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May

## Pioneering travel

Today's Traveller in conversation with
Rajiv Nangia, COO, TRAC Representations (India) Pvt Ltd

Where business meets pleasure
12
Richard Barooah, General Manager, Radisson Udaipur Lake City Mall, speaks about the hotel's outstanding positioning in the city of Udaipur

## Jaipur's pride

Today's Traveller in conversation with Neeraj Maharshi, DoSM, Crowne Plaza Jaipur Tonk Road

Hallmark of a complete Indian 16
experience
With an array of hotels and services, ITDC is making a fine statement

## Shaping the future

18
iNFHRA works to create an industry of positive growth

## Corporate jetsetters

20
Know where the corporate world goes for the perfect vacation

04 My Fortune, Guntur, to debut in 24 2019
N Chandrababu Naidu, Chief Minister, Andhra Pradesh, lays the foundation stone of ITC's'My Fortune, Guntur'

## Aviation

Airports Authority of India signs MoU with IATA

## On a journey to rural Europe 32

Off beat European destinations for the soul-searching traveller

## Experiencing paradise

Explore Indian hill destinations with Fortune Hotels and WelcomHeritage Hotels' properties

## Soulful sojourn <br> 40

Cherish the gift of nature, with the beautiful Dooars region of West Bengal

Thai ode to women 42
Thailand is an amazing treasure trove of happiness for women

[^1]

Corporate Business, Aviation, MICE \& Leisure Travel Magazine | Volume 19| No. 10

MTM \& LLTM: Building business
The MTM+LLTM held at Hotel Sahara Star, Mumbai on $22^{\text {nd }}$ April, 2016 successfully created a business platform for Buyers and Sellers of the MICE, Luxury and Leisure travel segments

| Hotels | 06 |
| :--- | :--- |
| News | 08 |
| Destinations | 09 |
| Appointments | 10 |
| People and Events | 25 |
| What When Where | 58 |
| Pick of the Month | 60 |




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## CeA <br> PIONEERING TRAVEL

In conversation with Rajeev Nangia, COO, TRAC Representations (India) Pvt Ltd

## TT BUREAU

Q. What are the key strategies used by TRAC when it comes to representing a destination?
TRAC pioneered the representation business in India with an objective to grow the Indian outbound market. Over the years, we have successfully introduced and promoted over 20 international destinations and various products and services. We have worked on a customised approach, and continue to provide innovative marketing solutions to overseas governments, thus creating an edge in the market and long lasting impressions. have been practicing and following the path of - neutrality, which has - enabled us to work cohesively with travel trade across India.
Q. What is TRAC's vision for the year ahead? We completed a successful year 2015, with growing numbers for destinations represented by TRAC. We are confident of continuing on the growth path in this year also. India is the second fastest growing outbound market and continues to attract various destinations, products and services. There is an influx of various new destinations, tourism products and services that want to capitalise on Indian outbound growth, thus making marketing in India more challenging, and at the same time creating room for business to grow further. The prospects for the year ahead look promising, however, keeping in view the global economic scenario, the challenges cannot be negated and need to be addressed through marketing thoughts.

Q. What according to you lays the foundation for a successful destination?
TRAC prides itself on being the pioneer associated with prestigious accounts and representing the best tourism destinations in the world. We promote our destinations with the latest market knowledge and resources, an extensive network of agents and associates on a pan-India basis, market insights, and research capabilities, sustained goodwill with the Indian travel trade and media, and the vast experience of TRAC Team. Destinations capitalise on our skills and value our professional ethics and neutrality.



## LISTEN TO THE DOOARS Notiustits sights. $^{\text {LI }}$

but its sounds will take your breath away. With rivers that were once glaciers whispering through the woodlands, quenching the earth with their sweetness And the never-ending forests that are alive with the songs of the wild.

DEPARTMENT OF TOURISM, government of west bengal

## PHR PARTNERS WITH FORTUNE HOTELS

Preferred Hotels \& Resorts (PHR) expands its partnership with Fortune Hotels (a member of ITC's hotel group) by announcing the addition of seven new properties to its portfolio within the first quarter of 2016, bringing its partnership with the group to nine total properties across key destinations in India, including Ahmedabad, Bengaluru, Chennai, Gurgaon, Navi Mumbai and Noida.
"Throughout its history, ITC's
 hotel group has successfully established itself as one of the foremost hospitality brands in India. We are pleased to further strengthen our partnership with Fortune Hotels under the umbrella of the ITC's hotel group. The fusion of traditional Indian hospitality and contemporary international standards, along with the brand support from ITC's hotel group, makes Fortune Hotels an ideal fit in our India portfolio," said Saurabh Rai, Executive Vice President of Preferred Hotels \& Resorts.

Suresh Kumar, Managing Director, Fortune Hotels said, "Fortune Hotels will benefit from Preferred Hotels \& Resorts' vast range of business solutions, including access to international business through global preferred partnerships and programmes with global TMCs (Travel Management Companies), online distributors, and corporate customers. As hotel development continues to expand in India, our aim is to be at the forefront of the industry with effective distribution strategies. Our partnership with Preferred Hotels \& Resorts is a key component and essential in enabling our hotels to access new business both locally as well as on the international level."

## LEBUA LUCKNOW - A NEW OPENING

Lebua Hotels and Resorts, the Bangkok based luxury hotel management company, has expanded its portfolio with the opening of its latest luxury hotel Lebua Lucknow, in the capital city of Uttar Pradesh.

Located in central Lucknow, one of the three cities that form the Uttar Pradesh Heritage Arc, the Lebua Lucknow's 41 rooms and suites marries the quintessential Lakhnavi royal heritage of living spaces that open onto courtyards and terraces, with the Art Deco style of architecture fashionable in the first half of the 20th century.

All rooms and suites are non-smoking, air-conditioned and have a balcony or terrace, in addition to complimentary WiFi, satellite and cable TV, coffee/tea making facilities, an in-room safe and bathtub. The property is easily accessible, being just 14 km away from both international and domestic airports; the city itseif being just over an hour's flight from New Delhi.


## CARLSON REZIDOR GROUP UNVEILS VRINTERFACE BLUPRINT

Carlson Rezidor Hotel Group, unveiled its state-of-the-art Virtual Reality (VR) interface for the Radisson Blu brand's new design programme, BluPrint, at its Asia Pacific launch during the Hotel Investment Conference South Asia (HICSA) 2016. Leveraging the latest in immersive and interactive visualisation technology, Carlson Rezidor has also created a downloadable app and is employing the use of portable VR devices to showcase the merits of BluPrint.
"Carlson Rezidor is redefining the design process for investors and how travelers discover and explore our hotels. We are opening up a new world of experiential engagement, enabling a sensorial appreciation of what we have to offer," said Thorsten Kirschke, President, Asia Pacific, Carlson Rezidor Hotel Group. "Our focus on technology and innovation underscores our drive to stay ahead of changing guest expectations, captivate new audiences and ensure even stronger returns for owners and investors. Our technological edge will also help propel the evolution of our Radisson Blu brand, which has been built on iconic and innovative design, sophistication and style."


## RADISSON BLU PLAZA DELHI LAUNCHES DELHI CATERING COMPANY

Creators of the legendary The Great Kabab Factory, now bring authentic and delectable Global Cuisine to the location of your choice. Delhi Catering Company, an exclusive outdoor catering enterprise of Radisson Blu Plaza Delhi, brings to you an unforgettable Indian Hospitality complimented with international
 class professional and hygienic standards. The guest also gets a choice of food from any part of the Indian subcontinent or the World.

It's not just the taste buds; the Delhi Catering Company creates for their guests an enchanting and unforgettable experience which will become the talk in their social circles. The Delhi Catering Company's professionalism, superb creativity and impeccable services offer an experience that will delight guests and more.


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## ITC LIMITED RENEWS PARTNERSHIP WITH STARWOOD HOTELS \& RESORTS

ITC Limited and Starwood Hotels \& Resorts recently announced that agreements have been signed to extend their existing partnership for 11 ITC Luxury Collection hotels and one hotel under the Sheraton brand. Further strengthening their partnership, the two also announced three upcoming ITC hotels under The Luxury Collection brand in India. The addition of the ITC Kohinoor in Hyderabad, ITC Narmada in Ahmedabad and ITC Royal Bengal in Kolkata will take the inventory up to 15 hotels, over the next four years.

Nakul Anand, Executive Director, ITC Limited said, "ITC's hotels exemplify our commitment to create world-class Indian brands that demonstrate global competitiveness. The association with Starwood Hotels \& Resorts for close to four decades bears testimony to this commitment and we are pleased to further strengthen our alliance with three upcoming ITC luxury hotels in Kolkata, Hyderabad and Ahmedabad, which will be an archetype of the culture and region they are located in."

Thomas Mangas, CEO, Starwood Hotels \& Resorts Worldwide Inc., said, "Starwood is experiencing strong growth momentum in India with signings of new hotels in the past 12 months representing nearly 30 per cent of our current operating footprint in the country. India remains one of our fastest growing markets and much of our success can be attributed to our long, collaborative partnership with ITC. Together with ITC and our highly experienced local team,
we look forward to offering our guests and customers more
choices in more places, and our continued mutual success


## COFFEE DAY HOTELS AND RESORTS ASSOCIATES WITH BAREFOOT RESORTS

The Serai Resorts, Coffee Day Hotels and Resorts, a part of India's largest integrated coffee conglomerate - Coffee Day Enterprises Ltd announced its association with Barefoot Resorts- the property synonymous with being a catalyst to the development of tourism in the Andaman Islands. This association is a major move by the Coffee Day Hotels and Resorts (CDHR) and will help amplify their reach and footprint.

M Venkatesh, Director, Coffee Day Hotels and Resorts said "CDHR currently has a strong presence in Karnataka. Given the immense potential and increase in popularity of Andaman among Indian tourists, Coffee Day Hotels and Resort's strategy is to grow both organically and inorganically, with a larger weightage towards the latter."

Samit Sawhny, Managing Director at Barefoot Resorts said, "Andaman Islands is one of the most preferred getaway destinations. Barefoot, known for its pioneering legacy aims to ensure that its early market leadership is sustained through continuous quality improvement. Through the association with CDHR, we aim to open new resorts and upgrade the existing ones to remain the market leaders."

## VFS GLOBAL LAUNCHES 'ON DEMAND MOBILE VISA' SERVICES

In partnership with UK Visas and Immigration, VFS Global announces the launch of the 'On Demand Mobile Visa' service for UK visa applicants in India. Through this service, applicants located anywhere in India and applying for visas to the United Kingdom, can complete the entire visa application procedure and enrol biometric data within the comfort of their homes or offices.

## Home2Home services also launched

In another exclusive service for UK visa applicants, VFS Global has launched Home to Home $(\mathrm{H} 2 \mathrm{H})$ - a personalised service that provides chauffeur services and end-to-end assistance with form-filling and submission. This is specifically aimed at out-of-town applicants who may have to travel to certain cities for their visa application.

Nick Crouch, UKVI Regional Director for South and Southeast Asia, said, "This is yet another example of UKVI and VFS working in partnership to offer visa applicants the service that they want. It is in direct result to customer feedback and we are confident that these services will prove popular. We will continue to work together to improve our services even further."

Vinay Malhotra, COO - South Asia, VFS Global added, "Innovation continues to be at the front and centre of our business development. The 'on demand mobile visa' service is an outcome of these efforts and is a premium service that redefines flexibility and convenience for UK-bound travellers. Similarly, the H 2 H service also caters to the growing demand for greater personalisation and customer-centricity in our services and we are confident these two new offerings will provide high levels of satisfaction for applicants."

## COX \& KINGS SIGNS AGREEMENT WITH RAS AL KHAIMAH

Ras Al Khaimah has signed an agreement with Cox \& Kings Ltd to strengthen its relationship and expand its presence in the Indian market, which is one of the fastest outbound markets in the region. This agreement will focus on promoting the various aspects of Ras Al Khaimah and popularise it in the Indian market.

Haitham Mattar, CEO of Ras Al Khaimah Tourism Development Authority said: "Following our revised strategies and Vision to reach one million visitors by the end of 2018, we will be announcing a number of partnerships such as this. Air India Express has already launched new routes to the emirate and our agreement with Cox \& Kings will ensure we're making the destination as accessible as ever."

