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MICEtalk


Meetings • Incentives • Conferences • Events

Volume VIII Issue 11 November 2017 52 pages
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editorial

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

Dear Reader,

London remains one of the most popular and visited cities in the world. It is also a popular option for meeting planners. In our cover story, we unravel the MICE facilities in Britain. A leader of international event professionals, world-renowned research in top universities and centres of industrial excellence, Britain retains the top spot as an exciting destination.

The 25th IT&CMA and the 20th CTW Asia Pacific shows celebrated double-digit anniversaries. Held in Bangkok from September 26, 2017, the three-day event brought together buyers from around the world who were interested in the potential of Asia Pacific as a MICE market. We bring you an analysis of the event through a feature.

As per the ICCA Statistics release in 2017, India occupies the 31st position in the world, with a total of 143 global conferences organised in the year 2015-16. The estimated current market size of MICE in India is approximately ₹65 crores/annum. Nearly 65 per cent of it, that is, approximately ₹4225 crore/ annum can be attributed to B2B events while the rest (₹1925 crores) stands for B2C events. This is expected to grow two times by 2025.

At the Global MICE Travel Mart, organised by FICCI jointly with the Ministry of Tourism, Government of India, held recently at the national capital, it was observed that states need to collaborate with the government to offer suitable MICE facilities.

The MICE market is a USD 700-billion market. India plays a big part of that in their travel. The growth in outbound business travel spend is projected at double digit for the next five years, with the number of individuals increasing by 25 per cent per year. MICE Tourism continues to be one of the major revenue spinners of modern times.

Want tips on following the right etiquette for that important business dinner? Then flip over to read the guest column by our expert Shital Kakkar Mehra who shares tricks to seal the deal over a meal.

Keep reading and giving your feedback to us at:
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**MANDARIN
ORCHARD**
SINGAPORE
BY MERITUS

AWARD-WINNING ASIAN HOSPITALITY IN THE HEART OF ORCHARD ROAD

Mandarin Orchard Singapore has been a landmark of Asian hospitality on Orchard Road since 1971, preferred by discerning international travellers for its service excellence and prime location in the heart of Singapore's most prominent shopping district.

The hotel boasts some 1,077 spacious guestrooms and suites that offer views of the city skyline from higher floors. All rooms are equipped with advanced in-room technologies including a smartphone solution that allows registered guests complimentary local and international calls to up to 15 countries, as well as unlimited access to 4G data throughout their stay. Guests can also enjoy the latest blockbusters

through the hotel's complimentary in-room movie platform.

Bespoke amenities await guests of the *Meritus Club* - from the personalised service of Meritus Ambassadors, to all-day refreshments served in the exclusive environment of the *Meritus Club Lounge at Top of the M*.

Mandarin Orchard Singapore offers over 30,000 square feet of versatile meeting and function spaces, backed by the dedicated assistance of Meeting and Event Specialists.

Starring in the hotel's vibrant lineup of restaurants is the all-time favourite *Chatterbox*, home of the legendary *Mandarin Chicken Rice*; *Triple Three*, a

Japanese-inspired international buffet restaurant; and *Shisen Hanten* by *Chen Kentaro*, the highest Michelin-rated Chinese restaurant in Singapore since 2016.

For some well-deserved retail therapy, right on the doorstep of Mandarin Orchard Singapore is *Mandarin Gallery*, an intimate shopping destination comprising high-end international fashion brands and boutique eateries.

Look forward to a winning hospitality experience steeped in *Asian Grace, Warmth and Care* every time you stay at Mandarin Orchard Singapore.

Visit www.meritus-hotels.com/orchard to plan your Meritus experience.





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Sage Gateshead, Newcastle Gateshead

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NEWS

PAN INDIA

Vistara, Avis India join hands for car rentals

■ Vistara and Avis India have entered a partnership to provide a seamless and premium car rental experience to Vistara customers. The partnership enables all Vistara customers to book their airport transfers, chauffeur-drive cars and self-drive cars directly through Vistara's website, with additional attractive benefits for members of Club Vistara. Customers booked on any Vistara flight can choose to make their airport transfer, chauffeur-drive or self-drive car reservations at the time of booking a Vistara ticket or later, using the 'Enhance My Booking' option on Vistara's website.



AFRICA

Ethiopian e-Visas for MICE participants

■ Ethiopian Immigration and Nationality Affairs main Department in collaboration with Ethiopian Airlines Group has launched e-visa services for African and international participants of Meetings, Incentives, Conferences, and Exhibitions held in Ethiopia effective September 20, 2017. With this, MICE travellers to Ethiopia will be able to issue their visas online, book, pay and check-in their flight with Ethiopian, all online. Group CEO Ethiopian Airlines, **Tewolde GebreMariam**, remarked, "The launching of an e-visa service for MICE is an impetus for the exponential demand of Ethiopia's conference tourism."



INDIA

Chander Mansharamani to continue as Vice Chairman, ICPB



■ **Chander Mansharamani** has been re-elected as Vice Chairman of India Convention Promotion Bureau (ICPB) for another two-year term. Amaresh Tiwari and Girish Kwatra will also continue on their respective posts of Hon. Secretary and Hon. Treasurer. This was declared during the association's 30th Annual General Meeting and Elections for the Governing Board held at The Ashok in New Delhi which was also attended by Suman Billa, Joint Secretary, Ministry of Tourism, Government of India and Chairman, ICPB. New appointments were made in the Hotel, Tour Operator and Congress / Convention Centres categories. The two new appointments in the hotel category were Hemant Mediratta and Saurabh Bhargava & Abinash Manghani (due to a tie for the second post). The post for the Congress / Convention Centres went to Sudeep Sarcar.

GLOBAL

Qatar Airways' special fares to 20 destinations

■ Qatar Airways is offering Indian nationals special fares to 20 'Easy Visa' destinations on both Economy and Business Class. The visa-friendly destinations offer Indian nationals a seamless and convenient process of securing their visas, either by applying online (e-visa), upon arrival or, in certain cases a visa-free arrival. Valid from October 4-December 25, 2017, some of 20 promoted destinations include Amman, Doha, Maldives, Maputo, Nairobi, Sarajevo, Seychelles, and more.



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32 MICE travel agents

ACCOMPLISH:

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To Exhibit, please contact:

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Sarika Bhambhani Rawal:

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Travel

SHOW

Experiential Business Shows



NORTH INDIA

TRAVEL BUSINESS SHOW: Showcasing exclusive MICE brands



The show expects 35 corporate buyers and 35 MICE agents



The Travel Business Show, an exclusive MICE event par excellence, is coming to Le Meridien Gurgaon, from December 2-3, 2017. The show promises to showcase a good number of serious one-on-one meetings. The show is expected to also have 35 prominent corporate buyers and 35 MICE agents. **Sarika Bhambani Rawal**, Vice President, Travel Business Show, says, "The show is a diverse forum featuring the best of MICE brands. Successful

meetings are scheduled to take place between a selection of exhibitors, and top-level buyers. Meeting senior decision-makers along with elite meeting planners as buyers from meetings and events industry will be an added advantage. At Travel Business Show, networking and building relationships enhances future dealings. It is an excellent platform for companies which are looking to gain a slice of demand or are looking to grow their existing shares."

SOUTH INDIA

LICEC bags the prestigious 'Best Standalone Convention Centre' title

Leonia International Centre for Exhibitions & Conventions (LICEC) located at Leonia Holistic Destination, Hyderabad has bagged the National Tourism Award 2015-2016 as the 'Best Standalone Convention Centre' in India. This is the fourth time that LICEC has won the accolade.

Prawesh Kumar Das, General Manager, Leonia, said, "The combination of all the facilities at Leonia along with LICEC makes it an ideal

get away for all MICE activities. Hyderabad is now the leading MICE destination and we will continue to strive to keep LICEC at the forefront of this segment."

LICEC is a world-class innovative multi-purpose convention centre, which can host meetings, conventions, exhibitions and events. The main convention hall is a pillar-free indoor hall. The main hall's high ceiling enables dramatic use of space. The convention centre is showered with state-of-the-art acoustics from Funktion One UK and Lighting from Martin, USA.

The main hall area along with the galleries is approximately 5,838 sqmtrs. LICEC has hosted mega events like Master Chef in 2011 and Femina Miss India in 2012. The main hall can accommodate up to 6000 plus delegates in a theatre style seating. LICEC complex has 13 flexi rooms, one board room and numerous residential rooms which ideally suits any residential meeting.



LICEC has hosted mega events like Master Chef in 2011 and Femina Miss India in 2012



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Experience Agra with **CLARKS SHIRAZ**

Debasish Bhowmik, Senior Vice President, Hotel Clarks Shiraz, elaborates on the hotel's MICE facilities and the scope of the segment in the city of the Taj



Debasish Bhowmik

Kindly tell us about the USP of your hotel?

Hotel Clark Shiraz is the first five-star hotel in the state of Uttar Pradesh with a glorious legacy and is traditionally known for its warmth, hospitality, care and very high guest satisfaction levels. The hotel is located in green, serene surroundings overlooking the Taj Mahal and Agra Fort and is a perfect venue for leisure, destination weddings and MICE events.

Kindly elaborate on the MICE facilities. What makes you stand out?

We offer a host of MICE facilities. We have almost 12,000 sqft area of covered MICE facilities and more than 25,000 sqft area of open lawns for various exhibitions, activities during conferences, theme dinners, etc. Our food is amongst the best in the city and that adds up to the value for money.

All our banquet halls are technically equipped for a great experience. It's just not only about

what you have, but today, it's all about what you offer, value for money and the overall experience of the guest and their level of satisfaction which determines your edge over others. In all these above aspects we are second to none.

How has the hotel fared for MICE in 2017?

The MICE segment is doing quite well both in terms of social functions and corporate events. It has registered a growth of seven per cent over previous year. We have had a fair share of market in both the segments.

What kind of specialised service in terms of food, technology and vendors do you provide for your customers?

As a hotel, that understands the varied requirements of our guests and with our long years of experience in hoteliering, we have realised that today hotels need to provide services much beyond than their core area of operations. Similarly, we at Hotel Clarks Shiraz try and





accommodate all special requests including outsourcing certain activities to work as a true partner for any event at the hotel. As said earlier our food is amongst the best in the city and we offer a wide variety of cuisines to select from. Our state-of-the-art banquet convention halls are equipped with the best technology available and we do have registered vendors for various activities in case it needs to be outsourced.

Which major events and conferences have taken place in the hotel in 2017 and what's in store for 2018?

We have had quite a few national conferences, from medical and healthcare, infrastructure sectors. Some corporate events and destination weddings have taken place this year. There is an ongoing demand for 2018 for events as well.

