

1 IN CIRCULATION & READERSHIP

SOUTH ASIA'S LEADING TRAVEL TRADE

TravTalkIndia.com

ddppl.com



TRAVTALK®

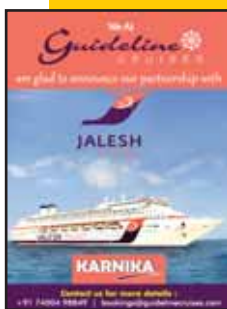
Published from : ★ India ★ Middle East

The Cruiseexpert



by Guideline

dream@guidelinetravels.com | +91 22 4062 2225 / 26 / +91 74004 98849



BUENA VISTA

Welcome 2020

Relish some positive vibes with Indo - French interior & freshly cooked sumptuous food on this new year eve. A place where splits villa team has created everlasting memories.

Book before Dec 10 and Get 10% Discount

Special Highlights

Special Rate for 30th DEC / 1st JAN 117000 + GST including breakfast.

Celebration Night Package - 31st Dec

Villa Suites on Double Occ.	Kids upto 12 years	Above 12 Years
52000 + GST(18%)	9000 + GST(18%)	13000 + GST(18%)

SPLITSVILLA

BUENA VISTA RESORT

www.bvresort.com | Tel: +91 22 4062 2225

travelbullz
destination management company

THAILAND Winter BONANZA PACKAGE STARTING FROM USD 143

Package Inclusions

- 02 nights accommodation with breakfast in Phuket
- 02 nights accommodation with breakfast in Krabi
- One Way Transfer from Phuket International Airport to Phuket Hotel
- Phi Phi Island Tour with Local Lunch (Big Boat)
- One Way Transfer from Phuket Hotel to Krabi Hotel.
- Krabi 4 Island Tour (Long Tail Boat)
- One Way Transfer from Krabi Hotel to Krabi Airport
- All Tours & Transfers are on shared basis (SIC)

**National Park is not included in Phi-Phi Island & Krabi 4 Island Tour

***T&C Apply**

**Rates are subject to change as per ROE changes
**Quoted rates are applicable for travel in December 2019 - March 2020
**Prices mentioned are indicative and subject to change as per date of travel

3 Star Hotel Package
Bel Aire Patong Phuket + Apple A Day Resort Krabi
price starting from USD 143 per person

4 Star Hotel Package
Hyatt Place Phuket Patong + The Phu Beach Hotel
price starting from USD 217 per person

5 Star Hotel Package
Centara Grand Beach Resort Phuket + Dusit Thani Krabi Beach Resort
price starting from USD 444 per person

Contact us on:

E: online@travelbullz.com / groups@travelbullz.com

T: +91 11 49429900

W: www.travelbullz.com

Follow us on: [f/travelbullz](https://www.facebook.com/travelbullz) [/travelbullz](https://www.instagram.com/travelbullz)

THAILAND | HONG KONG | MACAU



OPENING SOON in Pathankot



Something Big Is Going To Blow Up Your Minds

Discover boundless excitement with us! Leave the ordinary behind and plan your stay here with timeless architectural design and spectacular view.

Check us out now!

For Reservations: **000-800-440-2474**

reservations@bestwesternindia.com
bestwesternindia.com



Best Western La Vista Pathankot

Patel Chowk, Pathankot - 145 001, Punjab, India

Follow us   

1 IN CIRCULATION & READERSHIP

SOUTH ASIA'S LEADING TRAVEL TRADE FORTNIGHTLY

TravTalkIndia.com

ddppl.com

SAY
NO
TO
FAKE
NEWS

TRAVTALK[®]

Published from : ★ India ★ Middle East

Travel M!CE Show
the only forum that guarantees meetings with 30+ corporates

**Exclusive
M!CE EVENT**

Meet:
30+ Pan India
Corporate Buyers
30+ MICE
Travel Agents

Accomplish:
1,800+ one-on-one
B2B meetings

To book your table, please contact:

sarika@ddppl.com, +91-9810191852
punam.singh@gmail.com, +91-9811158785



Unaffected by divestment

While news is ripe that Air India will soon be divested, the announcement has not affected the airline's performance, claims **Ashwani Lohani**, Chairman & MD, Air India.

Nisha Verma

Air India has begun operating on a total of nine international routes in FY 2019-20, informs **Ashwani Lohani**.

"We have started Delhi-Dubai, Mumbai-Dubai, Indore-Dubai, Kolkata-Dubai, Amritsar-Toronto, Amritsar-Delhi-Toronto, Chennai-Jaffna (Alliance Air), and Amritsar-Stansted. On November 27, 2019, we added

Mumbai-Nairobi to our network as well," he shares. The national carrier has started many new domestic flights as well, which include Mumbai-Dehradun-Banaras, Amritsar-Patna, as well as Mumbai-Patna.

While these are all Air India flights, a number of domestic operations, especially under the UDAN scheme of Ministry of Civil Aviation, have also been

“Under ‘Ghoomo India’, if one is travelling to a tourist place with a group or family of at least three, we will give a 25% discount”

started. Lohani adds, "The highlight is that we have completed all this expansion without any addition of new aircraft and by using the existing fleet and staff to its maximum capacity. We were able to do this despite

the financial crunch and other issues that the airline is facing. We have around 125 aircraft for Air India while only 169 aircraft in the entire Air India network (which includes Alliance Air and Air India Express). We have

increased the flying hours of all these aircraft by about two to three hours to be able to manage the new operations."

When asked about the advantage Air India has got owing to Jet Airways closing down, Lohani says, "When any player is out of the market, the market share increases and is fulfilled by others. Not only Air India, Contd on page 8 ▶



Ashwani Lohani
Chairman and Managing Director
Air India

AI enjoys exclusivity on Travelport

Indian flag carrier Air India has not only registered 22 per cent growth in operational profit this year, it has even saved ` 300 crore by being exclusive on Travelport.

TT Bureau

Air India has started its latest international connection: Mumbai-Nairobi. **Meenakshi Malik**, Executive Director (Commercial), Air India, says that the new flight

will cater to the Ahmedabad market as well. "For the Mumbai-Nairobi connection, the main market is from Ahmedabad, while passengers would also come from Delhi and Chennai," she says. On the recent Delhi-Seoul flight,

they will stick to the 4-times a week schedule. For the travel trade, Air India has Productivity Linked Bonus (PLB), informs Malik, saying, "We are giving commissions and PLBs, apart from special group fares for agents. For MICE groups,

agents get a special fare." Last year, Travelport bagged the contract for Air India's ticket distribution, replacing Amadeus. Speaking on the feasibility of the move, Malik says, "Exclusivity with one GDS system is abso-

lutely feasible. We have seen a growth of 22 per cent and we have cut down the cost by around ` 300 crore this year. We have projected a saving of ` 3200 crore in five years. It's already been a year and we are doing fine." ▶



Meenakshi Malik
Executive Director (Commercial)
Air India



Amritara
invites you in
nature's lap
at
Kasauli

amritara
Hotels & Resorts

for reservation call +91 011 40752222 • www.amritara.co.in



Enjoy a comfortable
journey in the
Premium Economy Class

E: delhi@lot.pl
T: 0124-4670500

Jyoti Mayal is TAAI Prez

After much anticipation, the results for TAAI elections are out! **Jyoti Mayal** from New Airways Travels (Delhi) has been elected as the new President of the association for the term 2019-21.

 Hazel Jain

Jyoti Mayal has been elected as the President of Travel Agents Association of India (TAAI) for the term 2019-21. This was announced on November 28, 2019, at Hotel Sahara Star in Mumbai after TAAI's 68th Annual General Meeting followed by the elections of the office bearers and members of the Managing Committee for the term 2019 – 2021. While **Jay Bhatia**, Tulsidas Khimji Holidays, has been elected as the Vice President



The seven members elected as the Managing Committee are:

- Anoop B Kanuga
- Bathija Travels
- Devesh Kumar Agarwal
- Victoria Travels
- P Murugesan
- Pioneer Aero Travels
- Paras Lakhia
- Utopia Travel Services
- R Venkatachalam:
- Naveen Air Travels
- Rajan Sehgal
- Airborne Travels
- Sunil Notani
- Air Aman Travels


unopposed, **Bettaiah Lokesh** from Triway Travels is the Honorary Secretary General. **Shreeram Patel** of Unicorn Travels has been elected to the post of National Treasurer.

Mayal, sharing her agenda for TAAI as President, said, "My most important agenda is that we should have a very strong say with the government and the airlines. That can only happen when we are recognised as an industry. We will be able to achieve this only when we have the government on our side. Taxes, like GST and TCS, are also relevant and we are suffering because of that. We are already in negotiations with the

ministries and we are hopeful that we will achieve our targets. There is also another thing that is very close to my heart and that is empowering women. Women are multi-taskers and we would like more women in the industry to be our members so that we, as an association, can achieve a lot."

Sunil Kumar, outgoing President, said, "I have served as the president of TAAI for three terms and it was something that has never happened before. When I saw new people wanting to come and take over the TAAI leadership, I felt I should make way for them and that's why I did not contest

for this term. I wish the new president all the very best. We must try and take TAAI forward, and more importantly, take our members forward."

Bhatia, the newly-elected Vice President, said, "Our goals are to empower members through continuous education, create a better and direct connect with statutory authorities, resolve issues with our principals, educate and hand-hold all of you towards the changing scenario of NDC, OnePass, RHC, etc., enhance member trading power through Joint Bank Guarantee, re-create fair trading practices, and enhance the value of being a TAAI member." 



amritara
Hotels & Resorts

Amritara North Properties

- The Zion, Shimla, Himachal Pradesh
- Raga on the Ganges, Rishikesh, Uttarakhand
- Suryaoday Haveli, Varanasi, Uttar Pradesh
- Amritara Kasuli
- Yog wellness, Mussoorie
- Sadka Amritsar

Amritara West Properties

- Surajgarh Fort, Surajgarh
- Chandra Mahal Haveli, Bharatpur, Rajasthan
- Gogunda Palace, Udaipur, Rajasthan
- Jawai Sagar, Pali, Rajasthan

Amritara South Properties

- Aura Spa Retreat, Goa
- The Poovath Heritage
- A Beach Symphony, Maraikulam, Kerala
- Ameya, Vembanad Lake Cherthala, Kerala
- Shalimar Spice Garden, Periyar, Thekkady, Kerala
- Ambatty Green Resort, Coorg

For reservation call
+91 011 40752222
www.amritara.co.in

Staying updated has never been easier

Your daily travel dose

E-news is delivered to over **600,000** industry professionals daily via e-mail and WhatsApp covering India & South East Asia.



Please subscribe at:

Subscription@ddppl.com, devika@ddppl.com • +91 9818767141

and events that made headlines 25 years ago with relevance even today. From the archives, we present the December 1st 1994 issue:

Takeaways from travel marts

At the end of every year, ask any travel agent about their plans for the next year and they will gladly fish out a list of travel marts that they would be attending. As a platform, these marts, both domestic and international, are important for agents and state tourism boards to mark their presence and showcase their strengths. Events like these allow them to meet their existing clients to strengthen old ties as well as forge new bonds.

Tourism stakeholders from all over the world visit these marts to conduct one-on-one meetings with their partners and explore business opportunities with future partners. It's a melting pot for sharing ideas and business strategies. There may not be much straightforward ROI coming from these events, but they give participants some qualitative leads. It helps them in terms of just being at the right place at the right time so that people can come speak to them and then take it forward with emails. It's also about building relationships.

For many, it's a way of securing new products that they need for greater visibility, while some consider it an opportunity to liaise with state tourist boards in terms of driving campaigns and learning more about destinations so that they can educate their customers. And with everything moving online, it's a great platform to see innovations in the marketplace.

But then of course, planning and preparation are very important to ensure good outcome at these marts. Coming with prior appointments enables participants to make sure that they plan their time well and meetings take place as per the time mentioned.

With the next few months being crammed with travel marts that are within a few weeks of each other, are we equipped with prior appointments at these marts? Are we engaging with enough specialists to help us understand the market better and work out the details so that we can get more tourists to the country? What are our takeaways from participation at these marts? Have we come back from these marts understanding the new trends, markets, demand forecast, and new technologies in the tourism industry? Do we put in place all that we have set in motion at these marts and thus derive value from our participation?

India at the World Travel Market, London



Then (1994)



Bhagwan Kanuga
Hony. Secretary General
TAAI

From the Archive

Bhagwan Kanuga, Director, Bathija Travels was elected as the Hony. Secretary of Travel Agents Association of India (TAAI) in 1994. A well-known name in the industry, Kanuga has been active in TAAI for many years and was also Vice President- Finance at UFTAA. He was a member of PATA India Chapter as well and was its Treasurer for more than 10 years. His son, **Anoop B Kanuga**, is taking his legacy forward and has recently been elected as a Managing Committee member of TAAI.

Now (2019)



Bhagwan Kanuga
Managing Director
Bathija Travels

MOT keeps busy with schemes

MOT's Incredible India Tourism Facilitator Certification (IITFC) will launch in the first week of January 2020, and registration for the same would begin from the last week of December.

Nisha Verma

Meenakshi Sharma, Director General, Tourism, Government of India, recently addressed PATA India Chapter members at their eighth Outlook & Update Meeting, where she shared details of the initiatives taken by MOT. Calling it a much-needed event, Sharma said that they have a partnership with the industry and through this meeting, the ministry could update them, take their suggestions, and move forward. "With this meeting, we could create a dialogue between us. We got a heart-warming

response and suggestions were made, which were taken positively," she said.

Sharma revealed that the Incredible India Tourism Facilitator Certification (IITFC) programme will finally be launched in the first week of January 2020. She said, "The Tourism Facilitator scheme came up last year as a thought process and had the approval of the authorities. We are ready to launch the scheme and hopefully by first week of January it will be out. Registrations would begin in last week of December 2019."

