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Fresh set of creatives

In an exclusive interview with TRAVTALK, Yogendra Tripathi, Secretary, Ministry of Tourism, elaborates on scaling up India's tourism promotional efforts to enhance its visibility worldwide.



India received the Award of Excellence for 'Best in Show' at the recently-concluded New York Times Travel Show (NYTTS) 2019 in New York, USA. Yogendra Tripathi, Secretary, Ministry of Tourism (MOT), said, "In New York, we were the 'Presenting Partner' at NYTTS. We had the opportunity of interacting with a number of leading travel professionals from the US at the main trade



Yogendra Tripathi Secretary Ministry of Tourism

session. Incredible India and its partner pavilion were declared as 'Best in Show' at the New York Times Travel Show this year." He further added that MOT is all set to participate at ITB Berlin 2019 along with trade partners and state governments.

Keen on taking Incredible India to newer heights, Tripathi wants the websites to be available in at least six major international languages. "That is our

exercise at the moment and we should be ready with it in the next few months to propagate India's diverse tourist attractions across the world. We also

1 The Incredible India websites in six major international languages should be ready in the next few months to propagate India's diverse tourist attractions across the world ""

want our digital media to have a better reach for which we

"Now e-visa facility is available to citizens of 166 countries.

have already become active on

On the ease of visa facilities for

international tourists, he added,

social media in a major way."

The growth in terms of people availing e-visa was 42 per cent in 2016 over the previous year; it further grew by 26 per cent in 2017. Currently, about 25 per cent of visitors enjoy the e-visa facility. This means that travellers do not have to visit the Indian embassy but can directly obtain their visa online after submitting the requisite documents." This has been extended in order to make travelling to India a seamless experience.

Tourist routes in focus for UDAN 3

The results of Ministry of Civil Aviation (MoCA's) *Ude Desh ka Aam Nagrik* (UDAN) scheme's Round 3 witnessed a major inclusion of tourism routes in coordination with MOT.



Inder UDAN 3, MoCA awarded 235 routes to different airlines, out of which 46 are tourism routes, and 189 are under Regional Connectivity Scheme. Suresh Prabhu, Union Minister of Civil Aviation.

said, "We are working closely with Ministry of Tourism and Ministry of Commerce as we have sanctioned a programme of 12 champion sectors of service development under which `5000 crores were allowed as sanctions. Part of that money is being given to

MOT which in turn is giving that money to aviation ministry for these routes."

Rajeev Nayan Choubey, Former Secretary, Civil Aviation, shared that for the first time. MOT came on board for the UDAN scheme. "MOT asked us to conduct tourism route-wise bidding, for which they will be providing funds. The difference between MOT route and the conventional RCS UDAN route is that MOT wants tourist places to be connected among themselves. It may happen that

the airport, which they are wanting may have enough flights but there may not be a flight between two tourist destinations. Hence, the MOT's intention was that we should conduct the bidding, not for individual airports,

Contd on page 10



Suresh Prabhu Union Minister of Civil Aviation

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Travel tech takes centre stage

For the first time, ITB Berlin will witness more than 250 travel technology exhibitors. Lectures, panels and workshops on digital mobility, Al and payment systems will be organised at the eTravel World.



At ITB Berlin, numerous topical themes and informative examples of best practices await visitors to the eTravel World from March 6-9, 2019. Those interested in travel

tion programmes will also be displaying their products.

Over 70 sessions, panels and workshops, first-hand knowledge on trendsetting technological solutions will be available from travel technology place in digitalisation at destinations. A session titled 'When tourists are more of a curse than a blessing' will highlight the issue of overtourism.

Events at the eTravel Lab will focus on social media

ers, how revenue management can improve hotel performance and how hotels should prepare themselves for the digital revolution in the hotel room. The 2nd ITB Hospitality Tech Forum on March 7 is a must for all hotel industry decision-makers,

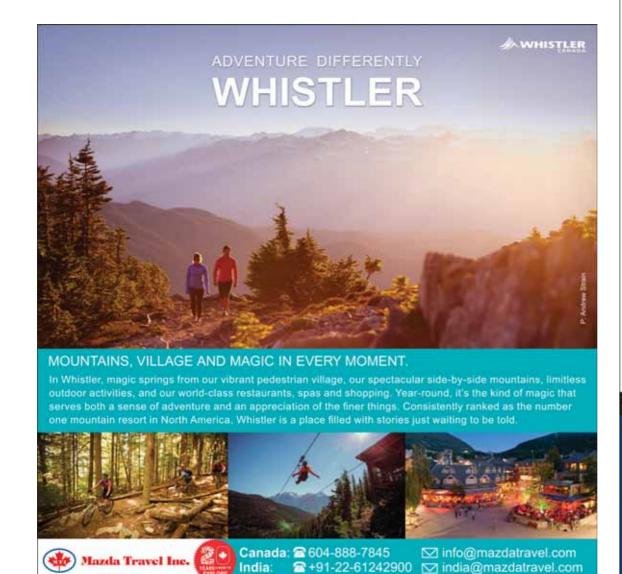


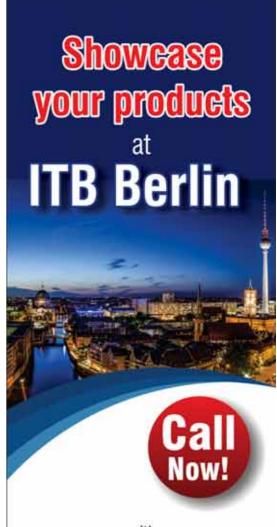
technology can find out more in the exclusive area featuring new technologies, digital marketing and social media. Companies representing global distribution systems (GDS), tour operator databases, reservation systems, payment systems, travel agency software and calcula-

experts. At the eTravel Lab payment system, specialists will look at how the trend towards online payment solutions is impacting on destinations, tour operators and the hospitality industry. Destination management professionals can get an overview of the progress taking

storytelling and community. In the hospitality industry, efficient technology is becoming an increasingly decisive factor for establishing successful business models. A number of sessions will highlight solutions, including how chatbot services can overcome language barri-

where technologies in hospitality will be analysed with regard to AI, distribution and payment systems. International specialists will talk about new trends and developments in guest communications, upselling and hotel revenue management strategies. ځ





with



Special issue

March, 2019



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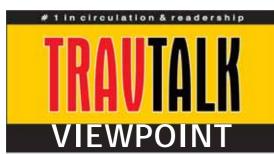
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MOT looks Northeast

The last one year has witnessed an increased focus on the Northeast under the Swadesh Darshan scheme of Ministry of Tourism (MOT) with a range of projects being inaugurated in Manipur, Nagaland, Meghalaya and Sikkim, including a few firsts for these states. While a number of projects have been launched, many others are in the pipeline, with money already sanctioned by the government. This, added with increased connectivity to the Seven Sisters, including new domestic routes to these states and even international routes from Guwahati under UDAN 3 regional connectivity, has upped the tourism quotient for the region. Domestic tourists are already looking at the Northeastern states with a new fervour and are keen to explore the region. The lifting of PAP restrictions has also worked in favour of inbound tourism for these states, thereby attracting foreign tourists in great numbers. While these developments would certainly help to get the required numbers, elements like sustainability and overtourism should not be ignored.

Indian hospitality boom is here

espite fighting GST concerns, liquor bans and Deven demonetisation issues in the recent past, the hospitality industry in India is on a new high. The year-end Hotel Market Review by Horwarth HTL for 2018 revealed that occupancy at all India level touched its highest point for the last 10 years in 2018 while ADR is the highest since 2012. The same trajectory was seen in RevPAR, which reached its 10year high for Mumbai, Hyderabad, Pune and Jaipur. The report revealed that 90,000 rooms are sold per day on an average. Bengaluru emerged as the city with the largest inventory crossing 14,000 while Delhi NCR remained in the league too because of its location and connectivity coverage. This growth can be credited to the growth of budget and midscale hotels across the country. Additionally, MiCE has been a major contributor to the high ADRs. The growth shall continue with positive amendments to CRZ guidelines and the tax structure; and we shall see this segment shining like never before.





TRAVTALK brings to you news and events that made headlines 25 years ago with relevance even today. From the archives, we present the January 1994 issue:

FROM THE ARCHIVES Now Then







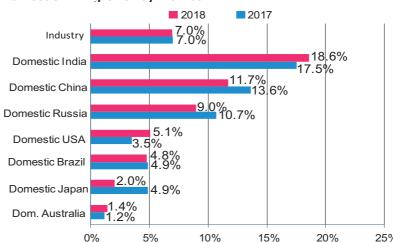
Vasudha Sondhi, Managing Director, Outbound Marketing, has been a prominent face in the travel and tourism industry. In 1994, she had been appointed as Manager of Trac Representations in Delhi.