Agra has numerous hotels now. What are the trends that you are witnessing in the city?

It's a fact that there has been a major upsurge in the room inventory at Agra over the last couple of years with all major brands opening their properties. Whenever such high growth takes place, there are always initial hiccups in

“ We have almost 12,000 sqft area of MICE facilities and more than 25,000 sqft of lawns ”

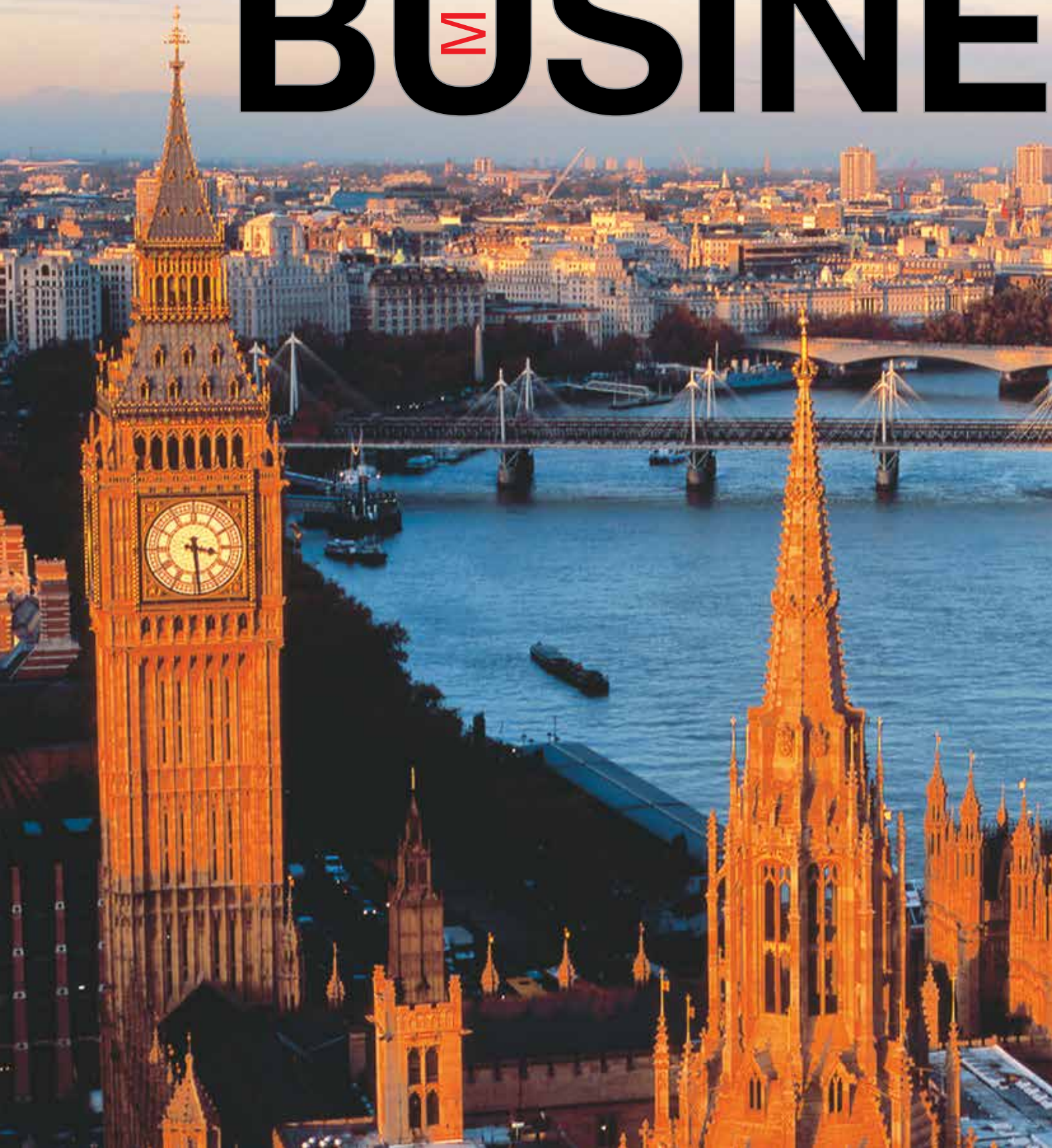
the market and it takes time for the situation to settle down. On one side attractive rates are available because of higher competition but on the other side there is an increased business from the domestic, leisure and the MICE segments because of the locational advantages of the major hotels in Agra. The future looks very encouraging.

Elaborate on the government's role to improve MICE in Uttar Pradesh?

For growth and sustainability of any industry I feel the Public Private Partnership (PPP Model) plays a very important role. Infrastructural development is a very important factor for sustaining growth. If infrastructure is developed adequately it will provide a unique experience. To make the city more vibrant and viable the issue of air connectivity needs to be addressed immediately, effective implementation of tourism policy and timely completion of tourism and environmental friendly projects are also the need of the hour.



BRITAIN MEANS BUSINESS



With global connections and world-class venues, Britain has a plethora of offerings. This hub of international events is also a prime destination because of its optimal connectivity

Kanchan Nath

SS





As a hub of leading international event professionals, world-renowned research in top universities and centres of industrial excellence, Britain remains an exciting destination. There is steady growth in business visitors here due to its myriad MICE offerings.

CONNECTIVITY FROM INDIA

In 2016, most visits from India to the UK were made by plane (84 per cent). Six airports in India (Ahmedabad, Bengaluru, Chennai, Delhi, Hyderabad and Mumbai) serve direct routes to two airports in the UK (Birmingham and London Heathrow). Flights from Delhi and Mumbai made up 82 per cent of the seat capacity in 2016. The weekly aircraft seat capacity from India to Britain is 30,193, with 111 weekly aircraft departures.

CONVENTION CITIES

Many cities in Britain are popular for business visits and events, including London, Birmingham, Liverpool, Manchester, Leeds, Edinburgh and Glasgow. However, there are always new and exciting options opening across Britain, and other cities, which offer opportunities for business travellers. They are: Newcastle, Cardiff, Bristol, Brighton, Bournemouth, Cambridge, Oxford, York, Nottingham, Aberdeen and Belfast.

CONVENTION CENTRES

Some of the well-known convention centres in Britain include:

ExCeL London

ExCeL London is the capital's international

convention and exhibition centre. Global brands including Adobe, Microsoft and LinkedIn have all recently made use of the facilities at ExCeL. It is London's largest event space with a 4,600-seat auditorium, 100,000 m2 of flexible event space.

There are eight on-site hotels, totalling 1,600 rooms between them. In 2015, ExCeL hosted London's largest ever congress – the European Society of Cardiology (ESC). ESC is Europe's largest medical congress. The London edition broke all its previous attendance records with over 32,000 delegates from 140 countries.

WTM at ExCeL

World Travel Market (WTM) London, the leading global event for the travel industry and industry professionals for conducting business deals, shall be held in London from November 6-8, 2017. Through its industry networks, unrivalled global reach, WTM London aims to create personal and business opportunities, providing customers with quality contacts, content and communities.

NEC and ICC Birmingham

The NEC, located just outside of Birmingham, is one of Britain's largest venues. It welcomes over 2.4 million visitors to over 500 events every year. Its sister venue, the ICC boasts 10 conference halls and 10 meeting rooms, including the flagship Hall 1 auditorium and the larger Hall 3, which can accommodate 3000 delegates.

ACC Liverpool

ACC Liverpool is home to the 10,000-capacity Echo Arena and the BT Convention Centre, which

DID YOU KNOW?
The highest point in Britain is the summit of Ben Nevis in Scotland at 4,406ft.



incorporates a 1350-seat auditorium, a 3,725m² hall and 18 breakout rooms. ACC Liverpool is the only purpose-built interconnecting arena, convention and exhibition centre in Europe. It's located on the banks of Liverpool's world heritage waterfront.

Manchester Central

The historic Manchester Central offers a combination of conference and event facilities spanning more than 23,000m² and accommodating more than 10,000 delegates. The central hall boasts 10,000m² of uninterrupted, column-free space with distinctly high ceilings, owing to its historic past.

Edinburgh International Conference Centre (EICC)

The EICC has several adaptable auditoriums and halls to choose from. This includes the 1,200-seat Pentland Suite, which sub-divides into three smaller auditoria in under four minutes, thanks to its rotating sections.

It also has an 850-capacity Strathblane Hall, complemented by 15 additional breakout rooms. The EICC can match any corporate colour palate using advanced RGB LED lighting, both in interior spaces and on exterior facades.

Scottish Exhibition Conference Centre

The modern, purpose built SECC is one of Scotland's premier events venues with over 22,000m² of flexible exhibition space in five halls all at ground level. It is connected to the Clyde Auditorium, a 3,000-seat purpose-built conference centre.

HOTSPOTS FOR ENTERTAINMENT

Britain is packed full of amazing experiences: from art to food, literature to music, visitors to Britain are in for a cultural extravaganza in 2018.

Culture

The year 2018 will be a big year for culture in Liverpool as it celebrates the 10th anniversary of Liverpool as European Capital of Culture and as the city welcomes the Terracota Warriors to the World Museum from February to October 2018. Scotland heralds 2018 as the Year of Young People, starting with the Hogmanay celebrations on New Year's Eve, the Highland Games from May to September, and the Royal Edinburgh Military Tattoo in August. Later in the year are the Edinburgh International and Edinburgh Fringe Festivals, and Dundee will be the location for a new Victoria and Albert museum.