Talking about the Incredible India website, she informed, "The website is already in English and Hindi. We are going to translate it into multiple foreign languages – Chinese, Arabic, German and French. We are also going to expand a lot of content through user-generated content. There is a lot of emphasis on social media. We will collaborate with state governments and other partners who can create content for us." Regarding Adopt a Heritage scheme, she said that it is ongoing, and they keep receiving letters of intent from various compa-



Meenakshi Sharma
DG, Tourism - Government of India

nies. "We keep working with various partners. As and when the process is complete, the decision is taken for giving the mandate for the upkeep of the respective monuments," Sharma shared.

India to be 3rd largest market

Virgin Atlantic has relaunched a daily direct flight between Mumbai and London, and will add a second daily service from Delhi in March 2020. This would make India its third largest market.



Nisha Verma
Virgin Atlantic relaunched its daily direct operations between Mumbai and London Heathrow on October 28, 2019, complemented further by a new second daily service to Delhi, which will start on March 29, 2020. With the additional daily flight to Delhi and the newly-launched Mumbai service, Virgin Atlantic will offer more choice to India than ever before.

“We are confident that our new service will be a big hit with corporate customers, providing them with a choice of timings”

our key pillars at Virgin Atlantic is ‘Best in Partnering’, and our

strong relationships with the travel trade were demon-

strated by the huge amount of excitement we received after announcing our expansion in India. We are confident that our new service will be a big hit with corporate customers, providing them a choice of timings,” he shared.



Commenting on the same, Alex McEwan, Country Manager India, Virgin Atlantic, said, “Across our entire network, our ambition is to be the most loved travel company, and India is no exception. We are excited to offer unrivalled service across three daily



Alex McEwan
Country Manager India
Virgin Atlantic

flights to India, providing customers with even more choice when flying to London and beyond to USA.”

Claiming that India’s aviation market is projected to become the third largest in the world in the next 10 years, he added, “At Virgin Atlantic, we are also in a period of growth and are ambitiously staking a claim as UK’s second flag carrier. In this vein, it is essential that we have a strong presence in the most important markets in the world, which India is absolutely a part of. With a second service to Delhi and our new Mumbai service, India will be the third largest market for Virgin Atlantic, underlining its importance to us as an airline.”

McEwan shared that they are working closely with the travel trade and receive incredible support from them. “One of

We understand you want to offer the perfect trip to your travelers, at the best price, and to do so effortlessly.

Introducing...



The booking platform loved by thousands of agencies all over the world.



Did you know?
Expedia TAAP helps agents make over 3 million bookings a year!

600,000+ Accommodations

Up to 12% Earnings

Dedicated Call Centre

0% Credit Card charge

Join EXPEDIA TAAP now at www.expedia.co.in/TAAP

Contact us at



expedia.in@dexgroup.com

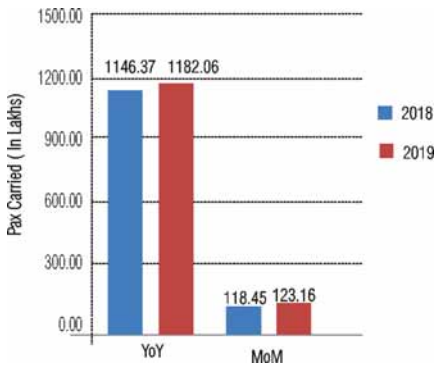


+91 124 4873873

Terms and conditions apply. Rates applicable on invitation only.

Domestic carriers grow

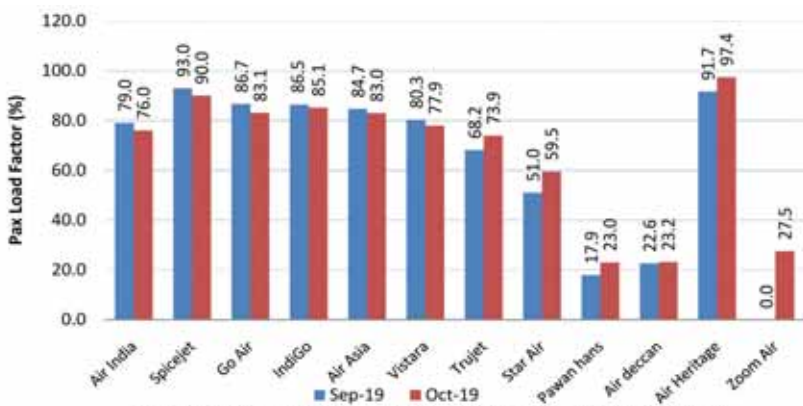
Recently-released data on domestic carriers indicates that the Indian aviation sector is on recovery mode, primarily due to the commencement of the tourist season.



Passenger Load Factor
The passenger load factor of various scheduled domestic airlines in Oct 2019 is as follows:

Passengers carried by domestic airlines during January-October, 2019 were 1182.06 lakh as against 1146.37 lakh during the corresponding period in the previous year, thereby registering an annual growth of 3.11 per cent and a monthly growth of 3.98 per cent, reveals the recently-released data for domestic airlines by Directorate General of Civil Aviation (DGCA). Domestic air traffic last month consisted of 12.31 million passengers compared to 11.84 million passengers in the same month last year, a jump of 3.98 per cent, the data showed.

The Passenger Load Factor (PLF) of all major airlines—Air India, SpiceJet, GoAir, IndiGo, Air Asia and Vistara—declined in October as compared to September this year, according to DGCA data.



* Jet Airways, Jetlite and Air Odisha did not operate any flight in the month of Oct 2019.

Source: DGCA

New routes, not aircraft

► Contd from page 3

other airlines have also fulfilled these slots. By improving our service quality, we have been able to increase our occupancy by around four per cent." Despite other private airlines announcing new aircraft orders, codeshares and routes, Lohani insists that none can match the network and service of Air India in the Indian market. "Air India is a full-service carrier, and the only one in India to offer long-haul and ultra-long-haul non-stop connections to Europe, America and even Australia. This is our USP," he says.



Commenting on the current scenario of Air India, Lohani says that while the morale is down because of the disinvestment process, the airline is able to perform well. "Owing to the Pakistan air space problem, we lost around ₹400 crore. Despite all these problems, we have managed to perform well," he shares. Talking about delays and other complaints that come for Air India, Lohani says, "We work on a hub-and-spoke model and carry passengers

from small cities in India to international destinations and vice versa. A half-hour to one-hour delay in any long-haul flight can lead to delay in the connecting flight as well. We don't just fly point-to-point like other airlines, but offer further connections into India and internationally." He adds that while they are not ordering any more aircraft to add more connections, they have a mandate to run the airline and to do that, they are using all their resources in an optimum way.

Air India plays an important role in promoting tourism by connecting more than 72 destinations in India and 42 in-

ternational destinations, claims Lohani. "This means that we are connecting India to the world. We have launched 'Ghoomo India' scheme, which is based on the Prime Minister's call from the Red Fort on Independence Day for all Indians to visit new places in India. Hence, we are trying to fulfil this dream through this scheme, under which if one is travelling to a tourist place with a group or family of at least three, we will give a 25 per cent discount. Apart from that, there is 'Namaste India' scheme to facilitate passengers who are travelling from international destinations to India," he informs.

Explore the colours of Myanmar with

RED APPLE TRAVEL

Your Incoming Travel Partner in Asia, Australia & Europe!
enquiry@redappletravel.com

www.redappletravel.com

A Blissful
experience on
every journey



Service that makes you feel like you're royalty,
when flying to over 109 destinations in 48 countries.*
Because wherever we are in the world, you remain our priority.

We fly to Sri Lanka 124 times a week from 11 vibrant cities.

+94 11777 1979 srilankan.com
SriLankan Airlines @fllysrilankan @srilankanairlinesofficial

*Including codeshare partners.
Frequencies are subject to change without prior notice



World's Leading Airline to
the Indian Ocean 2019

You're our world

 SriLankan Airlines

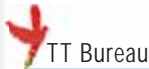


Tourism
Breaking News

- 21-room WelcomHeritage Inderpura Resort opens in Rajasthan
- Kerala Travel Mart 2020 to be held from September 23-27
- India now offers visa-on-arrival for UAE nationals
- New Delhi metro station starts check-in facility for AirAsia India
- Suman Billa to join UNWTO as Director, Technical Cooperation & Silk Road Development
- Chandigarh to have only one international flight this winter

LATAM puts forth new offerings

LATAM Airlines recently organised workshops in Mumbai and Delhi to showcase its renovated product line and update the travel trade in both the cities about its offerings. The group has introduced the LATAM+ class in its economy offerings, with increased space and greater recline.



Pablo Chiozza
Senior Vice President US, Asia, Canada & Caribbean, LATAM Airlines Group

LATAM Airlines' recent workshops in Mumbai and Delhi updated the trade on latest happenings. While the Consulate General of Argentina and PROMPERU India participated in the LATAM Airlines workshop in Mumbai, in Delhi, it was PROMPERU India and Embassy of Chile who made their respective presentations for the trade. **Pablo Chiozza**, Senior Vice President US, Asia, Canada & Caribbean, LATAM Airlines Group, met with the agents from both cities. Speaking about the Indian market, he said, "We've been working in the Indian market for a decade and the numbers have increased during the last 10 years. In the last three years, we have seen growth, and we are comfortable and happy with what we are doing in this mar-

ket and how we are promoting our South American region in India. We have recorded a 10 per cent compounded growth in the last two years."

He added that there is a lot of traffic from India to destinations like Brazil, Peru and southern Argentina, and that Indian passengers can fly from Europe to South America. "In India, we are partnering with Air India for



Milan and from there, we offer connection to Sao Paulo. In addition to that, we have competitive packages whenever one wants to move around in the region and visit other places in South America," said Chiozza.

He added that their partnership with DELTA would result in a codeshare, which would certainly strengthen the connectivity between North and Latin America. "We

want to showcase all the different things that Indians can see in South America, and then from there start educating the trade to keep on building packages to get more Indian passengers to the region. We are working closely with tourism boards of Peru, Chile, Brazil, and Argentina to keep on increasing awareness about the region to stimulate Indian passengers to travel," he claimed.

LATAM has refurbished its product offerings and has launched LATAM+ class in its economy offerings with increased space, greater recline, and dedicated overhead bins. The airline has also renovated its Business Class and normal Economy Class for enhancing the customer experience. "We are launching LATAM+ seats, and we are happy with the offerings on board," Chiozza said. 🇺🇦

20 YEARS
ONE GLOBE. ONE TICKET.

Thank you India!

For your continued support and for helping us make our 20th anniversary year special.

Your Hahn Air India Team:
Archana, Bharat, Dinesh, Prabhjyot, Sanjay and Zafar

Local contact Email: serviceindia@hahnair.com (24/7) Toll-free in India: 1-800-1021-169 (Mon-Fri)

Service Desk Email: service@hahnair.com Phone: +49-6103-7331-200 www.hahnair.com

To find magic in the everyday
and eternity in the ordinary.
To meet Gods who walk the earth
and men who trek the heavens.
To believe in the thought of divinity
and the divinity of thought.

HUMAN *by* NATURE



STARBUCKS.COM


kerala
God's Own Country
keralatourism.org

Blockchain ticket on Hahn

Hahn Air has become the first airline to issue a real-world ticket enabled by blockchain technology on the open-source travel distribution platform Winding Tree.

 TT Bureau

Hahn Air is also the first airline to fly passengers holding blockchain-powered tickets on its scheduled flight from Dusseldorf to Luxemburg on November 18, 2019. The first blockchain passengers were **Maksim Izmaylov**, Founder of Winding Tree; **Davide Montali**, CIO of Winding Tree; and **Frederick Nowotny**, Head of Sales Engineering at Hahn Air. On Winding Tree platform, Hahn Air could list its inventory, manage the reservation requests, and receive payments once the booking process is complete. The platform can accept payments through various methods, including cash, credit card, or cryptocurrency.

"We at Hahn Air are constantly exploring new technologies and we are proud to now demonstrate our technical capability to issue blockchain-powered Hahn Air tickets. We



are pleased to be partnering with Winding Tree, the most established company when it comes to distributing travel inventory in the blockchain. Our goal is to investigate and monitor the opportunities this technology holds for travel distribution, even if widespread acceptance is still a vision of the future," said Nowotny.

"While blockchain technology is currently almost exclusively associated with the cryptocur-

rency bitcoin, it bears great potential for all industries and endless applications. It will have an enormous impact on all areas of economy and commerce over the next decades. We believe that blockchain will have the power, like NDC, to fundamentally change the face of travel distribution. With an innovative mindset and an unparalleled network, Hahn Air is the ideal partner for us," shared Izmaylov. 

Organic growth for IGAT

InterGlobe Air Transport (IGAT) is seeing organic growth for all the airlines they represent, and they might be signing up to represent travel companies and DMCs in the near future.

 Nisha Verma

InterGlobe Air Transport has a decent share of the airline industry. **Sunil Talreja**, Vice President - Sales, IGAT, shares, "We represent 12 international air carriers in India and our partnerships are very strong. There has been organic growth throughout. We represent DELTA Air Lines in India and it's going to fly to Mumbai from December 22. Virgin Atlantic has recently



Sunil Talreja
Vice President - Sales
InterGlobe Air Transport

of work that goes in business development as well."

IGAT also started representing cars in India. "We started representing Hertz Car Rentals, which was a year back. It's been a fantastic story as self-drives are getting popular by the day and the trend is catching on," he shared.

Talreja expressed that they have a desire to represent DMCs and travel companies in future. "We are looking at representing some DMCs. We are open to looking at some other businesses, which are related to travel, because we know the customers in India who want to travel, and we have corporate as well as agency contacts. Hence, some growth will come mainly using inner synergies and our contacts in India, which should work well," he added. 