India records fastest growth

The India domestic market posted the fastest full year domestic growth rate for the fourth year in a row (18.6 per cent), according to an International Air Transport Association (IATA) report.

Domestic RPK growth by market



Domestic revenue passenger kilometres (year-to-date, % year-on-year)

- Domestic demand in India was underpinned by a robust economic expansion as well as by increasing number of domestic pairs. The country recorded its 50th consecutive month of double-digit annual growth in October.
- While globally, domestic air travel climbed 7 per cent last year, which remained unchanged from the rate in 2017. All markets showed annual growth, led by India and China, which both posted double-digit annual increases, the report stated.

Source: IATA Fconomics, IATA Monthly Statistics

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den Doma Bhutia

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FEBRUARY 2400 FORTNIGHT ISSUE 2019 TRAVTALK

Fostering greater cooperation

In an endeavour to achieve 646,000 arrivals from the Indian market by 2020, Tourism Malaysia is promoting greater awareness among tour operators and members of the travel fraternity about new destinations and products that the country has to offer.

Manas Dwivedi

Malaysia is a value-formoney destination with many attractions to appeal to all segments of the Indian market. according to Muhammad Bakhtiar Bin Wan Chik, Deputy Minister of Tourism, Arts and Culture, Malaysia. "In 2017, we received around 25.9 million tourist arrivals from all over the world and India is among the top 10 tourist generating markets for Malaysia. Unofficial numbers from 2018 suggest that there was a rise of 7.5 per cent in the number of tourist arrivals from India in comparison to 2017. Last year, we welcomed 594,098 Indian tourists. Consistent promotional efforts in the market and better air accessibility have contributed to this growth," says Chik.

Along with ongoing efforts for better visa facilitation and various marketing and promotional activities lined up, Malaysia is looking forward to welcoming more Indian tourists. Commenting on the growth from India, Chik is forecasting the number to rise significantly. He says, "Malaysia has good air connectivity from India. Now, we have IndiGo plying from India too along with Malaysia Airlines, AirAsia and Malindo Air operating between India and Malaysia. Further, Malaysia Airlines has announced to reintroduce the Kochi route from Kuala Lampur with its inaugural flight on March 31, 2019. With better connectivity, we are now expecting more Indians to visit Malaysia. I hope the numbers continue to grow as we welcome to partner with travel trade, associations, travel agents and individuals."

Talking about the interests of Indian travellers in Malaysia, Chik informs that most travellers from India travel to Malaysia for shopping and visiting theme parks. "Malaysia has some amazing destinations including serene beaches, Sipadan Island and newly opened Desaru Coast. Indian visitors are also opting for Malaysia for weddings and honeymoons. We

also have a slew of new exciting products coming up."

Malaysia has also recently introduced a visa waiver pro-

gramme for Indians travelling to Malaysia from January 1 to December 31, 2019. Instead of obtaining a visa, travellers will need to register via Electronic Travel Registration & Information (eNTRI), an online facility provided by Government of Malaysia. On this, Chik said that they are working together



with the Malaysian Home Affairs Ministry and Immigration department to make the visa process seamless for Indians.

Further, the Deputy Minister of Tourism reiterated MiCE as one of the focus areas in the country's tourism plans.



Muhammad Bakhtiar Bin Wan Chik Deputy Minister of Tourism Arts and Culture, Malaysia



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8 TRAVTALK FEBRUARY 2¹⁰⁰ FORTNIGHT ISSUE 2019

Bahrain eyes MiCE & weddings

Offering a bit of everything to the Indian traveller, Bahrain is actively promoting MiCE and weddings in the country. In conversation with TRAVTALK, Yousef Mohammed AlKhan, Director of Marketing and Tourism Promotion, Bahrain Tourism & Exhibition Authority (BTEA), talks about his plans to tap the Indian market.

Manas Dwivedi from Bahrain

QHow important is the Indian market for Bahrain? What are your plans to enhance your presence in India?

With numerous weddings, corporate and MiCE groups to



The region's biggest event, Formula 1 Gulf Air Bahrain Grand Prix 2019 from March 28 to 31, is set to be the landmark 15th edition of the desert race that promises to be a spectacular extravaganza of racing and entertainment

Bahrain in 2018, the year has been great in terms of growth of tourism in Bahrain. Bahrain appeals to wide range of Indian audience due to its hospitality, family-friendly culture and short travel time. In terms of plans, we are proactively promoting Bahrain with travel agents and tour operators to have a new destination in the bucket list of every traveller. Bahrain has an office in India to promote the destination and is investing heavily in the wedding and MiCE sectors. BTEA's focus lies on attracting more tourists from markets like India, UK, Germany, France and Russia.

QWhat sets Bahrain apart from other Middle Eastern countries? Bahrain has a bit of everything

to offer to the Indian traveller. Its rich culture, history, adventure sports and activities, amazing gastronomy and various entertainment options make Bahrain a new destination to look for in the GCC. BTEA along with its

GCC. BTEA along with its

Last year, we conducted

Our rich culture, adventure sports and amazing gastronomy make Bahrain a new

destination to look for in the GCC "

representative offices are very closely working with wedding planners/MiCE agents and tour operators to showcase the uniqueness of the destination. With an aim to increase arrivals by 2020, Bahrain is emerging as the new MiCE and wedding destination from India

roadshows in Bengaluru and Chennai. In order to tap the potential market, we are also involved in joint promotions with travel agents.

QWhat are your promotional plans to market

We have been proactively

promoting weddings and MiCE

by taking part in various trade

fairs and wedding exhibitions.

the country?

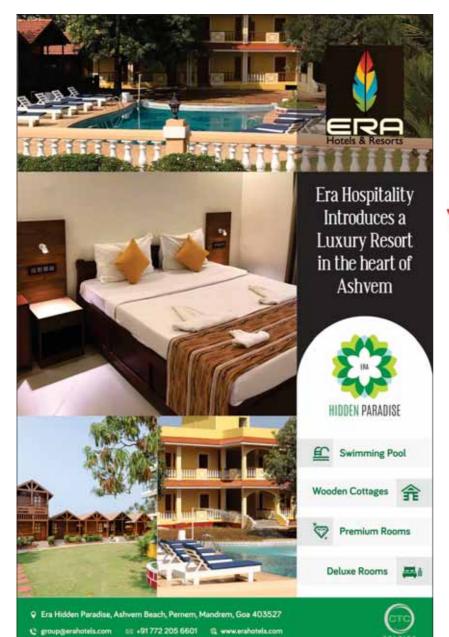
QWhat is the prospect of promoting Bahrain as an ideal destination for wedding and MiCE?

In last few years, Bahrain has emerged as a prime wedding destination due to various attributes like the flying time from India and the number of fivestar international hotel chains. Amazing banquets and various venues for every event make it an appropriate destination to conduct Indian weddings.

With regards to MiCE, Bahrain offers islands, beaches and desert areas as top locations in order to tap the growing MiCE segment as well as the events market. The kingdom is infrastructure ready with convention centres, amazing accommodation facilities and scenic locations that are capable to host small, intimate to very large MiCE events. Bahrain is building a new state-of-the-art exhibition and

convention centre that will have 10 exhibiting halls with a total sqm of 95,000 and a conference hall that can house 4,000 people.





Additions to Eurail Pass

Rail Europe announced the addition of Great Britain, Lithuania and Macedonia to its Eurail Global Pass this year, apart from new routes and ways to save.

TT Bureau

Rail Europe is offering multiple new and upgraded options for exploring Europe in 2019. The Eurail Global Pass now features unlimited rail travel in 31 countries, with the addition of Great Britain. cent cheaper. Note that Eurail Global Passes purchased in 2018 will not be valid for use in Great Britain in 2019.

Travellers enjoy greater flexibility and do not need to decide upfront where to go. They can begin travel within 11 months



Lithuania and Macedonia in 2019. A new pricing structure makes it a better deal as well. Compared to 2018 prices, Eurail Global Passes are now permanently up to 37 per of purchase and cover all multi-country travel with a single pass. To accommodate shorter itineraries, a new three days in one month Eurail Global Pass has also been added. For travellers who wish to explore a single country, the Eurail One Country Pass is now available for six days in one month.

A Eurail Lithuania Pass and Eurail Macedonia Pass are also new. Moreover, seniors aged 60 and over receive 10 per cent off the adult fare on any Eurail Global Pass or Eurail One Country Pass for first- and second-class travel.



