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**CORPORATE BUSINESS, AVIATION, MICE & LEISURE TRAVEL MAGAZINE** 

JULY 2017 |₹50







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In conversation with Pankaj
Kumar IAS, Secretary,
Department of Tourism, Bihar

100 INDABA 2017
Africa's Travel INDABA 2017 saw more than 20,000 confirmed meetings being held

Going That Extra Mile
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Safaris has redefined its iconic brand by providing signature experiences

Travel Reinvented
Four Points By Sheraton
Visakhapatnam, offers a one-ofa-kind experience

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'Meet 2017
FICCI organised its third edition
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A Master Class Apart
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**Bonding Over Golf** Golf is a game with its own words and traditions

**NZ Diaries** Get inspired by Bollywood star Sidharth Malhotra's New Zealand holiday

**Aviation** Lufthansa is Europe's Best Airline



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## INCREDIBLE BIHAR

Pankaj Kumar IAS, Secretary, Department of Tourism, Bihar, takes us through an extra sensory journey to experience the vibrant spirit of Bihar

#### TT BUREAU

ihar, the land of Buddha and the birth place of Jainism, is perhaps one of the most understated states of India today. Home to the recently declared UNESCO World Heritage Centre, Nalanda Mahavihara (Nalanda Univeristy), the state recently concluded celebrations of the 350<sup>th</sup> birth anniversary, or 'Prakash Parv' of Shri Guru Gobind Singh Ji Maharaj, at Takht Sri Harmandir Sahib Ji, which was attended by Sikhs and believers of all religions from across the world, including the Honourable Prime Minister of India, Shri Narendra Modi. With a convention centre named after Samrat Ashoka that can host up to 5,000 guests, Valmiki National Park and Wildlife Sanctuary, cascading waterfalls and museums, Bihar is a traveller's paradise. In other words, Bihar presents itself as a great tourism potential in terms of culture, MICE and places to visit.

In conversation with *Today's Traveller*, Shri Pankaj Kumar IAS, Secretary, Department of Tourism, Bihar, speaks at length about this prospective tourism potential, undiscovered Patna and how he plans to take tourism forward this year, all the way to 2018. According to Shri Kumar, the state is putting its best foot forward in showcasing Bihar as a linguistic and culturally rich state.

Shri Kumar explains, "This is the intellectual birthplace of many religions and other movements and we want to refresh and revive the old traditions for the people of the state and our tourists. We are focussing on religious tourism as it is our backbone." The state houses several circuits that include the Buddhist Circuit, the Jain Circuit, the Sikh Circuit and the Gandhi Circuit, to name a few. These include locations such as Vaishali, which is famous for being one of the earliest republics in the

world. It was here that Buddha preached; it is also the birthplace of Lord Mahavira and is sacred to the Jains.

Rajgir, which is 19km from Nalanda, was the ancient capital of the Magadha Empire and is a reverred spot for both Buddhists and Jains, alike. Perhaps one of the most sought after tourist destinations of Bihar, Bodhgaya is an important place of pilgrimage and has a number of monasteries, some of them established by the Buddhists of Japan, Thailand, Myanmar, Sri Lanka, etc. The Pitripaksha Festival of Gaya is one of the most sacred events of Hindu religion and records massive tourist footfall.

Nalanda Univeristy and the Vikramshila University are two of the most prominent centres of Buddhist learnings since the Pala Empire came into prominence around the 5<sup>th</sup> century BC and was a flourishing university town with over ten thousand scholars and an extensive library. Today, it is a centre for culture and regional diversity.

Shri Kumar shares, "We have been entrusted with the job of putting our best foot forward, and we will ensure that people from the world over who want to visit Bihar will experience the real flavour and see it as the land of enlightenment. Special events are being held across the state for promoting these thought processes." Every year, the state holds national and international cultural programmes under the direct leadership of the state government, and apart from these, regional festivals are also held across the state. Bihar has recently concluded celebrations of the 350th birth anniversary, or 'Prakash Parv,' of Shri Guru Gobind Singh Ji Maharaj, the 10th and last guru of Sikhism, at Takht Sri Harmandir Sahib Ji, from December 31,







This is the intellectual birthplace of many religions and other movements and

we want to refresh and revive the old traditions for the people of the state and our tourists.

2016 to January 05, 2017. Celebrations will carry on for the entire year of 2017, the event was attended by Sikh devotees and people from all over the world. The state of Bihar is also celebrating the centennial anniversary of the Champaran Movement, which was the first Satyagraha movement inspired by Mohandas Karamchand Gandhi in 1917. The movement started in Champaran, a district in the state of Bihar.

As you move away from the religious spots, get ready to marvel at the beautiful cascading natural waterfalls like Kakolat, Nawada, Manjhar Kund at Sasaram. The Valmiki National Park and Wildlife Sanctuary is a destination that is never over populated serves as a perfect corporate getaway or simply a weekend leisure trip for those in search of peace and tranquility. The Valmiki Tiger Reserve (VTR) is home to the tiger, rhinoceros, black bear, leopard, wild dog, wild buffalo, wild boar and several species of deer and antelopes. Apart from this hyena, leopard, wild cat, fishing cat, langur, monkey and flying squirrel can also be sighted at the Reserve. The VTR is complete with latest modern facilities for the convenience of visitors and tourists.

Shri Kumar further elaborates, "The Bihar Government is under the process of reviving and reinvesting in the Gandhi Circuit and the Buddhist Circuit and blow new life in to it." Unknown to many, the state of Bihar houses two state-of-the-art convention centres - the International Convention Centre at Rajgir and the recently functional Samrat Ashok Convention Center in Patna, with a joint capacity of over 7,000 people. The Samrat Ashok Convention Center in Patna, named after the ancient Indian emperor, Ashoka, is dedicated to all those who want to seek their Buddhist roots. The convention halls are equipped

with modern technology and the latest amenities, for accommodation, guests will not be left disappointed as there are several luxury and deluxe hotels around the centres that provide excellent hospitality and modern facilities for all budgets. Bihar serves as an excellent MICE destination for all corporates no matter what the

size of the event.

Apart from the convention centres Bihar also houses one of the oldest museums, called the Patna Museum, which was established in 1917. Bihar also boasts the Patliputra Karuna Stupa, a museum that is located in the Buddha Smriti Park. The famous Gandhi Maidan, previously known as the Patna Lawns, is a historic ground at Patna, near the banks of the Ganges River. One of the oldest granary, Golghar and Bihar International Museum are other important landmarks of Patna. Today, the state has taken major strides to be an infrastructurally sound state. The National Highways (NH) 82/83 connects major parts of Buddhist sites in Bihar. There are several projects underway that would make Bihar a great network of roads. The Bodhgaya – Bihar Shariff via Rajgir is one such 4-lane project underway.

Shri Kumar concludes, "We are trying to identify the missing infrastructure, potential gaps and develop it for tourists to have a wholesome experience. We are currently focussing majorly on Religious Tourism and Convention Tourism as they share a hand-in-glove relationship."



#### PREFERRED HOTELS & RESORTS TO REPRESENT THE CHEDI MUMBAI

referred Hotels & Resorts, has entered into a strategic partnership with Singapore-based luxury hotel management company General Hotel Management (GHM), to represent The Chedi Mumbai as the newest experience available within the Preferred Hotels & Resorts Lifestyle

"Continuing on our roadmap to further build a resounding presence for Preferred Hotels & Resorts in the region, we are delighted to embark on our first alliance with GHM and celebrate having 30 distinct independent member hotels in India. A prime addition to our brand portfolio, The Chedi Mumbai will provide discerning urban travellers with an exciting new experience in this vibrant city," said Saurabh Rai, Executive Vice President, Preferred Hotels & Resorts.

"The Chedi Mumbai's collaboration with Preferred Hotels & Resorts will not only leverage this luxury lifestyle concept for Mumbai's elite, but will also amplify our strategic efforts to reach out to discerning travellers on an international level," said Giulio D'Alberto, General Manager of The Chedi Mumbai.





#### LUXURY ABODE IN THE RAINFOREST, ALILA UBUD

lila Ubud expands its rainforest abodes with the launch of six new Terrace Tree Villas – five one-bedroom units and one exclusive two-bedroom unit with private pool – all perched on a steep forested hillside beside a beautiful temple, immersing guests in Ubud's lush natural landscape. The villas are designed by Indonesian architects NXST, who have drawn inspiration from the temple forms and details that are evident throughout everyday life in Ubud. Combining luxurious space and privacy in a lush forest setting, Alila Ubud's Terrace Tree Villas promise a truly sensational stay. Book "The Ultimate High" at Best Available Rate and enjoy USD 100 Resort credit for Food & Beverage, Spa, and Alila Experience.



#### GOA TO BE DEVELOPED AS MUSIC FESTIVAL **DESTINATION**

Government of Goa, to promote the spirit

Destination," said Ajgaonkar on the eve of World 4

#### ASHA BHOSLE TO BE IMMORTALISED **IN WAX**

adameTussauds New Delhi announced that legendary singing sensation Asha Bhosle is to join the heros and icons at the famed attraction. The figure will be displayed in the Bollywood music zone alongside other leading singers in an interactive themed environment. The zone will enable fans to sing and perform with their favourite stars – an experience only Madame

Tussauds can offer. Asha's figure transport visitors the beloved golden era of Indian cinema.



Asha Bhosle excitedly remarked, "I am thrilled and humbled. Thank you to Madame Tussauds and my fans for considering me for this incredible honour."

Anshul Jain, General Manager, and Director, Merlin Entertainments India Pvt. Ltd. said, "Asha Bhosle is one of the greatest singers of all times, so, her figure has been an obvious choice to be present at Madame Tussauds Delhi."

# JOIN US FOR LEARN SOUTH AFRICA MODULE 7

The Learn South Africa training programme is back to equip travel agents with the best tools and tips to sell South Africa in the Indian market. In its 7th edition, we promise that Learn SA will have new, exciting and useful sessions that will ensure a profitable South Africa business and earn you repeat customers.

Also on offer for the FIRST TIME EVER, attending travel agents displaying high interest levels and strong potential, stand the chance of being invited to participate in marketing activities supported by South African Tourism.

Registration is free and you are encouraged to sign up multiple participants from your company.

The programme will take place as follows:

DATE	TRAVEL	SESSION
Thursday-06-Jul-2017	Mumbai	10:00 - 16:30
Friday-07-Jul-2017	Rajkot	09:30 - 13:30
Saturday-08-Jul-2017	Baroda	10:00 - 16:30
Monday-10-Jul-2017	Ahmedabad	10:00 - 16:30
Tuesday-11-Jul-2017	Jaipur	10:00 - 16:30
Wednesday-12-Jul-2017	Delhi	10:00 - 16:30
Thursday-13-Jul-2017	Chandigarh	10:00 - 16:30
Friday-14-Jul-2017	Delhi	10:00 - 16:30
Monday-17-Jul-2017	Lucknow	09:30 - 13:30
Tuesday-18-Jul-2017	Kolkata	10:00 - 16:30
Wednesday-19-Jul-2017	Hyderabad	09:30 - 13:30
Thursday-20-Jul-2017	Chennai	10:00 - 16:30
Friday-21-Jul-2017	Bangalore	10:00 - 16:30
Saturday-22-Jul-2017	Coimbatore	10:00 - 16:30
Monday-24-Jul-2017	Mumbai	10:00 - 16:30
Tuesday-25-Jul-2017	Indore	09:30 - 13:30
Wednesday-26-Jul-2017	Nagpur	10:00 - 16:30
Thursday-27-Jul-2017	Pune	10:00 - 16:30
Saturday-29-Jul-2017	Goa	09:30 - 13:30



#### NEWS

#### EROS HOTEL FELICITATES TRAVEL TRADE **FRATERNITY**

n June 2, 2017, Eros Hotel, Nehru Place, hosted a lavish cocktail party for its business partners from the travel trade fraternity for their valuable contribution to the hotel. This glittery evening was graced by the presence of over 100 guests who were honored with 'Certificate of Appreciation' for their long association with the hotel. Guests were seen relishing snacks and cocktails followed by an elaborate dinner and gave some incredible moments while posing for the camera. On the occasion, Amanpreet Singh Sandhu, Director of Sales & Marketing, welcomed and extended his gratitude to all eminent guests who graced the occasion.





#### ETAA ORGANIZES GST SEMINAR

TAA organised a session on GST seminar on June 16, 2017 at 20 Downtown, Churchgate. The event was attended by over 75 travel agents. Yash Parmar, renowned CA with Gabhawala & Company conducted a very informative session. He brought some clarity on how GST is an effective tool and an inevitable truth for all industries; he highlighted the GST implications on the travel trade.



#### ITDC ORGANISES WORKSHOP

ndia Tourism Development Corporation (ITDC), the Public Sector undertaking under the aegis of the Ministry of Tourism, Government of India, conducted a workshop for the benefit of Trade & Industry, Officers and other stakeholders by sensitising them about proposed Goods and Services Tax: Model Law and procedures at The Ashok, flagship property of ITDC. The workshop was broadcasted live to all the subsidiary companies/vendors outside Delhi. The video and



queries regarding GST would be uploaded on ITDC website to ease the interaction and resolve queries. Pradip K Das, Director Finance and CFO, ITDC, welcomed the gathering and gave a detailed overview of the GST, the structure of GST Regime and the road map ahead for all stakeholders.