“ We represent 12 international air carriers in India. There are plenty of players who want to fly to India, and we keep engaging with them ”

started flights to Mumbai as well. We also represent All Nippon Airways in South India. We have been representing Malaysia Airlines for the last eight months. This means that things are moving. We keep

pitching for new carriers, as this is an industry where we need to keep looking out for opportunities. There are plenty of players who want to fly to India, and we keep engaging with them. Hence, there is a lot



EARLY FESTIVE SPIRIT PROMOTION

3 Nights Packages from USD 765 per person*, stay including transfers & taxes

Valid for Stay until 20th Dec 2019. * T&C apply

For bookings and more package offers please contact

360 Degree World | +91 120 498 1891 Gemini Tours & Travels | +91 80 2224 2273 My Value Travel | +91 120 418 9900

Ottila International | +91 22 6720 5000 Red Apple Group | +91 22 6106 5057 Rezlive.com | +91 79 6617 6000 Travstarz | +91 124 470 5300



Represented by – India Sales Associates

Furaveri@india-sales.com | +91 11 4600 0560 / 760 | www.furaveri.com



A STAR ALLIANCE MEMBER 

JAM-BO!
NOW FLYING
NAIROBI
from **MUMBAI**
Non-Stop | Four Times Weekly



Visit www.airindia.in

Stay connected  /airindia  @airindiain  airindia.in  Air India Official

Dil mein **India**
Aasman mein **Air India** 

More Tier-II & III with Lufthansa

This European carrier is connecting the aspiring international traveller from Tier-II and Tier-III cities of India to its larger global network through codeshare agreements with Indian airlines such as Air India and Vistara. **George Ettiyil**, Senior Director, Sales (South Asia), Lufthansa Group Airlines, shares more.



Hazel Jain

Q How has Lufthansa performed in India in terms of commercial ops between 2017 and 2019?

Lufthansa's business performance in India has grown steadily over the last few years. We registered a robust year-on-year growth of over 12 per cent so far in 2019 alone. As part of the larger Lufthansa Group, we are the biggest European airline group catering to the needs of the Indian market with 56 weekly flights and soon growing to 61 flights per week.

Q What's the passenger load factor you are seeing from them?

In India, we register a demand from all four gateways. The seat load factor on all our India flights is well above 90 per

cent. Emerging markets across India are registering an exponential increase in consumer appetite for unique, premium travel experiences. Lufthansa is well-poised to capitalise on this trend through codeshare agreements with leading Indian airlines such as Vistara and Air India. These partnerships enable us to connect the aspiring international traveller from Tier-II and Tier-III cities to our larger global network. For instance, we have recently announced a new flight on the Bengaluru-Munich route effective April 1, 2020, and will serve to bring the region of Munich – along with the German and Austrian Alps – closer to South India. This also unlocks access to Europe's only five-star airport for Indian travellers and will enable more seamless transits to any point on the Lufthansa

Group and partner network. The new flight will be operated by A350-900 – the newest addition to our international fleet – and will be operated five times a week.

Q Any new routes that would interest the India market?

We continue to evaluate opportunities to expand our operations in more cities across India, whether through owned aircraft or further codesharing agreements with other airlines. We also consistently invest in the modernisation of our fleet to ensure fuel-efficient and environment-friendly operations. In keeping with this, we will revamp our Miles & More program from January 1, 2021. This new iteration of our loyalty programme is designed to be the simplest-ever airline



George Ettiyil
Senior Director, Sales (South Asia)
Lufthansa Group Airlines

loyalty programme and will introduce greater transparency in points allocation. Through this, we are personalising rewards and simplifying the points accumulation process.

Q How do you see the dynamics of the Indian aviation market play out in the future?

The Indian travel market has grown substantially over the

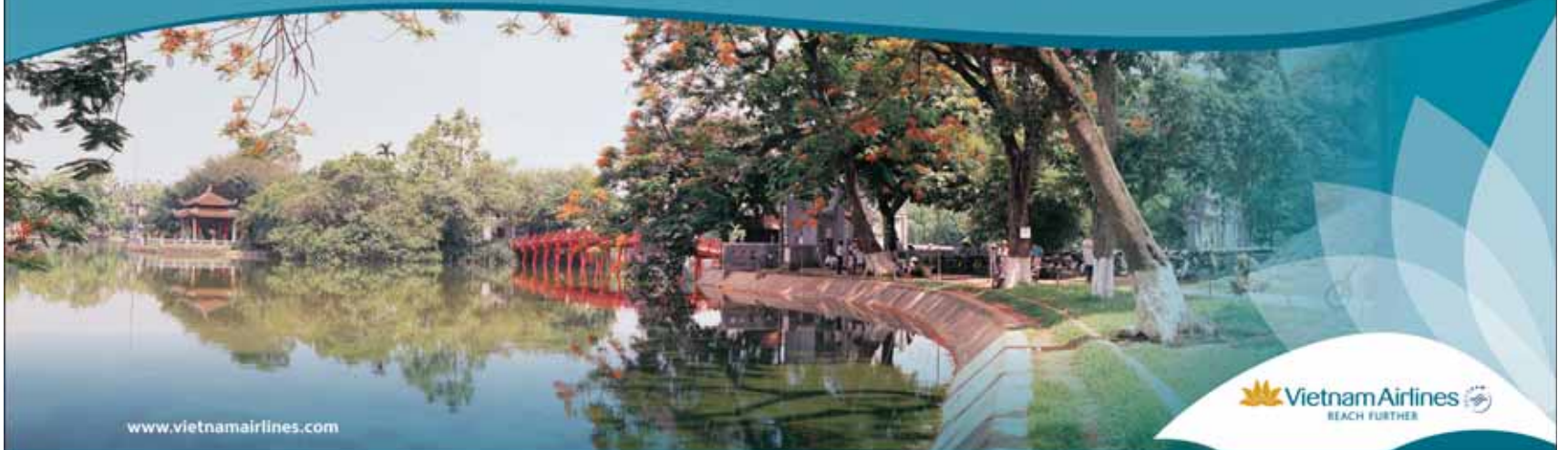
past couple of years. More encouragingly, the appetite for premium travel experiences amongst Indian consumers – even those hailing from Tier-II and III markets – has increased as they are no longer seeking simple trips and holidays. This evolution is reflected in the industry numbers. Indians spent more than US\$94 billion on travel in 2018, with over US\$22 billion spent on international travel. With the number of international travellers expected to increase to 50 million by 2020, these numbers will only grow further. This represents an even more lucrative business opportunity.

Q How has LH incorporated AI and how will it reflect in the service that it provides?
The Lufthansa Innovation Hub

with offices in Europe and Asia ensures that all Lufthansa Group airlines remain at the helm of latest digitization trends. AI is a critical driver of the technological renaissance that we are spearheading. For instance, Lufthansa is amongst the world's first airlines to introduce self-service rebooking through the Facebook Messenger App. This feature allows customers to seamlessly choose from alternate flight options in case of a flight irregularity.

We are looking at other functions and channels, such as WhatsApp, that we can use to add more value to this offering. We have also launched 'Pepper' in Munich, an AI-powered humanoid robot that helps customers at the terminal. ↴

Enjoy seamless connectivity to Ho Chi Minh City and Hanoi with Vietnam Airlines



www.vietnamairlines.com

 Vietnam Airlines
REACH FURTHER



GSSA India: WORLD CONNECT PRIVATE LIMITED

For further queries: Please contact your travel agent or Vietnam Airlines – Phone: 011 23730864

Adventure is knocking.™

cosmos.

Paris — 48.8566° N, 2.3522° E

Let your
Budget
go far, too.

SAVE UP TO
15%*

ON SELECT 2020 VACATIONS

**EARLY BIRD
DISCOUNT**

BOOK NOW! OFFER VALID TILL 18 DECEMBER 2019

Cosmos makes it possible to turn around "never thought I would" or "never imagined I could" moments by making travel attainable and easy. By bringing the world to people with value vacations, Cosmos turns your travel dreams into reality. Cosmos understands that adventure is waiting for us – all of us – out in the world. And there simply is no better time than the present to discover new sights, new sensations and new experiences. That's why we pride ourselves in turning "what if" moments into "I did" realizations. After all, we offer our travelers to the globe with value-centric vacations in 67 countries, on six continents!

Let the unexpected begin. Let awe-inspiring takeover. Adventure is knocking. And with the fabulous savings of up to 15% off on 2020 Cosmos vacations, let your budget also goes far!



ROME, FLORENCE & VENICE

7 days | Rome to Venice Area

from **\$999[†]** pp



LISBON, SEVILLE & MADRID

9 days | Madrid to Madrid

from **\$1099[†]** pp



PRAGUE, VIENNA & BUDAPEST

9 days | Munich to Munich

from **\$1199[†]** pp



SCENIC SLOVENIA & CROATIA

8 days | Ljubljana to Ljubljana

from **\$1499[†]** pp



SIX COUNTRIES, VENICE & PARIS

8 days | London to London

from **\$1539[†]** pp



IDYLIC ICELAND

8 days | Reykjavik to Reykjavik

from **\$2499[†]** pp

**Terms & Conditions apply

EUROPE | NORTH AMERICA | SOUTH AMERICA | SOUTH PACIFIC | ASIA | AFRICA

For more information, call us at 080 2331 3575 / 76 or mail to india@globusandcosmos.com

www.CosmosVacations.in

New interface in 2020

RezLive.com, the global B2B reservation provider, will soon revamp its travel portal to make it more user-friendly.

 TT Bureau

This year at WTM, RezLive.com came with the objective of meeting clients as well as suppliers, both old and new. **Anand Srinivasan**, CCO, RezLive.com, says that it was a fantastic event for them. "It's one place where you can meet everybody together. If we try and meet everybody individually, the cost incurred will be more. World Travel Market is a good opportunity for building your brand and for us, visibility at this global event has been exceptional. Overall, the kind of footfall the travel market receives is great, and I would say that attending WTM has been successful for us."

Speaking of initiatives at the company, he adds that there will be something fantastic coming up in January 2020. "We do have big plans for the new year. We are going in



Anand Srinivasan
Chief Commercial Officer
RezLive.com

for a complete revamp of our portal. It's going to become peppy and more user friendly, and clients are going to love it. I will share more details just before the launch," he says. RezLive.com enjoys over 20 years of legacy in India, which has helped it understand the market very well and spread the business in Tier-I, II, and III cities. 

2nd Tourism PowerHouse in Dec

PATA India Tourism PowerHouse will be held on December 6 at The Park, New Delhi. The theme this year is 'India Tourism – The Big Leap Forward'. Imminent speakers from the industry have been invited to take the stage at the event.

 TT Bureau

The focus of PATA India Tourism PowerHouse, presented by Inder Sharma Foundation (ISF), is to ignite the minds of the leadership of the tourism industry and to fully tap the immense potential of Incredible India, in line with global best practices. Speaking at the eighth Outlook & Update meeting with Ministry of Tourism (MOT), **Jatinder Taneja**,

Vice Chairman, PATA India Chapter, said, "Tourism PowerHouse will be immensely beneficial for participants because there will be a lot of learning for them. The trade is changing, the way we work is changing, social media and online business are also impacting the trade."

PATA India Chapter hosts the Outlook & Update meeting with MOT to know from the




government about initiatives being taken. This time, **Meenakshi Sharma**, Director General – Tourism, Government of India, updated attendees on the Incredible India Tourist Facilitator Certification, the new Incredible India website, and the 'Adopt a Heritage' scheme.

Delving further on Tourism PowerHouse, Taneja said, "We have flown in a lot of international speakers who will be educating us on global trends in tourism. **Mario Hardy** (CEO, PATA) will also be attending. **Professor Wolfgang Georg Arit** from China Outbound Tourism Research Institute (COTRI)

will be speaking about Indo-China tourism and how we can get a lot of tourists from China. At the same time, we have **Sara Mathews** from TripAdvisor, who will be speaking on the impact of social media on tourism."

Claiming that Tourism PowerHouse has become an established institution in the industry, **Vikram Madhok**, Honorary Secretary, PATA India Chapter, said, "Among the several topics being deliberated on, CAPA will be giving a presentation on what is happening on the airline front and there will be a general update on international travel trends."

Runeep Sangha, Secy. General, PATA India Chapter, added that Tourism PowerHouse is a product they want to take from strength to strength. 

List of speakers

- Yogendra Tripathi**, Secretary Tourism and Chairman, PATA India Chapter
- Mario Hardy**, CEO, PATA
- John Koldowski**, Professor, School of Tourism, Leshan Normal University
- Sarah Mathews**, Group Head of Destination Marketing APAC, TripAdvisor
- Damian Cook**, Founder and CEO, E-tourism Frontiers
- Greg Klassen**, Principal, Twenty31 Consulting
- Prof. Wolfgang Georg Arit**, Founder and CEO, COTRI
- Kapil Kaul**, CEO and Director, CAPA South Asia
- Sam McGoun**, CEO, Impact Tourism
- Parishmita Gogoi**, Student, Travel & Tourism Management, Amity Univ.



ACCOR HOTELS

Feel Welcome

TRAVEL PROFESSIONALS

Exclusive group booking deals

IN 1100 HOTELS WORLDWIDE

WHY BOOK ON OUR DEDICATED WEBSITE?


 WORLDWIDE
HOTEL NETWORK


 REAL TIME
AVAILABILITY


 NO CONTRACT
REQUIRED


 GUARANTEED
BEST RATES

travelpros.accorhotels.com

Fairmont Jaipur

RAFFLES
ORIENT EXPRESS
BANYAN TREE
LEGEND
Fairmont
SO
SOFITEL
onefinestay
ELIXOS
mantis

pullman
swissotel
ANGSANA

25th Anniversary
Art Series
MÖVENPICK
GRAND MERCURE
PEPPERS
SEBEL
ITOTEDO

NOVOTEL
Mercurio
adagio
MAMA
BreakFree

ibis
ibis
ibis
ibis
ibis

Boeing buoyant on India

The Boeing Company is optimistic about India's aviation market and hopes to play a major role in its growth story, says **Darren Hulst**, Senior MD, Market Analysis & Sales Support, Commercial Airplanes, The Boeing Company.