Those who wish to explore the Bernese Oberland region including Bern, Lucerne, Brig and Emmental can now use the new Berner Oberland Regional Pass for travel by rail, PostBus or boats on Lake Thun and Brienz



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10 TRAVTALK FEBRUARY 2¹⁰⁰ FORTNIGHT ISSUE 2019

Taiwan beckons Indian visitors

Rolling out its latest campaign '2 20:20', Taiwan is set to gain a strong foothold in India by organising roadshows across the country and establishing partnerships with tour operators and travel agencies to encourage Indian travellers to choose Taiwan as their next holiday destination.



For Taiwan Tourism Bureau, India is one of its focus markets, and this was evident at its recent roadshow in Delhi. Speaking about the Indian market, Trust HJ Lin, Director, Taiwan Tourism Bureau, said, "From January to November 2018, Taiwan recorded 10.8 per cent growth in Indian arrivals to Taiwan against 4.2 per cent growth in the previous year. We feel great to have recorded double-digit growth from India. For 2019-20, our new strategy is '2 20:20' — '2' refers to our focus on the top 2 per cent of higher-income travellers with a purchasing power to travel overseas. Then, the first '20' represents our aim to cooperate with top 20 tour operators in India while the second '20' in

the campaign means that we want to achieve 20 per cent growth by year 2020."

"We want the top tour operators to promote Taiwan so that it becomes a popular tourist destination among Indians. Right from Diwali to Christmas last year, we had run a campaign at airports and a seven-star theatre, apart from displaying advertisements at shopping malls through which we focused on the top 2 per cent," he said.

Most of the travel from India to the island is business-related due to the huge technology market in Taiwan. "Business is definitely the priority segment for us, followed by MiCE. Additionally, Taiwan is the second cruise destination in Asia.

Therefore, many Indians either



Trust HJ Lin Director Taiwan Tourism Bureau

fly for cruise or take a cruise with a stop-over in Taipei,"

He is assured that the destination would appeal to Indian travellers. However, he doubts that the lack of Indian food in Taiwan makes people think twice before travelling to the destination. "Every time I talk to tour operators in India,

they ask for the availability of Indian food in Taiwan. At our recent roadshow, we invited an Indian chef who has lived in Taiwan for more than 12 years and runs an Indian restaurant there," he insisted.

training programme through which agents can learn about Taiwan," he shared.

Since MiCE is also an important segment for Taiwan, Lin shared that while organising

With only China Airlines operating thrice a week between Delhi and Taipei, we are now working with airlines and tourism boards to have a two-city or stop-over in Taipei

Lin also informed that they have been working with the travel trade for a long time and are undertaking many initiatives for educating them. "We participate at travel shows around the country. We also conducted a six-city roadshow this year. Besides, we also have an online

roadshows, they bring a different MiCE DMC every time with traditional DMCs for FIT. "We try and make a good package of DMCs for Indian tour operators. In fact, at the Delhi roadshow, I have been told by one of the DMCs that a group of 435 pax is set to come to Taiwan in Feb-

ruary next year," he informed.

While big MiCE movements from India to Taiwan are on the cards, direct connectivity is limited to the destination. Lin shared, "Currently, we only have China Airlines operating thrice a week between Delhi and Taipei. We are looking for more flights but the two-way traffic at the moment is less than 6 lakh, a reason why airlines cannot increase their frequencies. Under these circumstances, we now cooperate with different airlines and tourism boards to have a twocity or stop-over programme in Taipei. We are working with Malaysian Airlines, Cathay Pacific, Singapore Airlines and Scoot. I hope that the stopover and twin-city programme increase in the future."

UDAN 3 promises enhanced links

Contd from page 3

but for routes which are specified by them. MOT has in turn got the list of routes collated by interacting with tourism professionals, both in the private sector as well as the government sector, including state governments and other stakeholders before giving it to us," he said.

As proposed by MOT, two different types of routes

were made available to the airlines—Un-served routes connecting un-served/underserved airports (RCS routes) and Under-served routes connecting served airports, which would be called tourism routes. However, there will be no exclusivity of operations for the airline as well as no airport concessions.

Choubey claimed that there are four new features in UDAN 3. "The first one is the inclu-

sion of tourism routes in coordination with MOT. The second innovation is the inclusion of North East Region (NER) routes. These are certain routes in the North East region where Alliance Air had been flying that were given to them on nomination basis. Under UDAN 3, we have decided that these routes should also be brought within the ambit of the bidding parameter so that any airline wishing to take those routes at the lowest possible



Rajeev Nayan Choubey Former Secretary Civil Aviation

cost should be able to do so. Thirdly, we are launching seaplane operations for connecting water aerodromes. The fourth innovation is UDAN International flights will be launched from Guwahati to Bangkok and Guwahati to Dhaka."

Under UDAN 3, 16 unserved airports, 17 underserved airports and six water aerodromes will be connected, apart from 50 served air-

ports. Elaborating about the water aerodromes, Prabhu revealed that the destinations connected by seaplanes will include Guwahati River Front, Nagarjuna Sagar, Sabarmati River Front, Shatrunjay Dam, Statue of Unity and Umrangso Reservoir. "We are happy that under UDAN 3, a staggering 69 lakh new seats will be added. We are now set to move into the next round that will be UDAN 3.5," he revealed.



Six years of success

As the bespoke travel company celebrates six years of wowing Indian travellers and helping them explore the world, it continues to invest in R&D and re-invent itself.



aresh Koyande, Founder and Managing Director, started World Travel Studio (WTS) in February 2013. Six years later, it is the proud recipient of the 'Best Tour Operator - Outbound' by India Travel Awards - West for four successive years. Looking visibly ecstatic, Koyande says, "We are very happy to be celebrating our sixth anniversary this February.



Haresh Koyande Founder and Managing Director started World Travel Studio tory and style of these clients and their repeat holidays with us to newer destination bears out this fact loud and clear." Koyande shares.

With each passing year, we have grown and evolved immensely. With all humility, I owe this to my committed team, my valued clientele and trade partners. I have deep gratitude for all of them. Who will not want to celebrate success and that too on a special

occasion as this? Receiving congratulatory messages from our esteemed and vast customer base is a celebration and not to forget, we do party hard to celebrate this journey."

The company has carved a niche by being different

from others and etching its uniqueness on a canvas that is replete with cookie-cutter itineraries. "One cap fits all is passé and bespoke is the way to go. Travellers are more informed and do recognise the difference between a tour and a holiday. We always design the latter to great perfection, befitting the profile, travel his-

The company's focus is on providing fresh experiences in popular destinations. "Our website has some exotic itineraries to choose from. We are also thankful to the tourism boards and DMCs who find us most receptive in embracing experiences and locations that are trending much to the delight of the end user," he adds. 😓

Jalesh to set sail from April 2019





Zen Cruises will launch India's premium cruise line called 'Jalesh' on April 17, 2019 in Mumbai with the purchase of its first ship, the Pacific Jewel – a 70,285-ton, 1,900 passenger ship from P&O Australia. This was revealed by Jurgen Bailom, President & CEO, Zen Cruises at a press briefing in Mumbai.



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The Els Club Desaru Coast

Tee off to breathtaking backdrops of rolling valleys or the glittering South China Sea at The Els Club Desaru Coast Designed by Ernie Els, the 45-hole golfing paradise offers world-class amenities and facilities for a golfing experience that few can match

The Westin Desaru Coast Resort

Get comfortable and unwind after a full day of meetings at The Westin Desaru Coast Resort. The 275-room 5-star resort boasts dynamic views of the South China Sea and adjoins the Desaru Coast Conference Centre. Featuring an extensive range of leisure and conference facilities, the resort is the perfect location for guests relax, energise and let loose at the end of the day.



Hard Rock Hotel Desaru Coast

A hotel with attitude and style. Hard Rock Hotel Desaru Coast is a 365-roo hotel with stylish accommodation. Hard Rock's legendary service and vibe, and an unmatched assortment of offerings including signature brand program

HOW TO GET THERE

BY AIR

- . Kuala Lumpur International Airport (KLIA/KLIA2)
- · Changi International Airport, Singapore
- * 45-minute flight from Kuala Lumpur to Senai International Airport, followed by 45-minute scenic drive to Desaru Coast

BY SEA

· 30-minute ferry ride from Changi Ferry Terminal to Tanjung Belungkor Ferry Terminal, followed by 30-minute scenic drive to Desaru Coast.

BY ROAD

- 1 hour 15 minutes from Johor Bahru**
 1 hour 30 minutes from Singapore**
- · 4 hours from Kuala Lumpur







12 TRAVTALK FEBRUARY 2ND FORTNIGHT ISSUE 2019 FAMILYALBUM

(Fitur) attracts 165 countries

FITUR 2019 became the global meeting point for tourism professionals and has once again become the leading trade fair for Latin America. The fair has grown 8.3 per cent and this year's edition was its biggest ever with the participation of 886 stand-holder exhibitors and more than 10,487 companies from 165 countries and regions.