#### HYATT REGENCY DELHI RECEIVES ISO 22000:2005 CERTIFICATION

yatt Regency, New Delhi has been honoured with the ISO 22000:2005 certificate from SGS India Pvt. Ltd for complying with the highest level of food safety standards, regulatory and statutory requirements .ISO 22000:2005 is a management system designed to enable organisations to control food safety hazards along the food chain in order to ensure that food is safe at the time of consumption.

The whole safety management operation at Hyatt Regency, New Delhi was headed by the General Manager, Aseem Kapoor, with the assistance of the food and safety team leader and Cluster Hygiene Manager - Swaran S. Johri, Executive Chef - Ivan Chieregatti, Director F&B – Rohit Srivastava and supported by the food safety team, individuals selected from kitchen, service, KST, purchase, engineering, HR & housekeeping amongst others.





#### TT BUREAU

here were a number of exciting developments at this year's event, held at Durban's Inkosi Albert Luthuli International Convention Centre, including the rebranding and renaming of Africa's

premier travel trade show to Africa's Travel INDABA. The new positioning fully reflects the ownership of the trade show by the entire African travel industry and re-emphasises South Africa's commitment to furthering tourism and economic development on the continent.

Speaking at the event, President Jacob Zuma announced that following a comprehensive bid process, Tourism KwaZulu-Natal and Durban had been awarded as the annual event's venue for the next five years.

South African Tourism Chief Executive, Sisa Ntshona, praised this edition of Africa's Travel INDABA as a resounding success: "This year was all about listening to the feedback from exhibitors and partners that resulted in some fundamental changes, to

#### **FACT FILE**

- 7,000 delegates
- 1,449 local and international buyers
- Over 1,000 exhibiting businesses from 18 African countries
- 692 registered media representatives -8% more than 2016

ensure the event stays fresh and relevant.

These ranged from the show's updated diary system that provided more matchmaking and meeting opportunities to a brand new INDABA app as the show's primary source of information about news, meetings and

Other event enhancements included the new Lap of Luxury pavilion, showcasing five-star products, the Hidden Gems pavilion showcasing small tourism businesses," he explained.

Hanneli Slabber, Manager - South African Tourism, India said, "INDABA 2017 has been a very successful trade engagement for us with a 25-member travel agent delegation from Mumbai, Delhi, Ahmedabad, Hyderabad, Kolkata and Raipur.

It remains one of the largest and most interactive platforms for our trade partners to learn about the great products and iconic experiences that South Africa has to offer and to gain contacts with useful suppliers. As more Indians put South Africa on their itinerary, it is essential that travel agents have access to resources that will hone their destination expertise. INDABA gives them the chance to witness the breadth and depth of our offerings and find new products and experiences to add to their itineraries. We're certain that it has helped equip our partners to better sell South Africa to their clients."

South African Tourism closed in 2016 with a 21 per cent growth and 95,377 travellers. The NTO is looking to achieve good growth in arrivals during 2017.

ountry Inn & Suites by Carlson<sup>sm</sup> Kota made its debut in Kota. Strategically located in the heart of the town, Country Inn & Suites by Carlson<sup>sm</sup> Kota offers 85 modern rooms and suites. The hotel is located within proximity to corporate zones and educational service institutes, making

it the perfect stay for both business and family guests.

"I am delighted to welcome Country Inn & Suites by Carlson<sup>SM</sup> Kota to our growing portfolio in India. With 557 properties in operation and under development globally, Country Inns & Suites by Carlson<sup>SM</sup> is a leader in the upper midscale hotel segment," said Raj Rana, Chief Executive Officer, South Asia, Carlson Rezidor Hotel Group.

"I am proud to inaugurate Country Inn & Suites by Carlson<sup>SM</sup> Kota. I am confident that guests will find this hotel a great place to unwind, relax and rejuvenate," said Prem Singh Bajor, Chairman, Bajor Group of Companies

"We look forward to providing a memorable stay for our guests at Country Inn & Suites by Carlson<sup>SM</sup> Kota," said Priyavrat Singh, Managing Director, Bajor Group of Hotels.



#### KAYAKING FOR A CAUSE

haliyar River Challenge 2017 is the third annual event to help raise both awareness and funding to clean up the rivers. Held this year

from September 22-24, the 68km paddling event promotes the usage of rivers for recreational purposes and create a connection with youngsters and tourists. The starting point of the event is from Nilambur, located on the foothills of the Western Ghats and in close proximity to the Nilgiris. The ending point is at Beypore in Kozhikode district, where the river meets with the Arabian Sea.

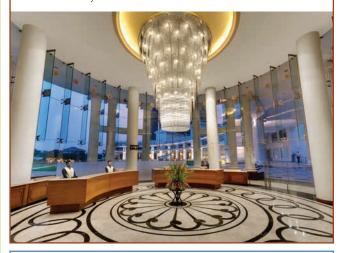




#### FERN HOTELS & RESORTS ADDS 31<sup>ST</sup> HOTEL

he Fern Hotels & Resorts will be adding one more hotel by launching Amanora The Fern, Pune, the COO of the group, Suhail Kannampilly announced.

Expressing his happiness, Suhail said, "Amanora is the second property we are opening under the Fern brand. We already have a property at MIDC Pune and we have got a very good response from the market. People have realised how committed we are to responsible luxury. This will also give them a chance to participate in their little way to the cause of environment."



#### THOMAS COOK INDIA GROUP COMPLETES ACQUISITION OF KUONI'S GLOBAL **DESTINATION MANAGEMENT NETWORK**

he Thomas Cook India announced the completion of the acquisition of a significant part of Kuoni's global DMS network. Commenting on this development, Madhavan Menon, Chairman & Managing Director, the Thomas Cook India Group., said, "This acquisition of a significant part of Kuoni's Global Destination Management network represents an important milestone for a rapidly growing Thomas Cook India Group, as we deliver on our stated strategy of rapid expansion in the Asia Pacific region. Now with a significantly enhanced global footprint across 4 continents and 21 countries, we have over 6500 employees serving customers across the world under some of the most respected brands in the travel space."

tayWell Hospitality Group will extend its international footprint with the opening of the company's fifth property in the Rajasthan market, the Leisure Inn Shrey in Jodhpur. The opening of Leisure Inn Shrey, in partnership with HukamConstructions & Hotels Pvt. Ltd, will deliver a roof-top restaurant and conference

facilities along with well-appointed rooms and international service standards that the Leisure Inn brand is famous for.

Rohit Vig, Managing Director for StayWell Hospitality Group in India said, "We have signed 12 hotels under the Park Regis and Leisure Inn Brands, which will result in the opening of properties in Hyderabad, Goa, Ahmedabad, Mumbai, Gurgaon–Sohna Road and Greater Noida."

Shranik Jain, Owner of Hukam Constructions & Hotels Pvt said, "Our partnership will deliver premium hospitality expertise

and a world-class experience to not only our guests but to the region, it's an alignment we are extremely proud of as we feel we are in the best possible position for future success."



### CLEARTRIP PARTNERS WITH CAFE COFFEE DAY

eiterating its position as an undisputed leader in the local leisure and activities domain, Cleartrip has recently entered into a strategic partnership with Cafe Coffee Day. Under this first-of-its-kind association, Cleartrip Local Gift Cards are available for offline purchase in 936 Cafe Coffee Day stores in 15 top cities across India. Gift Cards from Cleartrip are already amongst the highest selling branded gift cards online. VASIPL (Stellr India), a distribution partner, is enabling Cleartrip Local create retail presence for its gift cards pan India.

Subramanya Sharma, Cleartrip, said, "Young urban Indians comprise a major share of Cleartrip's target audience. Full of energy and enthusiasm, these individuals are always on the lookout for new experiences and adventures around them."

#### ADITI HUNDIA WINS MISS GETAWAY GODDESS

he audience remained awestruck as 30 dazzling beauties appeared on stage one after the other in their traditional attire in the national sub contest ceremony of Miss India 2017. The glittering ceremony was held at Hotel Sahara Star in Mumbai.

Rajasthani beauty Aditi Hundia enjoyed her moment of glory at the event when

her name was announced as the winner of Miss Getaway Goddess title. The title was introduced for the first time ever in Miss India contest. The young model was sashed by Karan Anand, Head, Relationships, Cox & Kings and Srinidhi Ramesh Shetty, Ms Supranational 2016. She was presented the Cox & Kings Getaway Goddess gift voucher worth Rs.1 lakh.



Commenting on the concept of Getaway Goddess Anand stated, "Our association with the Miss India contest opens up opportunities for us to showcase our product profile to the targeted segment. The new-age women are self-reliant, independent and avid travellers. It is our endeavour to reach out to every one of them through our women-only holidays- Getaway Goddess."







#### EXPLORE EUROPE LIKE HARRY AND SEJAL

Bollywood fans, after watching a film, always fancy visiting the beautiful foreign locales where the movie is shot. Cox and Kings has introduced a special romantic trail to Europe based on the film, 'Jab Harry met Sejal.' The package has been announced well before the release of the film, which is slated to release on August 4, 2017. The tour is a bunch of exquisite experiences at some of the most beautiful and charming destinations in Europe, such as Prague, Budapest and Amsterdam. Here's a chance for Bollywood lovers to visit the beautiful locales even before the movie hits the theatres as the first departure of the tour is scheduled on July 31, 2017.

#### SURYA PALACE REBRANDS TO GRAND MERCURE

urya Palace in the city of Vadodara has been rebranded to Grand Mercure Vadodara Surya Palace. For 30 years, Surya Palace has set impeccable service standards and has established a benchmark for hospitality in the city.

"We are delighted to associate with AccorHotels and rebrand Surya Palace as Grand Mercure Vadodara Surya Palace," said Piyush Shah, Managing Director, Jindal Hotels Ltd.

"The rebranding of Grand Mercure Vadodara Surya Palace gives us an opportunity to showcase the property as our 48th hotel in the country and highlight AccorHotels' growing network in the region," said Jean-Michel Cassé, Chief Operating Officer, India & South Asia, AccorHotels.

Speaking at the launch, Rajesh Gopalakrishnan, General Manager, Grand Vadodara Mercure Surya Palace, said, "We look forward to setting the benchmark of service excellence with the launch of Grand Mercure Vadodara Surya Palace and provide a unique dimension for guests staying at the property."





Rajesh Gopalakrishnan, General Manager, Grand Mercure Vadodara Surya Palace, Piyush Shah, Managing Director, Jindal Hotels Ltd & Jean-Michel Cassé, Chief Operating Officer, India & South Asia, AccorHotels

#### STAYWELL HOSPITALITY GROUP JOINS PRINCE HOTELS

rince Hotels Inc., a consolidated subsidiary of Seibu Holdings Inc., has acquired StayWell Hospitality Group, including all the business operations of StayWell Group which operates and develops 30 hotels globally. The share transfer agreement and formalities have already been settled. The final acquisition will be done by October 2017.

Shigeyoshi Akasaka, President and Representative Director, Prince Hotels, said, "Prince Hotels is enjoying good performance with the recent growth of tourism within Japan. During these favourable conditions, we are looking toward the year 2020 and beyond and

focussing on international expansion".

"StayWell is delighted to be part of the Prince Hotel family, a wellrespected Hotel Group locally in Japan and internationally, and to spearhead Prince's global expansion plan". "I am confident that StayWell will meet its growth and financial performance targets with the support and resources of the Prince group," stated, Simon Wan, CEO, Staywell Hospitality Group.

#### **CLUB CARLSON ANNOUNCES** FREE FRIDAYS PROMOTION

lub Carlson<sup>SM</sup>, the global rewards programme from Carlson Rezidor Hotel Group announced it will offer members an opportunity to earn a free Friday stay or 10,000 bonus Gold Points® for every two stays completed.

"We are delighted to extend such a rewarding promotion to our members during the busiest travel season of the year," said Alissa Montbriand, Vice President of Global Integrated Marketing Communications for Carlson Rezidor Hotel Group. "This offer provides members with the opportunity to choose between two great award options, whether it's a free Friday stay or bonus points, members will have the opportunity to earn a free night quickly."