Darren Hulst
Senior MD, Market Analysis & Sales Support, Commercial, Boeing

Hazel Jain

India is the most dynamic market for civil aviation commercially right now for us, says **Darren Hulst**. He was in India recently on a flying visit to share details of the company's annual India Commercial Market Outlook.

"The market has moved eastward and Asia Pacific has become the centre of growth. In India, more people have entered the middle class, which is a key element of growth

“There will be 37% growth in terms of new airports across India; the single aisle market will dominate traffic”

and demand. In fact, we feel that India is the fastest growing aviation market," he shared.

According to the annual report, India will need 2,380 new airplanes in the next 20 years. India's fleet is expected to quadruple in size, indicating a high growth potential vis-à-vis other markets. Of this, 80 per cent will be new and the rest will be replacing old aircraft. This will lead to a demand of nearly 40,000 pilots and 43,000 cabin crew.

Sharing his views on key trends, Hulst added, "There will be 37 per cent growth in terms of new airports across India. The single-aisle market will be a dominant element of traffic in India. Around 8,000 city-pairs

have already been added in the last 10 years, indicating that low-cost carriers have grown six-fold in terms of flights in the last decade." He also said that the 737 Max will be the safest aircraft to fly, particularly the 737 Max 10, which will be

the most effective single-aisle aircraft. Speaking of wide-body aircraft in India, approximately 30 international city pairs in the past year have been added into the India market, either by an Indian or an international airline. "Future opportunities

abound for Indian airlines as they hold almost one-third of the market share today. Indian carriers can grow their international market share as well, particularly on the India-Europe routes, which have already seen a lot of growth.

However, foreign carriers are catering to most of this traffic today," he said. Boeing's client list from India includes Air India, Vistara, SpiceJet and Jet Airways, as all contractual agreements with Jet Airways remain in place.

Your route to new revenues & differentiation

INTERGLOBE TECHNOLOGY QUOTIENT | Travelport

We help the world's leading airlines & low-cost carriers increase revenues, lower costs & efficiently reach travel buyers in every channel on nearly every continent

- Close to 400 airlines including low cost carriers
- 2.1+ billion travel related searches per day
- 309+ million air segments processed annually

AIR CANADA
 Lufthansa
 AIRFRANCE
 BRITISH AIRWAYS
 QANTAS
 CATHAY PACIFIC

VISTARA
 AIR INDIA
 KLM Royal Dutch Airlines
 SINGAPORE AIRLINES
 QATAR AIRWAYS
 DELTA
 IndiGo
 Emirates

Follow us: @ITQIndia @InterGlobeTechnologyQuotient

Contact us: marketing@itq.in www.itq.in

Boeing marked a key milestone as it launched the 737 MAX 10, the largest variant of the MAX family. The aircraft can seat up to 230 passengers and offers the lowest seat-mile cost of any single-aisle airplane ever produced.

Technology helps 'Innowayt'

With a vision to create a platform that promotes both knowledge sharing and networking, the Thought Leadership Meet united associations, trade and technology partners to deliberate on ways to grow business.

 Manas Dwivedi

Discussing ways and means to grow their travel business, the leadership meet brought together representatives of TAAI, TAFI, ADTOI, OTOAI and ICPB on one platform, where they

discussed the current scenario of the industry, ways to tackle them and prosper. With different presentations, panel discussions and motivational talks, the meet saw in attendance more than 70 thought leaders from the industry.

Delivering the ice-breaker session, **Vikas Khanduri**, Co-Founder, Innowayt, talked about the current challenges faced by the industry and the way forward to not only survive but to scale by way of technology. This was followed by the

keynote presentation by **Aashish Gupta**, CEO, FAITH, who spoke on Travel Technology, Vision 2025. **Ashish Kumar**, Co-chairman, FICCI Travel Technology Committee, gave some very interesting insights through his talk on digital transformation in the



(L-R) Narayan Mallapur, CEO & Co Founder and Vikas Khanduri, Co-Founder, Innowayt

industry in the last decade and how the travel fraternity lost or gained opportunities.

The panel discussion themed 'Riding the next wave of disruption in travel -- Will your business be next?' included panellists **Mahendra Vakharia**, President, OTOAI; **PP Khanna**, President, ADTOI; **Ashwani Sharma**, Chapter Chairman, TAFI-North; **Madhu Dubey**, Executive Director, ICPB; and **Sankalp Agarwal**, Co-Founder & CEO, Travel Triangle, who put forward their views and ideas on the topic and later answered questions.

Ankush Nijhawan, Co-founder & CEO, TBO Group, gave an engaging presentation on 'A Billion Dollar Question: 20 Years -- What have we learnt and where are we headed?' which was well received by the audience.

Later, Khanduri gave a talk on the importance of CRM and presented a grand offer by Innowayt for travel trade associations, after which **Narayan Mallapur**, CEO & Co-Founder, Innowayt, spoke about the thought behind Innowayt and how it can help the travel business.

Sunil Kumar, former president, TAAI, gave a motivational talk on 'Re-engineering relevance, Sustaining level'. **Prashant Pitti**, CEO, EaseMyTrip, talked about -- 'Will offline and OTAs co-exist in the future?'

Anil Bhandari, Chairman, AB Smart Placement and a well-known name in the travel and hospitality industry, opened the event, while **Yogesh Srivastav**, Principal Director, PHD Chamber, summed it up. 

Media Sponsor:



PARTNER FITUR

Imagine your **Korea**



WE ARE
TOURISM

MADRID, 22 - 26 JANUARY 2020



fitur.com



Founded by Narayan Mallapur, CEO & Co Founder and Vikas Khanduri, Co-Founder, Innowayt has acquired over 800 customers across 38 countries and has over 5,000 daily active users. It has one of the most advanced yet affordable Travel CRM.



SEAMLESS TO SEATTLE

FLY NON-STOP WITH
THE WORLD'S MOST AWARDED AIRLINE FROM
SINGAPORE TO SEATTLE ON THE NEW A350.

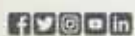


SINGAPORE ———→ SEATTLE ———→ SINGAPORE
SQ28 DEP: 09:25 TUE, THU, SAT, SUN ARR: 07:25 | SQ27 DEP: 09:00 TUE, THU, SAT, SUN ARR: 17:40+1

Schedules are subject to seasonal changes and regulatory approval.

+1 arrives the next day

Book now at singaporeair.com



Prioritising Buddhist tourism

The second edition of the International Buddhist Travel Mart and ABTO Convention will be organised in Bodh Gaya, Bihar, from December 10-12, with an aim to promote India as a Buddhist tourism destination. The mart will be an opportunity for participants to meet with international guests.

Bodh Gaya in Bihar is identified as the 'Land of Buddha' and a preferred travel destination for Buddhist pilgrimages across the globe. In a bid to promote and increase awareness about Buddhist tourism destinations in India, the

The event, supported by Ministry of Tourism (MOT), Government of India, has received support from the travel fraternity around the world, with Lumbini Development Trust, Nepal Association of Tour and Travel Agents (NATTA), Association of Thai

board as international cooperative partners.

Sharing more details about the aim, idea and objectives of the convention, **Kaulesh Kumar**, Secretary General, ABTO said, "The mega Buddhist tourism event presents a



Kaulesh Kumar
Secretary General
ABTO

Buddha' and know more about Lord Buddha. ABTO was earlier represented in seven countries, but has now increased its grasp in 16 countries."

Kumar further said that this year, the mart and convention will be much bigger and better compared to last year. "The convention hotel is bigger and better, hence the arrangements are also bigger. We have already raised some fund for this mart, which is very encouraging and a very supportive move. We are in talks with gathering support from state governments and tourism departments. I am sure that more and more people will come forward to support us in our cause," he said.

The organisers have introduced the Lord Buddha International Peace Award where ABTO will give ` 1 lakh

to the winner, along with a memento and certificate. They will also launch their magazine, 'Touch 2 The World' (Tourism with Buddhism worldwide Magazine). The team is also organising Peace Walk and meditation session in Mahabodhi Temples Complex and around nearby places. During the convention, many well-appointed business sessions are planned, where panellists will share their views on topics like, India - A key destination for Buddhist Tourism & Potential markets, Buddhist Pilgrimage Tourism - Challenges and Opportunities, Government efforts in the promotion of Buddhist Circuits, Public-Private partnership in the development of Buddhist Tourism, Investing in Buddhist Tourism Sector, Enhancing air connectivity for potential Buddhist destinations and many others.

“The event presents a unique opportunity to the Indian travel trade to interact and network with some of the biggest names associated with Buddhist tourism”

Travel Agents (ATTA), Tour Operators Association of Bangladesh (TOAB), Federation of ASEAN Travel Association (FATA), International Buddhist Confederation, Sri Lanka Tourism Promotion Bureau, Association of Bhutanese Tour Operators (ABTO) and Hotel Association of Nepal (HAN) coming on

unique opportunity to the Indian travel trade for interacting and networking with some of the biggest names associated with promoting Buddhist tourism and spreading awareness about Buddhist pilgrimage sites. The International Buddhist Travel Mart is poised to provide possibilities to buyers, sellers and other delegates to meet with

almost 60 international guests from countries like Nepal, Bhutan, Thailand, Myanmar, Vietnam, Sri Lanka, China, Malaysia and many other parts of the world. Chief High Priest of Malaysia and Taiwan have also agreed to grace the event with their presence. I am expecting more than 200 people to attend the show, which is a very positive sign in our attempt to make the whole nation a popular destination among Buddhist tourists and identify India as 'Land of



Association of Buddhist Tour Operators (ABTO) is organising the second edition of the International Buddhist Travel Mart from December 10-12, 2019 in one of the most important Buddhist pilgrimage sites, Bodh Gaya, where Lord Buddha attained enlightenment beneath a sacred Bodhi Tree.

Advertisorial

Atout France, all for partners

Atout France – France Tourism Development Agency – recently organised its annual event, The Ambassador's Travel Awards in Mumbai. This year, Reunion Island Tourism Board also collaborated for the awards, and guests enjoyed vibrant music of the destination as they were treated to an entertaining performance by musicians coming from the island nation.





INVITATION TO THE TRAVEL TRADE

Gauteng
Pretoria



Don't let the name "South Africa" remain something you only see on a map - join us at our 2020 South African Tourism Roadshow and find out why our country is considered a destination of choice. Discover our beautiful landscapes, the beauty of our oceans and nature reserves, meet our warm and friendly people, and experience the vibe of our cosmopolitan cities. South Africa offers adventure, excitement, tranquility, relaxation - we have something for every traveller!

Date	Day	City	Time	Venue
13 January	Monday	Bangalore	10am - 3pm	Taj MG Road
14 January	Tuesday	Pune	10am - 2pm	Sheraton Grand Pune
15 January	Wednesday	Mumbai	10am - 4pm	Taj Lands End

RSVP: +91 816 957 6072 or Indiaroadshow@southafrica.net



SOUTH AFRICAN TOURISM




Pink Sand



IT'S MORE FUN IN THE PHILIPPINES



seema.datt@buzzindia.in, arjun.chadha@buzzindia.in

 www.facebook.com/PhilippinesTourismIN

More aircraft and routes

Sanjay Kumar, COO, AirAsia India, claims that the airline saw decent growth in 2019 and intends to remain on the path with the addition of new flights and improved service in 2020.

TT Bureau

Claiming that the previous year was a pleasant one for AirAsia India, **Sanjay Kumar** says, "Between December 2018 and now, our fleet size grew by over 60 per cent to accommodate the much-needed growth we saw in passenger volumes. We started the year with 18 aircraft in our fleet and intend to



Sanjay Kumar
Chief Operating Officer
AirAsia India

quarter. Indian aviation has seen a gradual rise in the last few years and for the last 10 years, it has grown by an average of 20 per cent y-o-y. While the growth story has been fantastic with some significant improvement in the overall infrastructure supporting aviation, airline players have largely not been profitable. Despite the turbulence in the first quarter of 2019, all indicators are lining up to

“This year, we also took our destination count to 21, with Ahmedabad and Agartala being the latest additions”



close the year with our aircraft count touching 29. Our fleet size currently stands at 27, and we plan to add two more by December 2019. This year, we also took our destination count to 21, with Agartala and Ahmedabad being the latest additions to our network.”

Talking about the Indian market and sharing tips on survival here, he said, "The aviation industry has seen a paradigm shift in the way people perceive air travel these days. The change is heralded by the four per cent growth in domestic air traffic we saw in the last

show continued growth in Indian aviation for the next decade.”

Kumar also claimed that they will soon be making announcements on new destinations they plan to induct in their network.”

Kyrgyzstan for tourism

Kyrgyzstan, also known as the Switzerland of Central Asia, has always been an untouched domain although it has immense potential for tourism.

TT Bureau

During an interactive event organised by the Kyrgyz Embassy in Delhi for the tourism fraternity, His Excellency **Asein Isaev**, Ambassador of the Kyrgyz Republic to India, said that there is a lot of potential of growing tourism in Kyrgyzstan and around its beautiful cities and destinations.



“We are working on establishing Kyrgyz Republic destinations for tourism and I believe that the nation is doing very

well. We have received suggestions that Kyrgyzstan should start offering all-in-one packages for tourism, which can include visa, air tickets, etc., at a fixed price. At the embassy, we agree to the idea and are ready to provide any assistance required to promote tourism and business to Kyrgyzstan. Getting a visa is very easy, and eligible applicants can get their visa in four days,” he said.