BUSINESS VISITORS

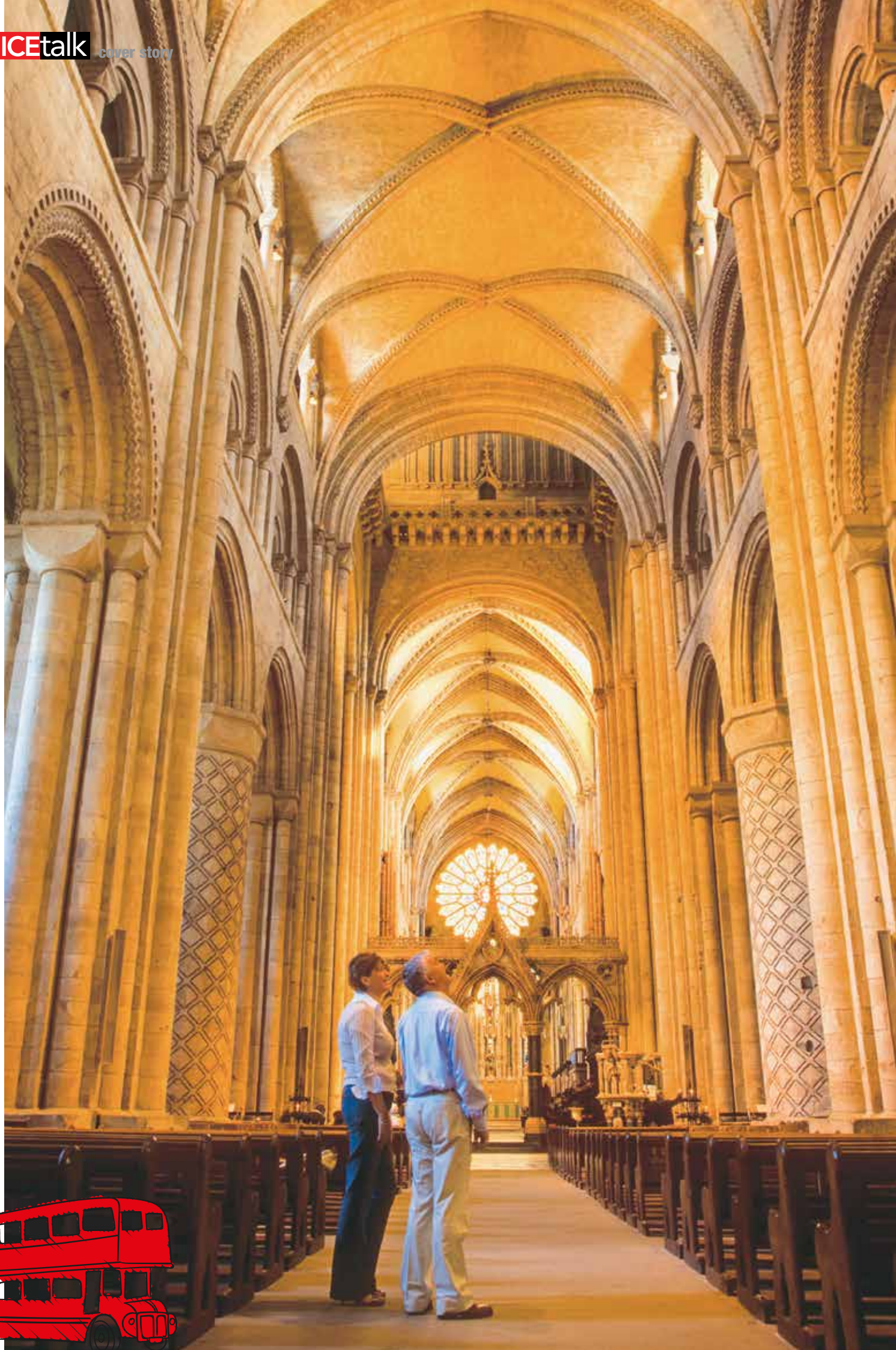
In 2016, there were 119,000 business visits from India to Britain, up 3 per cent on 2015. Business visitors from India spent £211million in 2016. India is the UK's seventh largest business visitor market in terms of spend.

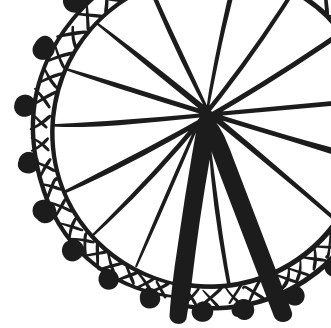
Those business visitors from India spent an average of £1,778 per visit in 2016. In 2016, business visitors from India stayed an average of 25 nights in the UK, one of the longest staying business markets, the average length of stay being 4 nights per visit.

TOP FIVE MARKETS

The top five business markets for the UK for visits







in 2016 were Poland, Germany, France, USA and the Netherlands. The top five Business markets for the UK for spend in 2016 were the USA, Switzerland, Germany, the Irish Republic and France. VisitBritain is looking to grow traffic from its core markets in Europe and North America, as well as emerging growth markets.

2017 VIS-E-VIE 2016

The latest data from the International Passenger Survey for the first six months of 2017 shows that in the first six months of 2017, there were 4.65 million international business visits to the UK. Business visitors spent £2.65 billion while in the UK between January and June 2017.

BENEFITS FROM MICE

In 2016, UK business events led to £731million in visitor spend. Business visits accounted for 24 per cent of all visits in 2016, with a record 9.2 million business visits. Spending by those on business visitors reached a record £5.5 billion in 2016. In the same year, 3.5 million business visits were

ICE Totally Gaming: The event will welcome over 30,000 attendees from 150+ countries to ExCeL, London. It is a B2B gaming event that brings together the international online and offline gaming sectors.

INCENTIVES FOR INDIAN CORPORATES

Britain's convention bureaux (CVBs) offer free-of-charge assistance to corporate groups including offering programme ideas that are suited to their needs.

CVBs can assist planners by recommending the right venues, hotels and service providers that are tailored to their needs, and helping them achieve



Robin Johnson, Director, VisitBritain, says, "VisitBritain is committed to growing the UK's valuable business visits and events sector and promoting its world-class destinations and venues to drive more inbound business tourism."



made by overseas visitors to attend small and medium sized meetings (less than 20 people).

In 2016, 491,000 visits were made by overseas visitors to attend larger meetings, while there were 771,000 visits for conferences and exhibitions by overseas visitors.

MAIN EVENTS 2018

Cities across Britain are excited for a number of international events lined up for 2018, such as:

International Business Festival – The world's biggest business event – being held in Liverpool in June 2018. It is set to host 50 major events on 9 high-growth themes with 200 world-class speakers across the 10-day programme.

All Energy: UK's largest renewable and low-carbon energy event with over 7,000 energy industry buyers and over 400 exhibiting companies from 16 countries, will return to SEC Glasgow, Scotland in May 2018.

the best available deal. London recently hosted the Confederation of Real Estate Developers' Associations of India (CREDAI) for their 17th NATCON conference in August 2017.

Over 800 Indian real estate developers were welcomed to the capital city by Rajesh Agrawal, Deputy Mayor who spoke at the opening ceremony. The conference was held at the heart of London at the Park Plaza Westminster Bridge. British destinations also work with many Indian MICE agents, welcoming many corporate event and incentive groups ranging from 150 – 250 pax.

(All figures and statistics are attributed to VisitBritain. Note: The International Passenger Survey [from which the above statistics are collected] classifies Journey Purposes into different categories: Holiday, Business, Visiting Friends and Relatives, Study, Misc. and Transit. Business visitors include all forms of business, including MICE.)

DID YOU KNOW?

Britain has born great legends like The Beatles from Liverpool – biggest selling artists of all time with over 260 million record sales



MICE IN THE UK PLATTER

Prominent MICE agents deliberate on the different offerings that the UK serves to its MICE groups



Karan Anand
Head Relationships
Cox & Kings

Hotels for MICE

We work with quite a few hotels in London and it all depends on convenience from the airport, proximity to attractions tube stations. Though we use many hotels in London, a few of them are Hilton Metropole, Grange, Marriott Grosvenor House and Holiday Inn to name a few. This does not mean we restrict ourselves to these properties only.

Hotels advantages for MICE

They are centrally located and have a charm to it. The hotels offer flexibility in terms of requisitioning outside catering and also have Indian chefs. When one works with the Indian market, providing Indian food, especially vegetarian food is of importance. Hotels that can cater to this demand of the Indian MICE operators stand a fair chance of bagging the business.

Entertainment in London

London is a melting pot of cultures and it has a variety of options. It plays host to a number of performances by celebrities, international artists, illusionists, etc. It also has international shows that are popular round the year, such as Lion King and also home to the Mecca of Cricket and Wimbledon, among others.

Tier-II cities for MICE

The UK as a destination is ideal for holidays as well as MICE. In the UK, the advantage of Tier II cities such as Liverpool, Manchester, Birmingham and South Hampton is that they have excellent connections to London and are ideal for medium-sized groups. Even, restaurants and catering venues are ideally located and offer value for money.

UK as a destination for MICE

UK is a top draw amongst long haul MICE destinations. For those who have the budget, UK is the ideal venue.



Meera Charnalia
Senior Vice President
MICE, Thomas Cook (India)

Hotels for MICE

We generally reserve 4 star and 5 star hotels that are centrally located in London. While booking hotels for our customers, we consider availability of banquet spaces, separate check-in counters, location of the hotels and private breakfast area.

Entertainment in London

We generally book unique shows that are of interest to the customers; sometimes we receive requests to add in their itinerary. Entertainment options like Broadway theatre show boats, nightclubs with DJ and pubs are popular amongst MICE groups.

Tier-II cities for MICE

In the majority of the cases, most of the events and conferences are held in London itself. However, it is surely cost effective to conduct the events in Tier II cities in UK.

UK as a destination for MICE

Predominantly, corporates have been asking for London as a standalone destination with separate itineraries and experiences created in and around London. We have also witnessed a growing trend of corporates requesting for London in combination with Scotland and combining their incentive programmes with sporting events.



Kiran Vinchhi

Regional Managing Director
ATPI India

Hotels for MICE

Some of the hotels in London that we have used recently for our events include:

- **3-star property:** Hotel ibis London Earl's Court
- **4-star property:** Novotel London Paddington, Copthorne Tara Hotel London Kensington
- **5-star property:** St. James' Court Hotel, Park Plaza Westminster Bridge London

Hotels advantages for MICE

When considering the right hotel we look into a number of aspects and try to cater to a wider range of MICE activities, for small corporate meetings of 30 guests to international association conventions of 1,000 plus attendees. The essential points include accommodation on bed and breakfast basis, meals, seminar and conference space with good amenities.

Popular vendors

Some of the popular vendors that we work

with are Europe Incoming, Worldwide DMC and Orchid DMC.

Entertainment in London

For delegates visiting London, popular activities include gala night dinners with 'Bollywood' themed entertainment or a 'British-curry' in an Indian restaurant in the east end. Shopping trips to Carnaby Street or Harrods are normally on the list plus there is a wealth of sight-seeing opportunities to historic palaces and castles or enjoying the city on a cruise along the River Thames.

Tier-II cities for MICE

London is recognised as a fantastic destination to host world-class conferences and events. Other great destinations would be Manchester or Edinburgh in Scotland for those companies doing business in the region.

UK as a destination for MICE

From the 2012 Olympic and Paralympic Games, London underwent vast advances to its MICE infrastructure. London surely is one of the world's biggest MICE destinations, offering over 1,000 locales for MICE events.