#### HOLIDAY INN MUTARE OPENS ITS DOORS IN ZIMBABWE

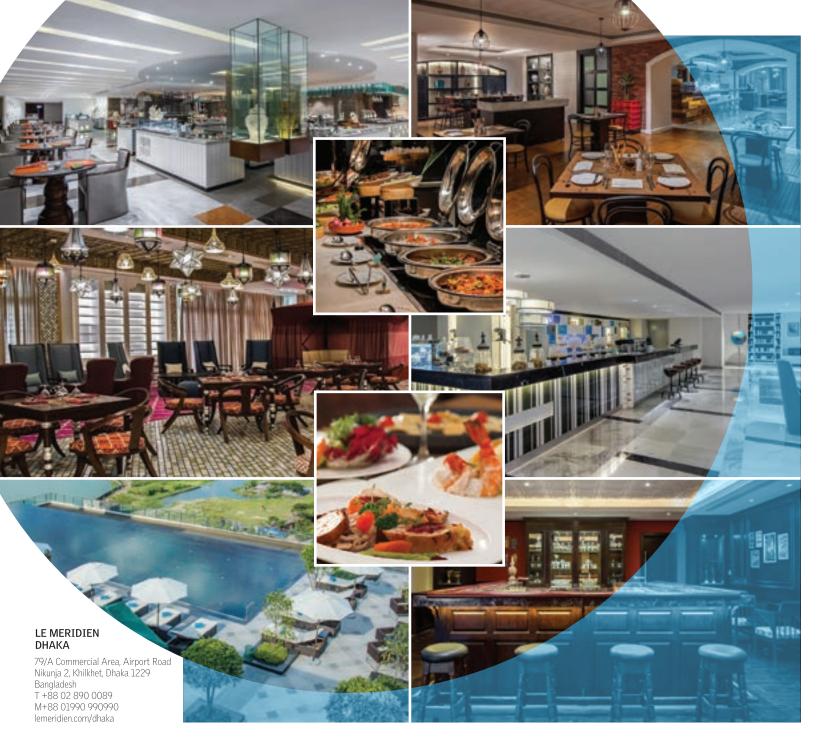
nterContinental Hotels Group (IHG®) announced the opening of its new Holiday Inn® in Mutare, Zimbabwe. The franchised property, owned by African Sun Limited, features 96 rooms, an outdoor pool and a meeting room capable of seating 250 people

Commenting on the announcement, Pascal Gauvin, Chief Operating Officer, India, Middle East and Africa, IHG, said: "Africa represents huge

untapped opportunities for a variety of industries across the region. We're thrilled to announce the opening in Mutare as we believe that it will further support business travel between India and Africa."

Edwin T Shangwa, Managing Director, African Sun, said: "We are happy to be partnering with IHG once again. We have successfully launched two Holiday Inn hotels together, and have seen great success across both properties. Now that the hotel has opened its doors, it will benefit equally from IHG's global distribution systems, strong brand portfolio and loyalty programmes."





## TASTE THE UNCOMMON



#### Discover Unexpected Flavours At Le Méridien Dhaka

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#### **APPOINTMENTS**



VIJAY JAISWAL has been appointed as Senior Vice President – Sales & Marketing at Sarovar Hotels Pvt Ltd. An industry adept professional, Jaiswal brings with him over 29 years in the hospitality industry. At Sarovar Hotels, he will be responsible for overseeing the planning

and implementation of sales, marketing and product development programmes for each brand targeted toward existing and new markets.



**VICKY SOIN** has joined International Travel House as National-Head (Market Development) -MICE. A passionate professional, globetrotter, result driven business leader with a proven track record in the Travel Industry with over two decades of experience, he has been previously associated with

Abercrombie & Kent India for over six years as Vice President-Outbound. He is an alumnus of Delhi University and has Business Management & HR Diploma from All India Institute of Management Studies.



RAKESH BHANDARI has been appointed as Associate Director Sales, India for SunLux Collection by Sun International. Bhandari has been with Outbound Marketing, handling ACCOR hotels sales distribution for four years. A graduate in Hotel Management and a post graduate in

Business Administration, he is a hard core sales person with a track record of achieving high sales targets.



NUPUR DHANDHARIA MISHRA has been designated as Associate Director Sales Corinthia Hotels - Pan India and a shared sales resource for The Meydan Hotel and Bab Al Shams Desert Resort & Spa Southern & Western India. A Commerce graduate with

IATA certification, she has over 10 years of experience in product sales - hotels and holidays - with Imagica, Tavelguru.com and Ezeego 1.



ALISTAIR ANDERSON has been appointed as General Manager of Six Senses Krabey Island. The resort is scheduled to open in 2018. Anderson brings more than 25 years of experience to his new role, having worked with international and independent hotel groups. These include Rooms and GM assignments

with Hyatt International in Sydney and Canberra, Aman Resorts in London, Bali and Australia, plus the Merrivale Group in Sydney.



**PUNEET KAHLON** has been appointed as Senior Manager PR & Marketing. A graduate in Economics and a post graduate in English, she has over 10 years' experience in content development and human resource management. She will be responsible

for conceptualising and executing marketing strategies, and managing advertisements, promotions and media relations.

#### BLS INTERNATIONAL TO OPEN APPLICATION CENTRES IN 5 GULF COUNTRIES

LS International Services Ltd signed the contract with Embassy of Afghanistan in UAE representing the Afghanistan Mission in UAE, Qatar, Oman, Bahrain, Kuwait. Under this partnership, BLS International will be providing consular services through registration of Afghan citizens, etc. As per the contract, BLS international will open Application Centres in United Arab Emirates (UAE), Kuwait, Oman, Bahrain and Qatar for the Embassy of Afghanistan. This contract has been signed to provide efficient and well-organised services to Afghan citizens who are living in Gulf Zone Countries.

Shikhar Aggarwal, Joint Managing Director, BLS International Services Limited, said, "We are glad to partner with Afghanistan Embassy in UAE to provide a framework to enable registration and identification Management for Afghan citizens in Gulf countries."

While signing the contract, Afghanistan Ambassador in UAE, HE Abdul Farid Zikria said, "We have partnered with BLS International and are looking at their outreach across the world and strong foothold in the Gulf region and we hope this association to be fruitful."















## GOING THAT EXTRA MILE

Taj Hotels Palaces Resorts Safaris has redefined its iconic brand status by retaining its intrinsic 'Tajness' and by providing signature experiences

#### KAMAL GILL

rom all accounts, hotel chains will be driven by an increasingly competitive landscape, along with an evolved and distinct customer base that is exploring outof-the-box personalised experiences. So, what would hotel chains have to do in order to garner success in the future? Experienced industry heads have come up with some

answers, namely, to constantly up the brand's image quotient through signature experiences; innovate and collaborate to maintain an edge in technology and service; go beyond segments to provide personalised experiences, and most importantly, listen to and learn from guests incorporating big data insights.

In a comprehensive one-on-one session with *Today's Traveller*, Chinmai Sharma, Chief Revenue Officer, Taj Hotels Palaces Resorts Safaris, shares valuable insights into what's trending in the

hospitality business, the role of technology and the positioning that brand Taj enjoys in the entire tapestry.

Sharma begins by addressing the query regarding hospitality trends and his take on it. The mood is upbeat, believes Sharma, as "The actual room demand is growing at a much faster pace as compared to hotel rooms getting added, so the demand-supply ratio is currently in an advantageous position."

Sharma believes that guests will go that extra mile for

quality and makes an interesting point in connection with the significant increase in the domestic leisure segment in recent years. The affordability of domestic airlines, improved connectivity, the larger aspiration of the upper middle class and an increase in disposable income has resulted in a burgeoning domestic leisure hospitality business.

Speaking about the new age traveller, Sharma shares, "The ever evolving and discerning travellers have different priorities and requirements. They are willing to pay more for authentic, personalised experiences and they opt for curated itineraries. They're keen to experiment with unique food and beverage offerings and extend business trips in order to include some personal time – I think these sentiments are gaining traction and

we can see that translating into our business as well. The domestic traveller is therefore developing as a significant key player."

When it comes to overseas destinations, as in the Taj Hotels in the Maldives, Sri Lanka, London, New York, or in Dubai, Sharma reveals that the travel spend of Indians is at par with international travellers. Plus, brand loyalty is another significant factor, Sharma

adds. "So, from a segment's profitability standpoint, we put a lot of confidence on the Indian travellers' ability to sustain the market. They support us not only from a domestic standpoint, but also from an international perspective. Here is where we enjoy an unfair advantage, because in Dubai for instance, if we are competing with a Marriott or a Hyatt property, then the incoming Indian market segment is so strong that irrespective of how the market performs, an Indian travelling to Dubai would obviously have a

strong affinity with the Taj brand, so we definitely get that benefit."

Sharma brings focus on brand standards, which is a critical differentiator vis-à-vis competition. "Over time, the Taj brand image has become associated with a high level of credibility, quality and satisfaction in the consumer's mind. Brand recognition drives your reservations. Our aim is to strengthen and leverage this association. We, therefore, have focussed on long-term efficiency and for the past two years have undertaken a phased renovation approach to ensure that our hotels are in line with evolving time and the philosophy of Tajness." Speaking on future plans for the Group, Sharma reassures, "I think the amount of love and affection we get from our guests is legendary, but, at the same time, we want to

continue to invest in the hardware, which is the renovation part on the product side and then, in terms of services, we have gone down the road of a 'mono-branding' approach." Accordingly, the Taj Group plans to reset its journey, by taking the best of the Taj portfolio of hotels and redefining them. Sharma informs that the focus will be on rolling out Tajness across all hotels.





"Tajness will come to life for our guests with hotels that are built with a sense of place, reflecting not just our heritage, but also honouring the local culture through design and rooms that provide the utmost in contemporary comfort. Tajness will deliver a consistency in service across hotels that we know guests are looking for. Tajness is a sum of guest experiences that seek their inspiration from the nobility of Indian heritage and traditions. It pays homage to Jamsetji's vision with a promise of sincere care at its core." No wonder, then, that the company has come up a winner each time, for brand equity and recall.

In the stock market, IHCL stocks seem to have gained traction, placing it in a leading position vis-à-vis other contenders. But, Sharma says the company will not sit on its laurels. He informs that the key focus will be centred on building a deep understanding of and connection to the empowered consumer by embracing technology, in both the offline and online space, and establishing key capabilities. A case in point is the partnership with Shangri-la Hotels and Resorts, which has led to loyalty programmes being combined, so members can redeem their points easily.

"Earlier this year, we launched "Warmer Welcomes," an integrated loyalty programme of Shangri-La's Golden Circle and Taj's InnerCircle across a portfolio of 200 hotels, 27 countries, and 131 destinations, which will include Paris, Bangkok, Singapore, New York and San Francisco under the Shangri-La and Taj brands. This alliance gives us an opportunity to improve brand awareness and increase market share in the two biggest outbound travel markets - India and China - by leveraging each other's reputations and key customer bases – which are in non-overlapping geographies." Apprises Sharma, "The main idea is that we want to interact with our frequent visitors, loyalty members and our guests, in whichever way, whenever they want to interact with us. For Taj, the traveller experience begins with the company's digital touch points – the new tajhotels.com and the new mobile app. These are the frontline tools to deliver an experience to guests which build the bridge between the virtual and the physical stay at a Taj hotel. Through Taj.Live, the company's new social media command centre, identification of opportunities to organically engage with a wider audience through omni-channel trend tracking and analysis is possible. In addition to this, the group is in the process

of maximising its back-end technology infrastructure."

Other features that the Group has incorporated by going digital is piloting keyless Check-in and Check-out, dedicated websites with unbiased reviews and information, plus a content head that demarcates content to different platforms. Sharma narrates how technology has been leveraged to provide exceptional customer experiences. Apart from efficient processes, the Group has incorporated feedback on customer food preferences, providing local preparations and introducing suggested food and beverages in many cases.

Sharma explains how technology is used to enhance Sales and Marketing. Partnering with companies like Adobe, Taj Hotels has set up a Content Management System to customise content offering. Moreover, guest preferences and information are documented and the company is able to use that to convert and combine offers with ease. Also on the anvil are itinerary bookings online. Taj Hotels is also in touch with vendor partners to offer curated itineraries.

Completely cued into what is trending, Sharma is cognizant that millennials and families are gravitating towards properties and itineraries that immerse them in local culture, provide interaction with locals and provide out-of-the-ordinary experiences. Plans are already afoot in this direction, since this also is in sync with the Taj culture and tradition. Sharma articulates this eloquently, "My thought process is that Taj is an institution. We've been here for a long time. Hopefully, we will be relevant for a long time as well. I think one of our strengths is that at the hotel operations level, the amount of sincere care and attention-to-detail that our associates provide to our guests is where we score high. We are unmatched. That's what differentiates us."

"The answer, then," concludes Sharma, "is that while technology can never substitute the human touch, it can certainly enhance customised, personalised delivery. It cannot change the fundamentals of hospitality, but it can act as a complement that lets you continue to deliver exceptional service, but now with more efficiency."

Taj Hotels Palaces Resorts Safaris is in pole position, because as a Group, it has found its niche, defined its brand and emerged a winner.