SunLux makes Sun City shine bright

South Africa's premium hotel brand - The SunLux Collection by Sun International Group - wants the Indian tour operators to patronise its 1,800-key Palace of the Lost City in Sun City again.



Spread over 11,000 hectares, the Palace of the Lost City in Sun City, overlooks the Pilansberg Nature Reserve in South Africa. It opened in 1992, making it more than 26 years old. This is why it has already started its five-year plan in terms of renovation, says Sherene Allaman, Vice President—International Sales and Marketing, Sun International, who was in Mumbai recently as part of South African Tourism's four-city roadshow.

While the property has been popular with Indian travellers, it was experiencing a dip in numbers from the India market. Allaman adds, "Last year was challenging for us as the tourist arrivals into South Africa witnessed a slight drop. However, we are already seeing the numbers rising with forward bookings. And we will be promoting all our five properties in South Africa with a special focus on Sun City as it is ideal for Indian visitors, specially big groups."

Vasudha Sondhi, Managing Director, Outbound Marketing, that promotes the group in India, agrees and adds, "The Sun City resort is perfect for big groups, whether it is incentives or weddings. It has four properties in one resort. We need to ensure that the millennial traveller understands the property and knows all the activities that can be done there. We want to bring Sun City back into the limelight."

The SunLux Collection also hosted an appreciation dinner for its trade partners in Mumbai. It currently has five luxury properties in South Africa – The Table Bay in Cape Town, The Boardwalk in Port Elizabeth, The Palace of the Lost City in Sun City, The Maslow Hotel Sandton and the one-year-old Maslow Times Square in Pretoria which opened in March 2018.

Allaman also shared that when agents book more than one SunLux Collection hotel for a group, they can reap financial benefits. They can do this by weaving the itineraries around these

properties. All properties have Indian chefs and Jain groups are allowed to bring their own chef. This year will see the hotel group host operators on educational tours to their properties. Sondhi

adds, "We will conduct site inspections for the trade. We did this several years ago but it has evolved and the product has also changed, and the agents need to see that."



Vice President—International Sales and Marketing, Sun International





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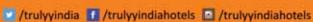
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14 TRAVTALK FEBRUARY 2100 FORTNIGHT ISSUE 2019

TBO awards stars of the trade

TBO Group recently organised its awards' night and networking event in Delhi and Mumbai for its travel partners. More than 1600 trade partners, airline partners, tourism boards and government bodies attended the event in Delhi while 800 guests marked their presence in Mumbai. The event was a great networking platform that provided partners an opportunity to interact with TBO team members from India and its international offices across the globe.















More arrivals welcome

Shannon Creado, Area Director—Sales & Marketing, Banyan Tree Phuket, believes that direct air connectivity between India and Phuket will bring in good business for the property.

Anupriya Bishnoi

urrounded by a saltwater **S**lagoon, Banyan Tree Phuket has been marketed as the beachfront resort in Thailand's island province. With all-pool villas, the resort is just 20 kilometres from Phuket International Airport (HKT). Located just hours from India by air, Phuket is a popular choice among many of India's holidaymakers. The recent move to begin direct air connectivity between India (from Delhi and Mumbai) and Phuket can only spell well for the two. Commenting on how this will bode well for the resort property. **Shannon** Creado, Area Director for Sales & Marketing, Banyan Tree Phuket, says, "India is a very important market for us. For Banyan Tree Phuket, there are going to be new avenues that will be opened



Shannon Creado Area Director for Sales & Marketing Banyan Tree Phuket

with the direct connectivity. The new connectivity from Delhi and Mumbai to Phuket promises to get in more tourists, especially over the weekend."

The resort offers villas for a luxurious stay, meeting facilities for the corporate traveller, and several F&B options to all its guests. With a bouquet of offerings, the leisure traveller is

not all that the property is looking to charm. Creado adds, "We have a grand new ballroom that is going to be opened by April, and with that we hope to not just get business clients for meetings, but our target will also be the celebrations market that includes weddings, anniversary parties, birthday celebrations, etc."

To accelerate arrivals from India, Creado says, "We are in the process of appointing our own representation in India. This will help us understand the Indian market better in terms of what they are looking for and the kind of customisation they need."

Creado also adds that the year 2019 looks very promising already, as the brand has quite a few hotels in the pipeline.

AGENTS
FEBRUARY 2^m FORTNIGHT ISSUE 2019 TRAVTALK 15

Travstarz opens in Bali, Maldives

Spreading its wings further, Travstarz Global Group has now opened an office in Bali and is set to launch another one in Maldives soon.



Travstarz Global Group is undergoing many new developments, revealed its Managing Director Pankaj Nagpal. "We have now entered the cruise vertical and are working on a lot of other divisions, too, that are going to be announced soon. We have already announced the opening of our Bali office. Last month, we opened our Sri Lanka office. Now, we will soon be making a formal announcement of our Maldives centre." he shared.

Sucheta Nagpal, Director and CFO. Travstarz Global Group, shared that all the new offices will have a full team and transportation. "We have also launched a loyalty programme for our travel agents who have been working with us for years. It will be an exclusive programme for a few agents where they can log in and claim their rewards. We have another portal, trip2 islands.com, open to all our agents as most of them work with honeymooners and look for island destinations. Instead of sending us emails and going on 'click on b2b'or 'in.resb2b', this year they are going to log in directly to trip-2islands.com, where we have ready packages to be booked right away," she informed.

Having witnessed great support from travel agents for cruises, she claimed that they are looking for this to continue for all the cruise brands, right from Singaporean cruises, Dream Cruises, Star Cruises and even Australian cruises

For Nagpal, 2018 was a phenomenal year as the company and its entire dynamics changed when Ctrip came on board. "That was a big boost to us not only in terms of funding but also in terms of technology and our reputation in the market. After that, we've added



a lot of destinations along with Star Cruises and Dream Cruises to our portfolio. In the past three years, we've grown 100-115 per cent year-on-year each year. This time, after the infusion of funds, we are expecting the growth to be even

more drastic. The first three quarters have been great as we have already over-achieved our last year's turnover by almost 50 per cent," he shared.

He also claims that their focus will increasingly lie on flights



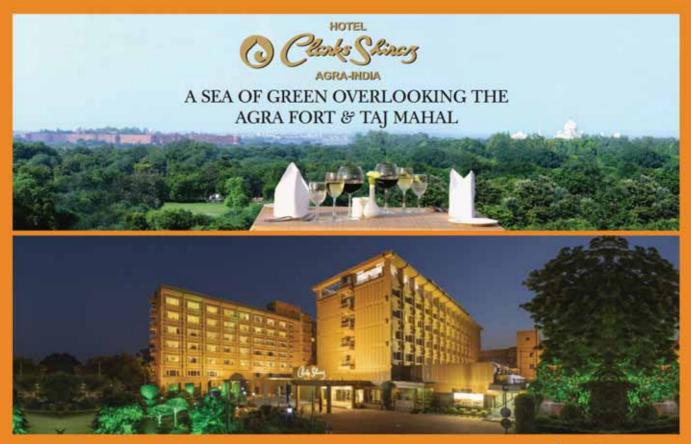
and new destinations. "With our DMC network spreading wings, we hope to increase those numbers drastically. Of course, the flight business is going to improve but the focus will be on cruises." mentioned Nagpal.



Pankaj Nagpal Managing Director Travstarz Global Group



Sucheta Nagpal Director and CEO Travstarz Global Group



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16 TRAVTALK FEBRUARY 2^{MD} FORTNIGHT ISSUE 2019 AWARDTALK

Better reach with social media

Striking a balance between traditional promotional strategies and digital media, winners from India Travel Awards and India MiCE Awards share views on the use of social media as an effective means of promotion.



Best MiCE Organiser — Mach Conferences



authenticity of user-generated or earned content, there has been a transformation in not only the travel buying process but also in the post travel exposure," says Bhatia.

Using social media platforms to showcase client testimonials and services provided, **Trishal Rao**, CEO, SKIL opines that visual content reaches and connects the best with people through social media and helps the company get new clients. He mentions, "A lot of newer generation companies have more online presence and we believe in leaving a strong online footprint. Social media channels such as Facebook, Twitter and LinkedIn help us get in touch with a larger audience that we would otherwise not be able to reach out to. Right from the younger generation planning for a camping trip to the older generation

looking for a leisure trip, they all remember what they see in pictures on social platforms. It has become a very important part of planning a trip."



