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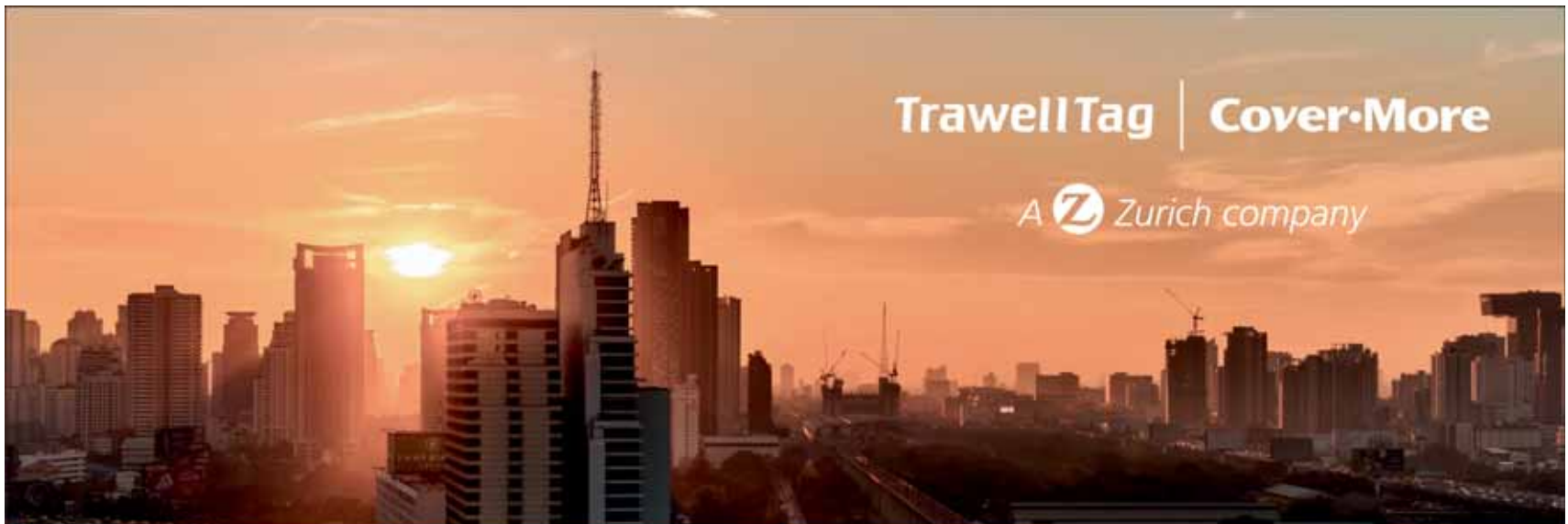
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Chandigarh	Jul 17-18
Lucknow	Jul 24-25
Kochi	Aug 06-07
Kolkata	Aug 21-22
Pune	Aug 29-30

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GPS 2019 is ready to wow!

A slew of events have been lined up for attendees at this season's ever-evolving Global Panorama Showcase. Green technology, innovative concepts, and new dimensions to existing tourism segments will continue to charm members from the travel trade at the various events.



Hazel Jain

In its seventh year, Global Panorama Showcase (GPS) 2019 is ready to impress attendees once again, starting with Hyderabad and followed by Ahmedabad, Chandigarh, Lucknow, Kochi, Kolkata, and Pune. Effectively, the Nagpur session, held in January, became the last event of the financial year. **Harmandeep Singh Anand**, Co-Founder, Global Panorama Showcase, says, "We have tweaked the format of GPS, so the first day, which used to be a full-day educational training



Harmandeep Singh Anand
Co-Founder
Global Panorama Showcase

called KIT Talks (Knowledge, Inspiration & Training), will now start in every city on day one, from 10 am to 2 pm, followed by lunch,

“ The full-day educational training called KIT Talks will now start in every city on day one, from 10am to 2pm, instead of being held at all the GPS events ”

Harmandeep Singh Anand



Rishiraj Singh Anand
Joint Managing Director
Global Panorama Showcase

instead of being held at all the GPS events.”

Post the training session, there is half a day's closed-door B2B networking between hosted buyers and invitees. The next day is dedicated to table-top B2B meetings with the agents from in and around the respective city. GPS has also added Eco-Connect this year, a smaller version of GPS that



Raju Akolkar
Chief Executive Officer
Global Panorama Showcase

follows a one-day format, to be held in Vizag, Guwahati, Jaipur, and Indore.

KIT Talks
GPS has released its second Inspirational Talk episode which is also one of the highlights. Speaking about this is **Rishiraj Singh Anand**, Joint Managing Director, Global Panorama Showcase, who says, "The first edition of Inspirational Talk featured



Tanushka Kaur Anand
Executive Director
Global Panorama Showcase

Anil Parashar, President and CEO, InterGlobe Technology Quotient. The next one has Reggie Aggarwal, Founder and CEO, Cvent. We want to continue raising the bar by involving such inspiring people. We have also tied up with Oxy Healthcare and Reliance Health Insurance and run a free health check-up camp for attendees." He informs that GPS has been nominated under three

categories at Cvent Connect, one of the largest event technology shows that will be held in Las Vegas this year.

Ten times more
Speaking about the new 10X concept, **Raju Akolkar**, Chief Executive Officer, Global Panorama Showcase, says, "We also have 10X, and this year we have categorised it under three levels – GPS 10X Silver, GPS 10X Gold, and GPS 10X Elite. Each has its own set of benefits and a corresponding fee attached to it. Elite is only by invitation and has an annual subscription. We expect to have about 150 people in the Elite category, about 600-700 in Gold, and about 300-400 in the Silver category."

He adds that they also have a vertical called EduX – Educational Express – which

Contd on page 5 ▶



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Tech takes centre stage at GPS

► Contd from page 3

focuses on skill development. "We haven't started it off yet. It is for the front line staff and freshers who want to get into the industry and need hand-holding," adds Akolkar.