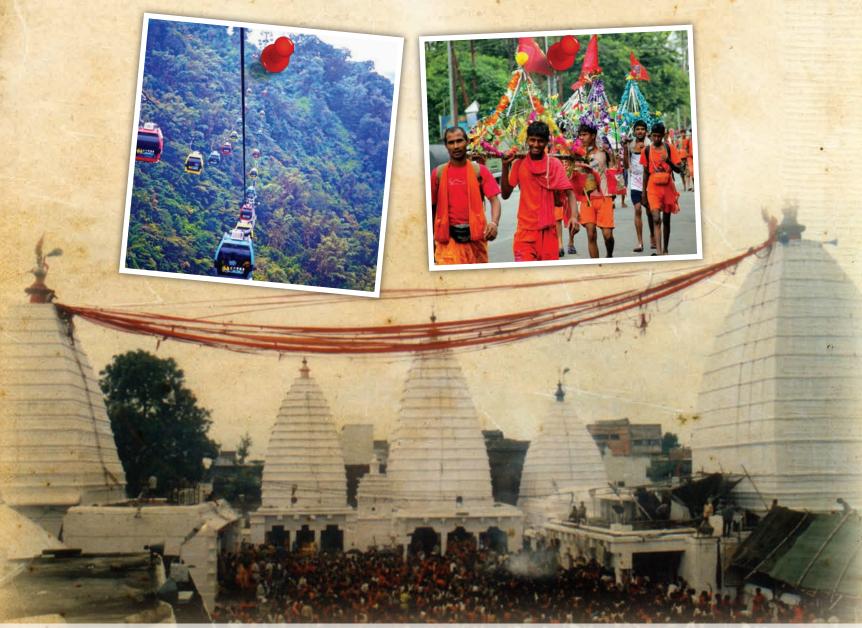




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## TRAVEL REINVENTED

Convenient location, elegant interiors, state-of-the-art amenities and a gastronomical fiesta like no other, Four Points By Sheraton Visakhapatnam offers a one-of-a-kind experience

#### **TT BUREAU**

e it for business or leisure, unobtrusive service awaits you at Four Points By Sheraton Visakhapatnam. The hotel is located in close proximity to stunning beaches, restaurants, local attractions and is within easy access of the Visakhapatnam Airport (VTZ). The hotel has a significant presence in the city of Visakhapatnam. The coastal city boasts being one of the major ports of India, having one of the largest steel plants and is the headquarters for the Eastern Naval Command. The luxe property is managed by Marriott International, a brand trusted by discerning travellers.

The hotel is a well-appointed property in Visakhapatnam and boasts avant-garde facilities. Guest rooms are spread over five floors in three categories, namely, Deluxe, Executive and Suite, with an inventory of 123 keys. The rooms are spacious, well designed and furnished with modern amenities to meet guests' comfort, levels, with each room showcasing great views overlooking the city. The hotel's well-trained staff is well versed with the

concept of 'customisation' and a thorough understanding of each guest's preferences, making them feel at home away from home. The need of the hour is connectivity and each room and public space is equipped with high-speed Internet access. Each guest is received warmly, creating a memorable experience at touch point. The hotel also has a beautifully themed and designed lobby. A favourite among travellers, Four Points By Sheraton Visakhapatnam, is currently ranked #1 of 71 Hotels in Visakhapatnam (Vizag) on TripAdvisor India.

The elegant interiors of the hotel are designed in such a way that guests feel exceptional and energised. Replate with top-class facilities, the rooms are equipped with DVD players, satellite channels, 32" panel television, in-room electronic safe, refrigerated mini bar with coffee and tea maker machines, an in-house laundry and dry clean facilities. Each room also comes with smoke detectors.

When it comes to fine dining. The hotels' 24-hour restaurant, 'The Eatery,' offers Visakhapatnam's first interactive



dining experience with numerous cuisines. With a casual set-up and all-day dining, guests can enjoy a wide variety of delicacies. The buffet spread at The Eatery is in sync with the festive seasons. The hotel's Executive Chef, along with his team, offers the best nutritious buffet breakfast, lunch and dinner with an exclusive menu each time. The special Sunday Brunch at The Eatery compliments your lazy Sunday with a warm, relaxed brunch, worthy of making your taste buds swoon. And that is not all – the Four Points By Sheraton brand has a signature special promotion called 'Best Brew,' which offers a local beer fresh from the tap, with great ambience and impeccable service standards. The hotel follows a high food safety and hygiene standards. The desserts are culinary



masterpieces that intertwine flavour and texture. Whether it's a team lunch with colleagues, a family feast or just a spontaneous meeting, the hotel serves nothing but the best to all its guests.

Four Points by Sheraton Visakhapatnam's highlight is the outdoor pool where guests can rest, relax and feel rejuvenated. The pool for kids and adults are maintained separately, which include emergency kits for safety reasons. Guests can either enjoy a dip in the fresh blue water or simply relax with a cup of coffee and snacks. Whether you are on a business trip or leisure, health and wellness are the hotel's priority with 24 hours fitness centres and a fully-equipped gym.

When it comes to the most valuable day, the hotel will

execute it for you. A team of professionals will ensure that every guest gets the maximum benefits from their stay, along with unbridled comfort. Hotel associates come together to fulfil guest's desires. Moreover, when its time for a function, or gathering, or party, the entire staff is ready with innovative ideas to make it a special and a memorable event for guests.

The hotel's banqueting facilities include banquet halls Circars I & II, that are provided with themes that are planned and executed according to guests' expectations. The hotel never disappoints its guests when it comes to making the occasions grand and unforgettable. The menus are custom made, keeping customer preference in mind. The hotel staff is ever ready to go



the extra mile to provide a memorable experience. The hotel also provides adequate places for planned meetings, conferences, product launches, board meetings or team's day out, as well as contemporary meeting spaces that can be configured for any type of function. All this is possible at Grand Circars, where business meets pleasure. The hotel has 4 different places in which meetings or conferences can be held. The largest meeting space is 2,960sq.ft, with high-speed Internet access available in all the meeting areas and outdoor function space.

From superior luxury facilities during your stay to state-of-the art communications for a seamless and successful MICE event or to simply satisfy guests' unpredictable connoisseur palates, Four Points by Sheraton Visakhapatnam is the place to be.







## TOURISM INVESTORS MEET 2017

FICCI organised the 3rd edition of Tourism Investors Meet 2017 from July 5-6 at FICCI, Federation House, New Delhi

#### **TT BUREAU**

he Summit was attended by senior Government Officials from Ministry of Tourism and by several State Governments. The Inaugural session was addressed by Satpal Maharaj, Minister Of Tourism, Irrigation, Minor Irrigation, Cultural, Watershed Management, Pilgrimage and Religious Fairs, Flood Control, Rain Water Harvesting, India-Nepal-Uttarakhand River Projects, Government Of Uttarakhand; Rashmi Verma, Secretary, Ministry Of Tourism, Government Of India; Hari Ranjan Rao, Managing Director, Madhya Pradesh State Tourism Development Corporation Ltd from Madhya Pradesh Tourism, which was the theme state of the event. Other state partners included Rajasthan, Uttarakhand, Maharashtra and participating states included Odisha and West Bengal.

The event received participation from key Investors and stakeholders from the tourism Industry, including Hotels, Amusement Parks, Air Services, Convention Centres, Real Estate Companies, Cruise, Wellness & Medical Tourism, Ropeways,

Travel Agencies, Tour Operators Sanitation and Civic Amenities and many more.

The event also witnessed presentation from states to the Investors soliciting investment in tourism Infrastructure development and structured face to face business meetings. The FICCI-Yes Bank knowledge paper on Investment in tourism Infra-Igniting India's growth engine was also unveiled at the Inaugural.

The states made presentations over a period of two days to the investors soliciting investment in Tourism Infrastructure development, which was followed with more than 200 structured face to face business meetings between the states and the Investors.

The two-day event focussed on an interactive conclave, one to one meetings, whereby exhibiting destinations showcased their policy and facilities with respect to soliciting investment in tourism Infrastructure through pre scheduled structured face to face business meetings between the State Governments and prominent investors.







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## **CORPORATE** JET-SETTE

#### Most memorable destination?

It has to be our trip to Thailand where we celebrated our family friend's 50th birthday... a complete surprise package for him. Until the last day he was packing his bags with long pyjamas and was told that they weren't going to Pondicherry, but to Bangkok instead... and there, the pants were out of the bag and replaced with shorts. With just two of us Fauji couples, the trip was a wonderful experience with everlasting memories.

#### You dream of going to?

Though I have seen most of East and North India by virtue of being in the army, yet there are places to see within India with so much cultural heritage and tradition. Rajasthan and Kerala are two places that I do wish to see with my family...and if it has to be outside India, then perhaps it would be the European countries.

#### Favourite airline and why?

Singapore Airlines, Emirates and Indigo would have to be my favourites. Any traveller looks forward to a warm welcome and personalised attention and that's perhaps the key to winning hearts.

#### Best hotel experience and why?

That would be the Marriott group of hotels; undoubtedly, their services are quite professional with their staff so well trained to be top of the line.

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

I have been posted in Gangtok, and with my father too being from the forces, I have seen guite a lot of the East, but don't seem to have got enough of it. Besides, my better half is in love with the mountains and the greens.

#### **MAJOR ADITI MOHAN VICE PRESIDENT – FACILITIES & INFRASTRUCTURE, SECURITY & EMPLOYEE TRANSPORTATION** & GENERAL SERVICES FIDELITY NATIONAL FINANCIAL INDIA



#### A family vacation that stands out?

Go! Go! GOA...!! All along, our family, which is a group of 5-6 family friends, always plan their vacation together.

#### Your best holiday with friends?

Yet again, Goa... each time we plan to go outside India, we eventually land up in Goa. It has become a home away from home.

#### Great food you enjoyed and where?

It would have to be Taj Aguada at Goa.

#### What to watch for out while travelling?

If you travel by road, please ensure that your friends and family are aware of your trip details. Safety is of prime importance while planning a trip, whether within India or overseas. Study the place quite well. All of this comes in handy. Rest, don't forget to enjoy!

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

"Travel correct, travel happy....all roads lead to simply happiness, fun and living your dreams in life."



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#### Favourite airline and why?

There are many but a recent favourite is Turkish Airlines, for the sheer number of destinations they fly to, and I was completely bowled over by their Lounge at Istanbul.

#### Best hotel experience and why?

INTERNATIONAL Hotel Casino & Tower Suites, because of its phenomenal location, offering an unmatched panoramic view of the sea on one side and the mountains on the other. The infinity pool is out of the world, giving a feel of being one with the calm sea. The hotel has an exclusive Executive Lounge and was able to meet the expectations of the Indian palate, especially for some of our vegetarian friends. The barman there was ever so entertaining, dishing out some signature cocktails along with the background on the local mixes. We also had a fabulous experience at the poker table in the Casino that will be a long cherished memory.

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

Varna is worth visiting again with family and kids especially because you can do so much more here with the Euro than in Western Europe.

#### A family vacation that stands out?

Has to be Goa – the entire road trip from Mumbai with the scenic Ghats on NH-17 to the actual experience in Goa is outstanding.

moment of the week-long holiday exploring, dining, wine tasting,

clubbing and the casino highlight.

#### Great food you enjoyed and where?

I am a foodie and practically enjoyed food all over my trips to the US, Europe and the Middle East countries. But, I probably enjoyed steaks the most at Austin-Texas, on the 6th street, which is famous as the world capital of live music, and is dotted with bars and restaurants and hosts various instrumental bands...I also probably enjoyed it because I play the Alto Saxophone myself and enjoy jazz.

#### What to watch out for while travelling?

My motto is to hope for the best, but be prepared for the worst. Be sure to scan the travel advisory, ensure appropriate health insurance and keep all travel documents in check along with comfortable clothes for the weather, and chargers, etc. for your gadgets.

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

Safety and security are prime requisites that will allow you to explore more at ease in a foreign location and have a memorable trip rather than a nightmare.



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# FXPERIENTIAL CAMPING

In conversation with Chirag Gupta, CEO & Co -Founder at Deyor Camps



#### How is the Adventure Tourism segment developing as a saleable product?

Adventure tourism, the new age travel segment, is growing at 46 per cent CAGR. Two years ago this would not have been the right space to be in. By 2021 India is expected to be the youngest country in the world. Today, 84 per cent of millennials (age 18-32) are opting to travel with a purpose. Institutions are opting for alternate accommodation options as well. Offbeat places like Ladakh, Spiti Valley, are becoming the next point on the bucket list for every traveller, while weekend adventure getaways as a choice of travel is picking up with quality campsites and adventure activity options in places like Rishikesh, Lonavala, etc. I personally see in our business that we are catering to a lot of families and this is a move we happily welcome since families were usually sceptical about adventure travel. With the help of great content, we are able to educate travellers against the limitations of adventure travel and excite them to



make this form of travel as the preferred one for their next trip.

#### As India's 'First Chain of Branded Camps' what challenges have you faced?

It was challenging to build this brand to where we are now. The biggest problems that exist in adventure travel are Discovery, Trust and Experience and we knew from the day we started that tackling these problems would give us a significant competitive edge. We made it a point to not aggregate but curate our products. We had our trained team travel to each and every campsite and rigorously check all safety, security, hygiene, food

regular business is given to our campsites and the promise of increased occupancy rates are fulfilled. TBO is the biggest B2B travel player in India and I feel blessed to have Ankush Nijhawan share this passion for adventure travel and help and mentor us in growing the business. Today, TBO has more than 35,000 partners and though the right strategy we are able to reach out to most of them and educate them about adventure travel, ensuring they don't have to turn down any requests from their clients.

We also work out of TBO's India headquarters in Gurgaon and the constant support from their core team, Aarish Khan, Deepak



standards. We had to change the model of these campsites from pen and register to online. A lot of our vendors were educated on the go and hence today they are happy with how efficiently they are managing their campsites and how their occupancy has gone up with the business we are giving them. Today, I can proudly say that our partners need not worry when their clients are travelling to our campsites as proper survey and diligence has been carried out and our standard operating procedures (SOPs) implemented.

This would not have been possible without the great team we have at Deyor and their pure dedication and passion for growing this sector of travel.