Bishkek in association with Avia Traffic), said, “We are actively working along with Kyrgyzstan embassy and tour operators to promote tourism from India. As an airline group, we are providing visa services and are working to soon provide a visa package to passengers who buy airline tickets from Avia Traffic. We currently have three slots and can take them up to five, which means five flights a week. We have 148 seats on one flight, the Boeing 737-300 - our aircraft on the Indian route,” Hewad shared.”

Winter Schedule
Arrival in Delhi: 07.50 hrs
Departure from Delhi: 09.20 hrs
Travel Time: 3hrs from Delhi
Days: Thursdays & Sundays
Route: Bishkek-Delhi-Bishkek

Sharing details on air connectivity to the Central Asian nation, **Taj Hewad**, CEO, Skyline Team (that operates flights to

A luxurious feast on board

Regent Seven Seas Voyager was on a recent visit to Mumbai as part of its itinerary, sailing from Dubai to Singapore. Key travel agents from Mumbai were invited to witness the luxurious ship and savour the flavours of the exquisite cuisine at one of Voyager’s main-dining restaurants.



Incredible **!**ndia

Welcome to Margazhi Thiruvizha.

A Carnival of Carnatic music.

Margazhi Thiruvizha continues to be the biggest festival celebrating the spirit of music and dance, unparalleled worldwide 17th December 2019 to 15th January 2020 more than 1000 concerts.

In the year 2017, Chennai has been included in the UNESCO Creative Cities Network for its rich musical tradition.

The all-pervasive musical exhilaration is yours to be experienced.
The concerts await you.



DIPR/1179/Display/2019

Tamil Nadu Tourism

Chennai - 600 002. Tamil Nadu, India. Toll Free No. 1800 4253 1111

Website : www.tamilnadutourism.org E-mail: tdc.chennai@gmail.com, dotdepartment@gmail.com



Take a break from traffic

True relaxation comes easy if you're riding your favorite set of wheels on the loneliest road in America - US Route 50, Nevada. So get your gear ready because "Where there's a 'wheel', there's a way."



buzz travel marketing

managing your destinations' image

CIN U83040DL2004PTC123836

seema.datt@buzzindia.in, +91 9650196531 | arjun.chadha@buzzindia.in, +91 9650100627 | ritesh.ahluwalia@buzzindia.in, +91 9650311775

Inbound needs to be in focus

In an exclusive conversation with TRAVTALK, **G Kamala Vardhana Rao**, the newly appointed Chairman and Managing Director of ITDC, shared his vision on tourism in India and taking ITDC forward.

 Manas Dwivedi

In his first interaction with the stakeholders of the industry at the monthly interactive luncheon meeting of IATO in Delhi, **G Kamala Vardhana Rao** said that tourism industry is a very interesting sector. Having worked with Kerala Tourism in the past, he said that a lot of work still needs to be done, especially for the tour operators and to increase the tourist inflow to India.

"If you look at the inbound statistics, the figure has not really gone up as expected, considering India's potential as a destination and everything available in the country, whether it is the Himalayas, deserts, flora-fauna, or the wildlife sanctuaries. All these things are not available at one

“It is the responsibility of tour operators and stakeholders to work on boosting the number of tourists coming to India”

Fisheries Department; Director, Department of Tourism and Culture, Andhra Pradesh government.

Incorporated in 1966 with a mandate to develop and expand tourism infrastructure in the country, ITDC presently

has a network of four Ashok group of hotels, one joint venture hotel, one restaurant, 12 transport units, 13 duty free shops at seaport, and one sound and light show. ITDC is also managing catering services at Western Court, Vigyan Bhawan, and Hyderabad House. 

'Barefoot Luxury in Fiji'



Tourism Fiji's brand ambassador Ileana D'Cruz launched the first edition of Tourism Fiji's Luxury Resorts & Experiences brochures. Titled 'Barefoot Luxury in Fiji', the collection has been designed for the discerning luxury traveller and comprises two books - Island Bliss in Fiji and Fiji Unplugged.




G Kamala Vardhana Rao
Chairman and Managing Director
ITDC

place in other countries, but India has great potential to be one of the greatest destinations in the world. I think, it is the responsibility of all tour operators and stakeholders to work on boosting the number of tourists coming to India," he said.

Rao, a 1990 batch IAS officer of Kerala cadre, has recently assumed office as Chairman and Managing Director (CMD) of the India Tourism Development Corporation (ITDC). His last assignment was as Principal Secretary, Public Works Department, Government of Kerala. He has also served as the Secretary of Kerala Tourism in 2014-15.





In a span of close to three decades, Rao has served multiple positions including Chairman of Indian Tobacco Board; Director of



**DELVE IN THE HISTORIC
charm with an unforgettable experience**





The Tiger Roar


Ranthambhore

The Tiger Bagh


Ranthambhore



FOR RESERVATIONS: +91 079 23977600, 9328016887/886 or info@tihr.in | Book online: www.trulyy.in

405, Sungrace Arcade, Visat Gandhinagar Highway, Motera, Ahmedabad, Gujarat

AMONGST THE TOP RATED PROPERTIES ON 

[/trulyyindia](https://www.facebook.com/trulyyindia) [/trulyyindiahotels](https://www.facebook.com/trulyyindiahotels) [/trulyyindiahotels](https://www.facebook.com/trulyyindiahotels)

43 world treasures, 1 cruise

Sale for MSC Cruises' 117-day 2022 world cruise opens exclusively for MSC Voyagers Club members that will allow their clients to discover 43 treasures around the world in a single cruise. It offers 15 shore excursions in the cost of the cruise ticket and other excursions, including some overland tours away from the ship.



TT Bureau

MSC Cruises has revealed the itinerary for the MSC World Cruise 2022 as sales opened exclusively for MSC Voyagers Club members, with wider sales opening on December 9, 2019. With this, clients can discover new cultures and new places in every corner of the world without having to unpack. MSC Poesia will set sail from four embarkation ports in Europe in January 2022, calling at more than 43 ports of call, nine overnights across 24 countries and five continents. Following a westerly route via Cape Horn and Suez, guests will be able to circumnavigate the globe whilst cruising in style.

They will be able to embark from Civitavecchia and Genoa in Italy, Barcelona in

Spain, and Marseille in France. After calling at Lisbon and Funchal, Portugal, MSC Poesia will offer the chance to explore the island of Cape Verde before heading to South America. She will bring guests to destinations such as Rio de Janeiro (Brazil) and Buenos Aires (Argentina), where they will enjoy an overnight adventure, and Ushuaia in Tierra del Fuego.

The ship then makes her way from Valparaiso (Chile) and its wines from Chile's Casablanca Valley to Callao (Peru) where guests will get to explore Machu Picchu and the Amazon jungle. The journey continues to Arica (Chile) and Hanga Roa - capital of Easter Island, before heading to Aitutaki and Rarotonga - largest island of



Cook Islands. Auckland and Napier open the explorations of ports in New Zealand, just before guests can soak up the majestic scenery of both the

Fiordland National Park and the Great Barrier Reef (Cairns, Australia) with overnight in the port of Sydney (Australia). From there, the ship tours the

natural wonders of Darwin. On her return leg, MSC Poesia will visit the breathtaking Lombok Island (Indonesia), Singapore and Port Klang (Malaysia).

Calling in Sri Lanka will offer the vibrant city of Colombo before overnighting in Mumbai (India). Salalah (Oman) and Aqaba (Jordan) for the ancient site of Petra are the calls before her transiting the Suez Canal on the way back to Europe.

With no more than four consecutive sea days, guests will also enjoy a total of nine overnight calls in ports including Rio de Janeiro (Brazil), Buenos Aires (Argentina), Ushuaia (Argentina), Valparaiso (Chile), Callao (Peru), Papeete (Tahiti), Sydney (Australia), Benoa (Indonesia) and Mumbai (India). The 2022 World Cruise offers 15 shore excursions included in the cost of the cruise ticket and, of course, other excursions including some overland tours away from the ship.

Cruising must offer plenty

With the demand for cruises in India increasing, this mode of travel is increasingly being used for corporate events, anniversaries, honeymoons, and trips with friends. With each having its own requirements, experts from the industry share the kind of demands Indian cruise travellers have.



Anita Patni
Associate VP - Leisure
Thomas Cook India

FIT and group travel

“As a travel agent, we know that the cruise market is evolving. Hence, we consider that there are certain experiences which may not be suitable for Indians. However, we should stay connected and keep looking at these evolved experiences and involve them in our itineraries. **With groups, the logistics are Indian food, especially because we do a lot of South Indian departures, as well as departures**

from Gujarat and Maharashtra. There is a need for a tour manager also with these groups. However, all that is easily available, especially with ports like Singapore as a destination, where language is not a problem.

Today, people are looking at different experiences. Cruise is in itself a wholesome product for the customer, because it allows you free time, a lot of shows, and activities for children. However, **Indian travellers want to do sightseeing and a lot of activities. They can't just be on a cruise and do nothing. Hence, cruise companies can offer more enhanced shore excursions and more cruise & land combinations.** Today, customers are looking for different things to do beyond cruising. We hardly get any bookings for stand-alone cruises. We include at least a minimum of two days on land for activities.”



Nagsri Prasad Sashidhar
Chief Happiness Officer
NAGSRI - Creating Special Memories

Luxury passengers

“Luxury customers usually combine cruise and land. It's very important to understand what the client really wants, because different clients would want different things, provided there is no paucity of time. Some only want to do cruises and some would also want land and cruise packages. However, **as travel advisors, when our clients come to us and ask for a cruise holiday, it is our responsibility to ask**

them if they would like to upgrade the entire experience. We can tell them that they are anyway going for a 5-night itinerary or a 3-night itinerary on cruise, they can include a destination before or after the cruise. It is important for us to broach the topic to the client, as it is vital to keep a tab with the luxury clients. A destination like Singapore has a lot of activities and facilities for clients to indulge in.

Another important thing for luxury clients is that everything needs to be sorted for them at every stop of travel and also during the journey. As travel providers, we have to get things done for them at every port and in every country. It becomes seamless when everything is sorted, and hence we prefer destinations that can offer us facilities like that.”



Michael Lyngdoh
Founder
Tripoto

Gen-Z travellers

“Gen-Z travellers are from a generation that has grown up with the internet, is tech-savvy, and highly influential on social media. In fact, in the last few years, there has been a rise in micro communities, especially of people aged 30. This means that **they bond over specific authentic experiences and have more wanderlust than even the millennials to try new things.**

This means that **firstly we need to focus more on social media.** Platforms like Snapchat and Instagram are more effective than traditional mediums. On an average, there are 300 million posts daily on these platforms with the hashtag travel. This audience is also most likely to be influenced by other people as opposed to celebrities. This is the reason why there is a huge uptake in the number of social media influencers, as they cater directly to Gen-Z or the millennial audience.

Gen-Z is also highly goal-oriented and loves sharing their experiences and achievements online. **If travel agents want to design products or itineraries, they need to think of designing bucket list itineraries.**”

KICK UP YOUR HEELS!

Let **2HUB** plan your travel and hospitality. **Fuss free.**



WHY CHOOSE 2HUB?

- ❖ Widest Network of Hotels/ Venues
- ❖ Competitive Pricing Advantage
- ❖ Tailor-made Products
- ❖ End to end event management
- ❖ Service Level Agreements and Vendor Management
- ❖ Sustainable Tourism & Responsible Luxury
- ❖ Tech Driven Automation
- ❖ Unmatched Quality Control
- ❖ Loyalty & Rewards Programme
- ❖ 24/7 Customer Support

A part of the Eastbound Group, 2HUB is a B2B platform focussed at the travel and hospitality industry offering a spectrum of choices and experiences whilst maintaining the most competitive prices.

But while 2HUB is known for its signature cost advantage, what's interesting is that price isn't always king in consumer purchasing decisions. In fact, customer experience is the true differentiator. And the 2HUB mission is to provide a high-quality experience throughout the customer lifecycle.

In effect 2HUB strives to offer the best of both worlds- while on one end of the spectrum lies the latest cutting-edge technology at the other end would be a friendly voice- therefore offering a swift yet familiar way to plan and book.

SPECIALISATIONS

Best Pricing for Hotels & Global Attractions

2HUB leverages its strong pre-existing relationships with 1000+ luxury hotels pan India including Taj Group, Marriott, Hilton, Hyatt, Radisson, Trident, The Leela



etc. along with 500+ global attractions and tours like Walt Disney, Ferrari World, Ski Dubai etc. to deliver unparalleled value to a pre-qualified pool of 18000+ travel agents pan India covering key source markets as well as penetrating through tier II, III & IV cities.

Tour Packages



2HUB is the market leader in designing bespoke travel packages for leisure and corporate travel, within India and outbound. Whether it's a spiritual and wellness tour, one that's related to photography, a romantic getaway or business travel related- the seasoned team at 2HUB will infuse its trademark personalisation into every experience it curates.

Corporate & Social Events

Offering end-to-end event services - right from booking the venue, designing the event space, décor, event production, curating content, managing hospitality, guest relations, logistics, entertainment or other miscellaneous event services- 2HUB is your one-stop solution to organize a memorable event experience. 2HUB has executed events in India, UAE, Bhutan, Sri Lanka and Nepal for committed clients including



Harvard University, Wipro, HCL, Cargill, Coca-Cola, Erickson and more.

Travel Solutions

2HUB goes the extra mile to meet your travel or hospitality requirements. In that pursuit it is fully provisioned to meet every need, even the last minute ones! From domestic and international flight tickets to booking charters and cruises or hiring private vehicles or taxi's - 2HUB will handle it all.