Going green with technology

The GPS App has emerged as a virtual marketplace beneficial for both buyers and exhibitors. In 2016, it was introduced to empower attendees with better and substantial participation. The primary focus was to provide a platform wherein the exhibitors and buyers could stay connected pre, post, and during the event.

GPS is now seeing interest from domestic DMCs and local hotel chains. New products to look out for this season are domestic hotels and wellness centres

Tanushka Kaur Anand, Executive Director, Global Panorama Showcase, says,

100 per cent. Reaching out to Tier-II and III markets was a major challenge for us, which



Madhu Saliankar
Executive Director
Global Panorama Showcase

"In the Nagpur 2019 show, we saw 97 per cent download of our App. We hope our attendees will help us reach



Ankush Nijhawan
Executive Director
Global Panorama Showcase

motivated us to take GPS to these markets."

Speaking about the new features that have been added, she says that the introduction of Prize Port, a fun element feature, has further increased attendee engagement and has even added a recall value.

Growing the reach

GPS is now seeing interest from domestic DMCs and local hotel chains. New products to look out for this

season are domestic hotels and wellness centres. **Madhu Saliankar**, Executive Director, Global Panorama Showcase, says, "Our exhibitors will be both domestic and international DMCs, hotel chains, and tourism boards. We had over 8,600 buyers last year, and this year we look at crossing the 10,000 mark across all events for 2019-20."

Ankush Nijhawan, Executive Director, Global Panorama Showcase, claims that the latest edition of GPS will surpass itself. "As we start with our first show in Hyderabad, we are very excited. I am overwhelmed with the response in 2018 and I personally believe that in 2019, we will grow by 15 per cent on the buyer side. Tier-II and Tier-III cities are especially becoming important as we move forward year-on-year. With more flights and direct connectivity being added to these destinations through

domestic as well as international carriers, I am very confident of 2019," he says.

GPS has evolved from a single-city show to a multi-city event, growing



Mohit Deshpande
Executive Director
Global Panorama Showcase

with Eco-Connect as well as the educational programmes. "We are creating varied and different formats and adding new features to keep educating the fraternity and provide them with skills to upsell so they are not

dependent on a single product," says **Mohit Deshpande**, Executive Director, Global Panorama Showcase.

Agrees **Sobinder Singh Kohli**, Executive Director, Global



Sobinder Singh Kohli
Executive Director
Global Panorama Showcase

Panorama Showcase, saying, "We continuously strive to be innovative. We invite different countries to participate in GPS, so that we are able to provide a bigger and better platform to our exhibitors as well as visitors." 🇮🇳

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Tsogo Sun Hotels beckons

Tsogo Sun Hotels celebrates a heritage of 50 years of providing a home away from home, having earned the trust of guests who find variety, quality, warmth and trusted service in each of its destinations.



TT Bureau

From elegant, individually branded luxury hotels to hotels catering to budget conscious travellers, all Tsogo Sun Hotels properties have one thing in common – an

overriding commitment to creating great experiences at distinctive destinations. Tsogo Sun Hotels offers unparalleled variety, footprint and scale. It has a portfolio of over 100 hotels in Africa (mainly southern Africa), Seychelles and the

“ Tsogo Sun remains a favourite for MiCE groups due to location, budget and ease of handling Indian clients ”

Middle East, more than 300 restaurants and bars, and over

250 conference and banqueting facilities including



the renowned Sandton Convention Centre.

Speaking about the kind of audience it attracts to its hotels from India, **Gerhard Louw**, Regional Sales Manager Cape

- 80 regally appointed rooms and 8 opulent suites • 10,000 sq ft pillarless banquet hall and 40,000 sq ft lawn • Multi-cuisine restaurant, bar and café
- Health club, children’s playroom, spa and billiards room • Destination wedding services • Conferences and meetings spaces

Enchanting Jodhpur & Jaipur with our unique hospitality style.



Gerhard Louw
Regional Sales Manager Cape Town – International Sales
Tsogo Sun Hotels

Town – International Sales, Tsogo Sun Hotels, says, “We welcome all segments to our variety of hotels. Currently, we are most popular with family travel, leisure groups and of course, MiCE. Incentive groups to South Africa and at our hotels are a constant flow. Tsogo Sun remains the favourite for MiCE groups due to location, budget and ease of handling Indian clients.”

It also helps that the group has a chef from India available at its Southern Sun Cape Sun hotel. From purchasing to presentation, their buffets are halaal-friendly as well. “Apart from having someone in India to look after our interests and doing regular client visits, product updates, etc, we also visit India from South Africa to attend South Africa Tourism’s promotional events in India,” Louw adds.

Staying relevant to the current times, Tsogo Sun Hotels has implemented a few strategies not only to ensure that their staff as well as its guest save water, but also to ensure that the guests have access to water at all times. “We are working towards being self-sustainable and getting off the current grids,” he shares. ↴

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The MICE segment in India has been showing huge growth with companies giving a lot of incentives to dealers. MICE expert **Rajesh Kakade**, Director, Red Carpet Travels, says that he has seen good growth even in the premium incentive travel segment to places like East Europe, Scandinavia, Canada and USA, as companies have started looking for offbeat and high-end destinations for incentive travel. He adds, "Las Vegas is an all-time favourite with many corporates and the dealer fraternity. The direct flights to USA make travel easy. Since corporates are looking for off-beat and premium locations, California, New York, and Washington DC are high in demand."

Scandinavian countries, too, have climbed the popularity



Rajesh Kakade
Director
Red Carpet Travels

demanding Scandinavia. Speaking about the USP of Red Carpet Travels, Kakade says that the company has always focused on uniqueness with each itinerary. For instance, it offers hot-air ballooning for groups. In fact, it has even arranged an open-air meeting in Yosemite and sky combat in Vegas for corporate clients.

He adds that agents come to them because they have a 24x7 helpline and a full-fledged

“The company focuses on uniqueness with each itinerary; agents also get quick reverts with minimum turnaround time”

charts. "This is because travel agents are looking for something unique and exclusive for their corporate clients. Those who have already explored Europe extensively have started

sales office in India. "This helps agents as they save up on international calls and reduce waiting time. They get quick reverts with minimum turnaround time," he explains.