* Best Organiser of Incentive Programmes- International —



Ambassador Express Holidays

According to Saurabh Mahajan, Director, Ambassador Express Holidays, Facebook and Instagram are the most important mediums to showcase a brand effectively. "We use these platforms to distribute information and attract the attention of potential clients interested in those products. This has helped us increase the new customer base by 15 per cent YOY. Today, a lot of tourism boards and hotels are attracting people to offbeat destinations without having their representatives in the Indian market. Social media allows travel-

ers to virtually experience destinations prior to actually visiting them," he shares. $\overline{ extstyle extst$

★ Best Travel Agency — Nextourism

Saurabh Sanghavi, Director, Nextourism feels that social media today is the fastest medium of promotion. "Technology has made things more transparent. Today, anyone can access social media, anytime, anywhere, rather than traditionally going and meeting a travel consultant during initial inquiries. We are aggressively using all the means of social media such as Facebook, Twitter, WhatsApp, Instagram and LinkedIn. People are very conveniently getting to know about our current offers and it is also helping us in showcasing our services. We also post our best offers on social media platforms, which is giving us better results."



Media Partne





Nepal enters Tier-II cities

Having witnessed participation from over 700 trade partners, the eight-city Nepal Sales Mission 2019 organised by Nepal Tourism Board seeks to strengthen relationship with Indian travel trade and generate higher business for both the countries.



n an endeavour to tap the lucrative Tier II. III markets and educate the trade about its key offerings, Nepal Tourism Board (NTB) organised roadshows in in Lucknow. Agra, Jaipur, Bhopal, Indore, Kochi, Coimbatore and Madurai. Nabin Pokharel. Manager—Tourism Marketing & Promotion, NTB said that India is its most important source market. "Nepal recorded a growth of 25.1 per cent in visitor arrivals from India in 2017, attaining a remarkable surge over the previous year. NTB has confirmed recording 200,438 visitors from India in 2017. This data excludes the number of Indian tourists who travelled to Nepal via road," he said.

With an objective of educating the travel trade about the country, the sales mission successfully paved way for greater tourist movement from India to Nepal. In each city, keen buyers were able to conduct meetings with the Nepalese delegation, which included several private players such as Apoorva Tours & Travels, Kathmandu Holiday Tours & Travels





On organising the roadshows in Tier-II cities, Pokharel said, "The purchasing capacity of every potential Indian traveller is increasingly on the rise. For this, we are looking to tap this market for the future growth of Nepalese tourism. We came to India to communicate to the Indian travel trade about Nepal as the right choice for every kind of traveller where tourists can experience luxury with nature-based tourism. We want to create awareness about the tourism offerings of the country among potential travellers."

Pokharel hopes that more and

more Indian travellers will visit

Nepal in the coming days after

aggressively promoting Nepal

in India and the Indian travel

trade has already started realising that the country is a

the sales mission. "We are



for nature-based, pilgrimage and cultural tourism. There are certain elements in Nepal cannot be found elsewhere as it is blessed with many enriched treasures," he further explained.

To further promote Nepal among global travellers, the government of Nepal and NTB along with all the travel trade partners of Nepal have

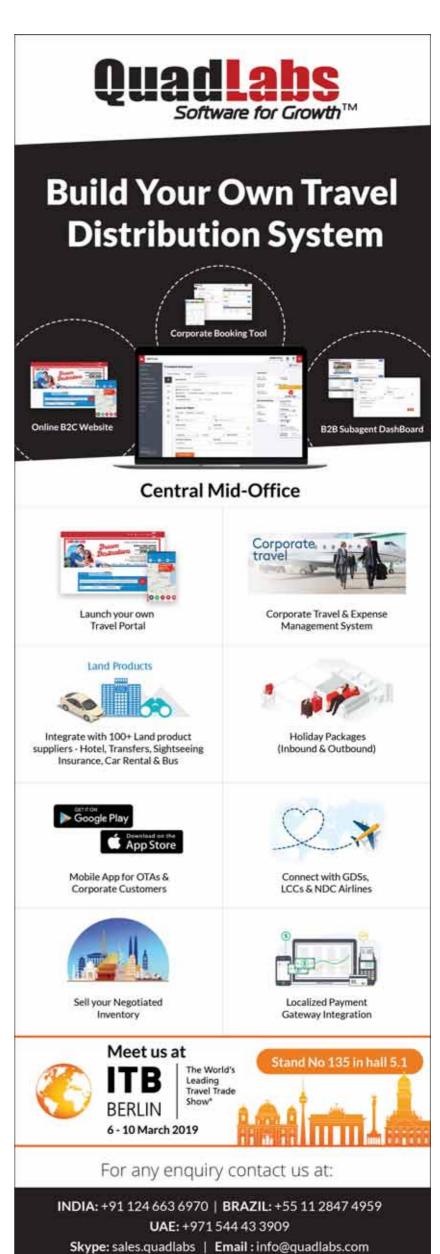
1 The Indian travel trade has already started realising Nepal is a 'value for money destination'. The country is 'home away from home' for Indian travellers as they can travel international with domestic preparations ""

> launched the campaign 'Visit Nepal 2020'. The government of Nepal is working rigorously to ensure a successful tourism period till 2020. The tourism board has set a target of achieving two million tourist arrivals in 2020. Currently, the country sees nearly one million visitors annually, and this is expected to double as the board continues promoting the campaign.

By 2020, the government plans to operate two new international airports - Pokhara and Lumbini - and introduce the Airbus 330-200 to provide airline services to the growing number of tourists. The government also plans to run Tribhuvan International Airport for an additional three hours from the regular 18 to ensure continued availability of

> service to both incoming and outgoing

tourists.



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All routes now lead to Rome

Celebrating its first year of successful operations between Rome and New Delhi, Alitalia awarded its top trade partners at a glittering ceremony in Delhi. The event was attended by stalwarts of the industry who networked over cocktails and dinner.































IATO adds members

With a new chairperson at the helm for Maharashtra Chapter, the association focuses on adding more members from the state and have a dialogue with the government about reducing the tax burden.

Hazel Jain

The new team of Indian Association of Tour Operators (IATO) recently held its first meeting after Vasuki Sundaram, Chairperson (Maharashtra Chapter), was officially selected in December 2018. Despite being relatively new in the position, Sundaram has managed to hit the ground running. She is clear in her vision for the chapter and the association and this is reflected in the roadmap she has drawn up. "Our focus area for this year is increasing our membership.



Vasuki Sundaram Chairperson (Maharashtra Chapter) Indian Association of Tour Operators

association and its members at trade shows and exhibitions "We want members to come and participate in exhibitions

ment Corporation to conduct more familiarisation tours for members

Sundaram reveals, "We are also looking at Tier-II, III cities. But the fact is that we don't really need to go into the interiors because agents have come to Mumbai to attend IITT where we had more than 130 people show interest in becoming our members. So we need to filter these names and then choose because IATO lays emphasis on quality membership."



She is also keen on continuing the dialogue with the state tourism ministry on reducing the tax burden for the industry at large. "The hotels suffer more as a room rate of `8,500 is hardly enough to cover the expense for the hotel and they are taxed on that. It becomes too expensive for us to then market India," Sundaram adds. 😓

We want to encourage members to bond with each other because strength lies in numbers. We also want our members to attend more association meetings ">>

We are hoping that members will come together and lay more emphasis on collaborating with each other. Members can get together and market the product together. So there is more productivity and there is co-operation amongst them," she savs

Another area that her team is working on is visibility for the and bond with each other because strength lies in numbers. We also want our members to attend more association meetings." she adds

The chapter will conduct more training sessions for its members - some along with India Tourism. IATO Maharashtra Chapter is also working with Maharashtra Tourism Develop-

IAAPI gears up for expo

The association gets ready for its 19th expo in Mumbai that will showcase exhibitors from 20 countries and attract decision-makers from the amusement, hospitality and entertainment industries.

TT Bureau

The Indian Association of Amusement Parks and Industries' (IAAPI) 19th Amusement Expo, the biggest B2B exhibition on sourcing for the amusement and theme park industry in South Fast Asia, will be held from March 6-8, 2019 at Bombay Exhibition Centre, Goregaon (East). The exhibition is supported by Ministry of Tourism, Government of India, under its banner of 'Incredible India' and Madhya Pradesh Tourism as partner state.

Speaking about how tour operators can benefit by attending this expo, Pradeep Sharma, President, IAAPI, says, "We recommend tour operators to include at least a day's visit to an amusement or a theme park while creating itineraries. It is important to propose this because it encourages families with kids and vouth who are otherwise glued to gadgets to engage in physical activity through outdoor games, rides and attractions which are educational and fun. Visit to the amusement park also helps foster bonding with families and friends, relieves stress and provides a rush of



adrenaline. IAAPI can share a state-wise list of amusement parks which will benefit tour operators when creating travel itineraries.