11 Offices in Major Cities
1000+ Hotels Nationwide
Penetration in **Regional Markets**
18000+ Travel Agent Partners
Wide Support **Network**



F 5, 16 Pinnacle Business Park, Mahakali Caves Road,
Near Ahura Centre, Andheri East, Mumbai

898, Udyog Vihar, Phase I, Gurgaon-122016, Haryana, India

Visit 2hub.travel

2HUB
True value experiences

A B2B platform focussed
at the Travel & Hospitality
industry offering a spectrum
of choices & experiences.



Reach us at enquiry@2hub.travel

North: +91 74288 34928

West: +91 22 4905 7000

Four islands to come up in A&N

Holistic development of the four identified islands of Andaman & Nicobar, keeping carrying capacity in mind, has been accorded high priority by the government. The islands, which are regarded as high-value tourism destinations, are to be developed under the public private partnership (PPP) model.



Kanchan Nath

The government has decided to develop the islands of Andaman & Nicobar (A&N) and Lakshadweep for enhancing them as high-value tourism destinations. Speaking at the pre-application conference for Eco Tourism Resorts for A&N Islands, **Amitabh Kant**, CEO, NITI Aayog, said, "These are some of the most pristine islands, one of the last destinations in the world to be opened up; therefore, they are very unique, and our objective is to develop them as high-value tourism destinations. They will be built around the carrying

administration and the strategy is to upgrade infrastructure and create very high-value tourism destinations here. We will provide upfront clearances like Coastal Regulation Zone (CRZ) /environmental clearances as well as a timeline for approvals. By the time the bidding is complete all projects will have CRZ clearance and will be supported by local islanders; development will be strictly within the carrying capacity."

First-ever water villas projects in Lakshadweep

Kant elucidated upon the eco-tourism projects in Lakshadweep. He said, "The projects



Amitabh Kant
CEO
NITI Aayog

like ₹ 319 crore which will vary from developers and builders. The concession period



Chetan B Sanghi
Chief Secretary
A&N Administration

keys over 3.82 hectares, while the project cost is 247 crore, over a concession period of 66 years. Sea planes and heli services will be introduced in Kadmat island, which is an adventure tourism destination -- a unique deep dive destination. Water villas with 35 keys over six hectares and land villas with 75 keys over 5.5 hectares will be developed here. There will be a concession period, and this region has the potential to become the world's best destination for water sports."

Long, Aves, Smith and Shaheed Dweep to be developed in A&N islands
Kant added, "In Andaman we

are looking at Long island with an area of 42 hectares, about 220 keys are to be developed and the concession period is about 75 years. A protruding jetty will be constructed and approach to heliport will be there. Aves island, which is a great romantic getaway spreading to 2.75 hectares is to be developed with about 50 keys. Concession period is over 50 years, with construction period of three years. This will be a very unique eco-tourism getaway. Smith and Ross island are spread over 25 hectares, 70 keys are to be developed with a 50-year concession period. There will be a civil passenger terminal at Diglipur, ready for operation which is very close to it. A floating jetty will also be constructed. Shaheed Dweep is known for its beautiful sunsets and unique white sandy beaches spread over 9.7 hectares; 120 keys are to be developed with 75 years of concession period. The island has regular sea connectivity from Port Blair."

Chetan B Sanghi, Chief Secretary, A&N Administration, further reiterated, "We have a clear direction from the Centre to promote high-end tourism

in A&N islands. We have had an investors' meet, and we have primarily tried to tell them that Andamans is a destination for high-end tourism. We are encouraging sustainable and responsible development, comparable to the best in the world. We are improving the connectivity by an undersea cable project connecting mainland India with A&N islands which will be a reality by June-November 2020. This will bring the best internet connectivity to Andamans. We are also introducing flights to three international destinations and are in touch with different airlines for the same. We currently have 26 flights reaching Port Blair every day during the current tourist season. We also have a whole lot of helicopters, sea planes, interisland ships and ferries that are operating currently."

Sanghi added, "We will ensure that investors get easy and early clearances. Also, initially 30 per cent and later 60 per cent of the local population will get employment. Port Blair airport is an international airport so we hope that with the visa facilities, the expected tourists from abroad would go up in the future." 🐦

“We are improving the connectivity by an undersea cable project connecting mainland India with A&N islands, which will be a reality in 2020. This will bring the best internet connectivity to Andaman & Nicobar islands”

Amitabh Kant

capacity of the islands after detailed analysis. Initially, four islands will be developed in A&N islands and five in Lakshadweep. We have issued a Request for Quotation (RFQ) on the website of NITI Aayog and Union Territory (UT) administration. We have worked very closely with the UT ad-

we are working on are water villas in Minicoy island, these are absolute coral paradises. There is an increase in concession period, we feel that for the first time in India we are doing around 40 water villas over six hectares and land villas, and 110 keys over 8.53 hectares. The costing looks

is 66 years; the supporting infrastructure will be an airport in Minicoy island which we are proposing, and uniqueness is a very large lagoon in the area. We are also doing water villas in Suheli island in Lakshadweep; there will be 50 keys for water villas over six hectares. For land villas there will be 60

NiYOZEN: Where travel is a passion



NiYOZEN, a community of new-age travellers who travel not just for a vacation or Social Media uploads but for the passion of exploring, recently conducted a meetup where a panel of experts deliberated on some of the most popular topics at hand when it comes to travelling.

Operating responsibly

Shuvendu Banerjee, General Manager, Crowne Plaza Kochi, shares insights on WTM and talks about their new campaign, Human by Nature, which promotes responsible tourism.



TT Bureau

Shuvendu Banerjee is ecstatic that they had some good meetings at WTM 2019 and were able to meet some important buyers. "As a hotel, we have a lot of business from the UK and are hopeful of getting good results. In spite of the overall economic slowdown we've seen over the last few months, we are hopeful that WTM 2019 would be able to generate good queries for India." He adds that events of such scale give new insights to industry players and buyers,



Shuvendu Banerjee
General Manager
Crowne Plaza Kochi

helping them stay up to date with what's happening in the

sector across the globe. The hotel continues to receive good business from the UK, Germany, Italy and Spain, which are its key source markets. "In India, however, we are primarily a MICE hotel with 270 rooms. Mumbai and Delhi are definitely good source markets for us," he shares. Speaking of new initiatives at Crowne Plaza Kochi, which has been in existence for over six years now, Banerjee adds, "Our new campaign, Human by Nature, promotes responsible tourism. This should make a significant difference." 🐦

Tripjack offers tech benefits

After investing heavily in technology, Tripjack is able to offer its partners rich content, a seamless booking experience, and competitive hotel and flight rates from popular countries. The company will soon integrate the service with WhatsApp.

 Hazel Jain

Having made the bold move to rebrand itself and move on to a new platform, Tripjack also has a new proposition for its agent partners. It gives its customers two main advantages in terms of content and technology. Hussain Patel, Director, Tripjack, says, "We have successfully migrated all our 20,000 travel partners across India on to Tripjack. We wanted to have a separate identity for the entire B2B vertical. We are also looking to grow globally in the next few months, and Tripjack is a more exciting and vibrant name."

He says that the new website is more intuitive and gives its customers a lot of flexibility in terms of creating more touchpoints between Tripjack

“We are adding a lot of SOTO fares from global markets like Australia, New Zealand, Singapore, China, Thailand, UK, US, Italy, France”

customers and their clients. "We have invested heavily in technology in the last year and created Tripjack. Content is also an important factor and in the next three months, our partners will see a lot of new things. We are adding a lot of SOTO fares from global markets like Australia, New Zealand, Singapore, China, Thailand, UK, US, Italy, France, etc. We are going to get local fares for hotels and flights for these destinations which will be reflected on Tripjack in a single search. So, the technology we have incorporated is enabling us to do all these things for our customers, which we couldn't do earlier. Our customers will see a lot of content in the next three months and, of course, the local fares from each market will be very competitive and give them a further edge in their business," Patel adds.

The website also cuts down time lags for inquiries. The entire journey will get automated, thereby giving a lot of confidence to the travel agent's customer with instant response and creating more stickiness. "Moreover, almost 60 per cent

of our payments are now automated, giving customers more flexibility in terms of payment uploads and doing business with us at any time. Earlier, we had two per cent of our business on mobile and with the launch of Tripjack, this has

gone up to more than 10 per cent. Our mobile interface is also really intuitive and transactions can be done on the go," Patel shares.

The company will soon introduce an integration with

WhatsApp, where every transaction will create an automated booking voucher on the agent's mobile number with the details which can be forwarded by them to their client. Tripjack has over 150 LCCs from US, UK, Europe and Australia. 



Hussain Patel
Director
Tripjack

noKscoot
FLY AWESOME

Celebrating our 1st Birthday

Fly to Bangkok on New Year's Eve 2020

More information, please contact

+91 124 419 3085

Contact.India@NokScoot.com

NokScootin

NokScootin

Book Now!

NOKSCOOT.COM

GREATER VALUE FOR BETTER BUSINESS.



NAGPUR IS BACK!

JAN 27 - 28, 2020

Script your own growth story!

Registrations open for the mega event of the travel trade.

Log on to www.gps-india.com

 Nagpur JAN 27-28, 2020	 Hyderabad JUNE, 2020	 Ahmedabad JULY, 2020	 Chandigarh JULY, 2020	 Lucknow JULY, 2020	 Kochi AUGUST, 2020	 Kolkata AUGUST, 2020	 Pune AUGUST, 2020	 Visakhapatnam T.B.A.	 Guwahati T.B.A.	 Indore T.B.A.	 Jaipur T.B.A.
GPS 2020								ECO CONNECT			

Call +91 9225248070, +91 9820224272 for details e : harmandeep@gps-india.com | madhu@gps-india.com

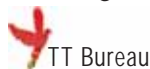


Metaphors

PREMIER MEDIA PARTNER 	PREMIER ELECTRONIC MEDIA PARTNER 	TECHNOLOGY PARTNER 	TRAVEL ASSISTANCE PARTNER 	AIRLINE PARTNER 	GST CONSULTING PARTNER 	STRATEGIC PARTNER 	EDWIN AIRLINE PARTNERS 	PREFERRED COUNTRY PARTNER 	CONTRACTING PARTNER
TRAINING PARTNER 	SUPPORTING ADVISORY COUNCIL MEETINGS MEAN BUSINESS INDIA 	GPS INITIATIVES 							

'Undiscovered' Europe

Globus and Cosmos has launched new tours for 2020 under its successful 'Undiscovered' series of touring vacations through Italy, Great Britain, and the Mediterranean.



Owing to the great popularity of its 'Undiscovered' tours, for 2020, Globus and Cosmos has unveiled new 'Undiscovered' tours to Italy & Great Britain and six new tours to 'Undiscovered Mediterranean'.

"On an undiscovered tour with Globus and Cosmos, we lead travellers away from the lines of the Colosseum to go down the sunny streets of quiet Tuscan towns; away from the hustle and bustle of London and into quaint villages in the heart of



Varesh Chopra
Regional Director – South Asia and Middle East, Globus family of brands

“On an Undiscovered tour, we lead travellers away from the hustle and bustle and into quaint villages other tour companies don't visit”

the British countryside, and through the winding roads and unspoiled villages of Greece other tour companies don't visit and cruise ships don't overnight," said Varesh Chopra, Regional Director – South Asia and Middle East for the Globus family of brands.

NEW vacations joining the portfolio for 2020 include Globus' NEW! Southern Italy & Greece with 4-Night Cruise (19 days, priced from \$4,390); Cosmos' NEW! Sicily (8 days, priced from \$1,199); Globus' NEW! Scottish Highland Fling (10 days, priced from \$2,699); Globus' NEW! Greek Island Adventure (8 days, priced from \$1,757); Globus' NEW! Eclectic Aegean with 7-Night Cruise (11 days, priced from \$2,540); and Cosmos' NEW! Discover the Eastern Med (11 days, priced from \$1,629).



For those looking for more of an à la carte option, the Globus family of brands' Cosmos Lite vacations offer a hassle-free way to discover the Mediterranean, under which two new tours were

unveiled—CosmosLite' NEW! Nice to Lyon Explorer (8 days, priced from \$899) and CosmosLite' NEW! Greek Explorer & Aegean Islands Cruise (12 days, priced from \$1,640).

Skål launches Mysuru club



Skål International India has launched its 14th club, Skål International Mysuru, in the City of Palaces. With 22 members in tow, the club will be led by Suresh Charles as President, Prashanth B as Vice President, and Sunaina Manerker as Secretary. While the charter night was hosted at Grand Mercure Mysuru, the charter document was handed over by Vijay Mohan Raj, Director, Skål International; Sanjay Datta, President, Skål Asia; and Ranjini Nambiar, President, Skål International India.

MACAO + SINGAPORE

PROMOTION PERIOD : 1 NOV - 31 DEC 2019 | BOOKING VALIDITY TILL : 31 JAN 2020

<p>Macao - 2 Nights - Sunday to Thursday 1 Breakfast, 1 Lunch & 1 Dinner Private Airport Transfers & SIC Sightseeings Option 1A - 5 Star @ Cotai - USD 360 PP Option 1B - 3/4 Star @ Macao/ Taipa - USD 250 PP</p>	<p>Macao - 2 Nights - Friday to Saturday 1 Breakfast, 1 Lunch & 1 Dinner Private Airport Transfers & SIC Sightseeings Option 2A - 5 Star @ Cotai - USD 385 PP Option 2B - 3/4 Star @ Macao/ Taipa - USD 265 PP</p>
---	---

OR

Singapore - 3 Nights - USD 299 Per Person
 Accommodation with Breakfast
 02 Way Airport Transfers & Sightseeings in SIC
 Sentosa Cable Car Ride + SEA Aquarium,
 Madame Tussauds with Images of Singapore,
 4D Marvel + Boat Ride, Wings of Time, USS & City Tour

BOOK NOW!
Contact Us!