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Asia 25

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ANNIVERSARY HIGHLIGHT

Part of the anniversary highlights included two lit-up photo walls where delegates could leave congratulatory wishes and view milestones in the doublebill events' history

IT&CMA 2017 OUTDOES ITSELF

The 25th IT&CMA and the 20th CTW Asia Pacific shows held in Bangkok in September was intensely focused on education, whether it was about MICE products or through knowledge sessions by global experts

Hazel Jain from Bangkok

The two MICE events crossed a significant milestone this year. Not only did they celebrate double-digit anniversaries – 25 and 20 years respectively for Incentive Travel & Conventions, Meetings (IT&CMA) and Corporate Travel World (CTW) Asia Pacific – but 2017 also marked 14 years of both events co-locating. This partnership will continue for the next three years till 2020 along with strategic partner Thailand Convention and Exhibition Bureau (TCEB).

Held in Bangkok from September 26, 2017, the three-day event brought together buyers from around the world that are interested in the potential of Asia Pacific as a MICE market. IT&CMA showcased the largest congregation of Convention Visitor Bureaus and NTOs from the Asia Pacific region such as Chiang Mai, Dubai, Korea, Macao, Osaka, Penang, Perth, Philippines, Taiwan, and Thailand. This year also saw strong support from hotel and cruise clusters like Bangkok Marriott Marquis Queen's Park, Dream Cruises and Star Cruises, Frasers Hospitality, Silversea Cruises, and Resorts World Sentosa.

Darren Ng, Managing Director, TTG Asia Media, says, “The show featured more than 800 participating exhibitors and 590 buyers that included meetings and incentives, associations, as well as corporate travel buyers. They had the opportunity to meet close to 2,900 delegates this year and attend more than 100 business, networking and education sessions over the three days.” The show saw over 10,000 appointments made on the floor over three days.

The show saw a 43 per cent growth in booth space taken up by both destination and corporate suppliers. There were 26 captive networking functions that took place over the course of the

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The show saw a 43 per cent growth in booth space by both destination and corporate suppliers

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Voice of BUYERS

IT&CMA delegates from India share their experience at the event and the scope of MICE in the Asia Pacific region



“We discussed few ongoing groups with our travel partners who also participated in the show. I also learned about the new destinations like Seoul and Taipei which are still unexplored for MICE. There is a lot of scope to add more travel partners from Asia like hotel chains, new MICE destinations and event companies.”

Himani Gunjan
Supervisor (MICE)
Tamarind Global



“The show was beneficial for me as the participants are mostly from A-PAC region. I could interact with hoteliers, event companies, MICE operators and DMCs directly via B2B meetings. We could find good suppliers here. I finalised two destinations and hotels for our MICE groups at very attractive rates.”

Rajeev Rawat
Director
Prime Link Travels



“The reason for me to be here as always is to scout for newer destinations, and newer people with whom we can network for future business. One of the products we are looking at is cruise. Today, we see companies open to the idea of chartering the entire ship for large groups.”

Sandeep Ramakrishnan
Director
Consumer Links Marketing



“I have always been able to close one or two deals here since decision-making is quick and sellers are more flexible about reducing the rates or confirming availability or talking and keen on closing business at IT&CMA. Thai Airways is also more receptive when you talk to them here.”

Vikas Suda
Managing Director
Vdoit4U



“I find the floor plan at the IT&CMA hassle-free which makes it very easy for buyers to move around and meet people. Today, the size is not as important as the relevance of the exhibitors. I would recommend though that they should develop an app for the show which will make things very easy for everyone.”

Mukesh Makhijani
Director
Stimulus



“I attended a few sessions with interesting topics and speakers. The focus on travel and meetings is very high. Nevertheless, it still helps in connecting with people. For me the focus area apart from the sessions is meeting folks in the APAC region.”

Mubashar Ahmed
Regional Category Manager (Travel & Meetings Procurement), Asia Pacific, Caggemini



“It is a great platform to meet new suppliers and get market updates from this part of the world. I also met cruise companies here which have a lot of potential for our clients and the new DMCs here which helps us remain competitive. I also met a lot of suppliers who were interested in weddings.”

Vansh Arora
Executive Director
Flag Travel Services



“I have been a regular at CTW and also part of some panel discussions. Apart from the networking, one gets a perspective of the Asia Pacific market. We get to meet so many suppliers under one roof.”

Manish Raj
Board Member (Membership Committee), The Infrastructure, Facility, Human Resource & Realty Association (iNFHRA)



“This year, I chose some new properties with whom we were not working with earlier like Marriott Bangkok and Intercontinental Pattaya. I am also looking to explore new destinations like Krabi and Koh Samui, Hua Hin and Chiang Mai. Our clients are bored of the usual places.”

Samrit Mitra
Manager – Outbound
Carnation Travel Services



“The show this year was bigger than before because they have their international teams here as well from the US, the Philippines, Macao, etc. This year, I met companies and destinations that are coming up with new shows. I also met hotels that offer good venues for conferences as well as wedding groups on the beachside.”

Ashish Narula
Director,
Vision Tour Club



TCEB unveiled its marketing campaign for the year 2018 entitled 'Thailand Connect'



event, including hosted luncheons, networking cocktails, destination presentations, technology showcases, pre- and post-show tours.

Strategic partner TCEB was present in a big way with a huge Thailand pavilion that housed 63 exhibitors. It also had a 360-degree virtual reality video on Thailand that attendees could experience. **Chiruit Isarangkun Na Ayuthaya**, President, TCEB, says, "TCEB is honoured to have hosted this event in Thailand for 16 consecutive years. Last year we attracted over 1,200,000 business travellers to attend MICE events in Thailand. During their visit, they spent more than US\$ 2,900 million on MICE facilities, services, accommodation and entertainment." This year, TCEB provided support to 550 potential buyers from more than 50 countries to attend the event.

KEYNOTE SESSIONS

Some 50 renowned speakers from government bodies, academia, industry specialists, and associations imparted their wisdom over the various education segments encompassing a future-ready theme centred on industry development.

From discussions on how NTOs and CVBs can collaborate with each other, to the next wave of growth for Asia Pacific's MICE industry and even technology, the sessions touched on every part of the MICE business.

Other components like the ASEAN MICE Forum, dedicated Association Days forum, campfire knowledge sessions, the CTW Asia-Pacific

FUN @IT&CMA

Major pavilions hosted a variety of booth activities and entertainment during the exhibition. Highlights included coffee-tasting with bean varieties from Indonesia, cocktails and fortune reading at Macao, a Quokka selfie photo booth at Perth, an interactive green wall at The Philippines pavilion, a lucky draw by Sapporo, DIY handicrafts at the Thailand pavilion, and a Happy Hour at the Taiwan pavilion

corporate travel conference forums, and partner event Future Leaders Forum, followed the same emphasis to deliver expert opinion. Speaker **Mike Williams**, Senior Consultant of GainingEdge, who helmed a number of educational sessions shared his view on the marketplace.

"It is important to combine tradeshows with education especially when you've got a good audience of exhibitors and buyers who are looking to gain knowledge. This then becomes advantageous for the show to incorporate such components and create a win-win for organisers and speakers," he says.

TCEB LAUNCHES 2018 CAMPAIGN

Using the show as the perfect platform, TCEB unveiled its marketing communication campaign for the year 2018 entitled 'Thailand Connect Your Vibrant Journey to Business Success,

Voice of SELLERS

The 2017 show featured more than 800 exhibitors who came together to fulfil their business objectives and market activation goals



“ We received a lot of queries from the Indian MICE buyers for Dream Cruises, Genting Dream and World Dream at this show. It is an excellent platform for promoting our MICE products. We have done a lot of promotions in India and the Asia Pacific region to reach out to the consumer as well as the trade. But this is a very specific event so the buyers have very specific questions.”

Michael Goh
Senior Vice President – Sales
Star Cruises

“ We have built a successful MICE base through IT&CMA, extending our reach and interest in many markets in ASEAN and beyond. When IT&CMA was hosted at PEACH, it was also a great success with many wonderful memories. We managed to secure many corporate clients and showcase our facilities to the world through the show.”

Shreyash Shah
Director of Sales
MICE & Leisure, Royal Cliff Hotels & Pattaya Exhibition and Convention Hall (PEACH)



“ To me, CTW Asia-Pacific is all about education and getting in touch with travel managers, understanding their concerns and making sure we come up with solutions that make their lives easier. We launched our new chatbot Sam here which is going to revolutionise the corporate travel industry especially for Asia as pocket travel assistant kind of service that rides on existing apps travellers already use.”

Bertrand Sallet
General Manager (Asia)
FCM Travel Solutions

“ While we can meet our buyers through exhibition appointments, there are only so many we can squeeze in on the floor daily, so the luncheon we hosted for them at the event allowed us to reach out directly to a select group of buyers we wanted and share more of our programmes and capabilities to a bigger audience at one time.”

Jin-Hyeok Park
Director
Seoul Convention Bureau, Seoul Tourism Organization



EVENT TOURS

As a special treat for delegates, TCEB offered pre-tours to Sampran Riverside in Nakhon Prathom Province. Another tour included an experience of the Thai agricultural science. One of the highlights included the Farm to Function project through which TCEB encourages MICE operators in Thailand to purchase organic products directly from farmers. Post-tour included two routes: Chiang Mai and Trang provinces

decoded with chapters of possibilities.’ The campaign’s focus is aimed at further enhancing Thailand’s image as a Bleisure destination. The bureau expects that by the end of next year, the country will welcome 1,192,000 international MICE visitors which generate revenue of 112 billion baht.

Supawan Teerarat, Vice President, TCEB’s Strategic and Business Development, said, “Moving to the next level of success, the concept of our 2018 marketing campaign is developed to be in line with Thailand 4.0 policy. Under this, the three pillars of the country’s MICE industry remain the key focus. These are: ‘Fascinating Destination that will highlight stops for bleisure trips, Business Empowerment that offers essential collaborations for international opportunities, and Professional Passion that focuses on the collaborative efforts between public and private sectors for MICE.”

WANT TO ATTEND?

The 26th IT&CMA will be held from September 18-20, 2018 at the same venue – Bangkok Convention Centre at CentralWorld, Bangkok.



IT&CMA glimpses







Immerse yourself in SOUTH AFRICA

Incentive travellers are always on the lookout for culturally rich, off-the-beaten track experiences and South Africa seems like the perfect option

South Africa's picturesque smaller towns are relatively unexplored, well-equipped to cater to customisation requests and also boast of widespread availability. In terms of MICE from India, incentive led travel dominates, at approximately 80 per cent.