Sharma also shares his views on upcoming trends in India, which include virtual reality. trampoline parks, paint ball and PUBG to name a few. "Indoor and outdoor sporting arenas which include actual dedicated play zone areas for football, cricket and golf is witnessing growth along with high-thrill rides. Moreover, highway dhabas and large restaurant chains are investing in indoor amusement centres. The dedicated play zone created for kids helps in generating additional revenue. In metros, sports bars, which offer

attractions like bowling alleys and virtual sporting games, are attracting youth in large numbers. This has helped in generating employment as well," Sharma concludes.

The expo will witness a gathering of over 142 exhibitors from India and 20 other countries. and will be spread across an area of 10,000 square metres. Participating countries include Bulgaria, Canada, China, Dubai, France, Germany, Hong Kong, Italy, Kuwait, Luxembourg, Philippines, Poland, Russia, Spain, Switzerland, Thailand, The Netherlands, Turkey, UK and USA. They will display rides, equipment for amusement parks, theme parks, water parks, adventure parks and indoor amusement centres. 😓



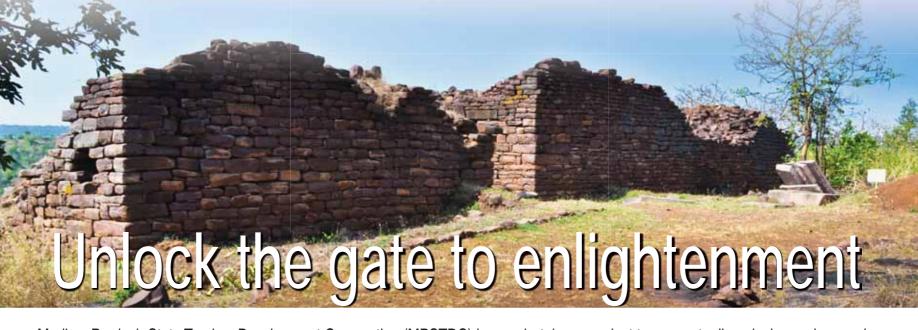
The Indian amusement industry is expected to grow at a CAGR of more than 25% with the annual revenue of around `2261 cr (\$315 mn) in 2018 and is estimated to grow to `6250 cr (\$884 mn) by 2022

Karlsruhe Tourism's Mumbai session





Delegates from Karlsruhe Tourism, Germany were recently in Mumbai to conduct a knowledge session for members of the trade. Led by Hector Dsouza, India Representative, South We German Tourism, the interactive session was aimed at travel during the summer season



Madhya Pradesh State Tourism Development Corporation (MPSTDC) has undertaken a project to conceptualise, design and supervise the John Marshall Museum and Buddhist Theme Park in Sanchi. The museum will be established in an existing heritage building.



The objective of the project is to establish a museum in memory of renowned archaeologist John Marshall and a Buddhist theme park representing the Sanchi site as well as the philosophies of Buddhism through specially designed immersive exhibits. The proposed concept and storyline enable its audiences to explore the social and cultural impact of the ancient past and get in-depth knowledge of the Buddhist philosophy. Other important objectives are to work out a plan to implement innovations in the landscaping components, physical infrastructure, specific actions to increase visitation and develop staffing plan.

The concept revolves around the teachings of the Buddha. His teachings lean on the religious and philosophical vocabulary

of the time which is uniquely displayed at Sanchi. Sanchi is a tranquil ode to the magnificent undying Buddhist faith. All the Buddhist monuments evoke the presence of Buddha and his teachings. The cultural landscapes of Sanchi mark the broad concept for the Buddhist Theme Park at Sanchi.

Another component of the project is the John Marshall Museum. Over the centuries, archaeologists have played a major role in documenting, studying and conserving the monumental edifice at Sanchi. Marshall played a vital role in creating an artistic monograph for Sanchi. Today, the site is under the jurisdiction of the Archaeological Survey of India with the precincts being maintained by PWD and horticulture department.

- Sanchi Sanchi is a Buddhist complex famous for its Great Stupa on a hilltop at Sanchi town in Raisen district of Madhya Pradesh. It is a UNESCO World Heritage Site, located in 46 kms north-east of Bhopal. It was originally commissioned by the emperor Ashoka in the 3rd century BC. Its nucleus was a simple hemispherical brick structure built over the relics of Buddha.
- Great Stupa No 1 During the later rule of the Shunga, the stupa was expanded with stone slabs to almost twice its original size.
- Great Stupa No 2 & 3 The stupas which seem to have been commissioned during the rule of the Shungas are the second and then the third stupas. The relics of Sariputra and Mahamoggallana, disciples of Buddha are said to have been placed in Stupa No 3.

Sanctioned components at Sanchi– Development of Marshall House, Buddhist Theme Park, TFC, Development & Beautification of Pathway, Light & Sound Show, etc.

- Satdhara & Sonari Stupas Satdhāra, around 14 km from Sanchi, has around 20 stupas, many of which had been reconstructed. The stupas here were the site for the relics of Ven Sariputra and Mahamogggallana, which are now in the Mahābodhi temple at Sanchi; and the area around here is also associated with one of the Buddha's great disciples, Ven. Mahākaccāyana who lived in the Avanti area.
- Sonari It is the archaeological site of an ancient monastic complex of Buddhist stupas. The site, positioned on a hill, is located about 10 km southwest of Sanchi. The stupas were excavated around 1850 by Alexander Cunningham who discovered two boxes containing relics.

Buddhist Circuit in MP



- Gyaraspur and Murelkhurd Gyaraspur is a small town of great historical importance, medieval period in Madhya Pradesh. This comes under Vidisha district and is 35 km away from Vidisha. The name is derived from a fair held during the eleventh month of the Hindu calendar. This is a small town and all the monuments can be visited walking around.
- Murelkhurd There are 37 stupas at Bhojpur (Pipalia) near Murelkhurd on the top of hill.

Sanctioned components at Satdhara, Sonari, Murelhurd & Gyaraspur-Development of last mile connectivity, meditation centre and premises development.

- Dev Kuthar (Rewa) Deorkothar/Deur Kothar is known for its Buddhist stupas and was discovered in 1982. These stupas are credited to the Mauryan emperor, Ashoka.
- Bharhut (Satna): Bharhut, a village located in Satna district, is known for its famous relics from a Buddhist stupa.

Sanctioned components at Rewa and Satna - Interpretation centre cum meditation hall, tourist reception centre, development and beautification of Approach Road

• Dharmrajeshwar (Mandsaur) - Dharmrajeshwar is an ancient Buddhist and Hindu cave temple site of 4th-5th century in Mandsaur district. It is an example of Indian rock- cut architecture, situated in Garoth tehsil of Mandsaur district at a distance of 4 km from Chandwasa town and 106 km from Mandsaur city.

Sanctioned components at Mandsaur (Dharmrajeshwar) – Interpretation centre cum meditation hall, Approach road, premises development

• Bagh Caves (Dhar) - The Bagh Caves are a group of nine rock-cut monuments situated among the southern slopes of the Vidhya's in Bagh town of Dhar district. The caves were quarried in the 5th -6th century AD in the very late stages of Buddhism in India and long after most of the Indian Buddhist Caves had been built.

Sanctioned components at Dhar - Tourist reception centre, Approach Road and premises development.





ATTRACTIONS FEBRUARY 210 FORTNIGHT ISSUE 2019 TRAVTALK 21

Resounding yes to Yas Island

Yas Island Abu Dhabi is developing into an independent destination on its own, especially with a focus on family and MiCE travel with new attractions like Warner Bros World.



Yas Island is growing in popularity as a destination for Indians travelling to Abu Dhabi, and according to Marina Cipriano, General Manager, Yas Island Abu Dhabi, India is one of the first source markets for Yas Island and Abu Dhabi. "Every year, we see a lot of growth and renewed interest from the Indian market. In fact, visitation from India increased by 20 per cent in 2018. The booking pattern of Indian guests has changed over the years. Earlier, they used to come for a day. The opening of Warner Bros World Abu Dhabi in July 2018 has increased the total number of theme parks to three. Indians now tend to stay for two or three nights to make sure that they make the most of all the theme parks as well as rest of



Marina Cipriano General Manager Yas Island Abu Dhabi

the experiences on the island like Yas Mall, Yas Marina Circuit, Yas Beach, Yas Links and everything that can cater to the family," she claimed.

Indian travellers still prefer to combine the destination with Dubai. Noticing a change in this pattern, Cipriano says they are taking steps to ensure that people stay longer at Yas Island. "We have seven



hotels on Yas Island and have recently launched a B2B portal where travel agencies can find packages that include theme parks and rest of the experiences on the island in the future. We are already witnessing an increase in the length of the stay or the

number of nights that Indians are choosing for Yas Island as they begin to realise that Abu Dhabi and Yas Island are destinations of their own," she shared.