Ashutosh Mehere, Senior Vice President, Alliances \& Special Projects, Cox \& Kings Ltd., said: "Ras Al Khaimah offers the Indian traveler an opportunity to explore a new destination. We will focus on promoting the destination aggressively in the Indian market and create packages that are affordable and capture the essence of the destination."

(from left to right): Haitham Mattar, CEO of Ras AI Khaimah Tourism Development Authority and Ashutosh Mehere, Sr Vice President, Alliances \& Special Projects, Cox \& Kings Ltd

## SICHUAN PROMOTES TOURISM FROM INDIA TO CHINA



To give a glimpse of the rich art, culture and tradition enjoyed by Sichuan, a Cultural Evening was held at DLF Place, Saket in Delhi, post the conference held by Sichuan Tourism Administration in the capital. The cultural evening, which was attended by guests and dignitaries from China and India, showcased the art and cultural performances by artists from China.

During the visit, Wang Ning, Executive Vice Governor, Sichuan, remarked "In 2015, Sichuan gained total revenue of 62.10 billion Yuan from tourism, an increase of 27 per cent. Now we are making efforts to build Sichuan as an economically powerful province and a world tourist base. Both India and Sichuan are fascinating tourism destinations. Just like India, Sichuan has rich ancient heritage, cultural diversity and a centuries old civilization which we take immense pride in."

Song Ming, Deputy Director General, Sichuan Tourism Administration, also said "With its picturesque scenery, rich wildlife, unique religious beliefs, rustic folk customs and magnificent history, Sichuan is a magical land for travellers who feel after coming to Sichuan that living in utopia is no longer a distant dream."

## MALAYSIA INTRODUCES E-VISA FOR INDIAN TOURISTS

Travelling to Malaysia got a little more convenient. The Malaysian Government recently introduced the Electronic Travel Authorization Visa (e-visa) for a short visit to Malaysia. At this point in time, the e-visa facility is available to Indians residing in India only and is valid for a single journey stay of maximum 30 days in Malaysia for tourism purposes.

India is a significant contributor to the tourism economy of Malaysia. Last year, as many as 722,141 Indian tourists visited Malaysia, making it the sixth largest contributor to tourist arrivals. Mohd Hafiz, Director, Tourism Malaysia, Mumbai said, "We are always trying to make travel to Malaysia as convenient as it can get and the introduction of e-visa is a major step in that direction. We are confident that with this ease in visa process, more and more Indians will now consider Malaysia as a destination of choice for their next holiday."

The Malaysia e-visa comes at a fee of around Rs 2710 and can be obtained within 24-48 hours with a validity of 3 months.


## TAT LAUNCHES WOMEN'S JOURNEY THAILAND TO BOOST WOMEN TRAVELLERS

The Tourism Authority of Thailand (TAT) is launching a special campaign to attract local and international female travellers to enjoy some of the kingdom's many attractions with a wide range of activities, special offers, discounts and privileges from the variety of products and services and events aimed at women, whether travelling alone or with groups of friends, to be arranged across the month of August.

Yuthasak Supasorn, TAT Governor said, "We've designated August 2016 as a 'month for women travellers', in a way of marking Her Majesty Queen Sirikit's $84^{\text {th }}$ birthday, to encourage the growth of the global and domestic female traveller segment in conjunct with our strategy to promote Thailand to be a Quality Leisure Destination. Increasingly, women are coming to Thailand in groups or as solo travellers and expect to find activities and attractions geared to their needs. So, this campaign will broaden their recognition on how Thailand can cater for a great experience to female travellers like nowhere else."

Juthaporn Rerngronasa, TAT Deputy Governor for International Marketing - Europe, Africa, Middle East and the Americas added, "In addition, when it comes to planning holidays, it's often the women in the family making the main decisions. Female travellers are an increasingly strong market for local and inbound tourism to Thailand. The global income of women worldwide has risen hugely and the compound growth of female arrivals to Thailand has also risen, averaging 11.4 per cent from the period 2007-2014."
"In order to promote this initiative and inspire female travellers to come to Thailand, TAT has come up with five different promotional concepts: Beautiful Look, Beautiful Shape, Beautiful Mind, Beautiful Retreat, and Beautiful Experience, which are all designed to meet the varied needs of women travellers and to boost Thai tourism products and services that are geared towards female travellers." Srisuda Wanapinyosak, TAT Deputy Governor for International Marketing Asia and South Pacific, added.

## DON'T MISS

Highlighted activities to be held as part of the campaign include Lady Golf Challenge, Lady Celebrities to Thailand, Thailand through Her Eyes, 84 Perspectives of Thailand, Lady in Thai Fabric, Lady Products Showcase, as well as a Women's Journey application. Various other special arrangements are being provided to female travellers in this month; such as, Lady Immigration Lanes, Lady Parking and Lady Airfare.

## MOVEMENTS



ARPIT PANT has been recently promoted as the Regional Director of South Asia and Middle East at Preferred Hotels \& Resorts. Bringing 15 years of experience to benefit his new role, he will be responsible for driving key development and expansion of the brand's portfolio in the region. A veteran hotelier, Pant spent a majority of his early career in various positions with The Oberoi Hotels and Resorts, and has immense experience in accommodation management, food \& beverage operations and sales.


GUENTER GEBHARD has been designated as General Manager OF Mandarin Oriental, Bodrum. Gebhard brings with him over twenty years of experience in the global luxury hospitality industry, with senior management roles at Mazagan Beach \& Golf Resort in Morocco, Atlantis the Palm in Dubai, St. Regis, Bangkok and a global role as Director of Operations, Restaurants \& Food and Beverage Operations at Jumeirah Group, together with other assignments in the Middle East, Germany and New York.


KERMAN LALKAKA has been designated as the General Manager, ITC Grand Central, Mumbai. With over 20 years of operation and management experience, he has held several executive positions, including Director of Operations, Front Office, Food \& Beverage, and Social Media. In his new position, he will be responsible for the overall operations at ITC Grand Central, Mumbai.


ABINASH SHARMA has been designated as the General Manager at Xenious LN Courtyard Hotel, Ajmer. A hotel graduate, Sharma comes on board with a strong operational and financial background of 17 years. He has worked across hotel and nonhotel brands such as Sayaji Hotels Ltd, Carlson, Fortune, ICICI and HDFC Bank Ltd.


ANDREAS STREIBER has been appointed as General Manager at Shangri-La Hotel, Bengaluru. Streiber comes with over 32 years of hospitality, operational and management experience, and 10 years in senior management positions at several reputed international companies around the world, such as, Europe, North America, South East Asia and China. A seasoned hotelier, Streiber previously served as opening General Manager ShangriLa Hotel, Qinhuangdao from 2014 to 2016.


MANOJ DEV
has been appointed as the General Manager of Shraddha Sarovar Portico, Shirdi. Dev brings with him an experience of about two decades in the hospitality industry. Some of his previous assignments include roles as Managing Partner - Chakla Belan, Dubai; Managing Partner - The Palace Belvedere, Nainital; General Manager - Vikram Vantage Inn, Nainital; General Manager - Pine Retreat, Mussoorie and Quality Inn Presidency, Kochi. Dev holds a Diploma in Hotel Management from IHM Chennai


SANJAY GROVER has joined as the General Manager at Hometel Chandigarh. A dedicated and result driven professional, Sanjay brings with him an international experience of over 26 years in the hospitality industry working with various hotels across India, UAE, USA and Mexico. Some of his previous assignments include stints with The Oberoi Grand Kolkata, The Oberoi Towers Mumbai, The Kwality Inn, Dubai and the Marina Beach in Azman.


SHUBHAMOY BANERJEE has joined as the Food and Beverage Manager at The Orchid Mumbai. He was earlier associated with The Lalit Mumbai and Hilton Worldwide in the same position. Banerjee carries an experience of more than 15 years and has worked with some of the best national and international brands, such as Park Hyatt in US, ITC Sheraton, Taj Mahal Mumbai, Hilton Worldwide, to name a few. He has also spent more than six years in cruises as Acting F\&B Manager.


In conversation with Richard Barooah, General Manager,

Radisson Udaipur Lake City Mall

## TT BUREAU

## What is your hotel's corporate positioning?

Radisson Udaipur being the city's first upscale business hotel, the hotel as product is a state-of-art concept. The hotel is attached with one of the swanky malls of Udaipur. Apart from splendid hospitality which is our brand promise, the hotel will also cater to every need for all discerning travellers. The hotel will not only make complete sense for business travellers, but also for families who seek larger rooms and shopping experience while they are on a holiday.

Udaipur being predominantly a holiday destination, we too have customised our product and more in terms of service. The hotel offers specialised kids menu and has a dedicated ladies floor with high tech securities and amenities for every single lady traveller.

Radisson Udaipur has state-of-the-art rooms which are actually larger in size than normal business hotel rooms, ranging from 440sq.ft to 1200sq.ft, which is one of our biggest USPs in conjunction to all the products available in the city. The hotel


also boasts of a conferencing venue with a separate convention floor. The hotel can host board meetings, from 10 people to 400 people gathering, so be it a serious meeting, or conference, or a gala dinner, the venue is fully equipped for a mesmerising experience.

As a Carlson Rezidor hotel, we believe in running our business in a responsible manner, so we are committed to our society. We have already started driving lots of CSR activities for the underprivileged kids of the city. The hotel is planning to host unique global food festivals to cater to local Udaipur people, so that the city's people experience best of cuisine from the globe on their platters.

Also, I feel that, being a Carlson Razidor managed hotel, our strategic approach towards the market with our various innovative packages, and also with our vast sales network, will add success to the hotel and the city.

## What are the facilities that your hotel offers for MICE activities?

The hotel hosts state-of-art conferencing and banqueting facilities which can host from meetings for 10 people to 400 people. As a business hotel the hotel has the dedicated convention floor, keeping in mind the tranquillity of the guest, and also the convenience for the people who host conventions.

The convention floor has demarcated separate entrance so that there is a minimum disturbance to the in-house guest or convention guests. We also have tailor made MICE packages to suit the needs of all type of guests. So whether it is a smalk serious meeting or a large gala dinner party, the hotel team will surely make it a grand.

What are the options for corporate visitors to entertain their guests?
Udaipur being a very popular tourist destination and we being the city's first business hotel, the value proposition will be very

much different than any other hotel in the destination. We as a business hotel are offering lots of options for all corporate travellers which meet the standards of global cuisine. We would also conduct culinary arts classes for the spouses of the corporate guests for enhancement of their skills, adding excitement to their lives. We have lots of options when it comes to entertainment, our F3 lounge which is one of its kind in the city is the best place to unwind after a hard day's work. It has an electric mix of music and our lip smacking finger foods is handpicked by our chef to make every celebration memorable. Carlson Rezidor drives one of the world's largest guest loyalty programme, which boost a corporate traveller to stay more, do more and earn more. For our long stay guests, our chef has designed a special menu which takes into consideration the demography of the guest.

## What is your corporate outreach programme for 2016?

We provide an enormous amount of experience to our corporates and their guests, because we're passionate about our products and services. We reach them through various channels, the best one that works is word of mouth. What a corporate really needs is, guest satisfaction and best deals for the company. So we ensure our corporates that the perception value varies differently from guest to guest, as it is demographic centric. This is very important to us because the experiences they carry with them work for us, making our brand stronger. They become our brand ambassador, and recommend our service
and product to the market. For a customer, accommodation is more authentic and easily convincing for choosing his kind of product as per his/her expectations. As a multinational hotel, we have tailor-made packages for every corporate, understating their travel requirements. We monitor every guest's needs and keep an objective to deliver beyond their expectation, adding delight in their every stay.

Tell us what you feel is the most unique or distinctive feature of your hotel? What best describes its personality?
As Udaipur is growing as a smart city, we are closely monitoring every segment of business. I think with our expertise in hospitality business which is backed by a brand like Carlson Rezidor, Radisson Udaipur would surely be the best landmark in hospitality for Udaipur city as its first business hotel.


The hotel is situated in a swanky mall, which really adds values to any modern traveller, so be it business or leisure, the traveller has everything under one roof. The hotel also boasts a kid's entertainment zone with modern 7D movies and an entertainment area with electronic games, with pool tables and balling alley. The hotel has a lovely roof top swimming pool, where one can take a dip and rejuvenate.