#### What value has the tie-up with Travel Boutique brought to your product?

For any business to be successful, one must focus on either the demand aspect or the supply aspect. We had done a great job of curating over 600 campsites, but that was the supply aspect of the business. We needed a partner who would ensure that

Khanna and Vikas Jain ensures that we never take a wrong step in building this brand.

#### Your target group focus includes corporates and MICE events. What offerings do you have for this segment?

We realised very early on that just stopping at curating campsites would not be enough. We understood that group travel would be an essential part of our business. We also understood that corporates and institutions would want everything planned well in advance and nothing on an ad-hoc basis. We have worked closely with our best campsites in offbeat locations and developed itineraries for 2-6 nights depending on demand. These include a team of trainers which conduct various adventure activities. We believe that the learning outcome from this includes the following most important requisites – team building, survival skills, creativity, motivation, nature and local culture. These detailed itineraries have the best of corporates excited and fortunately we have done a great amount of business from corporates, MICE and institutions.

# ○ Today's Traveller • July 2017

## DUBAI REPORTS IMPRESSIVE Q1 2017 **TOURISM RESULTS**

Dubai maintains strong growth in visitation since the start of 2017 from key feeder markets across the world, with standout performances from China, Russia and India

#### **ARJUN GILL**

ubai's tourism sector sustained the momentum of its strong 2017 start, with the Emirate's Department of Tourism and Commerce Marketing (Dubai Tourism) reporting a stellar 11 per cent increase in overnight visitation in the first three months of the year compared to the same period in 2016. January to March 2017 saw 4.57 million travellers visit the city, reflecting more than double the growth achieved in the first quarter of last year.

Retaining their stronghold on the top three positions were India, KSA and UK, accounting collectively for 30 per cent of total Q1 visitation to Dubai, with India becoming the first ever market to record nearly 580,000 visitors in any one quarter, with a massive 23 per cent growth in arrivals between January and March.

His Excellency Helal Saeed Almarri, Director General, Dubai Tourism, commented, "Q1 2017 has set us off on a very strong trajectory for the year and we are pleased to see our strategic investments and policy reforms yielding such definitive impact. As Dubai continues to evolve and expand the breadth and depth of its tourism proposition, we expect to amplify the appeal of our city as the top consideration for not only first-time but also repeat business and leisure travellers. Thanks to the support from our visionary leadership, backed by the strength of our stakeholder collaboration, we have made tremendous strides in ongoing efforts to increase the city's accessibility, minimise

barriers to travel, and make it as seamless as possible for prospective tourists to visit and revisit Dubai. China and Russia's strong acceleration in response to our initiatives are a clear reflection of the importance of such measures as facilitators of the tourism sector growth.

"The positive start to 2017 is an encouraging endorsement of our overall strategy, although we are prudently aware that travel is among the leading industries that is undergoing a global transformation

and is in a state of complete disruption today. In order for Dubai to fulfil its commitment to the 10X Agenda set by His Highness Sheikh Mohammed bin Rashid Al Maktoum, UAE Vice President and Prime Minister, and Ruler of Dubai, we must be true innovation leaders. Beyond marketing and promoting the city with the endorsement of all our industry partners, our agenda is focussed on amplifying advocacy and putting the 'Voice of our Travellers' at the very heart of defining our future growth priorities."

#### **HOTEL SUPPLY**

Dubai's diverse hotel room inventory stood at a 104,503 spread across 680 establishments at the end of the first quarter of 2017, the latter figure representing a 6 per cent growth over the end of March last year. Occupied room nights were also up year on year, totalling 7.96 million compared to 7.55 million at the end of Q1 2016, with the average occupancy rate across all hotel and hotel apartment categories increasing 2 percentage points over the same period to reach a very strong 87 per cent. As new hotels continue to open across Dubai in line with the Emirate's Tourism Vision 2020 requirements, these latest figures, which reveal demand increases that clearly complement the inventory growth, confirm that the city continues to present a hugely attractive investment opportunity for hotel owners and operators.



# Today's Traveller • July 2017

# DUBALTO HOST LIONS CLUBS **EVENT IN 2018**

ISAAME Forum to attract more than 5,000 members next year while the organisation's executive board members will meet in the city in late 2017

#### **ARJUN GILL**

ubai is to host a major regional gathering of Lions Clubs International, the international service club organisation, with its ISAAME Forum taking place in the city in 2018. Dubai Business Events (DBE), the city's official convention bureau, assisted The International Association of Lions Clubs Middle East and UAE Premier Lions Club in winning the bid to bring the prestigious event to the city.

A gathering of Lions Clubs International members from across India, South Asia, Africa & Middle East, the event is expected to attract more than 5,000 participants to discuss key challenges and opportunities for the organisation. The event will take place at Dubai International Convention and Exhibition Centre, part of the Dubai World Trade Centre complex from 4th – 8th December, 2018.

Established in 1917, Lions Club International is celebrating

its Centenary this year. In these 100 years, it has been active in helping communities around the world, addressing humanitarian needs everywhere and every day.

Ahead of the 2018 ISAAME Forum, Dubai will later this year host one of Lions International's two annual Executive Board Member meetings. The organisation's entire executive leadership will descend on Dubai in November for the event.



Sheikh Tariq bin Faisal Al Qassimi

His Excellency Sheikh Tariq bin Faisal Al Qassimi, President of UAE Premier Lions Club, said: "We are honoured to host Lions International entire executive leadership – especially so, after the UAE has been ranked the Number 1 in the regional Happiness Index, the United Nation's landmark survey that measures the state of the global happiness in each country and region. Globally, the UAE is ranked at 21.

"We are looking forward to welcoming our distinguished guests and providing an opportunity to exchange ideas and knowledge, thus enriching mutual experiences to benefit us in the long run."

With the board meeting taking place this year and having already successfully bid to host the 2018 ISAAME, Dubai is looking to take the next step and will be bidding to host the Lions Clubs International Convention in 2025. The event could bring as many as 50,000 members from around the world to the city.

Steen Jakobsen, Director of Dubai Business Events, said: "We're thrilled to have been able to assist in bringing this year's board meeting and next year's ISAAME Forum to Dubai. It is particularly appropriate that we are forging a relationship with Lions Clubs International in this Year of Giving for the UAE, and we look forward to building on this in the future."

#### 2016 MOST SUCCESSFUL YEAR FOR DUBAI BUSINESS EVENTS



Steen Jakobsen

Dubai Business Events (DBE),
Dubai's official convention
bureau, recorded its most
successful year to date, winning
129 bids and proposals for
upcoming conferences,
meetings and incentive trips
in partnership with local
stakeholders such as Dubai World
Trade Centre, Emirates Airline,
hotels as well as Destination
Management Companies and

Professional Congress Organisers.

The number of future business events secured by Dubai Business Events increased by 79% in 2016, compared to 2015, consolidating Dubai's position as a leading destination for business events. The economic impact of these events is estimated at close to AED400 million and will bring in an estimated 75,000 additional visitors to Dubai over the course of the next 6 years. Notable wins included Congress of the Asia Pacific League of Associations for Rheumatology Annual Congress 2017, World Congress of Cardiology 2018 and World Down Syndrome Congress 2020.

## A MASTER CLASS APART

Known as a man's drink, whisky is enjoyed in a variety of ways – neat, cocktail or with ice. So, say Cheers and Bottoms-Up

#### **TT BUREAU**

Il scotch is whisky, but all whisky is not scotch. The main difference is not only in its physical attributes but also in the spelling and ingredients used. 'Whisky' is produced in Scotland with its main ingredient being barley. On the other hand, its counterpart 'Whisky' is a type of Bourbon that is made in USA and is distilled from corn. Wines are equivalent to places like Napa Valley, Burgundy, or Rioja. These places tell a story not only about where a wine is made, but what to expect as far as range and flavours are concerned. Scotch whisky has

its own geographic intricacies.

Drinking Scotch is an art in itself, with the glass playing a significant part. The right glass enhances the flavour of the Scotch. It is the aroma of the scotch that has half the magic

ice releasing the flavour.

Scotch is best enjoyed with a gentle sip before swallowing. The aroma is best complimented with

of blending foods with specific liquor. The main question that now arises is – What do you serve at a Scotch party? It is an art to know what pairs well with Scotch without taking away from its taste nor make it

bitter. More importantly

so melting that isn't too burdensome to arrange.



#### THE GLENROTHES SINGLE MALT SCOTCH WITH PUMPKIN PIE

Some matches are just made for each other and there can be no alternative to them. This Scotch has a unique vanilla and spicy taste that makes it an ideal pairing with the moist and succulent pumpkin pie. Groove to music and enjoy the blend of Scotch and creamy pie.



and orange peel.

ARDMORE

An appropriate consumption of Scotch is more than a pleasure: it is a toast to empire, an honour to the stability of civilization, a proposal of man's purpose to utilise the assets of environment to rejuvenate intellect and body and benefit

**ARDMORE** 

of environment to rejuvenate intellect and body and benefit from the senses with which he has been gifted. So, how can this amazing drink be enjoyed – by visiting Scotland? Not necessary. There are some fantastic whisky brands available that bring pleasure to the senses.

Over the years, restaurateurs have discovered unique ways

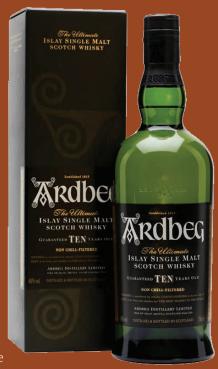
#### A R D M O R E TRADITIONAL CASK SCOTCH WITH

**LAMB STEW** 

Ardmore's "tang of Peat" can't be beaten, especially when digging into a roasting plate of lamby goodness. Indulge in delicious lamb stew with a traditional Cask Scotch and let it enhance your mind, body and soul.

#### ARDBEG SCOTCH WITH SUSHI

The "salty, sea brine" accents of Ardbeg are the



#### BENROMACH 10-YEAR-OLD SCOTCH WITH ORANGE-**FLAVOURED CHOCOLATE**

For your tangy-orangy taste buds this is one combination that is for everyone. But, it's a well amalgamated,

entomach

delicacy. The designed tanginess flavour in the on an individual's tastes and preferences. Scotch has to be at a perfect room temperature. awful, if it is too cold all the flavours and aromas will be

legally requires at least three years in maturation every year. This is called 25-year-old whisky is rarer 12-year-old, just because there is less of it left.



Scottish whiskies are among the world's most sacred spirits on the planet. There are different and unique styles, though all can be appetising masterworks in their own right. Some are flavoured strongly by peat and smoke, others are radiant and fruity. Coastal whiskies are often flavoured by the marine and have a refined salinity. There is always a sweetness; sometimes in omnipresence, sometimes lurking in the substrata.

There is also a serious perception that Scotch is a serious man's drink. There is also an intimidation factor that is associated with Scotch whiskies. Scotland is the birthplace of Scotch. It is one destination that serves a heavy dosage of Scotch whiskies

> along with cocktails. There is a belief among the Scottish that "Scotch is for everyone'. Scotch isn't just for heavy old men with cigar-stained teeth. It's for people who are keen on experimentation – and it always has been like that.

eventually

is trying all kinds of Scotch and mounting up your palate. Each new bottle should educate you. You need not worry if your above, it's a taste that must be developed gradually. Each more pleasurable.



#### THE MACALLAN SHERRY 18-YEAR-OLD SCOTCH WITH DARK CHOCOLATE SOUFFLÉ

Dried fruit, spice and chocolate orange notes make this Scotch almost a dessert in itself.

#### LAGAVULIN SCOTCH WITH BLUE CHEESE

Swanson-approved Scotch. The strong flavour might not suit many taste buds but the perfect blend is a combination that is indeed one of a kind. Indulge in of the strongest combinations to hit the table.

Mark Twain had famously said: "Give an Irishman lager for a month and he's a dead man. An Irishman's stomach is lined with copper, and the beer corrodes it. But, whisky polishes the copper and is the saving of him." There is no right or wrong way in indulging in your favourite glass of Scotch. It all depends

1 68

## UNUSUAL SPAS



From Iceland's first Beer Spa, to an ultrasound massage in Ontario or inhaling therapeutic herbals in the West Indies, *Today's Traveller* takes you to the world's weirdest spa treatments

#### **TT BUREAU**

hink of Spa treatments and you think of pampering, relaxation and soothing massages. Over the years, spas have come a long way from offering conventional massages. In fact, luxurious hotels and resorts with sanatorium amenities are now appealing to visitors, guests and travellers with out-of-the-box services getting them captivated.

#### IMMERSE IN ICELAND'S ORIGINAL BALMY BREW SPA

Think of Iceland and movies like 'Batman Begins' and 'Die Another Day' immediately comes to mind. Theres nothing like having a glass of chilled beer with best friends. Now, get plenty of the same in Bjórböðin, located on the northern tip of Iceland. In this unique destination you can immerse yourself in giant tubs of warm brew and quaff down glasses of chilled beer.

#### 90 MINUTES OF ULTRASOUND MASSAGE AT ZEPHYR. **ONTARIO**

HighFields Country Inn & Spa Resort has now taken Ultrasound treatment to the next level. This is a 90-minute healing session where the heat and massaging effects are meant to go through at least 4 in. underneath the skin. After the treatment, guests can actually feel an increase in their blood flow, mending of injured muscles and ligaments, reduced swelling and softening of scar tissues. The sound waves commencing from the Ultrasound appliance are intended to arouse the tissues.