Cipriano wants to reinforce their partnership with all

the Indian tour operators and travel agencies. "We conducted a few webinars for travel agents in 2018 and we will continue to organise marketing activities in the country. We are also expanding our B2B portal and we give to our partners the possibility to



connect with APIs to integrate packages in their own offerings. We are simultaneously working for the MiCE potential because we have a one-of-a-kind destination with a lot of offerings unique for MiCE events," she said.

In order to tap this segment, Yas Island is strengthening its team in India. "With our presence in Delhi and Mumbai, we recently opened an office in Bengaluru. We have a team on the ground that is meeting with trade partners to explore and understand their necessities and share all the relevant information on the destination to customise a MiCE event they want," she shared.

Bringing China closer to India

With the launch of a Beijing flight, Air China has managed to develop multiple business opportunities for travel companies in both countries. In keeping with this, Air China recently organised a training session for the travel trade in Mumbai on two unique products from China – Yangtze Gold Cruise and Top View Travels.















EUENT TALK

Madia Dartners









FEBRUARY 2019

PATA ATRTCM 2019	Rishikesh	13-15
TTF	Bengaluru	15-17
ТТН Ехро	Rajkot	15-17
Skål Ball	Delhi	16
Mumbai Travel Expo 2019	Mumbai	16
Queensland on Tour India 2019	Delhi	18
AIME 2019	Melbourne	18-20
Queensland on Tour India 2019	Chennai	19
Queensland on Tour India 2019	Ahmedabad	20
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TTE	Olympia, London	20-21
ACE of MiCE	Istanbul	20-22
Queensland on Tour India 2019	Mumbai	21
Guangzhou International Travel Fair	Guangzhou, China	21-23
TTF	Kolkata	22-24
IITM	Kolkata	22-24
IITM Mauritius Tourism Roadshow	Kolkata Kolkata	
		22-24
Mauritius Tourism Roadshow	Kolkata	22-24 25
Mauritius Tourism Roadshow Visit Finland Workshop	Kolkata Delhi	22-24 25 25
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Mauritius Tourism Roadshow Visit Finland Workshop Mauritius Tourism Roadshow Mauritius Tourism Roadshow Visit Finland Workshop	Kolkata Delhi Hyderabad Coimbatore Mumbai	22-24 25 25 26 27 27

MARCH 2019

Kempinski Roadshow	Mumbai	1
Mauritius Tourism Roadshow	Pune	1
TTH Expo	Ahmedabad	1-3
Mauritius Tourism Roadshow	Nagpur	2
Thailand MiCE Roadshow	Hyderabad	6
19th IAAPI Amusement Expo	Mumbai	6-8
ITB	Berlin	6-10
Thailand MiCE Roadshow	Jaipur	8
TTH Expo	Vadodara	8-10
MITT 2019	Moscow	12-14
AccorHotels Showcase	Mumbai	13
AccorHotels Showcase	Delhi	15
IITE	Bhubneshwar	15-17
IT&CM China	Shanghai	19-21
Dhaka Travel Mart	Dhaka	21-23
IBTM Arabia	Abu Dhabi	25-27

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1 Position in Mumbai

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1 पद - चेन्नई

1 Position in Chennal

उप प्रबंधक / प्रबंधक - चैनल सेल्स Deputy Manager / Manager - Channel Sales 1 पद - बॅगलुरु

1 Position in Bengaluru

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1 पद - दिल्ली

1 Position in Delhi

कनिष्ठ अधिकारी [वाणिज्यिक लेखा] Junior Officer [Commercial Accounting]

1 पद – दिल्ली

1 Position in Delhi

कनिष्ठ अधिकारी [यात्रा] Junior Officer [Travel]

3 पद – दिल्ली / एनसीआर इम्प्लांट 2 पद – मुंबई 1 पद – हैदराबाद 1 पद – चेन्नई

3 Positions in Delhi / NCR Implant 2 Positions in Mumbai 1 Position in Hyderabad 1 Position in Chennai

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(A Mini Ratna - I PSE)

पञीकृत कार्यात्म्य 21, एन. एस. रोड, कोलकाता – 700001 Regd. Office: 21, N. S. Road, Kolkata – 700001 सीआईएन/CIN: L15492WB1924GOI004835 वेबसाइट/Website: www.balmerlawrie.com

फोन/Phone: 011-46412240 इंमेल/Email: nr.admin@balmerlawrie.com Wanderbust

OPPORTUNITY

Tour Executives/ Assistant Manager

required at Greater Kailash-II office

Experience: Minimum 3-6 years

Candidates with experience in tours – itinerary making, costings & vendor negotiations. Knowledge of Adventure Tourism. Proficient in English, Computers, Internet, MS Office, Power Points etc.

Submit your resume to: travel@wanderlustindia.com Ph: +91 9810530004



Required

HR & Training Head

for a leading 5-star hotel in Agra

Age 40+

Experience:

Candidate must be a Management graduate with at least 15 years of relevant experience in middle and senior management, preferably in the hospitality industry.

Job responsibilities:

Reporting to the Unit Head, will be responsible for day to day functions of the HR & Training department and maintain a cohesive workforce in a very motivating environment.

Remuneration:

Package offered will be competitive and will be commensurate to qualifications and relevant experience. All other benefits shall be as per company policies.

The position is open to both genders and for immediate appointment.

Interested candidates willing to relocate to Agra may only send in their profile to

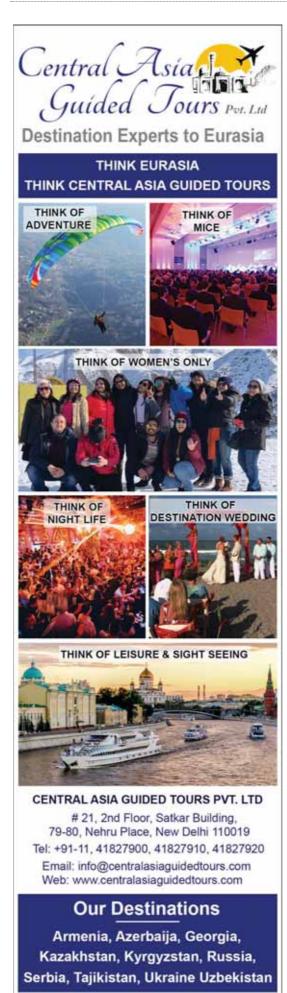
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MOVEMENTS

Boeing

Delhi

Boeing has named **Salil Gupte** as its India head, effective March 18, 2019. Gupte succeeds Prat Kumar, who was appointed Vice President



airplanes, Boeing defence, space and security, its global services, and lead the growth and productivity initiatives in India.

Cygnett Hotels and Resorts

Bangkok

Cygnett Hotels and Resorts has appointed **Bernard Houppertz** as its Vice President—Development & Operations, South Asia & Africa. He



Outbound Marketing

Delhi

Mamta Pall has been appointed as Group Director at Outbound Marketing. In her current role, she will be responsible for the sales of



The Grand New Delhi

Dolh

The Grand New Delhi has announced the appointment of **Pradipta N Biswas** as the new General Manager. An industry veteran with over



Azaya Beach Resort Goa

Gna

Azaya Beach Resort Goa has announced the appointment of Jaspreet Singh as its General Manager. With over a decade in



Renaissance Mumbai Convention Centre Hotel

Mumbai

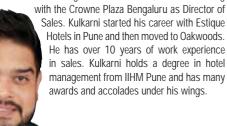
Ritu Rana has been designated as the Director of Sales for Renaissance Mumbai Convention Centre Hotel and Lakeside Chalet,

Mumbai - Marriott Executive Apartments. She will be spearheading the sales functions of both the hotels. Prior to this, Rana was heading the corporate segment at The Westin Mumbai Garden City. She has over eight years of experience in the hospitality industry, involving business planning and leadership development. She was actively involved in strategy formulation, management acquisition and retention management.

The Oterra Bengaluru

Bengaluru

Ajinkya Kulkarni has been promoted as the Director of Sales and Marketing at The Oterra Bengaluru. Prior to this, he was working



Grand Hyatt Kochi Bolgatty

Koch

Grand Hyatt Kochi Bolgatty has designated **Rashmi Kamboj** as its Director of Convention Sales. She will provide leadership, strategise



Guideline Travels

Bengaluru

Guideline Travels Mumbai has appointed Nagesh Babu B as Manager Sales for South India. He joins the company with a vast experience of 22 years in the travel industry serving

the B2B vertical at various positions held in reputed companies. In his new role, Babu will take care of southern India sales for Guideline Travels, which is also a PSA for leading cruise brands. He started his travel journey with Travel Tours in Bengaluru in 1996 as frontline staff and in 2008 moved to TAReps (Division of TTG) as Sales Manager (Karnataka). He later joined Cruise Club in 2016 where he was responsible for promoting Ocean Cruises, River Cruises

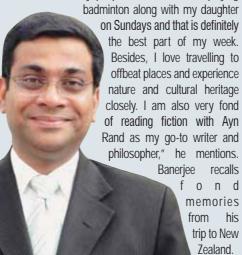
and Expedition Cruises.