## What are the F\&B options available at your hotel?

Radisson Udaipur also hosts the city's only Indian speciality restaurant "Itihaas" for people who seek a serious gastronomical journey. Its menu has been designed by various culinary and food historian experts from the industry. Also, our trained chefs make sure every moment add memories to this experience. The cuisine includes old and secret recipes of over 100 years that are not easily available. We also have a café shop which serves global cuisine round-the-clock, while also specialising in continental food. The Season's café serves buffet dinner, and breakfast with various live food counters which add values for every guest who likes global cuisine. The F3 Lounge which is the city's first night-club is the right place to set your mood and a great place to unwind after a long day. The lounge serves the best international cocktails and mock-tails with an electric mix of music and lip-smacking finger foods.

## JAPUR'S PRIDE

In conversation with Neeraj Maharshi, DoSM, Crowne Plaza Jaipur Tonk Road


## TT BUREAU

## Tell us a little about yourself first?

I have been in the hospitality industry now for over 18 years, specialising in Leisure, Corporate and MICE segments. I have worked with organisations like the Taj Hotels Resorts and Palaces, and Marriott India. I was heading the leisure segment for the Taj Hotels in Delhi and was later responsible for the successful launch of the two flagship hotels of Marriott in India - the Jaipur Marriott and the JW Marriott New Delhi Aerocity. Currently, I have successfully launched the Crowne Plaza Jaipur Tonk Road as Director Sales and Marketing, and now positioning the hotel for long term success.

## What distinguishes your property from others in the same bracket?

There are a number of things in this regard, we have the IHG® Rewards Club - the world's largest hotel loyalty programme in the world. We are also the only hotel façade in India, to not have punch windows. It has a single day lit corridor that ensures lower carbon footprints and gives the guest the benefit of having a naturally lit corridor.

Crowne Plaza Jaipur Tonk Road boats modern architecture and ambience, fused with subtle local touches, international service quality and standards. The hotel has one of the biggest room sizes in Jaipur, 40sq.m, 218 well-appointed rooms and suites, and five eclectic dining options. Spread across 19,500sq.ft, we have expansive and pillar-less banquet venues that are coupled with excellent service by our Crowne Meetings experts. Crowne Meetings is a single point of contact throughout the event.

We also have Sleep Advantage ${ }^{\oplus}$ programme, which includes premium bedding, aromatherapy, quiet zone floors and a guaranteed wake-up call, will help you unwind and rest easier, ensuring a productive day ahead.

## What would you say is the Differentiating Factor of your F\&B outlets?

The differentiating factors include our unique F\&B offerings, the authentic décor, and our specialty restaurant- House of Han with Chinese expat Chef Jinhong Luo. The hotel has planned interesting promotions throughout the year to ensure that we always bring 'current' concepts to our guests. The sheer variety of cuisines/concepts - Italian, Chinese, Teppanyaki, Indian, always ensures that all our guests - be it in-house or visiting diners -
have something to look forward to. Sirocco - our global cuisine restaurant is perfect for family dining where kids can enjoy at Kids corner. Recently launched AIRE - Sky Bar and Grill is a short walk away from the pool area, and is perfect for cherishing beautiful sunsets, and enjoying dinner under the cool moonlight; paired with the melodious voice of a female singer. It is best known for its comfort food, and offers different seating styles for the guests, including bar, private cabanas and open air seating with a view of the Mediterranean landscape.

## What is the marketing strategy you have adopted to promote your property?

In order to successfully reach our targeted customers in a competing environment, we use a combination of both online and offline marketing tools. We have adopted an integrated marketing approach that reflects a consistent brand message. Our brand positioning is all about providing vibrant, contemporary, and modern facilities catering to the new generation traveller. With Jaipur expanding as a conferencing and MICE hub, and the hotel facilities complimenting the needs and requirements, our strategy has always been revolving around these key segments that generate such requirements. The hotel is designed to cater to small as well as large sized groups and meetings, and the communication focuses essentially on our key brand values along with service deliverables targeted towards our discerning travellers.

Social media marketing coupled with effective PR and proper utilisation of digital marketing helps us to reach out to modern travellers and young generation tech-friendly guests. There is a continued effort to innovate and improve the menu offerings catering to changing tastes and a wider diaspora of our guests.

## How do you motivate your team?

I keep them engaged at all the times with initiatives that interest them, and this ensures productive output and learning at the same time.

## What according to you is the most important thing for success in the industry?

Be a good listener, be flexible, and never say "No." It is also very important to offer alternatives, take care of your people as they are your most valuable asset, and be agile to the ever changing business scenario.


Head Office: 29, Panchkuian Road, Opp. Metro Pillar No. 11, New Delhi - 110001, Telephone : 011-23561111 Mobile :+91-9990222999,09990234567 Fax : 011-23580000 Email: info@manntours.com Visit us at: www.manntours.com


Working towards Indian hospitality, ITDC is marching forward with its many hotels and strategies

## TT BUREAU

ndia Tourism Development Corporation (ITDC) is one of the few hospitality corporations in the country, providing every possible tourism facility through hotels, restaurants, travel agency, duty free shops, entertainment, sound and light shows, publicity, and engineering consultancy for the promotion of tourism. It is a commercial corporation under the
aegis of the Ministry of Tourism, and has played a significant role in the development and opening up of new tourist destinations. ITDC has been conferred the award of "Fastest Growing Miniratna" by the Dalal Street Investment Journal (DSIJ) for the year 2015.

ITDC - run Ashok Group of Hotels are India's regal hosts to
domestic and international visitors. Over the years, the Group has stood tall with utmost modernity, unmatched regalia and traditional Indian hospitality. A guest can chose from any of the luxurious rooms across a range of hotels, palace, lodges,
provide greater impetus to the Event Management division, Duty Free shopping at seaports.

As part of its contribution towards supplying trained manpower to the Hospitality Industry, ITDC has set up a Centre of Excellence in Hospitality Education at Hotel Samrat, New Delhi. The courses offered by AlH\&TM are a blend of the rich heritage and culture of India and hospitality management education system. It provides the students with a world class contemporary education to have an edge over others in the field.

Having established quality tourism infrastructure in the country, ITDC has already scripted a success story in the hospitality sector. Lately, by diversifying into specialised fields namely event management, sound \& light shows, engineering consultancy, publicity consultancy, successful organisation of food festivals abroad etc. the Corporation has established high credentials in the tourism and hospitality management.

With its gamut of services, ITDC has everything for the visitor to explore India - its diversity, its culture, its way of life, its heritage and history that goes back 5000 years. Wherever one travels in India, ITDC's people graciously provide a taste of Indian Hospitality, so that India's customs, culture
and experience the essence of resplendent Indianness and avail true value for money. The Ashok Group has played host to several prestigious national and international conventions and events. Time and again, it has stood the test of time by hosting the highest level of dignitaries, including Heads of States and Luminaries from across the world. Excellence in specialty restaurants has triggered winning distinctions and accolades for the Hotels. Many of the existing F\&B outlets have won prestigious awards.

The Ashok Group also globally popularises Indian cuisine by participating in food festivals abroad and on the domestic front, state-centric food cum culture festivals are organised at different hotels of the Group. The Group is operating eight ITDC owned Hotels, five Joint Venture Hotels, two managed properties, three catering establishments and one restaurant.

ITDC has the complete set of activities essential for tourism promotion. An aggressive marketing thrust is being worked out to take forward the Organisation and reach out to the international markets as well as provide greater impetus at the domestic front. Secondly, ITDC aims to concentrate on the initial mandate towards promotion of tourism in the country. The efforts are focussed towards mounting and installation of Sound \& Light Shows at popular tourist destinations. Simultaneously, to diversify into new service-oriented business activities like consultancy and execution of tourism and engineering projects,
and festivals leave an indelible imprint on the visitor's mind encouraging them to visit again and again.

ITDC has emerged as a multi tasking multi-disciplinary organisation offering One Stop Solution for various travel and tourism related services to its corporate clients through various divisions.

- Ashok Tours \& Travel Division (ATT) - Providing travels, tours, ticketing, and cargo handling services.
- Ashok International Trade Division (AITD) - Duty Free Shops.
-Ashok Events \& Creative Division (AE) - Event management, organising professional conferences, events, meetings, and printing publicity material.
- Ashok Sound \& Light Division (SEL) - Entertainment and Tourism promotion by mounting sound and light shows in different parts of country.
- Ashok Consultancy \& Engineering Services (AECS) - Undertaking different kinds of engineering jobs and consultancy work.
- Ashok Institute of Hospitality and Tourism Management (AIH\&TM) - Hospitality and tourism related education in collaboration with Kurukshetra University, NCHMCT, and various Skill Development Programmes.
- Catering Units at Vigyan Bhawan, Hyderabad House and Western Court.


# SHAPING THE <br> iNFHRA is changing industry dynamics with their innovative work and idealistic approach <br> TT BUREAU <br> - NFHRA is an industry body and member based organisation <br> |which represents the infrastructure, facility, management, human resource and realty industry. The organisation works to convey the industry viewpoints on all national and local bodies, as well as communicate, and debate issues to public- <br>  

 private partnerships for economic development.With their promise of influencing, informing and implementing, iNFHRA epitomises the interests of industry and trade, interfaces with Government on policy issues, and interacts with counterpart international partners to promote bilateral issues. iNFHRA has a member base of more than 1000 members spread across India and Middle East, and is supported by more than 85 facility management,


Hyderabad. iNFHRA also plays an active role in supporting international conferences.

At a time when India is fast becoming a global economic power, iNFHRA is of the belief that it is vital to to invite and involve people for improving the quality of environment. To improve the environment, the most important aspect that needs to be considered is to have clean climate, environment friendly and healthy technologies.
iNFHRA aims to take initiative to put forth
administration, and travel heads across the globe as their Honorary Board Members. iNFHRA's initiatives for its members, and for the industry, include membership, conference and workshops, newsletter, publication, and education.

The organisation is an affiliated Partner of EuroFM, European FM platform organisation that brings educators, researchers and practitioners in the field of Facility Management together. iNFHRA has also recently signed a MOU with the Middle East Facility Management Association (MEFMA), being their chosen association for India for bilateral promotion of Education initiatives between the two countries.

In 2015, iNFHRA engaged with many Travel \& Hospitality Heads from the corporates, carrying out successfully a 3 City Power Panel on "Current Scenario \& Future Outlook of Corporate Travel and Hospitality" in Gurgaon, Pune \&
industry issues related to environment in a broader way and also work on environment projects along with different agencies and NGO's. To support this, it is essential to have an appropriate platform, and iNFHRA facilitates the same through conferences, workshops, training programmes, and education

Also, Corporate Social Responsibility (CSR), as a concept, now goes beyond charity or philanthropy and requires the company to act beyond its legal obligations and to integrate social, environmental and ethical concerns into its business process. In this regard, iNFHRA strives to engender a platform, felicitous for policy discussions and debate aligning to CSR. Also, it strives to provide perpetual support and networking opportunities for members and the civil society, to engage in constructive partnerships that will result in project implementations and impact oriented actions.

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- Free photocopying, photo booth facilities and automated SMS updates on your visa status
- Inclusive of Get it Right service (personalised document scrutiny, with an opportunity to send any missing documents to the High Commission within a time-frame)
- Complimentary map of London and Visit Britain discount coupon per applicant


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[^2]

TRUPTI DHULLA ASSOCIATE DIRECTOR - TRAVEL SERVICES PROCUREMENT IDFC BANK LTD

Q: Most memorable trip to any destination?
A month long vacation to the United States with my parents, almost two decades ago.

## Q: You dream of going to?

I would like to go to Bora Bora, it is a French Polynesia Island, and there, I would love to stay at, the luxurious Four Seasons Resort.

## Q: Favourite airline and why?

I really like Emirates Airlines, because they have excellent onboard services and a good network.

## Q: Best hotel experience and why?

I have fond memories of Hotel Amari Ocean Pattaya, due to its amazing location. It has a beautiful ocean view from extremely spacious rooms and The Venetian Macao, a glamorous and massive hotel with a super rocking Casino.

## Q: A place you plan to visit again?

I had a great time at London as well as Singapore. I would definitely love to go back to these places.

## Q: A family vacation that stands out: Trip to Eastern India?

We had gone to Darjeeling and Gangtok which are in the Eastern Himalayas, and had a great time. The amazing views
of golden sunrise from Tiger Hill and the view of the colossal Kanchenjunga with many other snow clad eastern Himalayan peaks are the highlights of this trip. Also, a fairly long drive on the highest motorable road at 14140 ft . above sea level to Nathula Pass - Indo Chinese border is an experience of a lifetime.