#### ZAREEBA, THE SPA AT REGENT PALMS TURKS AND CAICOS

Turks and Caicos Islands have now become a prominent tourist destination located in the West Indies. 'Zareeba' translates to the African term meaning "Protected Enclosure," is one of the spa's exceptional mark treatments. A native detoxification and deep thinking rite is planned by a practising Caribbean herbalist and the cure allows travellers to calm their mind and body, guests sit down in the wooden Zareeba and breathe in therapeutic herbal vapour from a container packed with a clean, beneficial herbal combination, followed by a 50-minute sluggish massage with a comforting freshening drape that enhances the mood and produces an objective sense of comfort









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Strengthens



Good for healthy heart

Helps reduce

obesity







Golf is a game with its own words and traditions and offers three convincing reasons to capture the game – fitness, fresh air and friendship

### TT BUREAU

ver centuries, golf can be traced back to 15th century Scotland, and has attracted the wealthy, the influential and the authoritative. The association of leisure and amateur players include global leaders and politicians (Mary, Queen of Scots, Winston Churchill, Barack Obama and Condoleezza Rice, to name a few), celebrities (Will Smith, Jessica Alba, Halle Berry) and, of course, CEOs (Chevron's John Watson, former Microsoft Chief Executive, Steve Ballmer, and IBM's Virginia Rometty, among many others).

### **FITNESS**

Riding on golf has become more significant today as it provides a good foundation for a low-impact workout. Those using a golf cart for 18 holes walk 1.5km and burn approximately 800 calories. Strength, flexibility and poise all come into play for golfers, making it a sport that can contribute to one's fitness and physical well being. Its appeal lies in its contradictions – of golf is a demanding game that can last up to four-and-a-half hours and requires absolute concentration.

### **FRESH AIR**

Golf is an outdoor sport and takes you to some of the most breathtakingly stunning tourist destinations in the world. You might not get to play at Pebble Beach or walk the lush concourse of Augusta National, yet the municipal golf course down the street also offers a haven of green and a welcome retreat from concrete. Wherever you play, Nature will surround you with birds, flowers, trees and wildlife, sharing your journey over 18 holes. Golfers can even experience a perfect sunset, a dual rainbow, the power and fury of a summertime storm, a lone hawk towering above your head.

### **FRIENDSHIP**

One of golf's greatest payback is how it helps you narrate and bond with other groups. The sport affords a standalone, precious opportunity to spend four hours of constant time with someone. It enables you to really get to know your playing partners. Here's why playing golf is such an effective rapport and relationship builder. The golf swing takes on an average of about 1.4 seconds. If your score is 100, you've swung the club for









140 seconds, or slightly more than 2 minutes. It's without doubt an important business tool, yet the connection building characteristic of golf isn't limited to just business colleagues and clientele. If you want to spend more time with your family, then make golf a family matter.

Manufacturers have moved away from the chemistry of golf balls in recent years to make balls that suit every golfer, from the novices who shank them out of boundaries to the latest hot shots who bend them around bunkers on the pro tour. Much of the latest chemistry is designed to make balls that are handier or fly farther, or both.

Softer balls normally give golfers better power, while harder balls travel faster. The latest golf ball brand names (Max, Rush, TruSpeed, and Velocity) mention where the know-how or technology is heading. About 1.2 billion golf balls are produced every year with more than 80 different types of balls of varying construction materials and designs.

Although major changes have taken place in ball formulation, golf ball technology has been on an upswing for more than 500 years; that is, ever since the game was invented on the eastern coast of Scotland, sometime in the 15th century.

In the past, golfers played with wooden clubs and their balls were made from local hardwoods such as beech. Today, a typical golf ball is made with a butadiene rubber centre surrounded by one or more rubber mantles and topped off with a tough skin.

The outer layers of golf balls are made from blends of high-performance ethylene copolymers known as ionomer resins, which harden through ionic cross linking between negatively charged acid groups and positively charged metal salts, such as zinc and sodium salts.

This design is favoured because the resulting balls have a hard core with an outside that is compressible, or soft. Other rubber and polymer producers are also collaborating with golf ball manufacturers to make balls fly.

Perhaps the most quintessential part of a golf ball is its eroded shell, which affects how the ball rolls and how it feels when it is hit by a golfer's club. Dimples also reduce a ball's drag as it flies through the air.

Manufacturers modify the size and number of dimples to adjust performance. PPG, among others, has produced coatings

for golf balls. The company has been producing a range of proprietary coating formulations, including scratch-resistant ones made from polyurethane, for companies such as the Titleist balls producer Acushnet, for more than a decade.

### **TT BUREAU**

idharth Malhotra has arrived back from a mesmerising 10-day journey in New Zealand and he doesn't seem to be getting over it. The Bollywood heartthrob vividly recalls his wonderful memories from a trip filled with adventure, food and culture. Malhotra describes his visit as an incredible and unforgettable experience.

India's Tourism Brand Ambassador for New Zealand, Malhotra left no stone unturned. While enjoying this action-packed journey, Malhotra made it a point to take some time out to unwind at luxury lodge Annandale and

Huka Lodge and to get closer to nature.

A close encounter with Hector's dolphins, robin birds and penguins made



Maori Village.

Steven Dixon, Regional Manager, South and South East Asia, for Tourism New Zealand, said, "India is a priority market for Tourism New Zealand and we are experiencing strong growth

as more and more Indians discover the magic of a New Zealand holiday."

Malhotra who kept his fans back home updated with his social media posts, with his experiences and fun activities, said, "New Zealand never fails to surprise and impress. The country is gifted with abundant nature's beauty, rich Maori culture and wonderful people. It's my second home now."



Auckland, a buzzing urban hub nestled between two contrasting coastlines, hosts a combination of metropolitan delights and natural landscapes.

### West Coast Beaches & Waterfalls

Less than an hour from Auckland city lie the wild west coast beaches, where the Tasman Sea meets long, vast stretches of black sand and rainforests, featuring waterfalls just beyond.

### Rangitoto Island

Auckland's most iconic island. Rangitoto, is a dormant volcanic cone that sits just off the coast from the central city.

### **Food & Wine Tours**

Auckland's fertile land and rich waters means that the region is home to world-class food and a wine paradise.

### **Great Barrier Island**

A boating paradise, Great Barrier Island shelters Auckland's harbour from the relentless swells of the Pacific Ocean.

### Adventure in the City

Leave Auckland with no regrets and having pushed all your limits. Try a Sky Jump from the iconic Sky Tower, or walk it's edge - 192m above ground level.





Sofia

Turin





ufthansa has been voted the "Best Airline in Europe". The award was given at the Paris Air Show on June 20, 2017 in Le Bourget. The market research institute Skytrax, which specialises in aviation, surveyed around 18 million passengers from over 160 countries worldwide.

In the survey, passengers from across the globe spoke in favour of the German premium carrier, thus acknowledging the services offered by Lufthansa. Carsten Spohr, Chairman of the Executive Board and CEO at Deutsche Lufthansa AG, said, "The service offered by our crews on board and on the ground as well as our investments over the past few years in the fitting of our cabins and lounges, in addition to the service and digitalisation, have paid off. The Skytrax Award is evidence that Lufthansa passengers appreciate our quality. The combination of premium



service and excellent facilities has impressed passengers worldwide and made us Europe's number one. Our offer has never been better."

On receipt of the award, Carsten Spohr thanked the employees of Lufthansa in particular, who made this success possible with their excellent work. Lufthansa also won the award of "Best Airline in Western Europe" as well as the "Best First Class Lounge Dining" award. Lufthansa, Swiss and Austrian Airlines were nominated as "Best Airline in Western Europe". Austrian Airlines won the "Best Airline Staff Service in Europe" award for its

### NEW TABLEWARE FOR LUFTHANSA ECONOMY CLASS

ufthansa is now serving its quests in Economy Class with meals and drinks on new tableware on all intercontinental flights. With a clear use of form and elegant, consistent design, it should appeal to all target groups and also stand the test of time when it comes to fashion trends. It is also more environmentally friendly and easier to handle than the previous design. In total, around 900,000 individual components will go into service worldwide in the next few days. Lufthansa Product Management has worked together with designers from the LSG subsidiary company Spiriant to design the new tableware completely from scratch – from choice of materials and colours to shapes and individual components. Trays, coffee cups, packaging and accessories will now all appear in the new look. tt



### LUFTHANSA GROUP BRINGS DIRECT PAYMENT OPTION

he Lufthansa Group will now enable secure and simple payments at the Check-in counter, by introducing "Amadeus Airport Pay". This new service, developed by Amadeus and In-genico, will subsequently be available at more than 170 airports around the world. The customers will be able to pay for ancillary services, such as excess baggage, with chip-cards (credit/debit cards), girocard payments and compatible digital wallets. Additionally, airline staff are able to initiate compensation payments with these terminals, for instance in case a passenger voluntary steps back from an overbooked flight.

"To bring secure and seamless payment options to our passengers to ease their individual and seamless travel experience is a core objective for the Lufthansa Group. Amadeus Air-port Pay enables our travellers to choose customised ancillary services for their flight while checking in or at the gate-securely and with a variety of payment options, and without the need for detours", said Kai Schilb, Head of Payment at Lufthansa Group Hub Airlines.

"Besides, as an IT solution, Amadeus Airport Pay gives the Lufthansa Group full control over its payment infrastructure by enabling bilateral connections with a wide range of payment providers. We look forward to bringing this service to our airport Check-in desks and ticket offices in more than 170 airports very soon," added Philipp Vetten, Head of IT Payment Projects at Lufthansa Group Hub Airlines. tt





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he arrival in Mumbai of Air Canada's inaugural direct flight from Toronto marks the beginning of the only non-stop service linking the two cities. The four times weekly non-stop flight complements Air Canada's Delhi–Toronto daily non-stop service and its Delhi-Vancouver non-stop seasonal flight.

"Our new flights show Air Canada's commitment to the Indian market and these routes will operate year-round with Air Canada's state-of-

the-art Boeing 787-9 Dreamliner. The aircraft features 29 International Business Class lie-flat seat suites, 21 Premium Economy and 247 Economy Class seats, with upgraded in-flight entertainment at every seat throughout the aircraft," said Duncan Bureau, Vice President, Global Sales at Air Canada.

"This is Air Canada's third new non-stop route launched between India and Canada in less than two years. It is the only non-stop service between Canada and Mumbai and positions Air Canada as offering the best coverage of any carrier operating between Canada and India," added Margaret Skinner, Director Sales, EMEAI. tt









### MANCHESTER CITY AND ETIHAD AIRWAYS TEAM UP

anchester City Football Club (Manchester City) and Etihad Airways have joined forces to develop youth leaders from India and around the world, who are tackling social issues in their communities by delivering youth-led football projects.

Omar Berrada, Chief Operating Officer for Manchester City FC, commented, "We are extremely proud that our community footprint



continues to grow and develop every year – both locally where City Football Group has Clubs in Manchester, New York City, and Melbourne, but also globally."

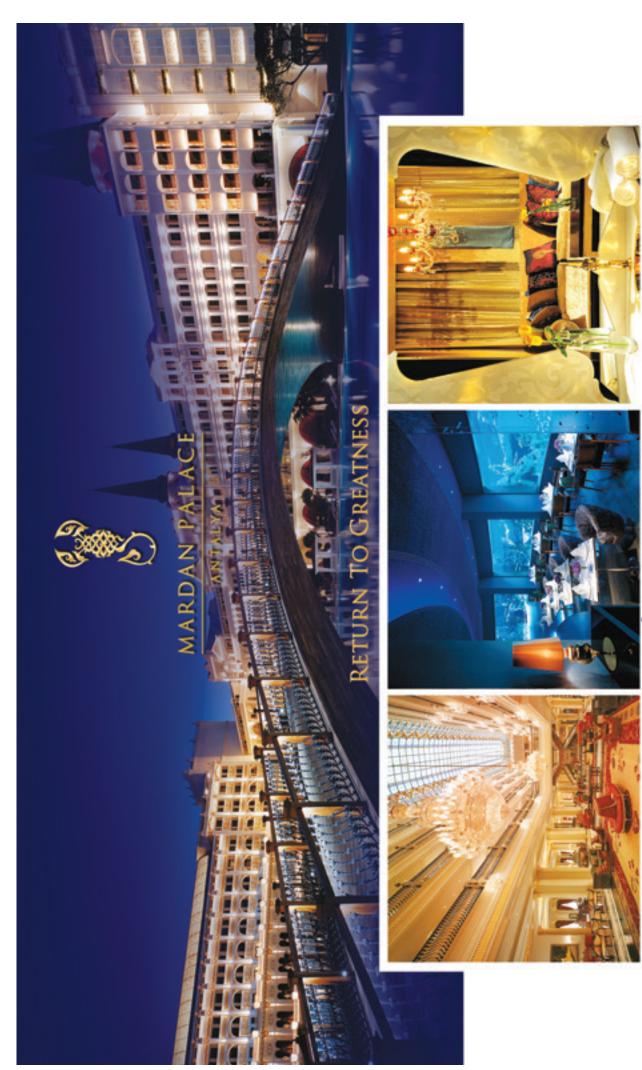
Patrick Pierce, Vice President, Marketing Partnerships at Etihad Airways, said, "Etihad Airways has a duty to contribute to communities around the world. By flying delegates into Manchester for Cityzens Giving Young Leader Summit, we are honoured to connect young people who seek to address complex social issues in their home cities."