IRIS Reps grows on

IRIS Reps is taking luxury travel to new heights by curating offers at select resorts of Beachcomber and educating the trade on developments.

 TT Bureau

IRIS Reps brings the best of international experiences for leisure and MICE tourists in the form of exclusive collaborations with renowned international brands in hospitality and destination services, to set a benchmark in the travel and tourism representation business. IRIS Reps is taking luxury travel to extraordinary heights by curating exciting offers for Indian travellers



Alefiya Singh
Director
IRIS Reps

discount on all properties (all room categories) for stays within the period July 1, 2019 to August 31, 2019, and a lot more that can be availed through the preferred DMCs.

Alefiya Singh, Director of IRIS Reps, says, "We feel honoured to be a part of renowned hospitality brands. We look forward to bringing out the best of the brands through our marketing initiatives and increasing visitor arrivals from India to the destinations we represent. We will keep adding more and more products and empower them to further service travel agents."

“We look forward to bringing out the best of the brands through our marketing initiatives and increasing visitor arrivals from India”

at select luxury resorts of Beachcomber, Mauritius. This includes a 'Luxury Special' 45 per cent discount for stays in the Junior Suite in August

2019 at Royal Palm Beachcomber plus a complimentary half-board at the price of a B&B. Guests can also avail of a 20 per cent late-booking

IRIS Reps is high on celebrity endorsements as well. The five-star property of Coco Bodu Hiithi, Maldives, has caught the eye of many luxury travellers including Bollywood A-listers.



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Jumbo Online in India

Global Destinations has partnered with Spanish B2B travel company Jumbo Online that offers competitive rates for agents for Europe, Latin America and USA.



Tour operators and travel agents can now create customised tour itineraries for their clients with complete ease with Jumbo Online. This Spanish online company has recently signed on Global Destinations to push its product to the trade here in India. Speaking about this is **Pranav Kapadia**, Founder & Director, Global Destinations, who says, "Jumbo Online is a global online system and we will be promoting them to the trade in India. Once registered



Pranav Kapadia
Founder & Director
Global Destinations

Jumbo Online also owns Eden Incoming in Italy.

“ We will continue to promote this product by participating in GPS 2019 in Hyderabad and Lucknow; Nagpur will follow in 2020 ”

on this site, agents will get their individual logins and they can start creating itineraries by booking whatever their clients require – hotels, transfers, sightseeing, etc.”

Their core advantage, Kapadia adds, is the good and competitive rates across the board, whether it is hotels, sightseeing or transfers, especially in certain parts of the world like

Latin America, Europe, and the US. "Agents can build an entire package on this system and can pay online or offline. Some agents have already registered on the site after knowing about them through our EDMs. We will continue to promote this product by participating in the upcoming Global Panorama Showcase 2019 in two cities of Hyderabad and Lucknow. Nagpur will follow in 2020," he adds. They will also be present at GPS' Eco-Connect in two or three cities.

"We have an office in New Delhi and resident managers in Kolkata, Ahmedabad and Bengaluru, but aren't well covered in Hyderabad and Lucknow. So we chose to participate in GPS to tap other markets where we have limited reach," Kapadia explains.

His team is currently working on an incentive scheme for the trade, just for them to try out the new system. 📌

VFS' tailored services

Travel planning often causes great anxiety, add to that visa applications. With VFS Global's tailored services, agents can enjoy a smooth experience.



Being strong supporters of the travel trade fraternity, VFS Global offers its travel agents a myriad of additional services to opt from, to make the visa application process as seamless as possible. These services are tailor-made to suit the changing requirements of applicants and simplify

the visa application process, making it more convenient and hassle-free.

Vinay Malhotra, Regional Group COO – South Asia, Middle East and China, VFS Global, says, "The trust and reliability of a customer-focused and specialised travel agent still holds very high premium, especially in countries like



Vinay Malhotra
Regional Group COO – South Asia, Middle East and China, VFS Global

India. Due to this, travel agents are best placed to gauge their customer's requirements and can advise them appropriately."

Personalised solutions are optional and come at an extra fee, but VFS Global does provide its trade partners special pricing on these services. They have proved to be useful to beat the peak visa application rush. 📌

VFS Global's services

Premium Lounges: Popular among families, corporates and frequent fliers, VFS Global's Premium Lounges provide personalised attention and professional guidance through the entire application procedure.

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TrawellTag reaches out

When **Subhash Chandra Agrawal** was awarded an all-expense-paid trip to Thailand, little did he know that his travel insurance would be his most prized possession.

TT Bureau

Organisations often gift all-expense-paid trips to their business associates as a token of their performance or in gratitude. **Subhash Chandra Agrawal** was awarded one such trip when he embarked on a vacation to Thailand along with his wife. While in Pattaya, Mr. Agrawal complained of uneasiness and breathing issues. Worried and scared for his health, an

the travel assistance and insurance partner, TrawellTag Cover-More was informed immediately. The global emergency assistance team of TrawellTag

leading hospitals in Bangkok for treating the diagnosed pneumonia. Being alone in a foreign country, Mrs. Agrawal was highly worried about financial liabilities. Language

TrawellTag | Cover-More

A Zurich company

Cover-More swung into action, arranging for Mr. Agrawal's first-line

barriers further added to her woes. TrawellTag Cover-More endeavoured to address all her concerns promptly by providing regular updates about her husband's health, liaising with the local medical team, and facilitating end-to-end financial assistance along with language assistance. On being declared fit to travel, Mr & Mrs Agrawal returned to India, thankful for travelling with TrawellTag Cover-More's global assistance and insurance.

TrawellTag Cover-More endeavoured to address all concerns promptly by providing regular updates, liaising with the local medical team, and facilitating end-to-end financial and language assistance

anxious Mrs. Agrawal approached the trip organisers, Cox & Kings, for help. Being

treatment at Pattaya, and subsequently transferring him to one of Thailand's

New zip-line this July

Mt. Titlis received the highest number of Indians in 2018, and its new zip-line, set to be launched in July, is expected to be well-received by them.