## Q: Your best holiday with friends:

Istanbul, Turkey, a historical and beautiful city to enjoy the Asian and European Culture with distinct and visible difference on the opposite sides of the river Bosporous.

## Q: Great food you enjoyed and where?

It would definitely be Indian food, always, anytime, and every time, from across the country. I also like a fusion of international cuisine, and the various flavours of Ice Creams available in the United States, favourite being Cookies and Cream.

## Q: What to watch out while travelling?

Best Time to visit a destination, its accessibility, the very best pricing, and safety.

## Q: As a travel buyer, what's your philosophy?

Best priced airline tickets, comfortable accommodation on Bed and Breakfast basis, and the availibity of local and Indian Cuisine. One must enjoy the destination to the fullest and indulge in nature and sight-seeing activities of the destination and spend little or no time in shopping.


Beyond ङ) our ©xpectations
Locared in an exquisite corner of Turkey's Mediterranean coast, Kempinski Hotel The Dome Belek. delivers a complete luxury resort experience with an extensive beachfront, two 18 -hole golf courses (PGA-approved) and 3600 m 2 unique Spa and Thallaso facilities.



# MYFORTUNE GUNTUR TO DEBUT IN 2019 

N Chandrababu Naidu, Chief Minister, Andhra Pradesh, lays the foundation stone of ITC's My Fortune, Guntur

## TT BUREAU

Amaravati, the futuristic capital region of the sunrise state of Andhra Pradesh, adds yet another jewel to its crown with the foundation stone being laid for ITC Hotel's 144 keys 5 star property - 'My Fortune, Guntur' in Guntur. This will also mark ITC Hotel's debut in the city.

The foundation stone was laid by the Chief Minister of Andhra Pradesh, N. Chandrababu Naidu in the presence of YC Deveshwar, Chairman, ITC Limited. The other dignitaries present during the occasion include Kodella Shivaprasad, Speaker Andhra Pradesh; Ravela Kishore Babu, Minister for Social

of Agriculture, Agri Processing, Marketing and Warehousing, Animal Husbandry, Dairy development and Fisheries; Galla Jayadev, Member of Parliament, Guntur; Nakul Anand, Director, ITC Limited; Sanjiv Rangrass, Divisional Chief Executive, Guntur, ITC Limited; Neerabh Kumar Prasad, IAS, Principal Secretary to Government, Tourism \& Culture; Dr RP Khajuria, IFS, Commissioner, Department of Tourism and other distinguished guests.

Chief Minister of Andhra Pradesh, N Chandrababu Naidu said, "This is the first Five-Star hotel in Guntur which is close to the new capital Amaravati which will help in enhancing the tourist landscape of Andhra Pradesh."
"Andhra Pradesh is the new destination for tourism with long stretches of beaches, with hills on one side and sea on the other. It is also a State with the richest God, Lord Balaji at Tirupati, a city of 100 lakes. I request ITC to take our association further by setting up more hotels and setting up more agro food business and attract more investments."

YC Deveshwar, Chairman, ITC said, "It gives me immense pleasure in being part of this unveiling of our first property in Guntur. Guntur being close to the new Capital Amaravati, has plenty of potential and opportunities. World Bank has rated Andhra Pradesh as one of the two top states for business and the state's association with ITC is not a new one. We already have presence in 11 out of 13 districts in the state."

## ARYA RAY AWARDED BEST FINANCE LEADER OF THE YEAR

Arya Ray, Director of Finance, Holiday Inn Mumbai International Airport was awarded the "Best Finance Leader of the Year 2015" in the South West Asia Region. He won this award for his outstanding contribution in building a great team, being 100 per cent on CSA for three consecutive years of 2012-2014, having a very low AR


Arya Ray, Director of Finance Holiday Inn Mumbai with GM Suraj Kumar Jha with the award outstanding and also for initiating the sound financial practices in the Mumbai unit. He was given the award by Rohit Narang, Regional Director of Finance for South West Asia, IHG at the recently held meeting of Finance Directors of India, Middle East and Africa region of IHG in Delhi.

## THE SURYAA NEW DELHI HOSTS ART EXHIBITION



The Suryaa New Delhi hosted a successful preview of the art exhibition - Shakti, which saw acclaimed socialites appreciate the art on display. The art exhibition was in association with Save The Children India and SidB, exhibiting the paintings of renowned artist Mrinmoy Barua.

Mrinmoy Barua stated that, "I'm trying to depict lot of force and energy in work through different forms related to my vision and mindset towards the society. One of the most important aspects of my work is also depicting women empowerment. I'm extremely happy to be associated with Sidharth Berry (SidB) and Save The Children India as it's for a good cause and I feel with this collaboration, my talent will be used in the right direction."

Luv Malhotra, Jt Managing Director, CHL Limited, The Suryaa New Delhi said, "The Suryaa has always promoted art and takes great pleasure hosting this successful exhibition in collaboration with Sidharth Berry (SidB) and Save The Children India. We hope this initiative undertaken today will make its contribution towards betterment of the society."


## SOUTH KOREA HOSTS LUXURY FAM TRIP

Korea Tourism Organization (KTO), in partnership with Korean Air (KAL), organised a luxury FAM trip for their top business partners to Seoul and Jeju Island recently. The aim of the visit was to showcase the products and offerings for luxury FIT, family group travel and honeymoon market. Senior most representatives from Cox \& Kings, Kesari Travels, Akbar Travels, Riya Travels, along with members from Korean Air and KTO Team, were part of this four nights and five days programme.
"All our participants were carefully chosen and I wanted to give them a really unique and luxurious experience in return of their continuous support. We have received excellent feedback from all the participants and will be coming out with new packages for the Indian market soon." - said Byungsun Lee, Director of Korea Tourism Organization in India. South Korea received more than 1,50,000 Indian visitors in 2015 with an average growth of more than 15 per cent in the last three years.


## TALLEST MAN MEETS TALLEST ANIMAL, IN MAURITIUS ISLAND

For the first time in history, Sultan Kösen, the world's tallest living man (2m54), was introduced to nine giraffes at Casela World of Adventures, Mauritius. The 250-hectare park, the most visited attraction in this region of the world, welcomed Sultan recently for a unique encounter with the giraffes. Sultan was allowed inside the enclosure to walk next to the tallest mammals on earth. Sultan was able to feed them with Acacia leaves, accompanied by Chris Smit ,the Game Manager of the park.

According to Rusheel Sakaram, Communications and PR Executive at the park, "Casela is proud to have made Sultan's dream of meeting the tallest animal on earth come true."

An impressive team work was warranted to have Sultan visit the park, including the safari where he met African animals. Sultan also visited Big Cats, including lions, tigers, cheetah, along with hyenas.


## PIYUSH TIWARI CONFERRED PATWA INTERNATIONAL AWARD 2016

Piyush Tiwari, Director - Commercial and Marketing, ITDC, has been awarded with PATWA International Award 2016 for the Best Professional in Business Development Tourism. The award was presented at the recently concluded ITB Berlin, world's leading travel trade show at
 Germany, by Taleb D Refai, Secretary General United Nations World Tourism Organization (UNWTO)

## CARLSON FELLOW AWARD 2015

Dr Ramesh Kapur- Chairman and Managing Director, Radisson Blu Plaza Delhi, Mahipalpur has been felicitated with the 2015 Carlson Fellow Award. It is a career achievement award that recognises extraordinary contributions to Carlson, strong leadership and exemplification of Carlson's values. This year, ten people were honoured with
 the Carlson Fellow Award worldwide, including Raj Rana, Chief Executive Officer, South Asia, Carlson Rezidor Hotel Group.

## VISITSCOTLAND HOSTS FAM TRIP



Recently, OTOAI sent a delegation of 27 pan India agents led by Executive Director and Britain expert Punam Singh, to Scotland, for the VisitScotland Expo in Edinburgh and a pre with post fam trip to the Scottish Highlands over 5 nights / 6 days, in collaboration with Etihad Airways.

The VisitScotland team from Malcolm Roughead, CEO, downwards to Vineet, Martina and especially Sara; went the extra mile to ensure that the Indian delegation had a wonderful Scottish experience, capped by a fruitful two days at the Expo, meeting with suppliers to enhance their Scotland product offerings! Moreover, those agents who had not yet completed to do so, and their certificates presented to them at the Expo by Sara.


## XENIOUS WORLD SQUARE HOTEL LAUNCHES AMBROSIA

Xenious World Square Hotel, Mohan Nagar, Delhi (NCR) amidst cocktails and more recently launched Ambrosia Banquet at their property.


## MAHARASHTRA TOUR OPERATORS ASSOCIATION EXPERIENCES ISRAEL

Invited by the Israel Ministry of Tourism, outbound tour operators of the Maharashtra Tour Operators Association visited Israel this month for their very first time. In the past, the operators have marketed Israel during the famous AgriTech exhibition, which is held in Tel Aviv once every three years. Through this familiarisation tour, the Ministry believes the operators experienced the vast array of activities, including leisure driven events that Israel has to offer.


## ATVIATH] $\mathbb{A} \mathbb{N}$



## AIRPORTS AUTHORITY OF INDIA SIGNS MOU WITH IATA

Airports Authority of India (AAI), the Air Navigation Service Provider (ANSP) and the Largest Airport Operator of the country, and International Air Transport Association (IATA) joined hands together for providing a comprehensive e-billing solution to ANSP's and Airport Service Providers for data gathering, e-invoicing and collection of tariff from Airlines.

A MoU was recently signed by Manfred Blondeel, Director IATA, Enhancement \& Financing services and Anil Gupta, General Manager- Business Development, AAI in the presence of S Suresh, Member Finance and Rajesh Bhandari, Executive Director Finance, AAI, during the strategic level meeting of AAI and IATA on making a collaborative effort.

Speaking on the occasion S Suresh, Member Finance said, "AAI and IATA have more than a decade long association of invoicing and collection. During this period, the system has been augmented in such a way that it has become robust and unique, as at present, there is no other comprehensive e-billing system available for data gathering, invoicing and collection in one system."

Manfred Blondeel, Director E\&F Services, IATA also stated that considering AAI's expertise in data gathering and IATA's expertise in collection of invoices through BSP and ICH, the collaboration between IATA and AAI would be a milestone for the Global Aviation Fraternity who now have a tested and effective Comprehensive business solution.


## SINGAPORE AIRLINES TO OFFER 'WHOLESOME' MEAL CHOICES

Singapore Airlines has launched a new programme to offer its customers 'Deliciously Wholesome' meals, catering to the needs of an increasing number of health-conscious travellers.
"Our customers are increasingly health-conscious and we are pleased to offer greater choice and variety to enhance their dining experience when they travel with us. With these new dishes, customers can indulge in wholesome gastronomical treats that are not only delicious, but beneficial for their well-being," said Senior Vice President Product \& Services, Marvin Tan.

In addition, the Airline consulted nutrition expert, Mayura Mohta, to review the recipes and analyse the nutritional properties of each dish. "The new 'Deliciously Wholesome' meals are designed to restore and rejuvenate the body, especially on long-haul flights. They are prepared using a wide variety of carefully-selected ingredients such as, whole grains, fresh fruits and vegetables, lean meats, fish, seeds, nuts, herbs and spices. These foods are rich in macronutrients such as, complex carbohydrates, lean protein, good fats, fibre and healing phyto nutrients that nourish the body. The dishes also contain special active micronutrients which can help alleviate travel-induced stresses such as dehydration, fatigue and jetlag," said Mohta.

## LUFTHANSA LAUNCHES STARTUP EXPO IN PARTNERSHIP WITH TIE

Lufthansa in partnership with The Indus Entrepreneurs (TiE) organised the Startup Expo on April 23, 2016, the largest initiative of its kind. The Expo brought together startups, mentors, investors, industry partners and government supported by a corporate in partnership with TiE, a leading entrepreneurial organisation.

Wolfgang Will, Director, South Asia, Lufthansa Passenger Airlines, said, "The Startup Expo pays tribute to the entrepreneurial energy in India, driving one of the largest startup systems in the world. It is another link in Lufthansa Runway to Success, which has grown over the past four years into one of the biggest SME platforms in the country. We are delighted with the overwhelming response to the initiative, an affirmation of the fact that India is very close to our heart and that as a brand we are More Indian than you think."

According to Geetika Dayal, Executive Director, TiE Delhi-NCR, "The Startup Expo is the collective power of India's economic engine coming together to nurture our young entrepreneurs.