### EMIRATES WINS 13<sup>™</sup> WORLD'S BEST INFLIGHT ENTERTAINMENT

mirates has won World's Best Inflight Entertainment award for a record 13<sup>th</sup> year at the prestigious Skytrax World Airline Awards 2017. The airline also picked up the award for Best First Class Comfort Amenities. The Skytrax World Airline Awards are considered a global benchmark of airline excellence. This year's results were decided by 19.8 million customers across 105 countries. The survey reviewed over 320 airlines from August 2016 to May 2017. **tt** 





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### A TRIBUTE TO AN AVIATION LEGEND

ecognising the contributions of its Founder Chairman, Air Vice Marshal HM Shahul, in a Memorial Lecture organised by the Airports Authority of India (AAI) Retired Officers' Forum, Dr Nasim Zaidi, Chief Election Commissioner of India, Chief Guest at the function, applauded the concept and philosophy of the AAIROF and highlighted the role of the Founder Chairman in Civil Aviation in general and the development of airports in the country in particular.



VP Agrawal, President of the AAIRoF and the Former Chairman, AAI, while delivering the Welcome Address remembered Shahul as a role model worth emulating and he also gave a way forward for the AAIRoF. VP Agrawal also remembered all those souls who had left over the period of time and a one-minute silence was observed in their memory.

Earlier, speaking on the occasion, Robey Lal, Former Member (Operations), AAI, remembered the good old times spent in the company of late Air Vice Marshal Shahul and highlighted the commitment and dedication demonstrated by the Founder Chairman in day to day activities and the zeal that was at par excellence.

Major Asif Nawaz Shah, on behalf of the family of the late Air Vice Marshal, gave a presentation on the life and style of Shahul. He also highlighted how he maintained high standards of discipline both at home and office, a through gentleman, honest and sincere at heart. Everyone present applauded and gave a standing ovation to the departed soul. Ajit Dubey, former Executive Director of AAI and Vice President of the Forum, delivered the Vote of Thanks. tt

### **APPOINTMENT**

**KEKU BOMI GAZDER** has been appointed as Chief Executive Officer of AAI Cargo Logistics and Allied Services Company Limited (AAICLAS), a subsidiary of Airports Authority of India (AAI). Gazder has a rich experience of over 27 years in the Aviation Industry, spread out in the Middle East, South Asia and the Indian Sub Continent Region. Based out of the Corporate headquarters of AAI in New Delhi, his primary focus will be on Air Cargo Handling Services along with related activities such as Ground Handling Services and Security Services.



### JET AIRWAYS AN-NOUNCES WINNER OF 'THE BILLION MILES FESTIVAL'

Shantanu Kumar as the Grand Prize winner of the The Billion Miles Festival' held by the airline between February 21 and March 31, 2017. Shantanu Kumar won an unbelievable One Million JPMiles (10,00,000 JPMiles) which can be redeemed for Award flight tickets on Jet Airways' and partner airline flights across the globe.

Speaking on the occasion, Jayaraj Shanmugam, Chief Commercial Officer, Jet Airways, said, "The 'Billion Miles Festival' was our way of thanking our valued guests for flying us."

Manish Dureja, Managing Director JetPrivilege, said" "We are delighted to celebrate the success of the 'Billion Miles Festival' with Jet Airways" "#

### BRITISH AIRWAYS ANNOUNCES ANNUAL STUDENT OFFER

British Airways is delighted to once again present its popular annual offer for students travelling to the UK in the World Traveller Economy Class and World Traveller Plus Premium Economy. The offer entitles each passenger to check an extra piece of luggage weighing up to 23kg, in addition to the current allowance of one checked bag of up to 23kg. Moreover, students can enjoy up to 10 per cent discount when they book tickets in the World Traveller and World Traveller Plus cabins. Students heading to Canada and



the U.S. can also enjoy up to 7 per cent off in Economy and Premium Economy Cabins. These special offers are available for booking on ba.com only.

Robert Williams, British Airways' Head of Sales - Asia Pacific and the Middle East, said, "University is a once-in-a-lifetime experience and we would love for the students to start this adventure with us." tt

### SINGAPORE AIRLINES LAUNCHES HIGHFLYER PROGRAMME

singapore Airlines has launched an all-new Singapore Airlines HighFlyer programme for Small and Medium-sized Enterprises (SMEs) to get more mileage out of flights on company business. The new corporate travel programme is designed to reward both corporates and employees when they fly with Singapore Airlines and SilkAir.

Singapore Airlines Senior Vice President Sales and Marketing, Campbell Wilson, said, "We are pleased to launch the Singapore Airlines HighFlyer programme for Small and Medium-sized Enterprises. We are always looking for more ways to delight our customers and make their journey with us more rewarding. The Singapore Airlines HighFlyer programme highlights Singapore Airlines' commitment to constantly enhance the benefits for our corporate clients and business travellers."



## MAGICAL JOURNEYS

Monsoons in India have stories of their own – some romantic, some involving childhood memories for many its sheer poetry

Pavelling across India during the monsoon is one of the most mesmerising experiences. Exotic locations turn lush green and the scent of fresh air can rejuvenate mind, body and soul. Monsoons also make us introspect and for some of us it could be good reason for a memorable road trip. As someone quipped, "The solution to all problems is a road trip," so what better way to explore this great country than hitting the road with family, friends and listening to some old-school country music? If you are an avid traveller and don't mind going long distances for some hot tea and the local snacks then let Today's Traveller open a window to places that are far from the madding crowd and ensure solace and joy. Take a look at some prominent destinations that should be on your bucket list this monsoon.



### **MEGHALAYA**

This prominent tourist destination is one of the wettest places on earth and receives rainfall throughout the year. Cherrapunjee offers the most pictographic views, with the locals who belong to the Khasi families greeting tourists with legendary warmth. Cherrapunjee will not disappoint you and will indeed make you come back for more, but a trip to Cherrapunjee is literally incomplete without a visit to Shillong, the capital of Meghalaya. The Western influence here can be seen in the choice of music and clothes. Shillong is a paradise for all Rock, Metal, Pop and Hip-Hop fans. The destination has rightfully earned the title of 'Rock Capital of India,' and cafes like Dylan's Café and Cloud 9 are well-known in hosting some of the best Rock and Metal concerts in Shillong.

### **UTTARAKHAND**

Valley of Flowers is a prominent National Park located in the Chamoli district of Uttarakhand, 300km north of Rishikesh, near Badrinath. In 1982, The Government of India declared this most scenic place in India as a National Park and in 2004 it was included in the UNESCO World Heritage Sites. Flowers bloom from July to August, making this mesmerising hill station famous for its alpine flora and diversity of vegetation. Two of the most prominent National Parks, Valley of Flowers and Nanda Devi National Park, jointly comprise the Nanda Devi Biosphere Reserve. This hill station is indeed one of the best monsoon getaways in India.





### **TAMIL NADU**

Located in the Dindigul district of Tamil Nadu, the Kodaikanal monsoon experience is unique and an experience unto itself. The state has a variety of food options. It's a food paradise to satisfy everyone's taste buds, from North Indian to vegetarian. Kodaikanal is famous for small bakeries serving fresh food straight from the oven and into your plate. Wash down your snacks with a cup of Tamil Nadu's famous filter coffee.

### **KERALA**

The monsoon in Kerala is not just any season; it's an experience on its own. God's Own Country is a perfect monsoon tourist destination for those long family holidays. The state is rightly famous for its backwaters, seafood, Yoga and Ayurveda and has has something for everyone. Stay at budget or luxurious Ayurveda hotels and resorts where skilled hands will relax and

rejuvenate you. Prominent resorts like Carnoustie Ayurveda and Wellness Resort, Mararikulam, ShinShiva Ayurvedic Resort, Kovalam and Ayurvedic Healing Village Health Resort, Palakkad, have redefined wellness with their offerings of comprehensive and holistic experiences. Kerala is one of the few places where the monsoon creates an upbeat setting. Ayurveda is an amalgamation of medicine and philosophy and it is considered mainstream rather than an alternative. The state is bestowed with medicinal plants and a naturalistic structure.

### **MAHARASHTRA**

Often these are regarded as the twin towns on the Mumbai-Pune highway. This is a quick weekend getaway for many tourists. With a distance of just 6km apart, travellers often visit them both. They are ideal destinations for picnics, hiking and trekking. Mind blowing views of the Deccan Plateau on one side and the Konkan Coast on the other bring visitors in droves. Famous delicacies include 'chikki' and fudge.





### **HIMACHAL PRADESH**

A famous hill-station destination in Himachal Pradesh, Palampur is well known for its tea plantations and is often referred to as the 'Tea Capital of India.' This hill-station can be visited any time of the year and has an abundance of tea plantations. On a clear sunny day, tourists can see the clouds touching the Dhauladhar range; the fertile plantations and cool breeze create a conducive environment for a perfect vacation. Palampur is famous for its tea factory and St. John's Church. Travellers are usually found walking on promenades along the tea gardens.

### **CHHATTISGARH**

The locals commonly refer to this waterfall located on the Indravati River as the 'Niagara Falls of India.' Visit this waterfall by day or night, any which way, the view is stunning. This is a great destination to spend time with family and friends. If water is your thing and revitalises your spirit, then swim in the river or just go for a boat ride. If you are lucky, you can even spot local fishermen fishing for some fresh produce.





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### LOVE IN THE MOUNTAINS

Planning your next romantic trip? Check out these charming mountain resorts

TT BUREAU



he mesmerising beauty of the mountains, with its crisp air and fresh surroundings, has inspired some of the greatest romantic tales ever. Walking in the woods, with the pleasant rhythmic sounds of a stream gurgling nearby and the enthusiastic chirping of birds chirping, as if savouring every moment – what more could a love-struck couple want? Mountain resorts, equipped with modern amenities and the choicest of luxuries,

complete the romantic journey by throwing in that extra bit of rest, recreation and adventure.

### **VIGILIUS MOUNTAIN RESORT, SOUTH TYROL, ITALY**

An island in the mountains at 1500m above sea level. This contemporary 5-star mountain chalet in South Tyrol, Italy is Cupid's paradise. The resort is perceived by many as a fallen tree which integrates into the landscape as naturally as if it





had always lain there. Come here with the desire to follow the rhythm of nature, your own nature and to feel your own strength and be totally in tune with yourself, in body and spirit. Others compare Vigilius Mountain Resort to a tree house – a child's secret hiding place and welcome refuge where they can float above the rest of the world and throw away of their everyday worries overboard with a laugh, where they don't have to be anyone but can simply be. For some, the resort is a mother hen who sits on her nest and places a protective wing over them. You WILL value the sincere warmth of the people here, so take your time, relax and enjoy.

### KASBAH TAMADOT, HIGH ATLAS MOUNTAINS, MOROCCO

This spectacular resort, that was once the private villa of an Italian artist, was restored to its original grandeur by English business magnate Richard Branson. Nestled in the foothills of



the Atlas Mountains in Morocco. Guests can enjoy swimming in the infinity pools as well as staying in luxury Berber Tents, some of which have private plunge pools. Choose from exciting activities like taking a mule trek through the mountains as well as a variety of spa treatments meant to refresh and revitalize. Enjoy dining at the Kanoun Restaurant with breathtaking terrace views and delicious local and international cuisine.

### **CLINGENDAEL, DIGANA, SRI LANKA**

Sri Lanka is a year-round travel destination boasting two monsoon seasons. The months of May and June affects Colombo and Galle, this happens to be the gentle of the two monsoons. The second phase of the monsoon begins from July till September and happens to be the perfect time to visit the country. Spectacular residences accompanied with flourishing emerald landscapes and sandy beaches bring the island to life. Clingendael is located just 30-minutes from the ancient town of Kandy. Elevated in the hills of Kandy, lays a hideaway of supreme seclusion, regal lavishness and flawless experience. Clingendael is a mega lavish boutique hotel, which offers visitors the finest of both worlds — an intimate surrounding with custom-built facilities and yet all the amenities of a larger property.

### BADRUTT'S PALACE HOTEL, ST. MORITZ, SWITZERLAND

Head to the Swiss Alps to take in all the glitz and glamour of Switzerland's famous ski town, St. Moritz—and, there is no better place to stay than Badrutt's Palace, a historic, internationally known luxury hotel overlooking exceptional mountain views and a stunning, pristine lake. This resort has set the standard for over-the-top opulence for more than a century, featuring high-end spas, five-star dining, a private night club and







exceptional service. Here, you'll be treated like royalty with a full staff prepared to wait on guests hand and foot - even your pets are served only the freshest foods. Rub elbows with the world's elite as you indulge in mud baths, re-energising in the stunning indoor and outdoor pools, as well as taking part in outdoor adventures, among incredible scenery.