TT Bureau

Calling 2018 a watershed year for Mt. Titlis from India, **Rayomand Choksi**, Regional Sales Director, Titlis Cableways in India, Middle East, Japan and Australia, says, "India became the biggest supplier of clients to Mt. Titlis, overtaking the Chinese market. The growth of 15 per cent far outstripped our single-digit projection. It was also India which guaranteed a year-end growth for the total business. Hence, I can confidently say that the outstanding Indian business makes us very happy."

Talking about 2019, he says that he is being quite watchful of the forecast. "We always see a dip in April and May figures, which sometimes may or may not be compensated by growth over the next months.



Rayomand Choksi
Regional Sales Director, Titlis Cableways in India, Middle East, Japan and Australia

In terms of new offerings, he reveals, "Our product is all-markets focused. The only thing we do Indian is the food we provide on the mountain, at the foot of the mountain, and in our hotels. However, the introduction of a new zip-line in July will surely be well received by the Indian clientele, one that is willing to try all activities."

To promote and market the destination, a number of steps are

“ India became the biggest supplier of clients to Mt. Titlis in 2018, overtaking the Chinese market ”

But, being optimistic, our projection is for a single-digit growth over last year's record-breaking figures. The current trend suggests that we may be on target," he shares.

being taken. Choksi adds, "We are engaging with our tour operators to ensure an inclusion in their programmes. We also have a direct marketing campaign to create awareness."



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Canopus in 14 nations

Canopus Holidays, the company that organises B2B educational tours, is now present in 14 countries, spanning five continents.



An educational excursionist with vast on-field travel experience within India and across the globe, Canopus Holidays organises educational tours within the international and domestic arena. It offers customisation with promptness, keeping the educational objective in mind. As an add-on, its quick turnaround time for giving quotations facilitate an easy and smooth interaction with its B2B partners.

Heading it is **Dr Kunal Pathak**, Managing Director, Canopus Holidays, which now has presence in 14 countries and five continents, including India. He says, "The reason for our expansion can be attributed to the need of wanting to grow, expand, and gain better coverage of many places around India and all over the globe."



Dr Kunal Pathak
Managing Director
Canopus Holidays

business and quicker conversions. We progressed to B2B promotions as we had numerous reviews from happy agents who encouraged us to invite more B2B clients," Dr Pathak adds.

Canopus Holidays has representation in various parts of India, with Mumbai as its headquarter. "We believe that every request is different, based on an individual requirement, hence, we don't keep

“We believe that every request is different, based on an individual requirement, hence we don't keep ready itineraries”

While the company started off being B2C, it now proudly caters to the travel trade. "The reason we initialised B2B is because it is a great way of getting in more

ready itineraries. Being prompt with our responses automatically gives our customers appropriate guidance on how best to enjoy their holidays," he shares. 📌

One Above & 195 DMCs

One Above will launch an online platform and plans to have 195 DMCs by 2020 under its umbrella, claims **BA Rahim**, Group CEO & Founder, One Above.



Moving out of its comfort zone, One Above is coming up with DMCs in Lebanon, Morocco and a full-fledged Europe DMC, reveals Rahim. "By end of July, all these DMCs will be fully functional to serve our Indian travel industry. We are slowly reaching our target of 195 DMCs towards the end of next year," he informs.

In this competitive market, One Above claims to be different. Rahim says, "We are not a travel company, tour operator or event company, but we are 100 per cent into DMC business, servicing the global B2B market. One Above's biggest asset is its staff, most of whom have been in the DMC business for more than a decade and are well-known in the Indian travel fraternity for their services and skills."



BA Rahim
Group CEO & Founder
One Above

He adds that the company is also constantly engaging with

“One Above will also be launching its loyalty card soon, which will have huge benefits for preferred agents”

its B2B clients by organising FAM tours, destination presentations and networking events, and through trade

magazines. "Starting from July, we are planning mega FAM tours of 50-plus agents. We will also continue to organise promotional events and provide trade-special offers. One Above will also be launching its loyalty card soon, which will have huge benefits for our preferred agents," reveals Rahim. The company will also be unveiling its new online platform soon.

Speaking of GPS, Rahim adds, "We want to thank the GPS team for giving us a warm welcome by letting us launch One Above

at this year's GPS Nagpur. Apart from networking, GPS has established itself as one of the finest exhibitions." 📌

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Buena Vista serves all

With a positive response from the market in its first year, Buena Vista Resort, Jaipur, has done good business through luxury weddings and FITs.



In the second year of operations, Buena Vista Resort is looking forward to achieving 75 per cent occupancy, says **Jean Luc Benhaim**, Managing Director, Buena Vista Resort. He adds that the property would target a mix of segments. "We are also focused on inbound leisure travellers, and have packages for long stays that include the spa and special diets designed by



Jean Luc Benhaim
Managing Director
Buena Vista Resort

group also has plans to open luxury destination resorts in the near future.

Speaking of the importance of social media for promotion and digital marketing of the resort, Benhaim feels that it is the right tool to get to many people. "Use of social media to reach out to customers has been a key factor. It also provides guests the right feedback to plan their vacation at the right time," he adds.

“We are focused on inbound leisure travellers and have packages for long stays that include the spa and special diets designed by our French chef”

our French chef. We have done a few NRI luxury weddings as well, and the flow of FITs continues to be good.

Buena Vista is also a preferred choice for off-sites and conferences, as it has ample space for outdoor and recreational activities," says Benhaim. The

And what do guests prefer? "Guests are more likely to want an experience of luxury with a distinct flavour, in a noise-free, pollution-free environment. They also look for a rejuvenating experience in a favourable ambience," he feels, adding that Buena Vista Resort fulfils all these requirements besides being close to sightseeing attractions. ↴

PHG eyes offline agents

For its Ranthambore property, PHG Hospitality will focus on the Gujarat, Maharashtra and West Bengal markets, and partner with offline agents.