WESTERN CAPE

- Plettenberg Bay due to its proximity to the Bloukrans Bridge is becoming very popular amongst adventure junkies. After all, nothing brings people closer than jumping off the highest commercial bridge bungee jump in the world to a 216 meter gorge below.
- Knysna has some of the top-class Golf Clubs in South Africa to its name – Knysna Golf Club, Pezula Championship Golf Course and the Simola Golf and Country Estate. These offer exceptionally scenic views. The town also boasts of an Oyster Festival amongst other annual events, where approximately 200,000 oysters are consumed over a 10-day period.
- Situated halfway between Cape Town and Port Elizabeth on Garden Route, George – Garden

Route's largest city – is a tourist mecca with unrivaled offerings. An extremely popular activity amongst MICE groups is dancing the night away on the Insomniac Party Bus. It is a 40-seater Single Decker Party Bus.

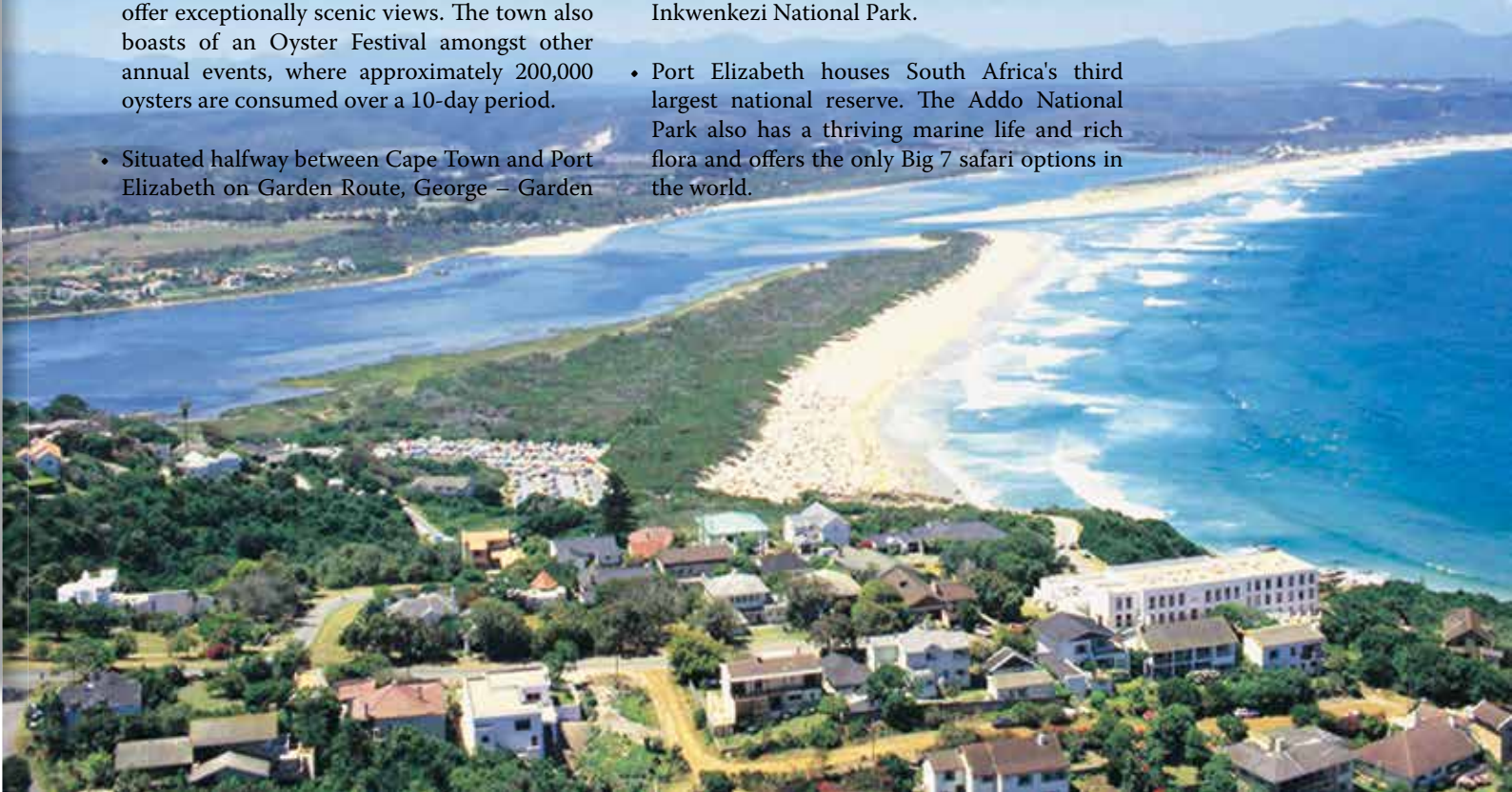
- Inland from the Cape's famous Garden Route, travellers will find Oudtshoorn – popularly known as the ostrich capital of the world. The town is home to several interesting attractions like Cango Caves and Cango Wildlife Ranch. It is also one of the few places in the world to enjoy a meerkat safari.

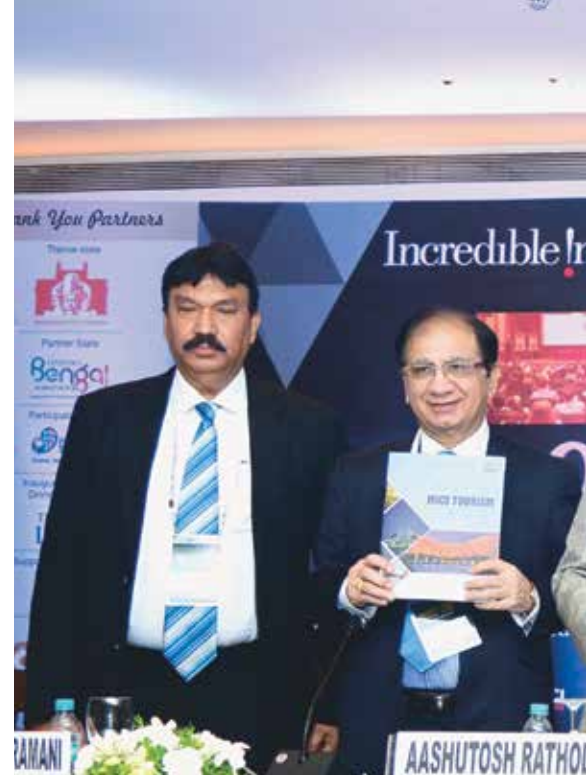
EASTERN CAPE

- A contemporary setting and a laidback charm gives East London a distinctive identity. East London is also one of the few places where one can see the White Lion on a game drive at the Inkwenkezi National Park.
- Port Elizabeth houses South Africa's third largest national reserve. The Addo National Park also has a thriving marine life and rich flora and offers the only Big 7 safari options in the world.



South Africa's picturesque smaller towns are relatively unexplored, well-equipped to cater to customisation requests





MICE, a new

The recently-held Global MICE Travel Mart was a testimony to the immense MICE scope in India. Indian states need to collaborate to attain suitable MICE offerings regionwise

Jessy Iype

In a positive move for the MICE segment, the government aims to roll out the National Tourism Policy, which is expected to provide single window clearance for organisation of meetings and conferences. This was indicated by **Satyajeet Rajan**, Director General, Ministry of Tourism, Government of India, at the recently-held second edition of Global MICE Travel Mart (GMTM) from September 14-15, 2017 in Delhi. The two-day event, organised by FICCI jointly with the Ministry of Tourism, Government of India, saw unveiling of a FICCI-MRSS Knowledge

Paper on 'MICE Tourism Powerhouse of a New Era Tourism' and B2B networking sessions among various stakeholders.

INCENTIVES IMPERATIVE

Concurring with the view of stakeholders, Rajan opined that the provision of incentives is crucial to make it competitive in the world market. He added that there was a pressing need to conduct a study to assess size of the industry and that a consultant was being appointed to suggest a workable roadmap for the development of the sector. **Chander Mansharamani**, Vice Chairman, ICPB and Managing Director, Alpcord Network Travel & Conferences Management Company, said that MICE was an economic activity and there was an imperative need for the creation of a market for the sector. To make India a suitable MICE hub, he emphasised on the requirement of a comprehensive database, for building capacities and capabilities.

“As per ICCA Statistics release in 2017, India occupies 31st position in the world, with a total of 143 Global conferences organised in 2015-16”



UNEXPLORED INDIAN MICE DESTINATIONS

The state of West Bengal has sprung lucrative potential of MICE tourism, stated **Amitava Rathod**, Deputy General Manager, West Bengal Tourism Development Corporation. He said that the state is blessed advanced technology, rich cultural heritage with superior hospitality with a wide-ranging landscape. The advent of



tourism era

new convention centre projects such as HIDCO, Digha and Bagdogra coming up in the state, West Bengal is bound to lead the country in MICE tourism, he added.

Sabbas Joseph, President EEMA and Director, Wizcraft, suggested that some of the states could be aggressively supported in the MICE segment so that their success stories could be replicated across the country. Citing the example, FICCI-IIFA Business Forum, he said that the media and entertainment industry provides a great business opportunity for MICE tourism.

MICE TOURISM HOTSPOT

The six-point agenda of the study, a FICCI-MRSS Knowledge Paper on 'MICE Tourism Powerhouse of a New Era Tourism', suggested a roadmap for development of India as a MICE tourism hotspot.

- Promote concept of exclusive MICE tourism to target markets
- Maintain co-ordination and align with the Central Agency
- Developing Time bound action plan
- Imbibe Skill Development
- Create experiences for the visitors

MICE IN INDIA: THE NEXT STEP

A panel discussion on the 'Next big step on MICE in India' was chaired by Rajan and moderated by **Rajan Sehgal**, Member, FICCI Tourism Committee, Chairman- Northern Region, TAAI and President, India Golf Tourism Association; the panellists included: **Amaresh Tiwari**, Hon.

Secretary – ICPB and Managing Director- A T & Seasons Vacations Travel; **Tajinder Singh**, VP S&M, Best Western Hotels & Resorts – India, Bangladesh&SriLanka; **Rakhi Kankaria**, Member FICCI Tourism Committee, Joint Secretary-Hyderabad Chapter, FICCI Ladies Organisation & Founder Director, Rachnoutsav Events; **Tanuja Pandey**, Member, National Tourism Advisory Committee, Ministry of Tourism; **Nishant Goel**, DGM, Intex Technologies; **Ajay Kapoor**, VP-Procurement, Canara HSBC Life. The session threw light on how as other countries of the world which are booming in the MICE segment, India too, as a country can work on its diverse qualities of unique MICE offerings. Singh stated that nowadays all the hotels in India are fully equipped with technology but still they practice the traditional touch of Indian hospitality where the guests have fair number of conceirge service at the beck of a call. He gave examples of MICE offerings in numerous cities of India. Like in Srinagar, the SKICC is one of the most beautiful convention centre where one can have both indoor and outdoor meetings at the backdrop of the beautiful Dal lake. Similarly in Jaipur and in Delhi, NCR areas, the availability of suitable convention centres is there. And now with Maharashtra and West Bengal state governments going gung-ho on the MICE facilities in the respective states, the future of MICE in India looks bright. Kankaria elucidated on how a collaboration between government and agencies can help develop MICE in the country optimally.