Sachin Shet, General Manager, Alila Diwa Goa relaxes by spending time with his family, listening to music and playing outdoor games. "I am most passionate about

is food and adventure sports. I have even completed full marathons. I also enjoy travelling. Most of my holidays are memorable, but my trip to Udaipur and Tuscany were the best so far. That makes Udaipur one of my favourite holiday destinations within India. Outside the country, it has to be Florence in Italy. My favourite cuisines are Goan, Thai and Italian," he

savs.

Ranjan Banerjee, General Manager, Crowne Plaza Today New Delhi Okhla, is an avid reader and a frequent traveller. "Not many people know that I love playing



For **Mizan Uddin**, Hotel Manager, ibis Kolkata Rajarhat, leisure time is mostly a creative time. "I add on to the interiors of my house by creating something new

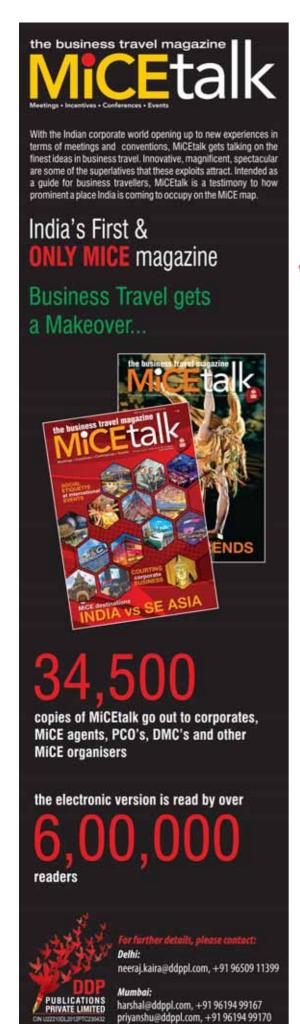












Spice zing to int'l UDAN routes

SpiceJet turned out to be the biggest winner of routes in Ministry of Civil Aviation's (MoCA's) ambitious UDAN 3, with around 24 proposals being awarded. **Ajay Singh**, Chairman and MD, SpiceJet, shares the details and gives insights into the future of Indian aviation.

Nisha Verma

he UDAN routes would include two routes for water aerodromes as well as two international routes. Talking about the seaplane operations, UDAN 3 and international operations as part of the scheme, Ajay Singh. Chairman and Managing Director, SpiceJet, says, "It was an experiment that international destinations would also be included under UDAN. The state governments had approached the central government for assistance with the bidding process for international

UDAN. Assam

is the first

state which

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Spice let has

has come

this initia-

bid for two routes from Guwahati to Bangkok and Guwahati to Dhaka – both of which have been awarded to us."

He believes that seaplane operations is an innovative project, considering the dearth of airports and time taken to build them. "Seaplanes is a unique idea because it takes time to build airports and it's not always easy to get land to build them. We should use water bodies as they exist in large numbers throughout our country to take tourists to destinations. The beginning has already been made with proposals of water aero-

dromes and SpiceJet flying seaplanes in Assam, Gujarat and the Andamans. It's a great start and we will see how it fares in the future," he added.

Singh further added, "Spice-Jet is the largest player in the UDAN scheme. We already have 23 operating routes under UDAN 1 and 2 and we will be starting another 20 routes under UDAN as soon as the airport infrastructure is ready. Even in UDAN 3, the largest number of routes have been awarded to SpiceJet. Not only is this scheme commercially viable but is also increasing connectivity across India."

Singapore, etc. We also need to create global airlines in India and for that to happen, we need to have a level playing field.

Apart from providing funds for airports infrastructure and additional funds for UDAN, the primary focus for the government should be to bring down the cost of Aviation Turbine Fuel (ATF)," he demanded.

He agreed that stability of the rupee against the dollar and the

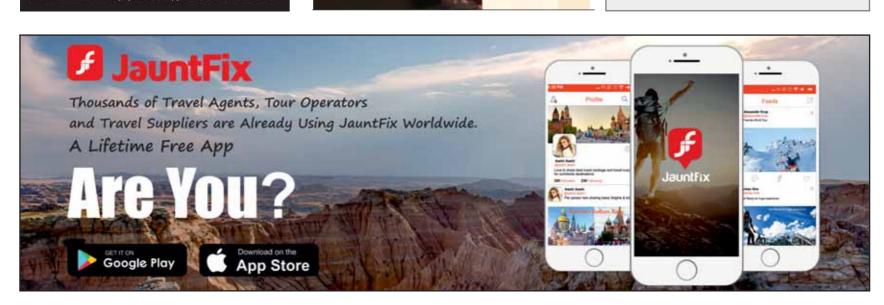
Apart from providing funds for airports infrastructure and additional funds for UDAN, the primary focus for the government should be to bring down the cost of Aviation Turbine Fuel

Aviation is one of the shining sectors of the Indian economy, points out Singh. "We have been growing at 20 per cent every year. India is the fastest growing aviation market in the world. It has been our longstanding request that what India really needs is to create international global hubs in the country as opposed to shipping our hubs to Dubai, Abu Dhabi,

slight cooling off of crude oil prices have certainly improved the situation. "The situation has improved dramatically from what it was a few weeks ago. Even airlines such as SpiceJet are adding new planes that are technologically advanced and consume less ATF. We also hope that airlines will work together to ensure that yields are higher," he shared.

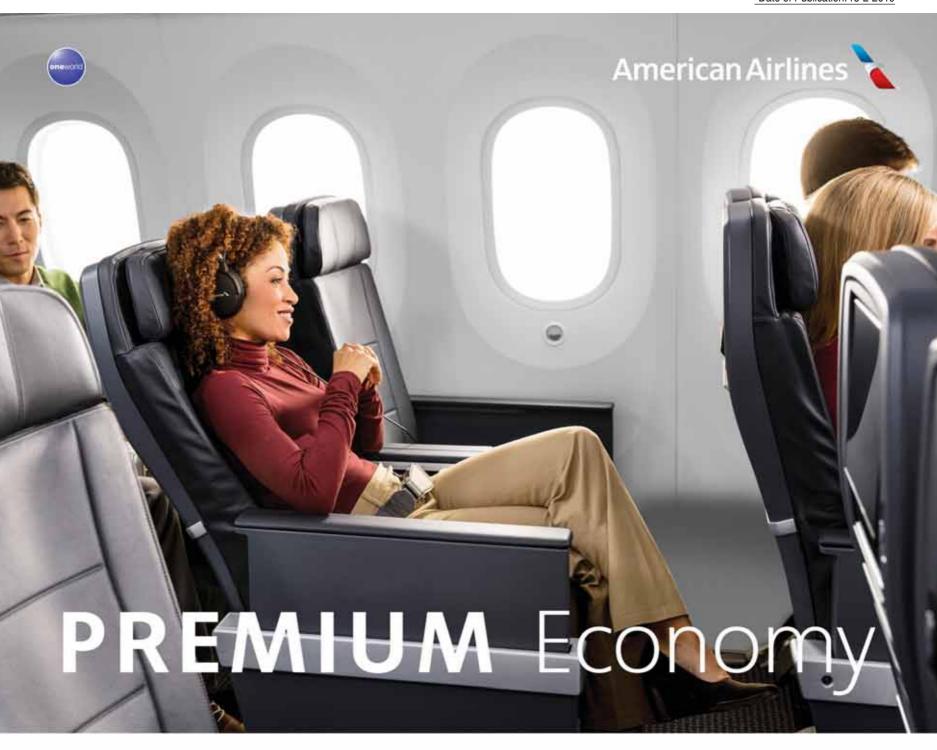
Plans for long haul

With Indians increasingly wanting to travel overseas at a reasonable cost, more international flights are set to be rolled out. SpiceJet has added the Max aircraft, which has a longer range than other aircraft. Having such an aircraft would allow SpiceJet to fly to many more destinations beyond the existing ones. As a consequence, SpiceJet will be looking at many more international flights. The airline wants to start with international flights using its narrow-bodied aircraft as it is the most efficient and cost-effective way. As far as wide-bodied planes are concerned, the airline will keep exploring and examining its options.





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