Showcasing the rich culture of Rajasthan through cultural programmes and folk dances in its vicinity, Grand Ranthambore witnessed an eight per cent growth in 2018, informs **Sunita**, Owner, PHG Hospitality. The company is now looking to open a hotel in Jaipur.



Sunita
Owner
PHG Hospitality

"We are committed to delivering best-in-class services to our clients. Grand Ranthambore is the perfect location to enjoy leisure time, as well as host seminars, weddings and other public events. The National Park brings in more customers from July to Sep-

tember, so we are expecting good numbers in the coming season," she says.

Sunita says that the growth strategy for the year would be targeting more offline agents

“We are committed to delivering best-in-class services and will give good packages to the offline market”

and the inbound market. "We will focus more on Gujarat, Maharashtra and West Bengal, and would try to give the best of packages to the offline market," she adds.

Sharing her view on the relevance of travel trade shows like GPS, she says that the best part of the event is that it is actively involved in the industry with its vast presence. "The show is crucial for reaching out to Tier-II and III cities because awareness about these cities is important," she explains.

Speaking of changing travel trends among Indians, Sunita says that Indian travellers are now more aware and technologically savvy. "The needs of travellers are changing as they become more particular in terms of quality of service they want," she concludes. ↴

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NCL pushes for MiCE

With exciting entertainment options and flexi stay alternatives, Norwegian Cruise Line's Epic and Joy ships continue to gain popularity in India.



Norwegian Epic and Norwegian Joy continue to climb popularity charts in the Indian market due to their contemporary design, on-board entertainment, freestyle dining, and flexible accommodation options. Joining them soon will be Norwegian Encore in November this year, which will cruise around the Caribbean region.

Revealing this is **Manoj Singh** – Country Head, India – Norwegian Cruise Line Holdings (NCL), who says, “Norwegian’s



Manoj Singh
Country Head, India – Norwegian Cruise Line Holdings (NCL)

Companies need not waste time and effort planning or worrying

“Norwegian’s ships are great MiCE venues because everything the group needs is available on board”

ships are great MiCE venues because everything the group needs is available on board.

about transportation. NCL tailors programmes, offering inclusive and cost-effective packages.”

The Norwegian Joy has many firsts at sea to its credit, including ‘Speedway’, the largest race track at sea and an open-air laser tag arena; and the Galaxy Pavilion – a virtual reality and gaming venue. The ship cruises year-round from the West Coast in the US to Alaska, the Mexican Riviera, and Panama Canal from Miami and Los Angeles.

Norwegian Epic, on the other hand, sails round-the-year through Europe, around the Western Mediterranean and the Greek Isles.

Singh feels that cruising in India has grown at an outstanding pace. “Indians are now exploring newer itineraries in destinations such as Alaska, Scandinavia, and South America. We’re also seeing more Indian families travelling,” he shares.

GAC bets big on Asia

Anticipating a high demand for its Baltic, Europe and Asia cruises, Global Anchor Cruises has introduced new products for its luxury travellers.



For Global Anchor Cruises, 2019 did not begin on as stellar a note as had been expected due to several uncontrollable factors, but the cruise travel company continues to keep an optimistic outlook, says **Ian Banerjee**, Partner, Global Anchor Cruises. He says that the company has brought on board new products that are focused on the Asia and Antarctica markets, as it looks to scale up its offerings to travel partners.

“Today, we offer 12 different cruise brands with a fleet strength of 106 ships sailing to almost every corner of the globe. I must say that we are at a very exciting time for the Indian cruise market. India is growing as an economic power and Indians are opening to different ways of exploring



Ian Banerjee
Partner
Global Anchor Cruises

Speaking of trends for the summer season, he says that though Antarctica is getting the most traction, closures are a challenge as the inventory for this destination is too less. “I also believe that while Europe and the Baltic will see good growth, cruises in Asia will play a major role in the segment’s growth story. To cater to this upcoming demand, we have two strategic luxury brands - Aqua Expeditions and Star Clippers – that offer in-depth sailings in

“While Europe and the Baltic will see good growth, cruises in Asia will play a major role in the segment’s growth story”

the world at their own pace. Holidays have now become more experiential than a mere checklist of destinations. This is the bedrock for a booming cruise culture,” feels Banerjee.

and around Southeast Asia,” Banerjee adds.

He also terms travel shows like GPS a brochure for the beauty that the world has to offer.



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Bali has more for India

Within one year of its inception, Indo Jaya Travel, Bali, has witnessed rapid growth in business from India, handling almost 2000 clients each month.



Indo Jaya Travel has completed one year of operations handling clients from the Indian market and continues to see a surge in arrivals from here.

In keeping with this growth, its targeted arrivals from India has doubled in 2019, informs **Ketut Diana**, Managing Director, Indo Jaya Wisataku. "For the last one year, we have been seeing rapid



Ketut Diana
Managing Director
Indo Jaya Wisataku

due to the potential the Indian market holds. Lately, however, travellers have started looking for more detailed products such as adventure tours that include trekking and diving, cultural



tours, Penida Island tour, etc. We now want to be able to operate through an online system to gain information and process bookings faster," says Diana.

Indo Jaya's new products include tours in Gili Island, Komodo Island, Bandung, Ijen Blue Fire and Mount Bromo, as well as MiCE activities in Jakarta and a cultural trip in Yogyakarta. ↴

“We now want to be able to operate through an online system to gain information and process bookings faster”

growth, handling 1500-2000 clients each month. We have good connections in the Indian market through representatives in Delhi, Punjab, and Gujarat," he says.

He adds that the Indian market continues to be its main target, with Bali still a favoured destination for honeymooners and MiCE travellers. "Our company is rapidly developing

Go Smart, go tiered!

For the upcoming season, Go Smart Tourism is keen on tapping Tier-II and III cities for promoting its main sectors — Dubai, Oman, Cambodia and Vietnam.