GMTM glimpses



INDIA MICE AWARDS

to debut in Delhi on Nov 27

To honour the achievers of the meetings, incentive, conferences and exhibitions (MICE) industry, India MICE Awards, the first-of-its-kind, will debut in New Delhi on November 27. The glamorous event will be held at The Lalit New Delhi and will be attended by the who's who of the MICE fraternity

Ankita Saxena

Marking its debut, the India MICE Awards will be a formal black-tie ceremony, aimed at recognising the achievements and contribution made by the MICE industry players in boosting the tourism and hospitality industry in India. The awards are supported by Ministry of Tourism, Government of India, and other esteemed trade bodies.

MICE tourism continues to be one of the major revenue spinners of modern times. The concept of MICE (Meetings, Incentives, Conferencing and Exhibitions) tourism is the result of globalisation and economic reforms.

Currently, MICE tourism targets the high volume travellers who travel for attaining specific professional objectives. As per the World Tourism Organisation there will be ten billion international travellers by 2020. It is estimated that business travel accounts for approximately 14 per cent of all international travel.

Gunjan Sabikhi, Convener, India MICE Awards points out that the MICE industry in India is a big revenue earner and contributes a major share to the tourism and hospitality industry of the country. The industry has evolved a great deal over the last few years and has become so big that it is unmissable on the global map of the events industry. Sabikhi says, "Without the efforts of the various people associated



with it, I don't think the industry would have reached where it has now. India MICE Awards is a token of appreciation, more than mere acknowledgment, of the dedication and toil that people of the industry have put in. We are hosting these awards for the first time at The Lalit

New Delhi. One of the best hotels in Delhi, it has great convention facilities and will reiterate the state-of-the-art facilities India has to offer for various MICE events. We have got an overwhelming response and I am sure the show is going to be a great success."

The award statuette, Maya celebrates the grandeur of the MICE industry. It imbibes the best representing the power to change the industry.

Based on an online voting system, the winners will be awarded after a thorough jury analysis of the voting, making the awards fair and unbiased. "With so many people putting their trust in the MICE industry, our position allows us to deliver on our aim to host a world-class India MICE Awards. Based on a unique system of jury judgment and voting, these awards will be fair and unbiased," adds Sabikhi.

Nominations are awaited for various categories, which include sectors like hotels, convention and exhibition centres, wedding planners, event organisers, MICE travel agents, technology partners, etc, from various parts of the country.



"India MICE Awards is a token of appreciation, more than mere acknowledgment, of the dedication and toil that people of the industry have put in."

Gunjan Sabikhi
Convener
India MICE Awards



Where **BUSINESS** Goes, **MEETINGS** Follow

Patricia Durocher, CEO & Founder, Global Cynergies, has earned recognition for launching a majority women-owned, global hotel and venue sourcing company. Having won the accolade of '2017 Smart Women in Meetings', Durocher reveals more



Patricia Durocher



Kanchan Nath

Global Cynergies offers solutions in sourcing hotel rooms and meeting space for local, regional, and global meetings. Adds Durocher, “My company is headquartered in Arizona Area, we have 140 people in 28 countries. We are in the venue sourcing business, we do hotel, venue and site-selection for companies who have off-site meetings. One of our USPs is that we have people in many countries and we are therefore able to share our experiences. It’s a global market place and India is one of the markets that is growing.”

INDIA, THE GROWTH MARKET

India is a prospective market that is ever surging in its potential. Giving her perspective on the India markets, she says, “I was here in Hyderabad as an invitee to the CIC conference. It’s really about the developing market in India. We are building a team and we have 10 people in India right now. We are building that team to continue to grow the business both inbound, coming into India from Europe, America, and other parts and our team is also doing outbound. The MICE market is a USD 700-billion market. India plays a big part of that in their travel. I think 1.8 trillion rupees of business is going outside India. Also, the growth in outbound business travel spend is projected at double digit for the next five years, with the number of individuals increasing by 25 per cent per year. There is a popular saying, ‘Where Business Goes Meetings Follow’ and its very true.”

Elaborating on the changing product in India, she says, “The last three years there has been almost a 40 per cent increase in hotel rooms. In APAC its almost close to 50 per cent. So, one of the growth markets in the industry is Asia Pacific and certainly India. We are in a maturing industry. As part of that its going from a bundled use full service events, agencies and implants to an unbundled more specialised approach. Basically, you are working with the best in class. Global Cynergies is the best in class in global hotel and venue site selection from assistance with the selection of the hotel to the contracting and it’s at no cost to the client. That is relatively new in this market place. So, we are here to educate, to show, to discuss, to talk about some of the new answers about what’s going on in the industry. How are meetings being procured? Not only in this market but other markets as well.”

MEETING SPACE AND STANDARDS IN INDIA

India is working on developing its infrastructure. Talking about the meeting space standards in India, she adds, “I think when you have competition it raises the standards. What is lacking or needed is infrastructure and conference facilities. So, the meetings that we do, we are not bringing conferences, like the big PCO type of

conferences and winning bids for India, we are bringing the meetings like product launches, trainings, corporate meetings, some association meetings. For that I think the facilities are very good. I think the product is getting better. Why we are here for the next couple of days, is because I am going to experience brands that I was not aware of and that’s what our company specialises in. We work with a lot of the national brands in Europe and in other parts of the market. We are building our team base, our client base and then the relationship with the suppliers.”

GLOBAL TRENDS FOR CONFERENCING AND MICE

Technology constantly adds onto the global trends for events and conference. Elaborating on global trends, she adds, “Ease of access, right now is having event Apps, having the technology that is engaging the attendee, before they get to the event, during the event and after the event. It’s not about having or communicating with your mobile phone but its actual engagement.”

The meetings industry is changing. You have specific purpose rooms, where people engage more and discuss with one another as opposed to being talked to. It’s about more networking and having those facilities that are more designed for that. If you see how hotels are being built, more common spaces, as opposed to specific rooms. I’ve seen some traditional markets, pleasantly making those adaptations and changing that, where you walk in and it really looks like a community.”

GROWTH OF COMPANY

Talking about her company she adds, “We have been brought up in building international sales and marketing for the hospitality industry. We save our customers, time and money. We provide services to the supply industry and our team, for the most part, works virtually. It’s exciting for me because we are building a global community. Technology has allowed that, it’s a convergence of these things. Our platforms are 24x7.”

NOT JUST RATES, STATES AND SPACE

On choosing their venues and suppliers, she says, “We do not have special relations with any hotel, we work with all brands, and especially independent hotels. We pride ourselves in knowing the hotels in a city or country. We take it away from being just Rate State Space to what’s the total value, including contracts, contractual terms. First priority is what are the objectives of the clients and we try to match that in that particular destination. Brand plays an important part, but a brand is not always a brand in every single destination. That’s where the experience and the knowledge comes in. Secondly it’s about what the audience is and what they want.”

“
The growth
in outbound
business
travel spend
is projected at
double digit for
the next
five years
”



Maya dazzles in

The fourth edition of the West India Travel Awards was held at Crowne Plaza Ahmedabad City Centre amidst industry moguls



Nikhil Anand

India's first heritage city as per UNESCO, Ahmedabad played host to the fourth edition of the West India Travel Awards, held at Crowne Plaza Ahmedabad City Centre on October 15, 2017. Pioneers and achievers from the travel and tourism industry in this region were rewarded for their continued hard work and sincere dedication in the interest of the entire industry. The glitzy ceremony saw in attendance the barons from the travel and tourism industry from not just the host city, but from across West India. The event was graced by the presence of **Bhupendrasinh Manubha Chudasama**, Cabinet Minister, Revenue, Education (Primary, Secondary and Adult), Higher and Technical

Education, Legislative and Parliamentary Affairs, Government of Gujarat, who was also the Chief Guest at the event.

Conceding how this prestigious award would act as a stimulator to grow the industry even further, he said, "It's a great initiative to identify and give due credit to those who have shown great enterprise and steered their way to become one of the forbearers of the industry. Such motivation and incitement will spur talents from across our dynamic industry to consolidate and contribute even further towards the development of this sector." These one-of-its-kind awards have been concocted to provide an extraordinaire platform



Ahmedabad



that recognises and encourages the leaders and innovators of the tourism industry pan India.

The formal black tie regal ceremony brought together more than 150 stars of the travel industry under one roof. Welcoming the guests for the award, **Sanjeet**, Mentor, India Travel Awards, said that the awards acknowledged the consolidated efforts of the trade partners from the western region owing to whom the travel industry is now growing by leaps and bounds. "Today tourism has become a key driver for socio-economic progress of India and every small hotel, restaurant, tourist attraction, or tourism outlet contributes towards the growth of this country. The regional award recognizes those establishments who have shown steadfast commitment, added

value and chaperoned our industry to greater heights," he insisted. These exclusive awards are based on a unique jury judgment and a final list is made after a fair online voting process. The awards themselves were divided into four different categories—Personal Awards, Business Awards, Trending Awards and Partner Awards. Also gracing the evening were, **Nirav Munshi**, Manager (Tours & Travels), Gujarat Tourism, the guest of honour and **Dr. Marisha Kaul**, Gladrags Mrs. India–North 2017. Awards were presented in a total of 49 categories in both travel and hospitality. **Mahesh Shirodkar**, MD, Tamarind Global was the recipient of the illustrious DDP Game Changer award, while the famed DDP Trailblazer award went to **Mahendra Vakharia**, Managing Director, Pathfinders Holidays.