Conditions - 2 Pax, Validity 31st Dec - Festive Dates - 24-26 Dec , 31st Dec 2019
 Cost mentioned are starting rates and may vary on availability.

Akquasun Holidays India Pvt Ltd.
 Options Primo, Unit No. 501/502, Cross Road No. 21, MIDC, Andheri E, Mumbai 400093
 T: + 91 22 61341515 | E: inboundhkg5@akquasun.com W: www.akquasun.com.



Legal implications in social media

Today, there is a need to understand legal ramifications of digital communication. In the tourism industry, contracts and agreements can be entered into at any place. Terms can be negotiated upon and the same can be communicated via social media. However, if a dispute arises, all communication is admissible as evidence.

Responsible communication is an important part of trade and business. Important communications like agreements, offers, and acceptances are made via e-mail, WhatsApp and other social media messengers. Legal acknowledgement of receipts in new-age technology includes e-mails, which is considered delivered if sent to the official e-mail address; text message, which is considered delivered if sent to the official mobile number; WhatsApp, which is considered delivered and read if two blue

tick marks are shown; and other social media platforms, considered delivered if the respective platform shows the 'delivered' sign.

For legal communication and publication in the netizen world, these include communication in group chats, posting on social media platforms (Facebook, Twitter, Instagram, etc.), and sending an e-mail blast to multiple recipients. In the tourism industry, contracts and agreements can be entered into at any place. Terms can be negotiated upon and the same can be communicated via social media platforms.

Legal admissibility
Electronic communication

has been recognised under Information Technology Act, 2000. The admissibility of such communication is provided under Section 65B of the Indian Evidence Act, 1872 under which a certificate along with the printout/physical copy of the e-mail, group chat, Tweet, audio/video clip, etc., needs to be produced before a court of law.

The certificate must state that the computer system from which the physical copy was produced is a functional one and is in regular use. If a dispute arises, all communications made on such platforms are admissible as evidence, such as messages agreeing to changing the terms of the agreement, photographs shared of the product that is

being sold, etc. The contents which fall under any legal framework are those which are posted without any basis, are disparaging, defamatory and abusive, and can lower the esteem of a person in the public domain. The above-mentioned e-communication is within public domain. Hence, any member who posts anything on group chats or otherwise needs to be responsible while promoting product or service.

Law of agency

When one party delegates some authority to another party whereby the latter performs his actions in a more or less independent fashion, on behalf of the first party, the relationship between them is called an agency. Agency can

be express or implied. When an Indian tour agency enters into an agreement with a client for foreign travel and the tour agency employs a foreign operator agent, the foreign operator is the agent of the Indian tour operator and the Indian tour operator is the principal. A principal is liable for the actions done by an agent during the course of employment.

Legal consequences

The different types of legal consequences that may befall irresponsible communication can be sought under civil and criminal law. A recent amendment to the Consumer Protection Act 1986 has brought e-commerce platforms within the ambit of product liability. Use of social media comes

with a certain responsibility. One must practise responsible communication. With the changing law, any form of communication/publication which is false/mala fide can be produced in a court of law as evidence.

(The guest column has been provided by Anjana Gosain, Advocate in Supreme Court and Delhi High Court. She has an extensive practice spanning 40 years specialising in tourism and aviation laws. The views expressed here are her personal views.)



Anjana Gosain

The Delhi High Court has held that an administrator of a group, who does not regulate content, cannot be held liable for WhatsApp messages.

Cricket unites the travel trade

TBO Group (Nijhawan Group) recently organised its annual 'Travel Trade Cricket League' (TTCL) for travel partners. The tournament was held on November 16 and 17 at Warriors Cricket Club in Baliawas (Gurugram), and saw 16 strong teams from the travel fraternity compete against each other.



**... Another day,
another feather in our cap!**



Minar Group honoured with
TravTalk-WTM
World Travel Leaders Award!

With a focus on authentic & experiential travel, we've been curating journeys for our clients for over two decades. We're proud of showcasing not just the sights, but also the stories & people of India, while empowering our experience providers too!

With a grateful heart, we'd like to thank our clients, service providers & our team across the globe who believe in our vision of delivering tailor-made experiences across India!

We hope to keep surprising you & we're just getting started.



11-year gift to trade

Selling various premium cruise lines for over a decade, Cruise Professionals has launched a special offer for the travel trade on its 11th anniversary, valid till December 6.

TT Bureau

Elated on completing 11 successful years in the industry, **Nishith Saxena**, Founder & Director, Cruise Professionals, said that his company has coined a very interesting promotion for the travel trade. Sharing details, he said, "When we celebrate, we celebrate with everybody. For the 11th anniversary and going forward, we have coined a very interesting promotion for the travel



Nishith Saxena
Founder & Director
Cruise Professionals

that there are no draws, no lucky dip. Once you sell five cabins and balcony, you will automatically be entitled for the reward."

Briefing about the growth and fleet expansion plans of Princess Cruises, preferred partners of Cruise Professionals, Saxena said, "This is a very exciting time for us. Recently, in October 2019, Princess Cruises launched a new ship by the name of 'Sky Princess'. It has a 3600-passenger capacity. Next summer, in 2020, the cruise line is launching a ship called 'Enchanted Princess'. The following year in 2021, Princess Cruise will have another ship called 'Discovery Princess'. With these three ships, our fleet size will go to 22. With addition of these three ships and an additional 10,000 berth capacity to sell, there are huge opportunities for all of us, going forward."

“Travel agencies just have to sell five cabins on any Princess cruise for the 2020 itinerary, after which they will be entitled to a free cruise ex-Singapore”

trade. For year 2020, travel agencies just have to sell five cabins (balcony or higher-grade cabins) on any Princess cruise for the year 2020 itinerary, after which they will be entitled for a

free cruise, ex-Singapore, along with a part of air fare and visa fee of Singapore. The special offer is valid from November 7 to December 6. The beauty of this promotion is

195 offices by Mar'20

Launched in January 2019, One Above has grown with offices in 95 countries and aims to take this number up to 195 by March 2020, reveals **BA Rahim**, Director, One Above.

TT Bureau

Within a year, One Above Destination Management Services has expanded to 95 destinations with its own DMCS globally. Speaking about this, **BA Rahim** says, "We are extremely happy that One Above has been accepted by the travel fraternity as one of the most preferred DMC partners globally, and in these last 11 months we have opened 51 offices in 95 destinations. Our aim is to reach 195 offices by March 2020. Fortunately, we have already crossed the hurdle of being accepted and I want to thank the industry for that."

The three partners, that also includes **Irshad Dadan**, Director, One Above, and **Vishal Somaiya**, Director, One Above, hosted a Diwali party for its key travel partners in Mumbai. The company is an all-inclusive



global Destination Management Company, with expertise in multiple areas such as tour packages, social and business events, MICE, as well as specialised tours.

Rahim adds, "In October 2019, we started our Europe operations with an office in Poland, which will serve as our head office for Europe. From there, we will be operating in almost 25 European destinations. We have

set up the entire team in India as well as Poland." Apart from this, One Above also has its own offices in Thailand and Male, with a few more offices coming up in other destinations.

One Above promises to offer the best contracted rates, professional handling of MICE group series, owned/contracted fleet of vehicles and in-house Indian-friendly guides, as well as MICE catering.

70 years of good relations

On the occasion of the 70th anniversary of Philippines-India diplomatic relations, the Philippines Embassy organised a get-together with delegates from both countries, including the travel trade. His Excellency **Ramos S Bagatsing Jr**, Ambassador of the Republic of Philippines to India, was the gracious host during the evening.



SAVE TIME!

APPLY FOR YOUR VISA

IN UNMATCHED COMFORT



PREMIUM LOUNGE

From personalised service to quick submission, enjoy an enhanced visa application experience.

Book our optional **Premium Lounge** service now!

- Personalised attention at every step
- Quicker submission to save your time
- SMS alerts on your application status
- Courier return of passport for your convenience
- Refreshments and beverages while you complete your submission

Disclaimer: Please note that the availability and the service charges for the above mentioned services may vary depending upon the country/location where it is procured. Available on visa applications to select countries. The grant or refusal of the visa is at the sole discretion of the Embassy and availing any of the above value-added services will not affect the processing time or decision of your visa as VFS Global is neither involved in the process nor is liable or responsible in any manner whatsoever for the grant or rejection of the visa application of any applicant by the Embassy. For further information on the same, kindly refer to the VFS Global website. The above mentioned services are optional and will be charged in addition to the visa application fee. The applicant hereby accepts and confirms that they, prior to availing the above mentioned services, have read, understood and agreed to be bound by, without limitation or qualification, all of the terms and conditions associated with the services.

About VFS Global: VFS Global is the world's largest outsourcing and technology services specialist for governments and diplomatic missions worldwide. VFS Global, headquartered in **Dubai, UAE**, has Swiss parentage and is a portfolio company of **EQT**, a leading global private equity firm headquartered in Stockholm, Sweden. With **3399 Application Centres**, operations in 147 countries across five continents and **over 215 million applications** processed as on 31 October 2019, VFS Global is the trusted partner of **63 client governments**.

For more information and to book an appointment, contact your trusted Travel Agent or reach us:

+91 22 6786 6028 vasinfo@vfshelpline.com

[vfsglobal.com](https://www.vfsglobal.com)

EVENT TALK

Media Partners:



DECEMBER 2019

International Buddhist Travel Mart & 2nd ABTO Convention	Bodhgaya	10-12
UNWTO World Conference on Tourism and Culture	Kyoto, Japan	12-13
Travel MICE Show	Chennai	14-15

JANUARY 2020

SATTE	Greater Noida	8-10
IITM	Kochi	9-11
ASEAN Tourism Forum	Brunei	12-16
CII Destination East	Kolkata	12-19
U & I Roadshow	New Delhi	13
Visit Britain Sales Mission	Mumbai	13
South African Tourism Roadshow	Bengaluru	13
Asia Pacific Tourism & Travel Fair (APTF)	Bengaluru	13-15
U & I Roadshow	Nagpur	14
South African Tourism Roadshow	Pune	14
U & I Roadshow	Mumbai	15
Visit Britain Sales Mission	Delhi	15
South African Tourism Roadshow	Mumbai	15
IITT	Mumbai	15-17
U & I Roadshow	Ahmedabad	16
U & I Roadshow	Bengaluru	17
Paryatan Kumbh	Lucknow	17-20
U & I Roadshow	Hyderabad	20
Destination DC roadshow	Delhi	20-21
U & I Roadshow	Chennai	21
Destination DC roadshow	Mumbai	22-23
FITUR	Madrid	22-26
Global Panorama Showcase (GPS)	Nagpur	27-28

FEBRUARY 2020

OTM	Mumbai	3-5
BIT Milano	Milan	9-11
NYC & Co Sales Mission	Delhi	10-12
Visit Finland Sales Mission	Mumbai	11
PATA Adventure Travel Conference & Mart	Sabah, Malaysia	12-14
Visit Finland Sales Mission	Delhi	13
NYC & Co Sales Mission	Mumbai	13-15
IITM	Kolkata	21-23

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

IATO clarifies RCM issues

During its latest monthly interactive luncheon meeting in New Delhi, IATO briefed members about Reverse Charge Mechanism (RCM) through a presentation and updated them through in-house announcements.



Manas Dwivedi

Interacting with members at the recently-held luncheon after the successful conclusion of the convention in Kolkata, Indian Association of Tour Operators (IATO) commenced the meeting by welcoming the newly-appointed Chairman



and Managing Director of Indian Tourism Development Corporation (ITDC), **G Kamala Vardhana Rao**. In his first interaction with members, Rao requested the support of IATO for ITDC, and assured to work in tandem with the travel trade to promote inbound traffic to India. Delivering in-house announcements, **Rajesh**



Mudgill, Honorary Secretary, IATO, talked about the meeting with Ministry of Tourism, Government of India, and upcoming roadshows organised by the Ministry in Singapore, Malaysia (Kuala Lumpur) and Thailand (Bangkok).

On the occasion, **EM Najeeb**, Senior Vice President, IATO, said, "We wanted to clear the doubts of our members on RCM. We invited **SC Kamra**, GST Consultant for IATO, who made an excellent presenta-

tion on GST issues, clarifying the doubts of all our members on different aspects. These were the main highlights and we had a good gathering of members and a fruitful luncheon meeting with them."

Rajiv Mehra, Vice President, IATO, said that the meeting was organised after a gap of two months due to the annual convention and AGM. "The key issues discussed in the meeting focused on hotels not passing on GST benefits

to IATO members and tour operators. The issue has been taken up with Ministry of Tourism, Ministry of Finance, as well as NITI Aayog. I feel, the issues need to be discussed on a higher level. For the roadshows next month, we are hopeful that many people will join in. Apart from that, IATO is working to resolve other issues faced by our members such as the withdrawal of airport entry pass for tour operators," he affirmed. 

ADTOI focus on northeast

ADTOI, with the support of Ministry of Tourism and in collaboration with organisers of the North East Tourism Festival, organised the North East Tourism Road Show and B2B Meeting on November 9 in New Delhi.