Travel, as we know it, is rapidly changing. Travellers are now opting for tech-charged holidays and minimising their carbon footprint. They tend to opt for a niche, curated vacation where they get to live out a unique experience. Speaking about this trend is **Jeetendraa Wagh**, Founder & Owner, Go Smart Tourism, who says, "Different factors have been contributing to the change in Indian traveller behaviour.

An increased spending capacity and the desire to travel and experience new things has helped grow outbound tourism. Resultantly, tourism boards are now promoting unique propositions for Indian travellers. Facilities such as visa-on-arrival to Indian travellers by an increased number of countries



Jeetendraa Wagh
Founder & Owner
Go Smart Tourism

India has led them to promote their main sectors this season, which include Dubai, Oman, Cambodia, and Vietnam. "We will do this by participating in travel shows in Tier-II and III cities. We are also in the process of organising familiarisation tours for our travel partners to give them first-hand experience of these destinations," he informs.

Demand for exotic destinations such as Cambodia and

“We are in the process of organising FAM tours for our travel partners to give them first-hand experience of the destinations”

has not only provided a stimulus but also enabled them to make travel decisions on short notice."

Wagh says that this trend in the outbound segment from

Vietnam has increased as well, says Wagh. According to him, travellers are now looking for experiential travel customised to their taste instead of a "plain vanilla vacation." ↴





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Multizebra multi-links

Multizebra is an online marketplace for DMCs and travel agents across the globe, helping them form better partnerships while saving precious time.



Multizebra is another trendsetting product from the Multilink stable, which is touted to be the future of a modern travel industry. Multizebra is a marketplace for DMCs and travel agents across the globe. While the DMCs may upload their static packages and component rates, the travel agents can log on to the portal and create a



Nikhil Shah
Co-founder
Multilink

quotation, which takes up even more time. Meanwhile, the end-traveller either closes with another travel agent or, in a few cases, even cancels the tour. This results in loss of precious manpower, time, and revenue."

What Multizebra does is that it cuts off all the unnecessary time consumption and waste of manpower, and provides the convenience of quoting a query in a few clicks which takes about five to 10 minutes.

"As of now, we have already on-boarded more than 40,000 agents across the globe, mainly from the Indian subcontinent, Indonesia, and the UAE," Shah reveals. Travel agents can view the packages and rates of multiple DMCs for each destination on a single platform, without having to send the quotation to multiple DMCs separately. ↴

“ We have already on-boarded more than 40,000 agents, mainly from the Indian subcontinent, Indonesia and the UAE ”

quotation for any destination in a few clicks.

Sharing this news is **Nikhil Shah**, Co-founder, Multilink, who says, "Tradition-

ally, the travel agent sends a query to a DMC and waits for two to three days for them to revert with a quotation. Then, the travel agent makes changes and sends it back for a revised

Creativity unbridled

Creative Group, with its diverse portfolio, has made a niche for itself with innovation in both technology and offerings, and enjoys a wide reach in the market.



Creative Group boasts of travel and tourism service verticals to diversify systematically and tap the opportunity for sustainable growth. "Our objective is to streamline the existing platform systematically and establish multiple divisions of the travel and tourism verticals in a professional manner so as to boost sustainable growth," says **VS Abdulkareem**, Chairman and Managing Director, Creative Group.



VS Abdulkareem
Chairman and Managing Director
Creative Group

that's the USP Creative Group has adopted to operate across India." Abdulkareem also reveals that the Group enjoyed an average growth of 15 to 20 per cent in 2018. "In 2019, we have set a target of 20-25 per cent growth in all verticals under our umbrella," he says.

Amongst various ways to engage with partners, Creative Group organises FAM trips to Kerala every year for its B2B partners, to promote Kerala as a destination for both leisure

Insisting that India has tremendous opportunities ahead as it is poised for unprecedented growth, he adds, "Creative Group has diversified into all verticals in the travel and tourism sector, adequately supported by technology transformations and innovative schemes. This way, we aspire to be of benefit to buyers while

“ We have diversified into all verticals in the travel sector and have set a target of 20-25 per cent growth in them ”

enjoying cost effectiveness. Hence, the platform and the tool will be effective to meet demands according to changes in customer behaviour, and

and MiCE. Abdulkareem adds, "We also focus and specialise in pilgrimage and the Ziyarat tourism sector, operating Halal tours regularly." ↴

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Saluting the southern trade

India Travel Awards – South recently wrapped up its sixth edition at Sheraton Grand Resort & Spa, Chennai, and was attended by the bigwigs from the travel, MiCE, and hospitality industries of southern India. The chief guest for the evening was **Shreevats Sanjay**, Deputy Director General & Regional Director – South, Ministry of Tourism, Government of India, who felicitated and congratulated the winners for their contribution to the industry. Handing out awards alongside him was **Dr Radhika Kopikar**, first runner-up at Gladrags Mrs India (Maharashtra) 2018.



Gallery of Legends
VS Abdulkareem



DDP Game Changer
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A walk down memory lane

We share with you glimpses of event-filled times at GPS that brought members of the travel trade closer with each passing year.



Indana Hotels expands

Indana Hotels continues to offer Indian hospitality by opening new hotels not just in Rajasthan but in other parts of the country as well.

TT Bureau

Gundecha Group is an established business entity in Mumbai with interests in real estate, hospitality, and education. Under its banner, Indana Hotels opened their first hotel – Indana Palace Jodhpur – with 88 rooms in 2012.

In the winter of 2016, it opened the 118-key Indana Palace Jaipur on the Jaipur-Delhi highway. Both Jodhpur and Jaipur are at the heart of all MICE and wedding events in the region and

“We cater to all segments of the market and continue to introduce our travel agent partners to our hotels”

both property locations were identified keeping in mind the ease of accessibility as well



Poonam Gundecha
Director
Indana Hotels

as space available for public areas and parking.

Poonam Gundecha, Director, Indana Hotels, says, “We saw a trend towards destination

weddings in the country with a lot of NRIs also looking to come to India for the same. Looking at Rajasthan for our hospitality foray was natural as Rajasthan is well known for its hospitality which comes straight from the heart.”