Recognising the hardwork of the industry

The fourth edition of West India Travel Awards recognised the extraordinary hardwork of the tourism and hospitality partners from the West at Crowne Plaza Ahmedabad City Centre on October 15, 2017. The award winners were applauded for the efforts undertaken over the years



DDP GAME CHANGER Mahesh Shirodkar



DDP TRAILBLAZER Mahendra Vakharia



BEST GENERAL MANAGER Sanjay Kaushik, Crowne Plaza Ahmedabad City Centre



MOST TRENDING PERSONALITY Nagsri Prasad



MOST ENTERPRISING CORPORATE TRAVEL PROFESSIONAL Ikson Menezes



BEST EXPERIENTIAL TOUR OPERATOR Cox & Kings



BEST GLOBAL DISTRIBUTION SYSTEM (GDS) Travelport Galileo



BEST B2B TRAVEL PORTAL Travel Boutique Online



BEST MICE OPERATOR Club 7 Holidays



BEST ADVENTURE DESTINATION South African Tourism



BEST CUSTOMIZED TOUR OPERATOR Xtreme Destinations Pvt Ltd



BEST BUSINESS TRAVEL AGENCY Nextourism



BEST FOREIGN EXCHANGE AGGREGATOR FxKart.com



BEST WEDDING AND MICE HOTEL Crowne Plaza Ahmedabad City Centre



BEST CITY HOTEL Sayaji Hotels Kolhapur



BEST AIRLINE - DOMESTIC SpiceJet



BEST DESTINATION MANAGEMENT COMPANY STHI Holidays India



BEST MICE DESTINATION The Deltin Daman



PREFERRED MICE SOLUTIONS PROVIDER Trip Navigator



BEST LUXURY TOUR OPERATOR – OUTBOUND Mercury Travels



BEST VISA FACILITATION COMPANY Udaan India



BEST DESTINATION MANAGEMENT COMPANY - SOUTH EAST ASIA TravelBulz



BEST FOREIGN EXCHANGE COMPANY CentrumDirect



BEST DESTINATION MANAGEMENT COMPANY - DOMESTIC Mountain Edge Tours & Holidays



BEST FLOATING CASINO HOTEL Deltin Caravela



BEST TRAVEL MANAGEMENT COMPANY Ciclo Tourism



BEST CORPORATE TRAVEL PRACTICE Mahindra & Mahindra



BEST MICE CONSOLIDATOR JJs Tours



BEST SPORTS TOURISM COMPANY Sports Connect



BEST TRAVEL INSURANCE PROVIDER TrawellTagCover-More



BEST BUSINESS HOTEL Courtyard by Marriott Ahmedabad



BEST CORPORATE HOTEL Holiday Inn Express Ahmedabad

Award Snapshots

This one-of-its-kind awards showcased glitz and glamour to encourage the leaders and innovators of the tourism industry pan India. Here are some glimpses...









Simple mo



Manual mode



An eventful 'DOME'

In an interview, **Mazhar Nadiadwala**, Managing Director, Dome, envisions India as an iconic venue of international recognition and wants to create new benchmarks through highly curated experiential events

Kanchan Nath



Mazhar Nadiadwala

What latest technology does Dome provide to support events?

Dome is the first-of-its-kind indoor venue in India. It is the largest and the most adaptable space that can be personalised into any set depending on the kind of event. We provide international standard events to our clients with the latest technical services available in-house by our engineering team. There is a strong technical support team available in case of any requirement to go through plan layouts and execution. Dome has enhanced the acoustics of the arena and is equipped with one of the most powerful air conditioning systems. It is the only venue in Mumbai to offer a load bearing ceiling with suitable points to hang props. Additionally, the power distribution process enables performers

to plug in their systems and perform from any section of the arena.

What are the differences and challenges, between conducting launch events, awards and festivals?

The main differences and challenges are:

1. **Budget constraints:** An event organiser often has problems while working within a rigid budget. During recession, the budget tends to be very low. However, expectations continue to grow. In the case of the event remaining for a social cause, the event organiser may rely on tax benefits. But if it is purely for entertainment purposes, then the challenge is huge.
2. **Seating arrangements:** Another issue that requires addressal is that of varying seating



arrangements. At huge events, where sitting with an unknown stranger becomes a point of concern, organisers aim to solve this problem by placing name cards on the table.

This major problem especially takes place at an award function where seating depends on the category of the guests.

3. **Technology hassles:** An event organiser has to stay up-to-date with the technology if they do not want to be left behind. Guests have several expectations that include Wi-Fi connectivity, electrical hook-ups for their gadgets and even 4G network availability. As an event organiser, these are key concerns that one must be mindful about.

4. **Licences issue:** Every event has different types of licenses required for smooth functioning. Too much time and energy is invested to organise licenses and permissions depending on events at hand.

What are the latest trends in holding events and exhibitions?

We usually operate by showcasing and allowing spaces to conduct events for various purposes.

Exhibitions and events are usually considered temporary as they are scheduled for a specific duration. Exhibitions are usually of three kinds, but we only undertake commercial exhibitions.

The latest trends at events and exhibitions are: using technology to lower costs; gathering greater attendee information; niche events appealing to a small, specialised section of the population; event registrations and RSVPs; event layouts and table seating arrangements, social media and digital marketing.

Evaluate the current scenario in the weddings segment.

In today's time and age, Indian weddings are not only about white mares, gleaming *sherwanis*, *baraatis* dancing for long hours or 50 odd dishes cooked by a skilled *halwaai*. The millennials now want laser light shows, celeb performances, champagne chandeliers, fireworks, hydraulic stages and flying performers. They vary in themes ranging from talk shows to award nights, and Rajwada to Moroccan weddings. The latest trends

“ Dome is the only venue in Mumbai to offer a load bearing ceiling with points for props ”

STAR PARIVAAR 2014



with Indian weddings are: Drone photography; Wedding trailers; Pre-wedding shoots; Destination wedding venues; E-invites and save the date; Gota and Flower Jewellery.

As a venue supplier which are the vendors that you connect with for your events?

At Dome, we have a lot of different vendors for different events. Some of them are: Lights and Trussing: SSL Media Technology and Solutions; Modern Stage Services.

For sound: Electrocraft; Sound and Light Professionals. Video/ LED: Vinayak Video Vision; Modern Stage Services. For generator: Gentech India; Saj Generators.

Which are the main events that have taken place here in 2017 and what has been lined up for the rest of the year and for 2018?

The year 2017 has been a challenging with a variety of events been showcased at Dome@NSCI. Some of the major events were: Filmfare Awards, Brave Combat Federation, Rumor- The White Dubai Edition II, OnePlus 5 Launch, Transform Maharashtra, Bridal Asia Mumbai, Pro Kabaddi League, Battleground Asia, Launch of Make In India, Kyoorius Creative Awards, 9th Royal Stag Mirchi Music Awards, Launch of BMW 5 Series, Colours Golden Petal Awards.

The year 2018 shall also see some exciting and glitzy events. Dome has lined some important events for 2018 and they will include award functions, musical concerts, and prominent product launches of the year.

“ The upcoming events for 2018 will be award functions, musical concerts, product launches ”



Visa Requirements



Britain

- Passport:** Original Passport with validity of minimum six months and minimum two blank pages for visa stamp.

a) Attach all old passports to show previous travel history (if any).
- UK Visa Application Form:** Visa application form has to be filled online by the applicant. Follow the instructions to fill the form. Kindly log on to the link given below:
<https://www.visa4uk.fco.gov.uk/Account/login>
- Photo Specification:** Two recent passport size photographs with matt finish, 60-80 per cent face coverage, white background and without border (Size: 35mm x 45mm).

Please Note: Photograph should not be more than three months old, scanned/stapled and should not be used in any of the previous visas.
- Covering Letter:**

a) Covering letter from company on its letterhead with naming list and passport details of all applicants. The letter should be duly signed by the authorised signatory mentioning his name and designation along with the company's stamp.

b) Brief company profile.

c) Individual covering letter from applicant stating his/her name, passport number, purpose and duration of visit in brief.

Covering letter on letter head if self employed or on plain paper if employed.

Please Note: The letter should be addressed to The Visa Officer "British High Commission, New Delhi".
- Financials:**

a) Company and personal Bank statements for last six months.

b) Company and personal ITR for last three years.
- Accommodation Proof:** Hotel booking along with the naming list and passport number of all applicants (on tour company letter head).
- Airline Reservation:** Ticket itinerary.
- Passport Collection Procedure:** Applicant has to personally collect the passport or can opt for courier service at the time of submission of documents at VFS.

Please Note: The below mentioned can collect the passport on applicant's behalf provided they have an authorisation letter from the applicant.

a) A parent collecting for a dependent child.

b) A member of a family group collecting the passports for the whole family.

c) Government Ministry representatives and a Business Express Programme (BEP) company representative, approved by the company's authorized signatories.

Please Note:

a) Prior Appointment has to be scheduled for the submission of application.

b) Personal appearance is mandatory on the appointment date, as fingerprints and facial photograph (known as biometric information) are required by the UK Border Agency as a part of application for UK visa.
- Jurisdiction:** Applications can be submitted at any of the UK visa application centres in India as per the appointment.

Source: Udaan



Seal the deal with a meal

Business luncheon is often an optimal way to help crack the deal, but there are certain etiquette or dining skills involved in them, shares **Shital Kakkar Mehra**



Shital Kakkar Mehra
Practitioner of Corporate Etiquette and International Protocol in India

We often casually say “let’s catch up over lunch” when chatting with a business associate or a client. While a business meal sounds casual, there are several skills, besides your dining skills, which are on display.

Following are a few common business meal faux pas:

1. Arriving late:

Not acceptable. As the host, it’s expected that you reach a few minutes before your guests, request for your table and wait in the lobby area/ at your table for your guests to arrive. While waiting, order nothing for yourself – your guests get to see a well laid-out table instead of half-consumed food/ drink. To avoid confusion about time and place, follow up verbal invites with an email.

2. Rudeness to the wait staff:

A superb technique to embarrass everyone! It’s acceptable to politely ask the wait staff questions about the menu or bring to their notice problems with your order. Beckon the waiter by making eye contact or briefly raising your hand. Business deals may go haywire after a potential client sees your shabby treatment of the wait staff.

3. Wrong choice of restaurant:

Know your restaurant by referring to reliable

sources – some target business persons while others target families, some take pride in being the best for their food, while others are known for their ambience/service. Ideal business restaurants are those where the seating is in discreet booths, making it difficult for the other patrons to either see or hear you.

4. Not knowing your guest:

Some business persons enjoy leisurely four-course meals in up market restaurants, while others are happier with a quick sandwich in the local coffee-shop or delicatessen, which promises good food and better service. Also, ask your guests for their preference of food – the best seafood restaurant will not impress a guest who is either vegetarian or allergic to shellfish!

5. Overdoing the alcohol:

While several companies have a ‘no alcohol’ policy for lunch, if you decide to order a martini, go easy!

6. Weak follow-up:

End the meal with a firm handshake and a warm “thank you”. As handwritten notes stand out in today’s paperless offices, send one to your host thanking him/her for the meal. Also, send a note to your client thanking him/her for taking the time out for a meal with you. This note can be used effectively to highlight your discussions during the meal.