Catch all the
LATEST
EPISODES
on
WhatsApp



Share
your
mobile
number
to receive daily
travel trade updates

To subscribe, contact us to:
subscription@ddppl.com
91 9650913332

Park Ocean

*Experience the difference with every
comfort of today at Hotel Park Ocean.*

www.hotelparkocean.com

Hotel Park Ocean

A-4, Opposite Bhawani Niketan School,
Sikar Road, Jaipur Rajasthan (India)
T: 0141-2337787 | M: +91 9783077755
E: reservation@hotelparkocean.com,
sales@hotelparkocean.com

THE ALLURE
a boutique hotel
(A Unit of Clark International)

R-57, Greater Kailash, Part-1,
New Delhi-110048 (INDIA)
T: +91-11-48184818
F: +91-11-48184800,
M: +91-9811023375
E: info@theallurehotel.com

www.theallurehotel.com

A Boutique Hotel

Clark International
NEW DELHI

Saraswati Marg, Karol Bagh,
New Delhi-110005 (India)
T: +91-11-4500 5500
F: +91-11+2575 6551
E: info@hotelclarkindia.com

www.hotelclarkindia.com

**24 Hours Reservation:
+91-98110 23375**

AirAsia India

Bengaluru

Vikas Agarwal has been appointed as Chief Financial Officer at AirAsia India. A Chartered Accountant, Agarwal has 27 years of experience with large businesses in engineering, FMCG, apparel and retail industry, where he has demonstrated his ability to turnaround business, drive growth, and improve efficiency and profitability with adoption of technology and through change management. In his previous role, Agarwal was Vice President at Titan, a TATA group company. Prior to Titan, Agarwal worked with GE Motors, Coca Cola, Whirlpool, and Indo Gulf Fertilizers.



Accor India & South Asia

Gurugram

Accor has appointed **Kerrie Hannaford** as Vice President Commercial for Accor India & South Asia. An industry sales and marketing veteran, Hannaford has been part of the Accor family for the past 15 years. After holding positions at IHG and Starwood Hotels in Australia, she joined Accor in 2005. In 2007, she was appointed Head Sales, Distribution & Revenue Management for Australia, and then moved to New York City as VP of Global Sales for North America. In her current position, Hannaford works as Area Director of Sales and Marketing at Accor New Zealand, Fiji and French Polynesia.



Emirates

Mumbai

Emirates has appointed **Jabr Al-Azeeby** as the new Vice President India and Nepal. This is part of the airline's management rotation, and positions it to better serve customer needs and respond with agility to market dynamics. Al-Azeeby began his career with Emirates in October 2005 as a commercial graduate trainee and quickly moved up the ranks to the role of Manager Uganda in 2008. He held this position for three years, gaining significant expertise in managing commercial operations and teams, enhancing the customer experience, looking for opportunities to better serve the local community, and working with internal stakeholders.



Hilton

Gurugram

Hilton has appointed **Sabu Raghavan** as Vice President, Human Resources, India. With over two decades of experience in human resources in the education and hospitality industry, Raghavan joined Hilton in 2011 and was most recently based in Singapore where he oversaw human resources for Southeast Asia and India. Raghavan's new role will see him focusing exclusively on India, working closely with Hilton's leadership team to drive culture and talent development among Hilton team members. Based in Hilton's Gurugram office in India, Raghavan will work closely with the India leadership team and lead the HR strategy for India.



Hilton

Gurugram

Hilton has announced the appointment of **Rohit Dar** as Regional Director of Operations in India. With India's travel and tourism sector continuing to show significant growth potential, Hilton has appointed more than 10 senior leaders from across industries in the last two years to lead different functions and roles in India. Dar brings with him over 25 years of experience in the hospitality sector with a strong all-round knowledge of hotel operations, with his most recent position being as General Manager of Westin Hyderabad Mindspace. As Director Operations for Hilton India, Dar will be based in the India Regional Office (Gurugram).



Hilton

Gurugram

Ranjan Malakar has also been appointed as Regional Director of Operations in India at Hilton. He has over two decades of hospitality experience in multi-functional roles across locations in India, Maldives, Southeast Asia, and the Middle East. His latest assignment was as Director Operations, IHG Holiday Inn Express & New Projects. As Director Operations for Hilton India, Malakar will be based in the India Regional Office (Gurugram) and will report into Navjit Ahluwalia – SVP and Country Head, Hilton India. His experience will enable him to continue the spirit of innovation and performance at the hotel group.



Mountain Valley Travel & Tourism

Muscat

Puneet Saxena has been appointed as Vice President, International Business and Head, Business & Marketing Globally for inbound and outbound Oman tours at Mountain Valley Travel & Tourism, one of the leading destination management companies in Oman. He has 20 years of experience working across different segments of travel, including leisure, MICE, corporate travel and special interest tours, with leading offline and online travel companies in both the B2B and B2C segment. Saxena has held several senior management roles in these companies.



JW Marriott

Pune

JW Marriott Pune has appointed **Vimal Verma** as Director of Operations. In his new role, Verma, who has close to 15 years of experience, will be overseeing operational aspects and enhancing customer satisfaction. His previous stints as the Director of Operations at Andaz Delhi, Director of Food & Beverage at Andaz Delhi, Conference and Banqueting Manager at Hyatt Regency Delhi, have equipped him with the skills to lead diverse and multi-cultural teams in achieving optimum efficiency and delivering top-notch guest experiences. Verma is an Executive MBA in Global Management from IIM Kolkata.



SK Lords Eco Inn

Ahmedabad

Lords Hotels and Resorts has appointed **Nirjay Antani** as Operations Manager at SK Lords Eco Inn, Ahmedabad. In the new role, he will be involved in maintaining service standards along with achieving customer satisfaction through teamwork. A diploma holder in Hotel Management & Culinary Arts, Antani's strength lies in organising hotel operations and ensuring standard operating procedures. Prior to Lords, his last assignment was with Central Beacon Hotel as Operations Manager.



TALKING PEOPLE

Speaking about his idea of wellness, **Shahrom Oshtori**, General Manager, The Park, Mumbai, says, "I de-stress by stressing others out! On a serious note, I enjoy spending time with my daughters who are five and two years, respectively. One thing I am most passionate about is food and my favourite cuisine is Chinese." He also enjoys travelling. One of his most memorable holiday moments was during his visit to the Vatican and throwing coins for good luck in the Trevi fountain.



At 44, **Parveen Jiterwal**, Founder & CEO, The Whiteboard Company, describes himself as a Lady Gaga fan, an internet buff and a travel buff. "Music is the quickest way to de-stress for me, but my favourite way is to go back home in Goa. The greenery and slowness around just calms me down. I'm lazy by heart and I love doing nothing most times. It is safe to say that my favourite holiday destination in India is Goa. There is no destination like it. Internationally, I love Paris and Queenstown in New Zealand," he says.



Ravi Rai, General Manager, Hilton Mumbai International Airport, enjoys spending time with his son. "We love going for long bike rides. When we are not off-roading, we prefer to indulge in a game of badminton. I also love to binge-watch South Indian movies dubbed in Hindi," he says. He enjoys visiting his native place Kumbala, a small town in Kerala with his family. "I cherish the memories that I experienced growing up in the town," adds Rai.





BE A JAPAN SPECIALIST

ATTN. TRAVEL AGENTS

GET YOUR
FREE* FAM TRIP
TO JAPAN

Enroll & complete the Japan Specialist Destination online program, specially crafted for Indian travel agents.

One lucky travel advisor would get a chance to join a tailor-made FAM trip to Japan and share his/her incredible experiences with other international travel sellers. "Japan Specialist Program" offers plenty of online content to learn about Japan in a fun way. Register today!

PLUS OTHER ATTRACTIVE PRIZES TOO

NIKON CAMERA
WORTH ₹ 34000



MOBILE PHONE
WORTH ₹ 15000



10 GIFT VOUCHERS
WORTH ₹ 5000 EACH



Sign up for the Japan Specialist Program at
www.visitjapan.org.in



info_del@jnto.go.jp | +91-11-49057650

Scan the QR code



the business travel magazine
MiCEtalk
Meetings • Incentives • Conferences • Events

With the Indian corporate world opening up to new experiences in terms of meetings and conventions, MiCEtalk gets talking on the finest ideas in business travel. Innovative, magnificent, spectacular are some of the superlatives that these exploits attract. Intended as a guide for business travellers, MiCEtalk is a testimony to how prominent a place India is coming to occupy on the MiCE map.

India's First &
ONLY MICE magazine

Business Travel gets
a Makeover...



18,000

copies of MiCEtalk go out to corporates, MiCE agents, PCO's, DMC's and other MiCE organisers

the electronic version is read by over

3,50,000

readers

For further details, please contact:

Delhi:
meetu.malhotra@ddppl.com, +91 96509 11399

Mumbai:
harshal@ddppl.com, +91 96194 99167
priyanshu@ddppl.com, +91 96194 99170



Offbeat locales in demand: VFS

Reaching the milestone of processing 200 million visa applications globally since its inception, VFS Global is increasing its outreach to travel partners for process-related information to ensure they are well-equipped.

 Manas Dwivedi

QWhat are your thoughts on achieving this milestone?

This milestone is the result of the continued faith and support of our customers, client governments and travel trade partners, and also a testimony to the rising number of travellers. It took 14 years to cross the first 100 million and just four years to cross the next 100 million, and it is indicative of the growth in travel across the globe.

QHow has this journey of growth and evolution been?

The journey of VFS Global started in India with one visa application centre in Mumbai, in 2001. Since then we have witnessed steady growth in terms of client governments, visa application centres and our customer base.

More specifically, in the last decade, we grew from 25 governments to 63 clients' governments, opened 3117 application centres, and increased our global footprint to 147 countries.

Breakthrough technology and customer-centric innovations have held us in good stead. In the last decade or so, we saw some interesting innovations that have changed the way we process visas, be it joint visa application centres, mobile biometric solutions, e-visa services or even the first-ever visa services chatbot, ViVa!

These services were created keeping the requirements of the

customers and governments in mind. Personalisation and convenience are the key elements of any service industry today and our optional additional services also evolved accordingly to offer solutions such as Premium Lounge, Priority & Super Priority Visa for urgent travel for UK visas, Prime Time to provide flexibility to the time-bound customer, and so on.

cities, have witnessed this increase from various pockets of the country. Several reasons have acted as a springboard for this noteworthy growth, for example, new airports in these markets, disposable income and easier visa application.

QHow crucial a role do travel agents play in your scheme of things?

The travel agents fraternity has

“ In the last decade, we grew from 25 governments to 63 clients' governments, opened 3117 centres, and increased our global footprint to 147 countries ”

QWhat changes have you witnessed in travel from India?

Without a doubt, Indians contribute extensively to the rising number of international travellers. In fact, according to UNWTO, Indians will account for 50 million outbound tourists by 2020. This is a jump from 8 million Indian outbound travellers a decade ago. There are several reasons that tie back to this increasing trend. One of them being Indians opting for several short-haul destinations in a year as opposed to one long haul destination. Indians exploring newer destinations also supplement this trend of rising numbers.

QWhat kind of growth have you seen from India, especially from Tier-II and III markets?

International travel from India's Tier-II and III markets has clearly increased. Our network of centres, spread across 17

always been an integral part of our ecosystem. Their support and assistance has been crucial for us at various touch-points in our operation. In fact, they have played key roles in facilitating several services like Visa At Your Doorstep where 95 per cent of the applications were facilitated by travel agents.

No industry works without a strong ecosystem, and our support has always been the travel trade fraternity. We will continue to engage with them and ensure we are always abreast of their requirements.

QAny service enhancements for the Indian market, especially for the agents?

Through consistent engagement and communication, we ensure we are always cognisant of their

requirements. Regular meetings and roadshows not only allow us to develop this successful synergy but also help us feel the pulse of the travel trade community. In order to support their efforts, we have several special offers and packages for them. We offer the travel agents a wide range of innovative services like preferred pricing for Visa At Your Doorstep group applications, Premium Lounges for personalised service, and ability to apply outside regular hours (prime time services). In addition to this, we are increasing our outreach to our travel partners regarding process-related information to ensure they are best equipped to serve their customers and set the right expectations. We have invested strongly into an extended customer service department and staff training on the ground. ↴



Vinay Malhotra
Regional Group COO - South Asia, Americas, Middle East & North Africa
VFS Global



A UNIT OF GRT HOTELS & RESORTS



Mamallapuram, a place where history keeps repeating itself.

The recent historical meet at the UNESCO World Heritage Site. Mamallapuram had the whole world watching. With our beautiful resort you can have that experience everyday. Yes, ours is the only resort on the coastline alongside the majestic Shore Temple and is in fact located in the ancient town itself! So come, walk the paths that many a kings walked on. Make some history from the sapphire shores of the Bay of Bengal.

For Reservations, call 044 2744 3636

banquetsales@rdtemplebay.com | RadissonBluTempleBay | grt.hotels.india | grthotels | @grthotels | @grthotels



A SKY HIGH TRIBUTE TO *The Pioneer*

In tribute to The Pioneer of Civil Aviation in India, the livery of AirAsia India's VT-JRT aircraft features a portrait of JRD Tata with the Puss Moth aircraft he piloted on October 15, 1932 that heralded the beginning of civil aviation in India. Limited collector's edition 1:100 and 1:200 scale models of The Pioneer livery aircraft are available on AirAsia India flights.

The range of hot meals on the in-flight menu also offers a taste of JRD's favourites, with a signature marinated grilled fish with lemon butter sauce, mashed potatoes and sautéed vegetables, oven heated and served across our flights. Today, AirAsia India is proud to uphold the legacy of JRD Tata, drawing inspiration from his progressive outlook, enabling everyone to fly and explore more of this infinitely beautiful world.

Enjoy the AirAsia experience :



Leather
Seats



Hot
Meals



Member
Benefits



Enrol your customers in AirAsia's BIG Loyalty Program and help them earn and redeem points

airasia.com

Now Everyone Can Fly

Twitter: AirAsiaIndian Instagram: @airasia_indian Facebook: AirAsia



*Skytrax has named AirAsia Group the World's Best Low-Cost Airline for the eleventh year in a row.

AirAsia India is a joint venture between Tata Sons Private Limited and AirAsia Investment Limited and is a part of AirAsia Group and permitted by Skytrax to use this logo in India.

A STAR ALLIANCE MEMBER 



**A new journey.
A new rhythm.
#LifeChangingPlaces**

Say yes to the world

Lufthansa