Currently, Indana Hotels has two properties. Upcoming hotels include a five-star category hotel in Mumbai’s Andheri suburb with 240 rooms. This will be close to the international airport and will be an upscale business hotel. Another five-star hotel has been planned in Udaipur.

Indana Palace properties offer a versatile range of venues. “We cater to all segments of the market. We also continue to welcome our travel agent partners and introduce them to our hotels,” she adds.

An island getaway

Indians travelling to the Maldives this summer can make JA Manafaru their ultimate destination and avail two exciting special summer offers.

TT Bureau

Offer your clients an escape to this award-winning resort and help them create everlasting memories this summer at JA Manafaru. Set in the northern Haa Alif atoll in the Maldives, this resort offers an extensive list of activities from scuba-diving, fishing, parasailing, kite-surfing in the crystal-clear waters of the Indian Ocean to learning the techniques of Maldivian cuisine at the chef’s herb garden. They can feast at its seven world-class restaurants and reconnect with their senses at its spa and wellness facilities.

They can also avail of two special summer offers. This includes a complimentary upgrade from Beach Bungalow to Sunrise Water Villa and a complimentary upgrade from Sunrise Water Villa to Sunset Water Villa. Both up-



Pooja Wadhwa
Partner
Avant Garde Consulting

Pooja Wadhwa, Partner, Avant Garde Consulting, on behalf of JA Resorts & Hotels, says, “We have monitored our pricing policy very closely to ensure that there is no conflict of interest between consolidators and agents when trying to sell JA Manafaru to their respective clients. We have also ensured, together with the support of the resort, that our B2B pricing, which has been made available

“We have ensured that our B2B pricing is lower than the rate at which the resort sells online”

grades are subject to availability at the time of booking and are for the travel period from May 1 to September 30, 2019. Offer is valid for bookings on half-board, full-board, and is all-inclusive.

to the travel trade community, is lower than the rate at which the resort sells online, on any B2C platform, thereby making it lucrative for agents.”

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Brussels beyond a day

The Belgian capital has a lot to offer and Visit Brussels recommends experiencing the city's culture and iconic attractions this season.

TT Bureau

The tourism board, Visit Brussels' focus this year is the FIT luxury segment of India with a clear emphasis on 'experiential' tourism. Represented by AVIAREPS in India, Visit Brussels will promote the must-experience agenda apart from its must-see agendas.

Ellona Pereira, Account Director, India, Visit Brussels, says, "We would like the trade to experience the rich hospitality



Ellona Pereira
Account Director, India
Visit Brussels

welcomed 28,756 Indians to Brussels, which translated into a growth of 22 per cent arrivals from India as compared to year 2017. Moreover, for the same period, a significant rise of about 30 per cent was recorded in terms of the number of nights spent in Brussels by Indian tourists. Visit Brussels has also confirmed some MICE groups from India for FY2019.

"We believe that Brussels has a lot to offer and hence can be explored beyond a day trip. We are focused on growing awareness and visibility of Brussels through a wide range of promotional initiatives including workshops, sales visits, and destination trainings. We are entering into partnerships with key tour operators in India, organising trade FAM trips, and spearheading media campaigns and a variety of innovative activities

“ In FY2018, a growth of 30 per cent was recorded in terms of the number of nights spent in Brussels by Indian tourists ”

that this European capital has to offer. Brussels as a city has the ability to adapt to its visitors. There's always something happening and there are

several different ways to experience Brussels."

Sharing figures for FY2018, she says that the city

European extravagance

Euro Tours is a wholesale tour operator that signifies everything Europe, having carved a niche for itself by offering diverse products and expert assistance.

TT Bureau

Euro Tours DMC is a wholesale tour operator that specialises in providing professional group handling services for leisure, religious, special interest and ad hoc groups, or a series of group tours to Europe. The company is based in Mumbai with associate offices in London and Dublin. Devendra Solanki, Director, Euro Tours DMC, says, "Our specialised and



Devendra Solanki
Director
Euro Tours DMC

United Kingdom and Ireland, whether it is a one-off group or a series of group tours. Other services include touring groups, city packages, corporate events and incentives, and religious interest groups. The services are tailor-made and the company also provides assistance from planning to ground-handling. "With our excellent knowledge and understanding of the local market, agents can take advantage of our expertise to design itineraries or for an enhancement of a specific tour. We believe that we have the right ingredients for a long, successful relationship with the trade," Solanki adds.

“ With our understanding of the local market, agents can take advantage of our itineraries or an enhancement of a tour ”

dedicated team, as well as our expertise and vast experience help us provide the trade with a competitive edge, backed by a specialist service and assistance."

Euro Tours DMC offers a range of services to travel agents and tour operators. These include professional and experienced ground-handling services across Mainland Europe, and

The company also has arrangements with three, four, and five-star hotels in Europe. Some of the sights and excursions include the London Eye, Louvre Museum, Eiffel Tower, and peaks in Switzerland.

Reminiscing the yesteryears

Seven years and counting, GPS has been setting benchmarks among Indian travel shows. We take a look at the wonderful days gone by.



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Experience Cotton stays

Travel agents looking for unique, experience-based stays for their clients with special interests can opt for Cotton Stays hotels across Maharashtra.



TT Bureau

A trusted name in hospitality, Anand & Daughters offers handcrafted hospitality solutions for sales, marketing, and management of boutique properties. It has two brands under this umbrella – Anandvan Resorts and Cotton Stays. Puneet Anand, Founder, Anand & Daughters, says, "While Anandvan Resorts has already managed to carve a niche for itself, Cotton Stays is relatively new. It has multiple properties under the banner and is great for getaways,



Puneet Anand
Founder
Anand & Daughters

Cotton Stays has partnered with cherry-picked hotels and

“Cotton Stays is great for getaways and glamping experiences, and we are open to offering incentives to travel agents”

long escapes, short breaks and glamping experiences that are green, natural, and perennially popular.”

resorts to offer guests the authentic Cotton Stays experience. These properties are great for intimate gatherings

of 25 guests to larger groups of 100-plus. It basically caters to the mid-scale segment looking for experiential stays: family reunion, pet friendly, romantic getaways, glamping, artists community, start-ups, trekkers and adventurers, corporate retreats, bikers, weddings, educational tours, wine-centred stays, pilgrimage-centric, ayurveda, etc.