“
Ideal business restaurants are those where the seating is in discreet booths
”



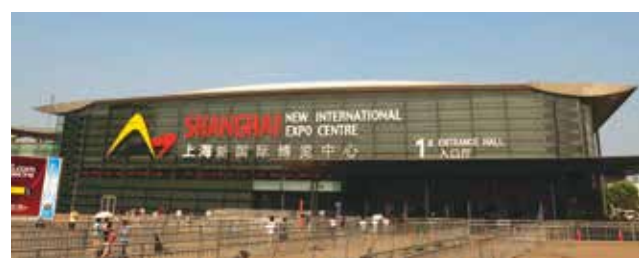
WORLD TRAVEL MARKET	London	6-8
VENUE EXPO-UK, LIVERPOOL	UK	7
FUTURE TRAVEL EXPERIENCE – ASIA	Singapore	7-8
ADTOI	Vishakhapatnam	17-19
CAMBODIA TRAVEL MART	Siem Reap, Cambodia	17-19
MICE PLACE BRUSSELS	Brussels, Belgium	20-21
INDIA HOSPITALITY AWARDS	New Delhi	27
INDIA MICE AWARDS	New Delhi	27
IBTM WORLD	Spain	28-30
CHENGDU INTERNATIONAL TOURISM EXPO (CITE)	Chengdu – China	30-Dec 2

DECEMBER 2017

IITM	Hyderabad	1-3
TRAVEL BUSINESS SHOW	New Delhi	2-3
ILTM (INT'L LUXURY TRAVEL MARKET)	France	4-7
THAILAND YACHT SHOW	Phuket	14-17
INDIA CARGO AWARDS- NORTH& EAST	New Delhi	20
INDIA TRAVEL AWARDS- NORTH	New Delhi	21

JANUARY 2018

MEETINGS MOROCCO MARRAKECH	Morocco	11-12
FITUR MADRID	Spain	17-21
OTM	Mumbai	18-19
IITT (INDIA INTERNATIONAL TOURISM EXHIBITION)	Mumbai	18-20
ASEAN TOURISM FORUM CHIANG MAI	Thailand	22-26
IITT (INDIA INTERNATIONAL TOURISM EXHIBITION)	Ahmedabad	23-24



IT&CM 2018 in March

The leading international MICE event in China shall be held in March next year at Shanghai Convention & Exhibition Centre of International Sourcing, Shanghai, China

Bringing together Chinese and International MICE exhibitors and buyers in one dynamic marketplace, IT&CM China is an optimal platform for international and leading Chinese players in the MICE industry to explore business opportunities on all fronts – inbound, outbound and domestic.

The IT&CM China will be held at Shanghai Convention Centre of International Sourcing, Shanghai, China, from March 20-22, 2018.

Since 2007, IT&CM China has established itself as China's leading international Meetings, Incentives, Conventions and Exhibitions (MICE) business, education and networking event, dedicated to 'Promoting China to the World and the World to China'.

Delegates attending the three-day event shall receive the best return on their investment in business, education and networking through structured business appointments, exhibition showcase, seminar sessions, official networking functions and tours. Co-located with CTW China as China's Only Doublebill Event in MICE and Corporate Travel, IT&CM China is an event that is co-organised by CITS International M.I.C.E. - a wholly-owned subsidiary of CITS (China International Travel Service), and MP International. Shanghai Convention and Exhibition Centre of International Sourcing is an international multifunctional complex with conventions, exhibitions, activities and catering facilities.

The centre has a total area of 9,000 sqm of conference rooms, 16,000 sqm of exhibition area, 5000 square metres of catering area and 800 underground parking lots. It is equipped with various advanced facilities to hold all kinds of high-end conventions, exhibitions and activities.

movements



Gerhard Walter
CEO
Engadin St Moritz Tourism Office

Gerhard Walter has been appointed as the CEO of Engadin St Moritz Tourism Office. He replaces Ariane Ehrat in the role. Walter has a long standing experience in strategic and operative management having covered several positions in the tourism and travel industry, most recently with Kitzbühel Tourism. In his new job, Walter and his team of 60 employees will be responsible for operational management of the tourism organisation for St. Moritz and the Engadin Valley across 17 markets.



Tony Douglas
Group Chief Executive Officer
Etihad Aviation Group

Tony Douglas has been appointed as Group Chief Executive Officer, who will join Etihad in January 2018. Douglas joins the company from the United Kingdom's Ministry of Defence, where he has served as CEO of the Defence Equipment and Support department, responsible for procuring and supporting all the equipment and services for the British Armed Forces. Ray Gammell served as Interim Group CEO since May 2017. As Group CEO, Douglas will work with the board and leadership team to expand and implement a range of strategic initiatives for Etihad.



Leslie Thng
Chief Executive Officer
Vistara

Vistara has announced the appointment of Leslie Thng as Chief Executive Officer effective October 16, 2017. Thng joins Vistara from Budget Aviation Holdings (BAH, A Singapore Airlines Holding Company) where he was serving as the Chief Commercial Officer. Thng has significant leadership experience and deep knowledge of the aviation sector across international markets and various businesses. Prior to being appointed Chief Commercial Officer for Budget Aviation Holdings, he was Chief Executive of SilkAir. Thng holds a Bachelor Degree (Honours) in Business Administration.



Alejandro Bernabé
Vice President of
Operations
AVANI Hotels & Resorts

AVANI Hotels & Resorts, have announced the appointment of Alejandro Bernabé as Vice President of Operations, AVANI Hotels & Resorts, effective September 2017. Bernabé joined AVANI as Group Director in January this year. Bernabé is responsible for the operational and financial performance of AVANI Hotels & Resorts and he will also be spearheading new developments and brand initiatives. His valuable experience in both operations and F&B allows him to play a vital leadership role in the further development of the brand. He has worked across multiple brands, and held many GM appointments.



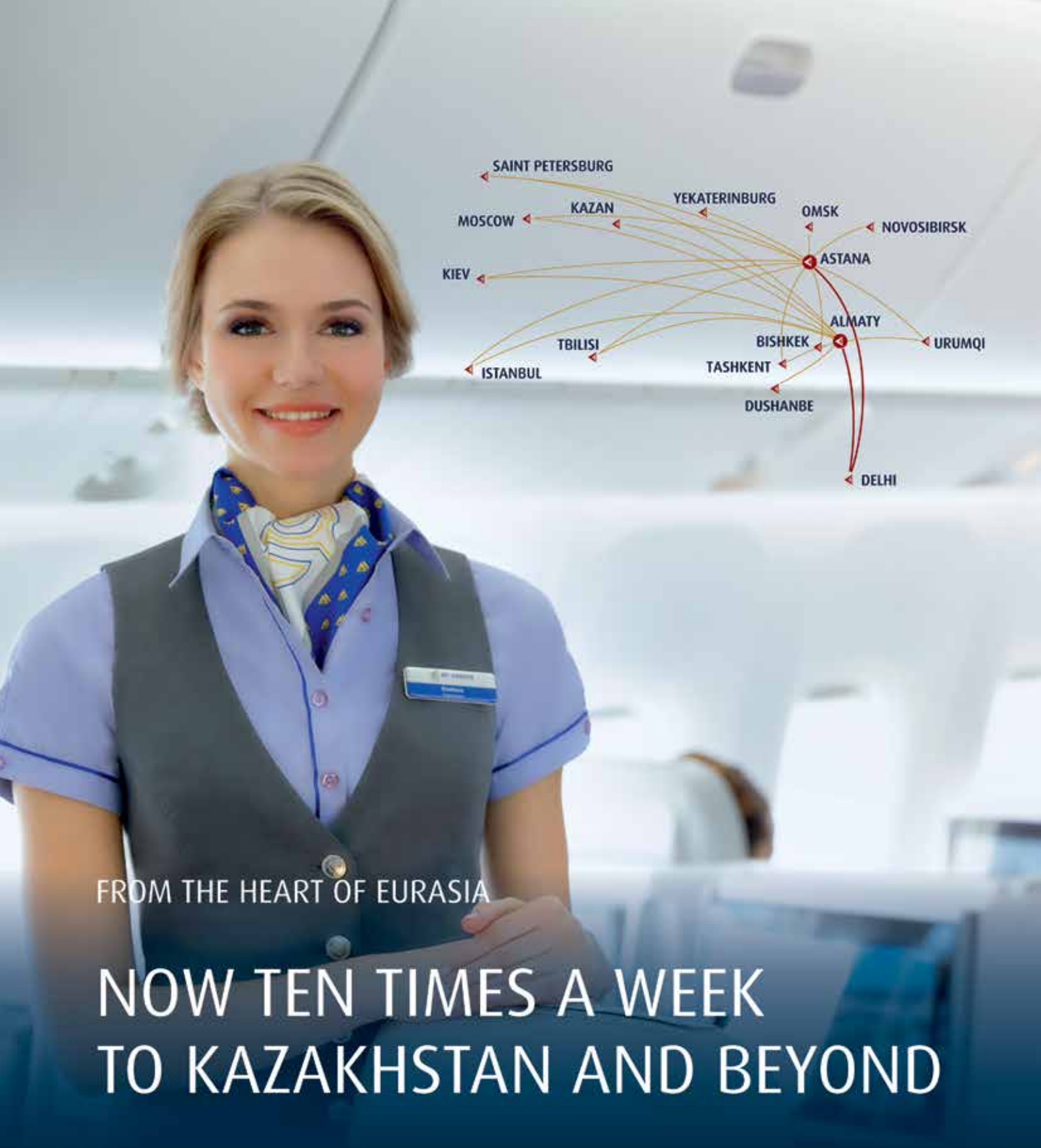
Chetan Kapoor
Director of Sales (MICE)
The Suryaa

Chetan Kapoor joined The Suryaa in July 2017 as Director of Sales (MICE). In his current role at The Suryaa, Kapoor is overall in-charge of sales department with various verticals in all MICE, Travel Trade and Inbound Groups. Kapoor has a strong hospitality experience with a career spanning over 16 years, during which, he has been associated with several prominent hospitality brands such as Le Meridien, Taj Palace, The Oberoi, The Royal Plaza Hotel, Crown Plaza, Eros Hotel and Hilton Janakpuri.



Hema Dhoke
Director of Sales- Leisure
The Suryaa New Delhi

Hema Dhoke brings along brilliant operational and sales background by the virtue of having worked in the finest of brands like Taj Group of Hotels, Accor & Carlson Rezidor. Her broad spectrum of 20 year's experience includes opening hotels, heading Sales & Marketing, ensuring high revenues & profit. She has a participative style of leadership and believes in strict adherence to standards. Under her commendable leadership complemented by sharp business acumen, she has a proven track record of ensuring sales efficiency of the highest standards.



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