ETHIOPIAN AIRLINES TURNS 70


Ethiopian Airlines celebrated its 70 years of dedicated and highly successful air transport services to, from and within the continent of Africa, recently. The airline also crossed a milestone in India with 45 years of operations from Mumbai and 30 years from Delhi. Recently, the airline also announced the launch of its double daily flights from Delhi.

Group Chief Executive Officer, Tewolde Gebremariam, said, "Seventy years is a long time, but Ethiopian is still young, strong, forward looking and ready to contribute its own share of an integrated, prosperous and peaceful Africa, driven by its own citizens and representing a dynamic force in the global arena in line with the African Union agenda 2063."

Ethiopian Airlines, Regional Director India Sub Continent, Tadesse Tilahun, said, "Seventy years is a long time for the airline that was conceptualized in the year 1946. However, 20 years later in 1966, it commenced operation into Delhi and India has always been one of its focused markets. The Airline is operating into Mumbai from the year 1971 and we are highly excited as Ethiopian Airline's $70^{\text {th }}$ Anniversary has coincided with $30^{\text {th }}$ and $45^{\text {th }}$ years of Delhi and Mumbai operations respectively."

## AIR CANADA TO LAUNCH NON-STOP FLIGHTS FROM VANCOUVER TO DELHI



Air Canada recently announced the introduction of the only non-stop flights from Vancouver to Delhi, India, beginning October 20, 2016, in time for Diwali festivities. The seasonal, threetimes weekly flights complement Air Canada's Toronto-Delhi non-stop service launched last fall. To promote the new Vancouver-Delhi route, Air Canada is offering special introductory fares starting as low as $\$ 999$ round trip, all-in. Tickets are now available for purchase on aircanada.com and through travel agents.
"Customer response to our Toronto-Delhi service has been extremely positive, and with this new seasonal Vancouver route, we are strategically increasing our presence in the important AsiaPacific market in time for Diwali festival celebrations. Our nonstop Dreamliner flights from our Vancouver hub will also offer the shortest elapsed flying time from Calgary, Edmonton, Seattle, Portland and Los Angeles to Delhi," said Benjamin Smith, President, Passenger Airlines at Air Canada
"We are thrilled that Air Canada is launching non-stop service between Delhi and Vancouver later this year," said Craig Richmond, President and CEO at YVR. "Our community has requested this route for many years and it will be a pleasure to celebrate its arrival during Diwali."
"The Canada-India Business Council is thrilled to hear that Air Canada will be offering yet another direct service to India via Vancouver. These direct routes facilitate speedy travel for those considering and currently doing business in India," commented Gary Comerford, President and CEO, Canada - India Business Council.


## AI TO LAUNCH TWO NEW ROUTES FROM BHOPAL

Air India is all set to give more wings to its 'Connect India' program by launching its services on the two new routes. Air India's wholly owned subsidiary, Alliance Air, will start flights on Bhopal-Jabalpur-Hyderabad and Bhopal-Raipur-Pune sectors from May 2016. These services will fulfill a long standing demand of the students' community, IT, Industrial and defence sectors. Alliance Air will operate a 72 seater ATR aircraft on these routes, thus giving connectivity to smaller destinations within the country under the Government's scheme of connecting all cities in India.

The commencement of these routes shall connect Bhopal with Hyderabad, the capital of Southern state of Telangana and Pune, the cultural capital of Maharashtra for the first time. Alliance Air currently operates flights to 31 domestic destinations, a number which will increase to 34 destinations after the launch of these flights. With the aircraft based in Bhopal, this will give a much required impetus and connectivity for and from the state.

## VISTARA TO LAUNCH DOUBLE DAILY FLIGHTS FROM DELHI TO CCU



Starting June 10, 2016, travellers bound to and from Kolkata will be able to experience Vistara's renowned service and operational excellence, coupled with complimentary gourmet meals and industry leading on-time performance, aboard brand new, three class, state-of-the-art Airbus A320 aircraft.

Commenting on the new flights, Phee Teik Yeoh, CEO, Vistara, said, "With the addition of Kolkata in Vistara's network and introduction of direct flights between Delhi and Kochi, shortly after the launch of Jammu, Srinagar, Kochi and Chandigarh, Vistara's footprint in India continues to grow at a rapid pace further enhancing the base of airline's loyal customers."

Sanjiv Kapoor, Chief Strategy and Commercial Officer, Vistara, added, "We are confident that travellers on our new flights will welcome the opportunity to enjoy the quintessential Vistara experience that includes exceptional service from cabin crew trained by Singapore Airlines, three cabin classes of service to choose from, exceptional on-time performance, and complimentary meals and beverages in an ambience that evokes an international airline more than a domestic one."

## ETIHAD AIRWAYS LAUNCHES MOBILE APP

Etihad Airways, the national airline of the UAE, has launched a mobile application for the iPhone that enables guests to organise and manage their journey with even greater ease as the airline continues to adopt innovative technology to reimagine the flying experience.

Etihad Airways guests will enjoy 10 per cent off flights, and members of the airline's loyalty programme Etihad Guest, will receive 250 bonus miles for every booking made through the mobile app before 30 May 2016.

Peter Baumgartner, Etihad Airways Chief Commercial Officer, said: "Etihad Airways is dedicated to delivering excellence in every single guest interaction, be it face to face or on digital channels. We strive to provide innovative solutions that ensure our guests enjoy a seamless world-class service. We are confident that our guests will be delighted with the speed of the app, its ease of use and its considerable functionality. Regular travellers will also appreciate the ability to organise their journey on the go - all on the mobile app."

The new Etihad Airways iPhone app is available now for download via the App Store.


## ExPlORER



# ON A JOURNEY TO RURAL EUROPE 



These off beat destinations enable you to explore that delightful part of Europe which remains largely hidden, and leaves you fascinated

## VISHWAJIT SHARMA

TThe history of Europe is marked by the occurrence of several events, each of it leaving its own imprint in the totality of culture that defines it today. One would hardly be off the mark in saying that perhaps Europe has seen it all, and yet, through all these years of tumultuousness and peace interspersed with each other, one thing that has remained unadulterated is the pure beauty of Europe. However, it is not just the well-planned cities that invoke the admiration of fascinated tourists, and is the pride of the locales. The villages of Europe have served as an inspiration for many a folktales, poems, plays, and other masterful pieces of literature. The exclusive charm possessed by the inhabitants of the picturesque villages, the distinctive cuisines that are the pride of the locals, and the remnants of history that have left their peculiar imprints on the lifestyle of the inhabitants, and the culture defining them.

## PFALZ (PALATINATE) WINE REGION, GERMANY

Strolling amongst the well placed and perfectly manicured vineyards laid out in the south-western part of Germany, it's not quite difficult to decipher why this place remains a favourite for


## VAL CHISONE IN ITALY

The rural environs enveloping Val Chisone seem to have been warped in time altogether. A look at its surrounding landscape and architecture defining its houses explains why. Located in the north-western part of Italy, it is immediately identifiable by its houses which contain stone slab roofs, and the many fortresses that are of immense importance, that stand majestically within it. One particular fortress amongst them that deserves a special mention is the Fenestrelle Fortress, built in 1728, and the inspiration for the novel The Count Of Monte Cristo, penned by Alexander Dumas. The fascinating mural paintings adorning many villages are especially a sight to behold and cherish.


## ASTURIAS AND CANTABRIA, SPAIN

The rural regions of Asturias and Cantabria bear the imprints of an ancient culture dating back to prehistoric times. These places are home to some of the most intriguing cave paintings that Spain is famous for, the most notable being the Altamira Cave, which has become an archaeologists' delight for its notable paintings dating back to the Upper Palaeolithic Period. Apart from history, this region is also much cherished for its exquisite cider, one can have their fill of it at the many Cider Houses scattered all over the place. The Ribadesella Port, lying near to the caves of Tito Bustillo, houses various restaurants which serve some amazing authentic local delicacies. The rural landscpae, the historical antiquity, and the incredible cuisines overwhelms


## PROVENCE, FRANCE

Everything French is classic, its music, literature and apparently, even its villages. The much vaunted province of Provence, located in south-eastern France seated adjacent to the borders of Italy, has earned its eminence as much for its natural beauty as for its cuisine. The Luberon region in Provence is a charming countryside decorated with rolling vineyards and numerous orchards, with its perched hill-top villages. Exploring this fabulous region is best done through hiking and biking through the many trails, allowing breath-taking sites and incredible experiences. A visit to the local market, bustling with producers exhibiting their produce with great pride, can be quite informative, besides providing you with a taste of food


## KUKKOLA VILLAGE, SWEDEN

On both the sides of the brilliantly flowing Kukkola River lie the villages of the same name. Simple yet elegant homes, painted in red and white, greet you as you catch a first glimpse of this place. Listening to stories shared enthusiastically by the village elders gathered around a fire, while the bread bakes patiently over hot coals, this is the kind of experience that awaits you here. A small but perfectly maintained fishing museum can be found in this place, one that showcases the long handled netsfishing style in practice since the $17^{\text {th }}$ century, and continued till the present day. However, nothing beats the surreality of lounging by the riverside during the evenings, watching the sun expand its red drape gradually, while you help yourself to a feast of local fish prepared in Swedish style.
 By WelcomHeritage



Far from the maddening heat of the plains, there is a world of defining silence, verdant beauty, and enchanting weather. When all of India is going topsy-turvy in the relentless summer heat, head out for some extraordinary stays at a few incredible holiday destinations.

At the heart of each destination is the possibility of a magical sojourn, courtesy, the Fortune Hotels and the WelcomHeritage Hotels. Taking a step further to make everlasting memories, summer destinations such as, Mussoorie, McLeod Ganj, Ooty and Lavasa are just the right reasons for you to head out for a vacation.
Each of these destinations provides stellar scenic beauties, favourable weather conditions, and above all, notable stays that come with superlative services. Leave the sultry summer sun behind, and take the high road to surreal paradises.

By WelcomHeritage


Located in the state of Uttarakhand, Mussoorie is a favoured tourist destination with stunning views of the Bon Valley. Developed during the British Raj, the hill station is a perfect summer getaway. Here, you could visit Gun Hill and Everest House for stupendous views or take a quiet walk on Camel's Back Road to experience the serenity of the hills.

## 

## Fortune The Savoy, Mussoorie

Swirled in the mist of time, Fortune The Savoy, Mussoorie, is a historic hotel with a wonderful mix of old world charm and new-age conveniences that promises to give its guests an unparalleled experience. The hotel is conveniently located on the popular Mall Road, and provides an enchanting view of the Door valley. The 50 rooms (most of them having a private sit-out) have been specially crafted to make a statement with soft colours, unique design and offer finest modern amenities. The hotel also boasts a two-storey Wellness Centre, Recreation Zone and Fitness Centre with large glass windows providing a panoramic view of the valley. The Recreation Zone offers a host of indoor and outdoor activities for a fun-filled time with friends and family. Distance from: Dehradun Airport: 55 km | Mall Road / Camel's Back Road: Walking distance | Gun Hill: 2 km | Company Garden: 5 km | Cloud's End: 8 km Packages starting @ Rs. 14,499/-* per night on double occupancy, inclusive of breakfast. Taxes extra.


## 

## Fortune Resort Grace, Mussoorie

Nestled in the hills, Fortune Resort Grace is perched cosily on a pine covered hill slope with an enchanting view of the Doon valley. The hotel offers a selection of 74 rooms tastefully done up in a contemporary decor, and is equipped with modern day amenities. This is a hotel for leisure, recreation, family and corporate bonding, and a select venue for conferences. Distance from: Dehradun Airport: $55 \mathrm{~km} \mid$ Mall Road/ Camel's Back Road: Walking distance | Gun Hill: 2 km | La Tibba/ Landour Market/ Mussoorie Lake/ Company Garden: $4-5$ km Packages starting @ Rs. 7699/-* per night on double occupancy, inclusive of breakfast. Taxes extra.


## 

WelcomHeritage Kasmanda Palace, Mussoorie One of the oldest buildings in the hill station of Mussoorie, the Kasmanda Palace was originally a part of the Christ Church complex, built in 1836 by Captain Rennie Tailour of the Bengal Engineers. WelcomHeritage Kasmanda Palace has an old world charm in its ambience, with a blend of modern luxury. Located in the centre of town, far from the crowd, it makes an ideal retreat from the hustle bustle of the city chaos. It offers 24 rooms, an in house restaurant, and a garden restaurant, beautiful green gardens, indoor and outdoor games and conference facilities. It is one of the best boutique hotels of Mussoorie and is truly a unique property as the owners reside on the same premises and thus a living museum hotel. Distance

from: Jolly Grand National Airport: 55 km | Railway Station: 33km | Delhi : 280 km | Shimla: 276km | Dehradun: 33km | Haridwar: 90km | Rishikesh 77 km Packages starting @ Rs. 8250/-* per night on double occupancy, inclusive of breakfast, lunch or dinner and all taxes.

