to two decades of experience. Chhibber will oversee the day-to-day operations of the hotel along with the senior leadership team, while creating bespoke experiences. Prior to this, he was the General Manager of The Leela Ambience Convention Hotel in Delhi. Under his leadership, the hotel transitioned into one of the most preferred MiCE and wedding destinations in Delhi-NCR. Early on in his career, Chhibber worked with various properties of the Oberoi group across different locations.

## JW Marriott Mussoorie Walnut Grove Resort & Spa

#### Mussoorie

Sachin Mylavarapu has been appointed as General Manager at JW Marriott Mussoorie Walnut Grove Resort & Spa. He has almost two decades of experience in the hospitality industry. In the new role, Mylavarapu will spearhead operations at the resort, ensuring its growth and expansion through pioneering strategies. His career began in 2002 as Restaurant Callawayat the Manager Gardens, Preserve, Resort and Community at Pine Mountain, Georgia, USA,

**Courtyard and Fairfield by Marriott** 

Bengaluru Outer Ring Road

## Majestic Court Sarovar Portico

#### Navi Mumbai

Gunna Babu has been appointed as General Manager for Majestic Court Sarovar Portico, Navi Mumbai. He brings with him an

experience of more than 20 years. Prior to joining Sarovar Hotels, he has worked with Clarks Group of Hotels and Fariyas Hotels. He moves from Legend Sarovar Portico, Baddi, to Majestic Court Sarovar Portico, Navi Mumbai. In the new role, Babu will be responsible for overseeing daily business operations, identifying growth opportunities, developing and implementing growth strategies, evaluating performance and productivity and creating and managing budgets.

## India Sales Associates & ISA Tourism Mumbai

Sumit Panchal has been appointed as Assistant Manager - Sales & Marketing with India Sales Associates & ISA Tourism. He will be

responsible for travel-trade sales to augment the business growth for all the hotel brands and tourism products under the company's portfolio. Working closely with key travel partners, Panchal will focus on expanding the business into new segments and developing the outreach of the company. In his previous role, he was handling group sales. MiCE, weddings and leisure for seven hotels represented by Zuper Hotel Solution, for the last

Bengaluru

Harshad Nalawade has joined Courtyard and Fairfield by Marriott Bengaluru Outer Ring Road as Director of Operations. He has over 17 years of experience in spearheading restaurants. lounges, catering, events, training, and guest relations. Starting his career in 2001 at The Taj Mahal Hotel Mumbai, he went on to join JW Marriott in Mumbai in 2003. His stint here saw him grow as an Assistant Restaurant Manager before moving to the JW Marriott Pune as Restaurant Manager in 2011.

#### **Amritara Hotels and Resorts**

#### New Delhi

Sarvar Hans has been appointed as Associate Director of Sales at Amritara Hotels and Resorts, a boutique hotel management and

development company incorporated in 2005. In the new role, he will handle more than 15 Amritara properties that are currently operational, and more than four properties that are in the pipeline and will open by the end of the year. With more than nine years of experience in the industry in the field of sales and marketing with hospitality groups like Staywell and Imperative, Hans will head the core team of Amritara Hotels and Resorts from its corporate office based in New Delhi.

# four years.



Money has never been a motivator for Tejbir Singh Anand, Vice President, ATOAI, who claims that he has never had a static motto. "At one time, it

was adventure travel and then responsible tourism. Later, I also added the environment conservation angle to it. Currently, my goal is to travel the world, connect with different communities, and indulge in as many activities as possible," he says. Anand adds that since he is partial to the mountains, favourite destination India in being Spiti.

Debasish Muduli, General Manager, The Fern Sattva Hotel & Resort, Dwarka, says that it was his job at Sasan Gir that exposed him to wildlife and he has



To de-stress, Vishal Khosla, General Manager, Novotel Goa Dona Sylvia Resort, logs out of emails and turns his phone off. "I am also passionate about





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# Saving the tiger, year after year

For **Amit Sankhala**, Managing Director, Encounters Asia, protecting and working towards increasing the population of tigers in India comes naturally. In an exclusive interview with TRAVTALK, he shares his story.

**7**Nisha Verma

QTell us about your grandfather, the Tiger Man of India.

My grandfather, Kailash Sankhala, was the first conservationist (as early as



Amit Sankhala Managing Director Encounters Asia

1956) who raised his voice in favour of protecting the tiger. He conducted an extensive study under the Jawaharlal Nehru fellowship during a time when the tiger population was dwindling at an alarming rate, due to poaching and hunting. His research later led him to become the first Director of Project Tiger in 1973.

A recent Discovery Channel film showcased his contribution. Tell us about that. The idea of the film was to highlight two individuals who were passionate about saving tigers. One of them was Pavi Flamenco in Russia and the other was my grandfather. The film highlights his life journey and his passion and commitment to saving tigers in the wild.

In the 1960s and 70s, the idea of conserving forests and tigers was revolutionary in itself. While he was director of Project Tiger, a ban on tiger hunting had been imposed. Today, the fact that we have protected areas throughout the country under Project Tiger Reserves is a successful feat in itself.

# Now do you plan to take your father's and grandfather's work forward?

The camps we build today follow the same principles my father had put in place. Our camp in Jamtara is made completely from reclaimed furniture, employs over 90 per cent of local villagers and is only operational seven months a year, allowing the land to go back to its natural state.

The tents are taken down, the flooring is taken out, and it is down to bare bones so that we can see the wildlife come back



(Late) Pradeep Sankhala

to its land. We have a concept called the 'Star Bed', which is a recreation of the *machan* bed of the villager who sleeps on it every night to protect the crops from the wildlife. We want our guests to experience the Star Bed and understand the challenges the local villagers face.

QHow active, according to you, are the government and forest department in the conservation of tigers and wildlife?

I think, the forest department has done a tremendous job throughout the country in increasing the tiger. It is not an easy task, especially with the limited resources they are given.

The challenge today is not just poaching but loss of habitat. We are losing a lot of our forests to infrastructure development, mining, highways, etc. This is a constant battle we fight to save our forests.



(Late) Kailash Sankhala (popularly known as Tiger Man of India)

## The legacy of Tiger Resorts

"My father started Tiger Resorts in the late 1980s, focusing on sustainable eco-development and working with the local community to bring about tourism in an area where it was hardly a source of revenue. Solar haat, solar cooking, medicinal plant gardens, and vermicomposting were all ethos of the lodges since their inception. In the earlier days in Kanha, we established a support network for the local school, educating villagers on medicinal plants by bringing in experts, and in the later years, worked through Tiger Trust to support the local legal network in order to prosecute poaching cases. Our first conviction was in the 90s, when we teamed up with lawyers from Delhi High Court, to execute cases at a district-level court," says Amit Sankhala.



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