“We only take on handpicked properties that we believe in. We add value so that they can get more out of every stay and their holidays aren't just adequate but memorable. We are also open to offering incentives to travel agents,” Anand adds.

He shares that these properties offer boutique stays and local experiences in offbeat locations through local experiences. 📍

Go Goa with Freedom

Freedom Holidays signifies all things Goan, and the tour company wants operators to experience the state through FAM tours it organises for them.



TT Bureau

Martin Joseph Thygodath, Chairman and Managing Director, Freedom Holidays, Goa, is credited with being the first person to start an office at the Goa Airport to handle foreign charters. Today, his company – Freedom Group – completes 25 years in the business of holidays and aviation.



Martin Joseph Thygodath
Chairman and Managing Director
Freedom Holidays, Goa

Speaking about the current focus for the company, Thygodath reveals that his energies are being diverted to promote Goa as a destination. “One of the new ways of promoting our destination Goa to the Indian and foreign market is by conducting familiarisation trips. We are starting with Kerala and have organised a tour for 40 top tour operators from Kerala who are members of ATTOTI (Association of Tourism Trade Organisation of India). We are

inviting them to Goa to have a first-hand experience of various

“We plan to conduct familiarisation trips for operators from Delhi, Mumbai, Bengaluru, and Kolkata”

hotels in Goa, sights of Goa and of course, the ubiquitous Goan hospitality,” he says.

These tour operators will spend three nights and four days in Goa and will also go for hotel inspections. “We have also arranged interactions for them with representatives of Goa Tourism and other government stakeholders. We plan to conduct similar familiarisation trips for operators from the cities of Delhi, Mumbai, Bengaluru, and Kolkata,” he reveals.

Thygodath adds that the company plans to conduct FAM trips for associations. “We are also promoting luxury apartments and

luxury villas in Goa, as well as the delicious Goan cuisine,” he adds. 📍

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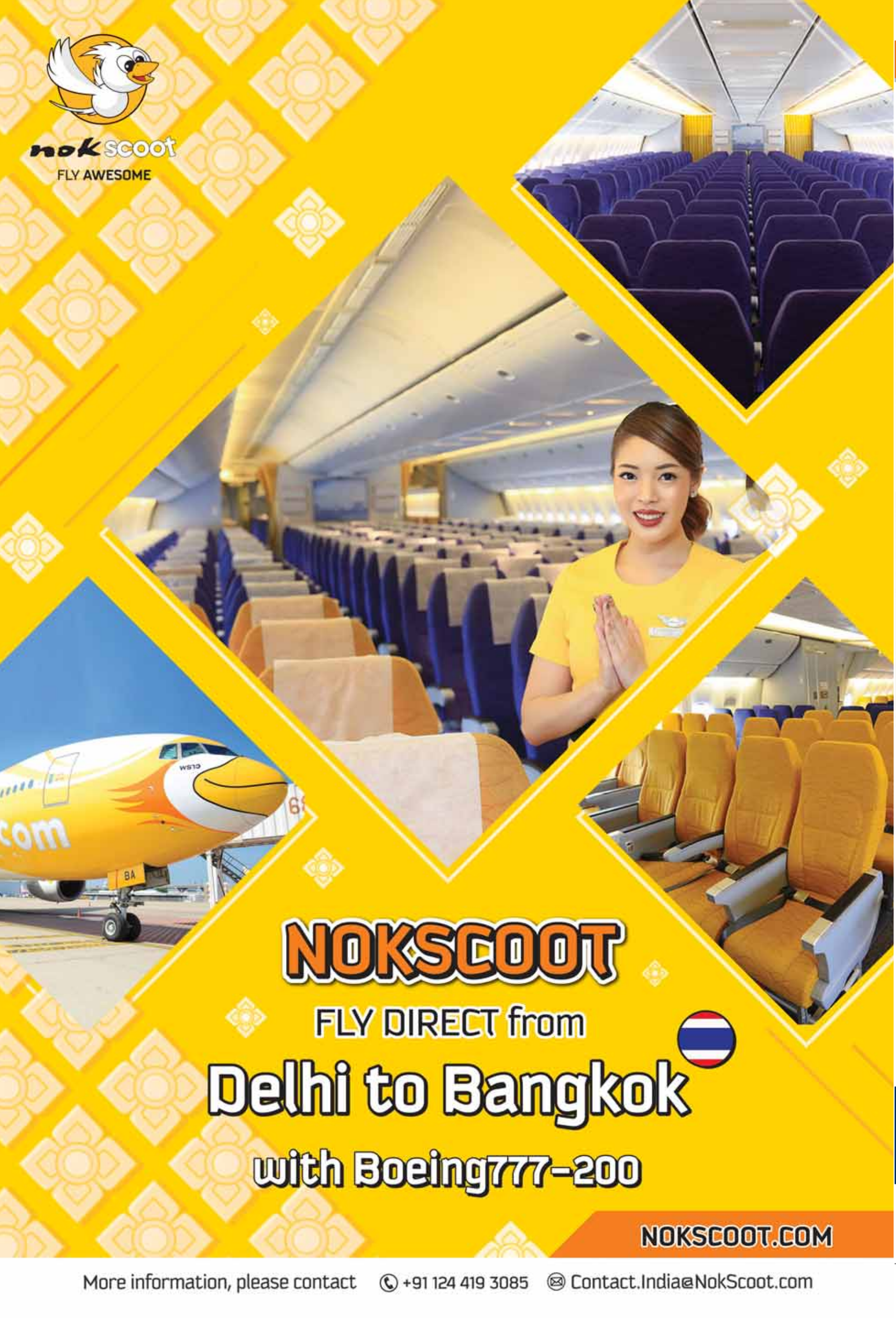
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
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