McLeod Ganj is a paradise adorned with nature's gifts, and also, the residence of His Holiness the Dalai Lama. Here, tourists must visit the Tsuglagkhang Complex, the main Tibetan temple, St. John in the wilderness, among several other beautiful places at one destination.

## 

## Fortune Park Moksha, McLeod Ganj

Surrounded by a thick cover of pine trees with a beautiful view of the snow-capped Dhauladhar mountain range, Fortune Park Moksha is located only 6 km from the Main Square, and offers easy access to all the main attractions in and around McLeod Ganj. The hotel provides 59 beautifully furnished spacious rooms with modern guest amenities and services. For relaxation and rejuvenation, there is a fully-equipped Wellness Centre featuring swimming pool, gymnasium, steam, spa and sauna. With warm hospitality, panoramic views, and meticulous attention to detail,
 the hotel provides an ideal retreat to travellers looking for leisure and peace. Distance from: Dharamshala Airport: 24 km | Dalai Lama Temple Complex: 6.5 km | Trekking/ Mountaineering/ Paragliding: in close proximiy | Delhi NCR: $510 \mathrm{~km} \mid$ Chandigarh: 270 km Packages starting @ Rs. 7499/-* per night on double occupancy, inclusive of breakfast. Taxes extra.

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## WelcomHeritage Grace Hotel, Dharamshala

Built in traditional hill architecture, WelcomHeritage Grace Hotel is a 200 year-old country manor, exuding an aura of elegance and courtliness against the backdrop of the richly forested Dhauladhar range. Grace Hotel belonged to Late Mehr Chand Mahajan who was the first Chief Justice of India, and also the Prime Minister of Kashmir during the reign of Maharaja Hari Singh. His son, Yogeshwar Mahajan restored this ancestral home and has adapted it to a WelcomHeritage Hotel. It offers 14 rooms, a multi cuisine restaurant, and meditation hall. The elegance of the hotel, its old world charm and the surrounding beauty of the mountains all come together to make it a perfect and magical experience. Distance from: Gaggal Airport: 10 km | Railway Station: 120 km | Delhi: 525 km | Chandigarh: 255 km | Jammu: 510 km | Pathankot:120 km Packages starting @ Rs. 7250/-* per night on double occupancy, inclusive of breakfast and all taxes.


The beauty of the Western Ghats comes alive through the hill town of Ooty, located at an altitude of 2240 m . Visitors can visit the Doddabetta Lookout, which is the highest point of Nilgiris; there is also the very old Botanical Gardens, established in 1848, that represents the natural flora of the Nilgiris.

## 

Fortune Resort Sullivan Court, Ooty
Set on the gentle slopes of Ooty, amidst lush green lawns and a colourful patterned garden, Fortune Resort Sullivan Court is a perfect destination to unwind and relax. The hotel offers 67 well-appointed rooms with most of them providing scenic view of the slopes. The hotel offers comprehensive banquet facilities and is perfect for hosting destination weddings, offsite meetings, and conferences for up to 2,000 guests. The hotel also features a choice of indoor and outdoor activities such as billiards, snooker, carom, chess, table tennis, children's
 playpen, horse riding, trekking and more; for a pleasant and memorable stay. Distance from: Coimbatore Airport: 100 km I Ooty Railway Station/ Bus Terminal: 2 km I Rose Garden: walking distance | City Centre/ Commercial Street: 1 km | Botanical Garden: 2 km | Ooty Lake: 4 km | Tea Factories: 6 km Packages starting @ Rs. 6,999/-* per night on double occupancy, inclusive of breakfast. Taxes extra.

## 

## WelcomHeritage Ferrnhills Royale Palace, Ooty

 WelcomHeritage Ferrnhills Royale Palace is the summer palace of the Mysore Maharajas that was built in 1844 by Capt F Cotton. It changed several hands as the time went by till mid-1860s, when it was temporarily named Moonesami, and served as one of Ooty's earliest club hotels. It has a history of romance and chivalry, an era that began at the height of the British Raj, a legacy that is vibrant and alive today. His Highness Chamarajendra Wadiyar X was the first Indian Royal to buy an English holding in Ooty. Since then Ferrnhills Royale Palace has been with the Wadiyar dynasty and today it is run by Her Highness Promoda Devi. The Palace is located over 50 acres of estate with sprawling lawns, dense forests, rich and stunning views, overlooking green valleys and tea gardens. The Palace is finished with Burmese teak, features a magnificent ballroom with a highly valued ornamental papier-mâché ceiling. It offers 19 Regal Suites, Curry \& Rice multi cuisine dining, Darbar Hall and Board Room for conference facilities and indoor games. Distance from: Coimbatore Airport: 100 km | Mettupalayam Railway Station: 47 km | Coimbatore Railway Station: 90 km | Chennai: 400 km | Coimbatore: 539 km | Coonoor: 18 km | Mysore: 155 km | Bengaluru: 290 km Packages starting @ Rs. 10,500/-* per night on double occupancy, inclusive of breakfast, lunch or dinner and all taxes.


Known as India's first 'smart-city,' Lavasa is a whole new experience for Indian travellers. Nature has been blended in perfection with the innovative architecture defining the city. Apart from capturing some panoramic sights from Dasve, there are a host of other entertainment avenues to keep the visitor thrilled.

## 

## Fortune Select Dasve, Lavasa

Located 2,000-3,000 ft above sea level, amidst 25,000 acres of lakes and hills in the beautiful and scenic locales of Lavasa, Fortune Select Dasve is the perfect getaway, offering a vibrant and self-contained world. The hotel offers a selection of 60 beautifully furnished rooms with excellent range of guest facilities and services for a peaceful trip away from the hustle and bustle of hectic city life. Guests can choose to indulge in the array of recreational activities the city offers, such as trekking, water sports, bird watching, etc. Or, simply experience the pleasure of not doing anything in peaceful surroundings and just relaxing in the lap of nature. Distance from: Mumbai Airport: 193 km ( 5 hour drive) I Pune Airport: 72 km I Lavasa International Convention Centre: 0.8 km | Temghar Dam: 18 km | Other Tourist Spots: within 3 km from the hotel. Packages starting @ Rs. 8,499/-* per night on double occupancy, inclusive of buffet breakfast, lunch and dinner. Taxes extra.

## * Valid till $30^{\text {th }}$ September 2016. T\&C apply



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TT BUREAU

Afar cry from regular city life, Dooars is the flood plains and foothills of the eastern Himalayas. Dooars or Duars literally translates to 'door' in Bengali, Nepali and Asamese. This extraordinary piece of land forms the gateway to Bhutan from India. Dooars is located at an altitude of 90 m to 1750 m and include numerous streams and rivers flowing through its fertile plains from the mountains of Bhutan. With numerous tea gardens and tropical forests dotted all across this region, Doars simply stands as a natural haven for flora and fauna. An experience of a lifetime, the Dooars experience is further enriched by its suitable climate. Here in Dooars, summer is mild, while monsoon is romantic, starting from the middle of May and going all the way till September. Winters here are cold, with fog and mist.

## WILDLIFE SANCTUARIES

The Dooars region has many wildlife sanctuaries located here. Jaldapara National Park situated on the bank of Torsa River is a savannah covered with tall elephant grasses. The national park has some of the most fascinating animals, which includes Indian leopard, Indian elephants, sambar, barking deer, spotted deer, bison, and the famous one-horned rhino. Jaldapara is also suitable for bird watchers.

Declared as one of the best protected areas in India, Gorumara National Park is famous for being home to Indian rhinos. A tributary of the Brahmaputra River is located inside the park, and the entire park stands as a bastion for beautiful flora and fauna. Sal forests with common teak, rain tree, and bamboo grooves abound the region. The Gorumara National Park has approximately 48 species of carnivores and herbivores, 193 species
of birds, 22 species of reptiles, seven species of turtles, 27 species of fishes and other macro and micro fauna.

Located very close to the Gorumara National Park, Chapramari Wildlife Sanctuary sits on the northeast side of Murti River. The forest area is rather small, with a large variety of flora and fauna available here. The Indian bison is quite a common sight here, while lucky tourists can also spot the Royal Bengal Tiger. Bird watchers will also be in for a delightful tour of the forest, as parrots, kingfishers and green pigeons are found in abundance here.

The mystical Buxa Tiger Reserve is another spot for bringing out the adventure in you. The Tiger Reserve has a total area of 760sq.km in the Buxa hills of the southern area of Bhutan. The trail takes tourists into the deep forests where nature is at its wondrous best. Here at the Buxa Tiger Reserve you can also take a boat ride on the Sikia Jhora, a small river situated within the premises. While cruising around the river, watch out for rare species of birds.

## TEA GARDENS OF DOOARS

The tea gardens of Dooars form the economic backbone of the region, and of course attract hordes of tourists every year. Tea was introduced in the Dooars region in 1874-75 from the Darjeeling district, and the first tea garden was established here by Dr Richard Haugton at Gazilduba. Today, the region has numerous tea estates that produce some of the best tea in the world. Visit the tea trail of Fagu where majestic bungalows of the colonial era still exist. The fragrance of the tea gardens will enchant you and would definitely present you with a chance to contemplate life.

The importance of tea, and the beauty of Dooars can be experienced through the Teesta Tea \& Tourism Festival held in December-January every year. The festival renews the spirit of the Eastern Himalayas, and is one of the best ways to enjoy the natural splendour of the Dooars region.

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## HOW TO GO

By Air: From Kolkata, flights are available for the Bagdogra airport, from where taxis are available for reaching these destinations.
By Rail: Dooars is well connected to Kolkata. One may alight at NJP, Alipurduar or Coochbehar to enter Dooars.
By Road: To reach Dooars, one must first reach Siliguri. Buses going to Siliguri are available from Cooch Behar, which is the headquarters of North Bengal State Transport Corporation.

## BEST TIME TO VISIT

Though Dooars can be visited almost all throughout the year, the best time to visit is between mid September to May. Generally all the forests remain closed during the rainy seasons.

## WHAT TO DO

Go on a jungle safari, sightseeing, visit a beautiful place called Jayanti, admire the scenic beauty all around, walk amidst the tea gardens, watch the tea manufacturing process, enjoy the ambience all around

## WHERE TO STAY

Well maintained tourist lodges by the West Bengal Tourism Development Corporation Ltd. at Malbazar, Murti, Hollong Jalpaiguri and Jaldapara. Accommodations are available at the various bungalows in the tea gardens with proper arrangements.


# THAAM 

With Thailand's all new, Lady Journey: A Touch of Thainess campaign, we present to you a neo-Thai experience for the discerning woman traveller

TT BUREAU

TThailand experience has come with a new promise this time, as Tourism Authority of Thailand (TAT) is joining hands with UOB (United Overseas Bank) Lady's Card, , in launching a series of "Lady Journey: A Touch of Thainess," experiential trips to instil the spirit of nationhood and national pride among female Thai travellers. This will also look to showcase unseen and emerging Thai tourist attractions renowned for unique history, culture and lifestyle. Experiences for women in Thailand involve a lot of fun, with spa, meditation, shopping, and more. While the verdant tropical regions, enchanting beaches, and captivating nightlife attracts many tourists to the nation, there are many activities suitable for women as well.

## REJUVENATION WITH SPA

Thailand is much revered for its health and wellness tourism, and one of the most sought after sector is spa. Wellness spas in Thailand are very popular among Asian health-tourism destination and across Europe, and attract women in a large degree. The treatments that women can opt for here in Thailand include therapeutic massages, detoxifying clay baths, Ayurvedic treatments, colonic cleansings, acupressure, yoga, reflexology, meditation, aromatherapy, and hydrotherapy. All these combine with warm hospitality, relaxing atmosphere, and superior service.

Here in Thailand, one of the most popular wellness-spa treatment is the traditional Thai Massage, associated with Thai spirituality, the massage is said to be thousands of years old. Yet another famous therapy involves the usage of therapeutic herbs wrapped in soft cotton, steamed, and gently pressed on the body. It is commonly known as Thai Herbal Compress. Guests can also try the Thai Foot Massage applied to the feet, calves,

thighs and sometimes even the head and shoulders. The major destinations for health and leisure are Bangkok, Chiang Mai, Hua Hin, Koh Samui, and Phuket.