### SALTO CHICO LODGE, PATAGONIA, CHILE

This magnificent resort,

massage, complete with essential oils.

located in the heart of Torres del Paine National Park in Central Patagonia, sits on the banks of the Salto Chico waterfall and offers breathtaking views of the Paine Massif mountain range. Experience authentic Patagonia 'gaucho' culture by taking a trip to the Estancia 2 de Enero, where you'll watch 'gauchos' (South American Cowboy) train horses, drive livestock and shear sheep, or go on your own horseback ride. Then, return to the resort and soak in an open-air Jacuzzi with views of Macizo del Paine and Lago Pehoe or indulge in a re-energising

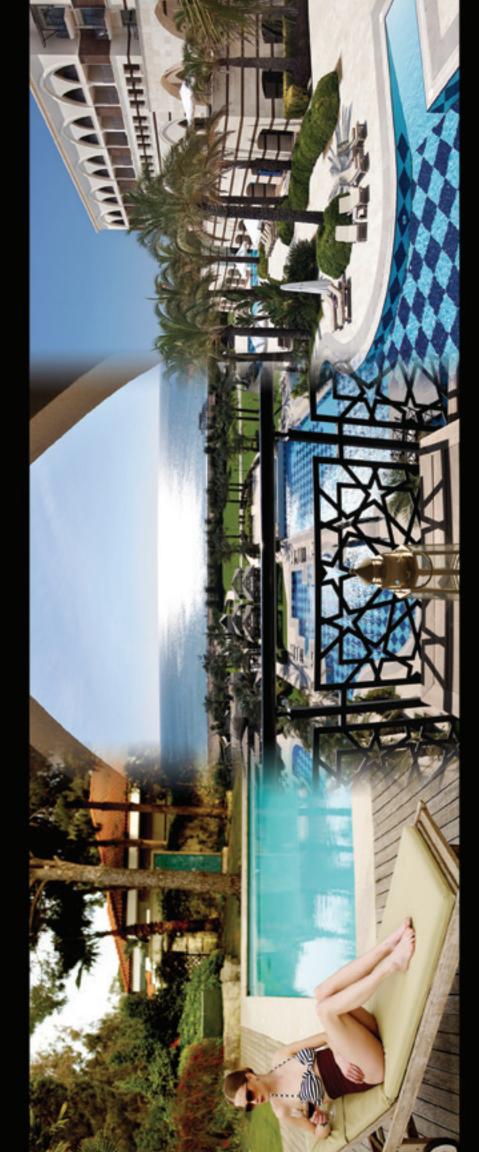


### KATKIKIES HOTEL, SANTORINI, THE GREEK ISLANDS

Whether you're looking for the perfect sandy coast, that peaceful evening sight, or a conventional riverside taverna, island-hopping around the Greek islands holds a tempting appeal. Swimming in balmy seas at dusk, chatting over great local food and drinking under the stars – it's the simplest pleasures that are best here. Skiáthos and Corfu in the north shut down weeks earlier. Despite being minutes from tourist spots like the Castle of Oia and the Naval Maritime Museum, the property feels like a secluded escape.



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### **TT BUREAU**

drenaline pumping action, unlimited thrill and hair raising manoeuvres-water sports has it all. Being in the water and manoeuvring the various challenges that it throws up-monster waves, angry tides and all, brings with it its ownecstasy. Water sports have always attracted their fair share of enthusiasts, while constantly attracting newer ones. The options for indulging in various kinds of water sports are countless. However, there are a few destinations around the world that stand out due to their inherent peculiarity. Check them out!

### GO SCUBA DIVING IN EX-HMAS BRISBANE

Ex-HMAS Brisbane, a former warship, now lies sunk in 28m of water, off the Sunshine Coast. The decommissioned HMAS Brisbane was sunk, using explosive charges on 31st July, 2005. This growing artificial reef and world-class site is known as one of Australia's premier wreck dive destinations.



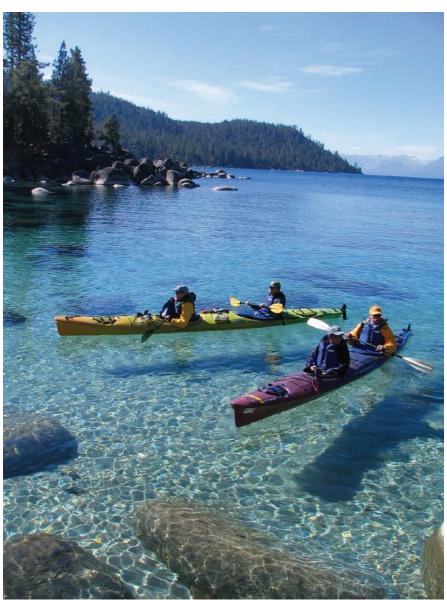
The ex-HMAS Brisbane provides excellent opportunities for scuba diving and limited snorkelling. Divers with varying levels of experience and certification-from open water level to advanced wreck certified divers are able to enjoy all that this site offers. The wreck has been kept in its original condition as far as possible, making it both visually appealing and interesting for divers. While the smoke stack starts at just 3m below the surface, the ship itself is eight storeys high and seven cricket-pitches long. Access holes allow passage in the forward engine room, boiler room, gun mount and the ship's interior, where divers can view living and sleeping quarters used by the crew during the ship's service.

### **KAYAKING AT LAKE TAHOE, CALIFORNIA**

With crystal clear waters set amidst the majestic mountain scenery, Kayaking at Lake Tahoe can really be an exhilarating experience. The lake is devoid of strong currents or any large predatory water animals, which means that one has all the time to absorb the beauty of the surrounding landscape.

Lake Tahoe offers an endless array of water sports options for individuals seeking superb kayaking and kayaking fishing opportunities. This destination is eminent for its large mackinaw and kokanee salmon. The best spot to nab a mackinaw is the Emerald Bay area, and along the northwestern shore. There are abundant scenic areas to paddle throughout Lake Tahoe's 72 miles of shoreline. One can also explore the crystal clear waters along Lake Tahoe's eastern shore, where the protruding boulders above the lake's water surface form intricate mazes with narrow passageways, thus offering excellent opportunities for navigation. The bottom of the lake alternates between glittering white sand and granite boulders. One has the option of paddling along the shoreline or joining a tour.





### SURFMOUNTAINS AT MAVERICKS, CALIFORNIA

Maverick's is a surfing location located a few miles north of Half Moon Bay, California, and a quarter mile off Pillar Point Harbour. The waves here are not just perfect, but rather, present a picture of awe and splendour. A 20-ft wave breaks like a hollow six footer, exploding top to bottom with a ferocity that is indescribable.

History has it that Half Moon Bay resident Jeff Clark had watched massive waves breaking out on a reef while surfing at nearby Ross' Cove in the 1970s'. Being a goof foot, Clark decided to surf the wave alone, unlike his peers. He had Maverick's to himself for 15 years, and by 1990, he was getting lonely. On 22 January 1990, Clark led Santa Cruz surfers Dave Schmidt and Tom Powers into a monster swell at his private domain. They paddled out, and experienced one of the most amazing moments of their lives. Titans of Mavericks, the world's high adrenaline, big wave surfing event, is held every year at Maverick's and displays some outstanding skill, risk and athleticism.



Placed on the Cesme Peninsula, Alacati is the perfect surf point in the Turkish Aegean Sea. Who does not dream of rushing over flat, turquoise waters with consistent and reliable wind? With Izmir just 3hrs away by flight, and the transfer to Alacati only 60 mins, it is the perfect windsurfing

Alacati is situated in a huge protected bay, with a 500-m long and 400m wide shallow area of shimmering turquoise water. In the south, the bay gives way to the open sea. The constant and reliable wind, which

> water create perfect conditions for experienced windsurfers. Also, those who want to learn how to windsurf and practise their new skills will be treated to near perfect windsurfing conditions. The kite spot is on the opposite side of the bay. It offers similar water and wind conditions and can be reached either by car or by the local centers shuttle boat.

### SAILING IN CAPRI, ITALY

This island in the Tyrrhenian Sea has numerous small beaches around its coast that are covered with small, smooth pebbles. Some stretches of the coast feature quite dramatic rocks, protruding from warm, crystal clear water. Approaching the coast from a boat tour is a popular activity here. Capri is a glamorous island, known for its luxurious villas, steep hills and Limoncello. Despite the expensive lifestyle maintained here, there are a lot of free beaches for all the guests who visit the island. A trip along the coast by boat is definitely a must during any vacation on Capri, especially in the summer months. Out at sea, you can escape the heat and crowds during the hottest hours of the day on the island. Most boat rental and charter companies on Capri are located in Marina Grande, the island's port and marina. This is where most private boat tours will depart from and where you can hire a dinghy or boat without a skipper. There are a number of companies which

of Capri and the Amalfi Coast , departing offer boat tours from the island and arriving in Positano. A large 'gozzo' or speedboat always used for this type of tour.





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### **What: Leh Ladakh Car Expedition** When: 25 July, 2017 - 7 August, 2017 Where: Leh, Ladakh

An extravagant journey of a lifetime, mesmerise your eyes with stunning landscapes, tickle your taste buds with delicious local food, charge up the adrenaline levels throughout the drive and get ready to revive! The adventure trip would start from Amritsar to Ladakh, capital of Leh, which would be the base for the expedition. The voyage is a blend of short and long drives, with a purpose to enjoy, not wear out. Make it a point to visit most of the renowned places during this exciting drive.



What: 20th Anniversary

**Celebrations & Today's Traveller** 

Awards 2017

When: 31 July, 2017

Where: Hotel Taj Palace, New Delhi

Once again, it is time for India's most respected and premium corporate, travel and tourism, aviation and hospitality awards – the Today's Traveller Awards 2017 edition. The awards are presented by the Gill India Group, publisher of the 4-time PATA Gold Award winning magazine, Today's Traveller. The Today's Traveller Awards were incorporated in 2007, with the objective of recognising exceptional achievers who have inspired others in their respective industries.

### **What: Scuba Diving** When: 30 July, 2017 Where: Yerwada, Pune

Be part of the largest international community of recreational divers with one easy step. There is nothing like breathing underwater for the very first time. It takes a little effort getting used to – but, after a few minutes of awestruck wonder, most participants realise how easy scuba diving really is.

**What: Nehru Boat Race** When: 12 August, 2017

Where: Punnamada Lake, Kerala

God's Own Country, Kerala is known for many things, from lush greenery to pristine backwaters to deeply rooted traditions, but one thing which really distinguishes it from the others is its long massive boats and equally engaging boat races. The event is organised annually in the Punnamada Lake of Kerala, where hordes of people come to witness or participate in numerous beautiful races and immerse themselves in its vibrant festivities.

### **What: La Tomatina** When: 30 August, 2017 Where: Bunol, Valencia – Spain

La Tomatina is a food fight festival held on the last Wednesday of August, each year, in the town of Bunol, near Valencia, in Spain. Thousands of people make their way from all corners of the world to fight in this 'World's Biggest Food Fight,' where more than one hundred metric tons of over-ripe tomatoes are thrown in the streets.



**What: Sziget** When: 9-16 August, 2017 **Where: Budapest** 

This enormous music festival spreads over seven days and covers the entire 266 acres of the River Danube's Obuda Island. Spend your days on the beach and party by night to the 1,000+ acts, with genres ranging from Heavy Metal to boy bands – performing over the course of the week.



### **BOOK: THE INTUITIVES**



Intuitives transports you Egypt. An archaeological team discovers the lost tomb of Alexander the Great. Seven years later, every public school student in America takes a strange new test, but only six are chosen to attend a summer programme at the mysterious Institute for the Cultivation of Intuitive Cognition, where nothing is as it appears to be, including the students themselves. But why is the U.S. government so interested in six outcasts? And what, exactly, is it teaching them to do? Now, they must band together to uncover the true purpose behind

the institute - and the ancient secrets that lie hidden beneath its surface.

Genre(s): Fiction

### **DVD: THE FATE OF THE FURIOUS**

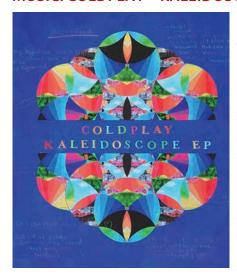
With Dominic Toretto (Vin Diesel) and Letty (Michelle Rodriguez) married, Brian O' Conner (late Paul Walker) and Mia (Jordana Brewster) retired and the rest of the crew exonerated, the globetrotting team has found some semblance of a normal life. They soon face unexpected challenge when a mysterious woman named Cipher (Charlize Theron) forces Dom to betray

unite to bring home the man who made them a family and stop Cipher from unleashing chaos.

Genre(s): Thriller / Action

them all. Now, they must

### **MUSIC: COLDPLAY - KALEIDOSCOPE**



Kaleidoscope - Coldplay is the thirteenth EP by the British rock band. It serves as a companion Coldplay's seventh studio album, A Head Full of Dreams (2015). The songs are written by all members of the band. The popular song, "Something Just Like This," that gained immense popularity on YouTube, in collaboration with American electronic music duo. Chainsmokers,' has also

been incorporated in the album. The song has gained over 400 million views. Genre(s): Alternative Rock



### GAME: SHADOW TACTICS: BLADES OF **SHOGUN**

A tactical real-time strategy game inspired by the Commandos series. Shadow Tactics: Blades of the Shogun is set in Japan, in 1615. The new Shogun decided to enforce peace in the entire country, which requires him to silently eliminate all the opposition that may dream of rebelling against him.

Genre(s): Strategy / Fiction



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