## EXPERIENCE SHOPPING

Thailand has a host of options when it comes to shopping, from local handicrafts to big brands; the nation has everything to offer for the discerning traveller. Take a trip to the MBK Shopping Centre, a massive mall of eight floors that is one of Bangkok's primary shopping destinations. Take a walk on a Sunday afternoon at Thanon Ratchadamnoen as it turns into a market of various Thai novelties, you can find wood-carvings, Buddha paintings, hill-tribe trinkets, Thai musical instruments, T-shirts, paper lanterns and umbrellas, silver jewellery and herbal remedies.

At Chiang Mai, the Chian Mai Night Bazaar is the epicentre of shopping here. The bazaar starts every evening at 6:00pm and goes on until 10:30pm. There is a wide range of shops here that sells CDs, DVDs, clothes, shoes, Thai silk, handicrafts, purses, wallets, watches, video games, luggage, housewares, furniture, statues of aliens made from auto parts, spices, souvenirs, samurai swords, art, jewellery, silver, and antiques.


A shopper's paradise, Phuket is yet another place for some shopping extravaganza. Here in Phuket one can find a great variety of shopping, this includes upmarket shopping malls, to bustling open-air markets, streets stalls, and local shops. Travellers should really bring along a bigger suitcase for all the exciting shopping options!

Women travellers to Thailand are in fact in for some shopping extravaganza, as the Amazing Thailand Grand Sale 2016 is due to start on June15, and will go on until August 15. The discounts go as high as up to 80 percent.

Besides, shopping and leisure, women travellers in Thailand can entice their palate with Thai cuisine, trek to the mountainous forests of Northern Thailand, take an elephant ride in its National Parks, or dive into the waters in its many beaches. The quintessential Thai experience is always bordering on adventure and leisure, it is for you to bend over to either side or keep walking on a balanced line.

## I KODAIKANAL

A hill town in the state of Tamil Nadu, Kodaikanal is charming in every sense of the word. The hill station is located 120 km northwest of Madurai and is a relaxed and intimate experience that is best explored during summers. With its rocks, woods, lovely lake and bracing air, Kodaikanal is an ideal hill resort for the tourists. Kodaikanal, at an altitude of $2,133 \mathrm{~m}$, is famous for its fruits like bananas, plums and lychees. The Kurinji flower which is also known as the pride of Kodaikanal blossoms once in a decade and people from all over the world come here just to get a glimpse of the slanting mountains that are covered in bluish-purple shades. The hill station is also abounding with exotic flora, such as evergreen broadleaf trees like magnolia, mahogany, myrtle, and rhododendron.

## II COORG

Coorg, located in the state of Maharashtra, can be the perfect vacation for those looking to spend some time amidst natural environs. It has a great landscape with lush green valleys and woods covering long winding roads with rivers and waterfalls. Go on a trek to Tadiandamol or enjoy the unparalleled beauty of Pushpgiri Hill while trekking. These short treks are just perfect for visitors to enjoy the ethereal beauty of Coorg, witnessing nature in its purest form. The Barapole River is known for river rafting and could be an exciting experience. Another striking experience visitors may have here is taking a trip to the coffee plantations; the region is famous for growing coffee. There are also a few temples around the place that could be explored.

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## ITAWANG

The Tawang Valley is a magical land with great mountains, lush greenery, and clusters of Buddhist monasteries and villages dotted across its length and breadth. It is believed that the name Tawang was derived from the grand Tawang Monastery, which is perched on the edge of the ridge running along the western part of Tawang. The highest mountain peak of the district is known as Gourichen, located at a height of 22500 ft above sea level. A wide variety of tree species, blue pines and Orchids grow
in natural splendour. Tawang is widely known for Trekking, as the locales offer breathtaking views, clean mountain air and cool weather. Trekkers can take the Jang - Thingbu - Mago - Goi ichen Base Camp - Mago (Back) - Luguthang - Sena Chakra - RA-I route. Milder trek routes include, the Mukto - Gongkhar - Gyamdong Khet - Kharung - Bongleng - Kungba - Namsring - Kharteng - Lumla route, and the Tawang Gonpa - Gyangong Ani Gonpa Bhramadongchung Ani Gonpa - Tawang routes.


## II COONOOR

Nilgiris, a captivating destination for summer, is abounding with lush green hills, tea estates, and the imposing Western Ghats. The best part of this beautiful hill station is the bluish hue of the hills, and the blue Kurinji flowers that bloom once in 12 years, from which the Nilgiris gets its name. Enjoy the scenic splendour of the hills by taking a toy train ride from Coonoor to Ooty, which covers some of the most fascinating places, such as the Wellington Cantonment area and the alluring woody region


## MTM+LLTM: BUILDING BUSINESSES



The MTM+LLTM held at Hotel Sahara Star, Mumbai on $22^{\text {nd }}$ April, 2016 successfully created a business platform for Buyers and Sellers of the MICE, Luxury and Leisure travel segments


TT BUREAU

The $12^{\text {th }}$ edition of the MICE Travel Mart (MTM) and sixth Luxury \& Leisure Travel Mart (LLTM) organised by OptiMICE Events Pvt Ltd, saw a footfall of over 450 people at the Sahara Sapphire Ballroom at Sahara Star Mumbai. The event was thronged by a vast concourse of Corporate purchasers, Luxury and Leisure travel agents, and other travel-service providers on a single platform to conduct business across the table.

Organised by OptiMICE Events Pvt Ltd, MTM+LLTM was attended by a bevy of senior managers from the Corporate world, leading Hotels, Destination Management Companies, National Tourism Boards, State Tourism Boards, Airlines, Tour Operators, Wedding Planners, and Event Planners.

Among the noteworthy delegates who attended the event were Camille Richardson, Principal Commercial Officer from the US Consulate General, Mumbai; Ashwani Gupta, Deputy General Manager, Jammu \& Kashmir Tourism Development Corporation; Ashwini Kakkar, Executive Vice Chairman, Mercury Travels, and

Rajiv Duggal, CEO, Lavasa Corporation. Eminent personalities represented associations like TAAI, TAFi, ETAA and TAAN.

The event took note of emerging trends in Meetings, Incentives, Conferences and Exhibitions (MICE), and proceeded on a successful note, promising newer business avenues for delegates.

Kamal Gill, Director Optimice Events Pvt Ltd, delivered a compelling opening speech on Return on Investments. Summarising, she said, "Rather than hunting for better measures of short-term ROI, I'm coming to believe that sales and marketing should focus more on long-term assets ... like brand, customer equity, distribution, and employee recruiting and retention. These too add to ROI and better reflect the value of both shortterm and longer-term marketing efforts."

Ashwini Kakkar, Executive Vice Chariman, Mercury Travels delivered a gripping keynote address on "How do you marry the New age Seller with the New age Buyer." A distinguished personality in the travel world, he said, "Over the next 10 years,


International travel will be 1.5 billion trips per year and at the same level domestic trips within India will be 1.5 billion trips per year. Now imagine you have 1.5 billion international travellers and 1.5 billion domestic travellers and you have to marry them with 800,000 hotels. There are thousands of coach companies, there are 700 airlines, there are hundreds of rail networks and obviously there are a whole lot of car rental companies, cruise ship companies and so on and so forth. The permutation and combination of all this, are virtually infinite and the collective value of all these transactions adds upto to many many trillions of dollars. The overall travel and tourism industry is approximately eight trillion dollars compared to for instance, with the software industry which is less than three trillion dollars."

The Corporate Panel discussion on Cost Effectiveness versus Personalisation featured well-known names from the corporate sector like Subrato Sarkaar, Joint President - Corporate Administration, Aditya Birla Management Corporation Pvt Ltd; Ajay Bhatt, Associate Vice President Administration \& Facilities, Godrej Industries Ltd; Makarand Kulkarni, Global Head- Administration, Crompton Greaves Ltd; Trupti Dhulla, Associate Director Procurement - Travel Services, IDFC Bank; Gaurav Nagwekar, Head- Travel, Reliance Industries Ltd and Tanmay Khare, Head Infrastructure, Facilities \& Assets (Non IT), Mahindra Finance.

There were presentations on behalf of the Diamond Partner - Best Western Hotels \& Resorts, Host State - Maharashtra Tourism, Gold Partners: Jammu \& Kashmir Tourism, Jharkhand Tourism and Manipur Tourism, Airline Partner - Turkish Airlines, Hospitality Partner - Hotel Sahara Star, Smart City Partner Lavasa Tourism and Activity Experience Partner - Frogo.

A significant highlight of the event was the IHG South West Asia Expo at the mart which saw 21 IHG hotels being represented individually. The MTM+LLTM also acted as the launch pad of Best Western Hotels \& Resorts, as they introduced seven hotel brands in India, spanning midscale to upper scale segments to suit the needs of guests of every market.

The event quite successfully had an unprecedented rush of corporates. Some of the top companies who attended MTM \& LLTM were Aditya Birla Management Corp. Pvt Ltd, Aircel Ltd, Apollo Tyres Ltd, Cipla Ltd, Crompton Greaves Ltd., Glenmark Pharmaceuticals Ltd, Godrej Industries Ltd, Kansai Nerolac Paints Limited, Larsen \& Toubro Ltd, Mahindra \& Mahindra Ltd, Reliance Industries Ltd, Siyarams, UltraTech Cement Ltd, Welspun Group., to name a few.

The event came to a close with a wine party in the evening, thereby providing an informal networking opportunity for exhibitors and buyer delegates.


## KEYNOTE ADDRESS: ASHWINI KAKKAR-

How to Marry the New Age Seller with the New age Buyer

Over the next 10 years, it is estimated that international travel will be 1.5 billion trips peryear.And atthe sametime, domestic trips within India, will be 1.5 billion trips per year. Now imagine, you have 1.5 billion international travellers, 1.5 billion domestic travellers, and you have to marry them with 800 thousand hotels, 700 airlines, hundreds of rail networks, car rental companies, cruise ship companies, and so on. The permutations and combinations of all this are virtually infinite. And the collective value of all these transactions adds up to many trillions of dollars.

The overall travel and tourism industry is approximately eight trillion dollars, compared for example, with the software industry which is less than three trillion dollars. So the permutations and combinations are something that needs to be understood, and analysed.

Letusalso lookathow this matchmaking will be done. Customers for example, will just pick up their smart phone and have a pre-determined vendor or use the Internet facility to directly connect to partners or approach OTA's or corporate/leisure travel agents or yet other intermediaries.

The eventual selection depends on the behavioural patterns of the customer himself. 60 per cent of customers are making online price comparisons, 40 per cent are reviewing websites, 15 per cent are posting back on those websites, and 30 per cent of customers are using two or more devices. But, in spite of this, 81 per cent of all the travel shopping baskets that are created are quickly abandoned. What does that say to you? Customer behaviour is fickle.

Buying patterns also vary. It is noteworthy that in the case of vacations, 75 per cent of buyers take personal interest, their spouses' take 50 per cent, and their children take 38 per cent of interest. So family buying is also a new trend. Travel spend includes variables but generally 25 per cent of the money spent is on airlines,

25 per cent on hotels and the rest goes activities like shopping.

The millennial have a completely different world view. 50 per cent of millennial are booking on mobile phones even though 35 per cent are still going back to travel agents, for their bookings but they are researching before they actually book. Going through 17 websites on an average they are using four devices each. This is a whole new breed of buyers, and what is their general attitude? Their general attitude is, it is my money, I want control, I want service, I want price, I want it all, and I want it now. So the whole world is bending backwards to give it to the millennial.

## The Matchmaker

Expectations of buyers and sellers are slightly different. The buyer expects experiential returns from a partner who will bring knowledge, protection and the right price. The seller expectations are to enhance revenues, minimise costs, and drive loyalty. So, in order to get these conflicting objectives to match, sometimes there is a need of a matchmaker.

In the hotel category, there is much disruption. Airbnb for example has 20 million customers across 600 thousand properties. So what is the hospitality industry's response? Marriot goes out and merges with Starwood. Accor buys Fairmont, Raffles and Swiss Hotels. Ironically, the valuation of Starwood is 14 billion dollars, the newer entrant, Airbnb is 26 billion dollars. So imagine how the world is changing around us! This disruption portends the kind of change to come.

In India room consolidators are emerging with OYO probably leading the way. Similar patterns are observed in the airline industry; Low Cost Carriers today control one of four seats in the world. New distribution capabilities continue to disrupt. Uber without owning a single taxi makes between 20 to 30 per cent margin and are today valued at 60 billion dollars. Obviously this is the direction of the future.


Ashwini Kakkar, Executive Vice Chariman, Mercury Travels
Disruption is also being driven by a lot of new developments like new types of aircrafts, driverless cars, space travel, smart cards, and e-wallets. New technology disruptors include cloud computing, big data, artificial intelligence, customer relationship management, and robotics.

Ownership models are being replaced by subscription models or by outsourcing models, or by the pay by the drink models, as well as the emergence of new intermediaries. While further disruption is expected, a really worrying factor is that technology driven intermediation costs are rising dramatically

About two and a half years ago, the four majors of travel in the online industry, makemytrip, clear trip, yatra, and via, were each spending Rs 1.5 crores a month to Google to latch on to each other's customers.

Focusing on India, our country has just fewer than 300 million Internet users, contributing roughly 3 per cent of the economy today. This is expected to rise in the next five years to about 11 per cent of the GDP, but compare this 296 million Internet users in India to the ones in China, and the Chinese number is about 4 times larger. Again, in our country, there are 200 million credit and debit card holders, but only 20 million transact, on the Internet.

So while the process of marrying various buyers and sellers is complexenoughitisfurther complicated by sweeping technological changes, environmental concerns, socioeconomic volatility and uncertainty of the VUCA Nolatility, Uncertainty, Complexity and Ambiguity) world that we live in.

## SICIIS



## The greatest luxury is time

## GLIMPSES OF THE MART




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The MTM+LLTM has been very useful, as I got an opportunity to be part of the knowledge sharing session, and could meet many MICE and related service providers at one place. One of the biggest take away from this event were destinations like Manipur, which we generally do not get to see in such events. Also, we have started interactions with quite a few service providers and hotels, such as OLA, Clarks, StayBazaar.com, and Intercontinental Hotel Group.

## - Ajay Bhatt,

Associate Vice President Administration \& Facilities,
Godrej Industries Ltd

The MTM+LLTM is a great forum to know about travel / travel options/ new destinations, and is also a wonderful networking platform. I have had the chance to meet some potential partners for future tie-ups for our group.

## - Vinith Vijayan

Deputy General Manager,
Aditya Birla Management Corp Pvt Ltd

The MTM+LLTM was very interactive and I was able to meet all the suppliers under single window. Of course hotels played the major part, as far as meeting potential clients are concerned - as we were able to meet a single window desk for Pan India Hotels which gave us a detailed strength of the Hotel platform.

## - Gaurav Nagwekar

Head- Corporate Travel,
Reliance Industries Ltd

I have been attending the event since its inception in Mumbai, and each year I have seen the increase of potential sellers. It is a much individualised platform when you get engaged into strategic discussion with the sellers directly. This year we have also seen an increase in the vendors with different specialisation, which means more options! One of the biggest takeaways is the personal Interaction with all the sellers directly in a single day, and hats off to MTM+LLM team towards making a magnificent effort in providing maximum options of specialised sellers every year. The advantages of communicating with vendors in such an exclusive platform are too many.

## - Abhijit Sarkar,

National Head-Corp Real Estate,
Administration \& Infrastucture,
Sharekhan Ltd

The event was certainly useful and I had very good interactions with various suppliers. The panel discussion and key note address by Ashwini Kakker was also very informative. I had good interactions with hotels (IHG, Marriott, and Best Western) and suppliers like Ola etc.

## -Chaitanya Thakker

Assistant Vice President - Travel Management Reliance Infrastructure Ltd

## SOMEOFTHELUCKYDIPWINNER - A A He



An OptiMICE Events Pvt. Ltd initiative, the Reverse Marketplace session is an exclusive buyer-seller meet. It focuses on one-on-one meetings, that give participants an incomparable access to any number of service providers. A truly enriching experience.



MTM Corporate Star Awards
The MTM Corporate Star Awards has over the years recognised corporate excellence in MICE activities. The recipients are recognised for their brilliant commitment in the field of incentive and training programmes for their distributors/dealers and their employees/associates that motivates the next generation of talent. The awardees benchmark standards for corporate leadership and motivation.


Aditya Birla Management Corp (Most Well-Planned Business Travel)


Capital listst (Best Meeting/Exxibiton Programme)


L\& I Infotech (Most Well-Planned Business Travel)


DCB Bank (Most Well-Planned Business Travel)

Cipla (Best Meeting/Exhibiton Programme)


HDFC Standard Life Insurance (Most Well-Planned Business Travel)


Birla Sunlife ( Best Incentive Programme for Distributors/Dealers)


Crompton Greaves (Most Well-Planned Business Travel)


Mahindra Logistics (Most Well-Planned Business Travel)




Aegon Life Insurance (Most Well-Planned Business Travel)


Tikona Networks (Best Incentive Programme for Employees/Associates)


Accelya Kale Solutions (Most Well-Planned Business Travel)






MTM+LLTM sets up new benchmarks every year. Icongratulatetheteam on agoodevent.

## -Ashwani Gupta

DGM, JKTDC

We met a lot of good travel agents and corporates. Overall it was a good experience with MTM+LLTM.

## -Inamul Haque

Senior Manager,
Marketing, Jharkand Tourism

With a good footfall of corporate and travel agents, MTM+LLTM provides a great opportunity of meeting them, educating them about our organization, and getting their feedback.

## -Shrikant Javkhedkar

Manager at Maharashtra Tourism Development Corporation

Our experience here at the mart has been very good. People have shown a lot of interest, and we look forward to do business with them. Also, we were able to do a lot of networking. We met many people in the Reverse Marketplace, where we have exchanged our plans with each other. So we will definitely get opportunities from this.

## -Rajat Gupta

Associate Director of Sales,
Country Development \& Management Services Pvt Ltd

The experience has been great, this is my fourth year, and with each passing year it is getting bigger and better. The Reverse MarketPlace is fantastic.

## -Santanu Guha Roy

General Manager, Raddison Blu Resort and Spa, Alibaug

We generated many corporate inquiries at the MTM+LLTM. We had a lot of positive interactions with many corporates. We are looking forward to capitalizing on this potential business.

## -Avijit Chaturvedi

General Manager of Fortune Select Dasve, Lavasa

The MTM+LLTM create a new benchmark every year, and this year also, the big premises and double the number of visitors have proved that. So it's wonderful, andwegotnewercorporates this time around.

## -Anjana Raut

Head, Sales and Marketing, Clarks Group of Hotels

Wemetmore than a 100 corporates. Interaction with them has been really good, we look forward taking our discussion further, to explore more business opportunities.

## -Sohang Mathur

Manager - Sales, giftxoxo.com

MTM+LLTM offers a good quality of MICE Travel decision makers. We had some good queries on Lavasa, as a MICE and wedding destination.

## -Subhasish Dutta

Manager - Tourism (Business Development) of Lavasa Corporation Ltd.

The mart experience was good, very encouraging. I look forward to the forthcoming MTM+LLTM. We have had some good interactions at the B2B meetings in the Reverse Marketplace; we met people from the targeted segments who we wished to reach for.

## -Parag Date

General Manager, Sales and Marketing, Ramoji Film City

## NETWORKING WINE EVENING



## WHAT: BONNAROO

WHEN: 9 JUNE, 2016
WHERE: TENNESSEE, UNITED STATES
The music festival of Bonnaroo showcases the best of Southern hospitality in all its colourful avatars. Drawing in close to over 80,000 people every year from all parts of the world, this lively festival delivers the best of southern music amidst the vibes of a traditional summer camp. Comedians such as Jim Breuer and bands such as Bon Iver and Nine Inch Nails deliver scintillating performances.

## WHAT: SONAR FESTIVAL

## WHEN: 16 JUNE, 2016

WHERE: BARCELONA, SPAIN
This event witnesses the congregation of people devoted to electronic music, showcasing its various forms and style in an overwhelming way. Founded by the trio Sergi Caballero, Enric Palau and Ricard Robles, the event is primarily divided into two parts, namely the Sonar Day and Sonar Night. Sonar +D, a trade show, exhibits the SonarCinema, which exhibits movies, arthouse documentaries and longform digital art.

## WHAT: SINDHUDARSHAN FESTIVAL

WHEN: 23-26 JUNE, 2016
WHERE: LEH, JAMMU \& KASHMIR
Held every year in the month of June during the auspicious occasion of Guru Purnima, or, Full Moon Day, it's an occasion for revering the River Sindhu, which symbolizes the composite culture and harmony prevailing in India. Every year, massive throngs of crowds assemble here and dip their earthen pots into the Sindhu River, depicting the multi-cultural traditions existing since times immemorial. Besides, several cultural programs and a sightseeing trip is also organised during this event.


## WHAT: SAN FRANCISCO PRIDE

WHEN: 25-26 JUNE, 2016

## WHERE: CALIFORNIA, UNITED STATES

The largest LGBT gathering in America, it witnesses participation by over a million proud attendees, 200 parade contingents, 300 exhibitors and more than 20 stages and party venues. An enormous crowd of people throng the Dolores Park to attend a massive rally which raises awareness about sexual freedom and rights. The San Francisco Pride Parade, a celebration of harmonious sounds, colours and bodies, is the defining feature of the event.


## WHAT: HENLEY ROYAL REGATTA

## WHEN: JUNE 29, 2016

## WHERE: HENLEY-ON-THAMES, ENGLAND

The Henley Royal Regatta is a royal gathering of blue blooded aristocracy which assembles to participate and witness the exciting races held during the event. 200 races are spread out over a course of 20 events, with the Grand Challenge Cup for Men's Eights being the most prestigious of them all. Rather than being multi-lane events, the races are held side by side. Sipping gin and tonic while watching the rowing competitions makes it all the more enthralling.

WHAT: LUMINATO FESTIVAL
WHEN: JUNE 10-26, 2016
WHERE: TORONTO, CANADA
This electrifying event celebrates the diversity of mankind, through enthusiastic and diversified displays of arts and culture. Stretching upto 10 days, Toronto's public spaces witness electrifying performances ranging from visual, literary and culinary arts. The Hearn Generating Station, once a symbolic representation of the industrial era, now serves as the focal point for the event. This year marks the $10^{\text {th }}$ year of the event.


## BOOK: THE OBSESSION



Nora Roberts is back with another of her suspense thrillers, after having produced an outstanding one in, The Liar. It was the journey into the riveting woods, along with her father, that led Naomi Bowes to lose her innocence. Her father's heinous crimes remained to be exposed by Naomi after rescuing the girl trapped in the root cellar. Years forward, she finally establishes herself as a successful photographer, leaving her disturbing memories behind her. However, the residents of Sunrise Cove are adamant to revive her past, despite her embracing and enjoying the new life she has found for herself. The book makes for an intriguing read, dwelling persistently on the question as to how would Naomi cope with her past life while seeking to run away from it.

## Genre (s) : Fiction, Drama Suspense

## MUSIC: PIERCED ARROW

## DVD: THE $5^{\text {th }}$ WAVE

The Earth is under attack by invading aliens yet again, and this time, they come in repeating waves. The majority of the Earth's population is dead from the deadly attacks, and as such, Cassie, the main protagonist of the movie is left alone in her fight to save her younger brother. In a world filled with mistrust and constant dangers lurking around, she must remain guarded and alert at all ties, under all situations. The fifth wave of attacks is imminent any moment? Must she trust a young man ready to help, or, fight it all alone? The
 curiosity deepens and the plot thickens as one gradually progresses through the novel.
Genre (s) :Action, Science Fiction


## GAME: BATTLEBORN

The game story is set against a post-apocalyptic world where the last remnants of a destroyed universe is the sole existing star. It rests its hope for ensuring its existence on a group of elite warriors who must be willing to put aside their differences and battle the seemingly unstoppable menace lying ahead. The game contains powerful graphic imagery and realistic surroundings, apart from stunning audio quality. It gives players the options of selecting from an entire array of superheroes to battle it out along with their friends in a narrative driven campaign, or challenge them in multiplayer competitive matches.

## Genre (s) : Shooter

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[^0]:    Today's Traveller is published/printed by Kamal Gill on behalf of $\mathrm{M} / \mathrm{s}$ Gill India Communications from
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