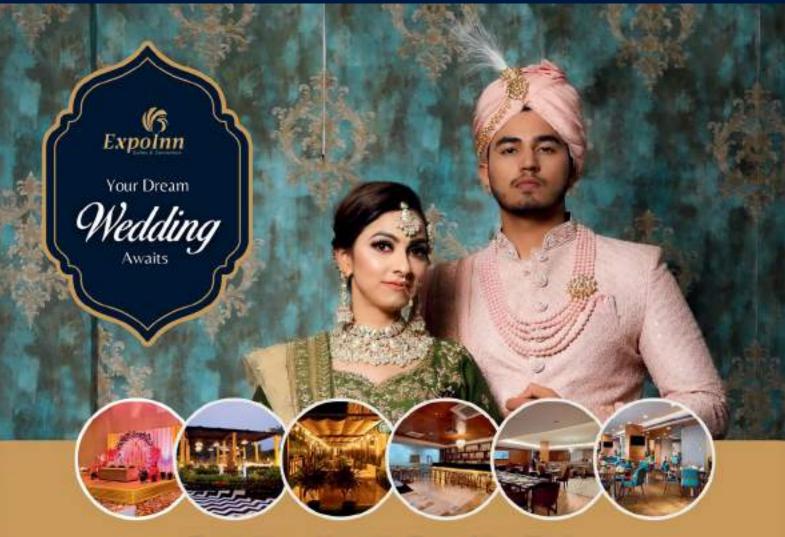
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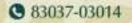


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#### **Local First Global Must:**

#### Mantra to boom **Indian events**



appy Holi and Indian New Year - different regions, different names, but same thoughts -Baisakhi, Ugadi, Gudiphawa...

The new mantra #LocalFirstGlobalMust, caught me thinking—We have so many local events like SATTE, OTM, OTR, TMCS, MLTM, BLTM etc., where delegates from various countries and local markets participate. However, events such as GBTA, Fitur, ITB Berlin, AIME, WTM, and IMAX attract

What is it that we can do to ensure more people can afford these events and benefit from the exhibitor's showcase? Are the brands taking initiatives in the right direction? Are the focus groups, right? Is the audience getting the ROI for the investment? Are the sponsors getting the value for money?

Also, India's representation in some of these events is not as powerful, planned, targeted, or prepared as that needs to be. It is high time when the industry stakeholders have to ponder

"Are these international events able to understand different market requirements and support the exhibitors to penetrate the newer markets?"

larger crowds, collaborations, and participation. Why are we not able to add weightage to the value chain? We need to ask some unusual questions in this context. Are we able to bridge the gap between local and global? Are these international events able to understand different market needs and support the exhibitors to penetrate the newer markets?

Today, India has a volume of opportunities for larger events to expand and bring content. We can work with local opportunities for better global reach that benefits both the exhibitor and the visitors. In most Indian trade events, we see the same vendors, and companies visiting them.

how they can amalgamate local opportunities with the international landscape to create unforgettable events and press the right vein.

In conclusion, it is time to introspect and make our investments work for us. Ask the right questions to ensure that the time spent is not just a tick in the box but an investment right into the next level.

With these thoughts I am taking a breather till next time, and wish you all a happy Easter and Ramadan!

Warm Regards Jyothi Varma, Consulting Editor

### contents

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#### **COVER STORY**

#### How weddings are changing India's tourism landscape



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#### Venue hopping in Singapore



#### **INTERVIEW**

#### Malaysia clicks for events



#### **INSIGHT**



#### Tech mainstay for biz travel?



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### Indians go big on bleisure travel

India is expected to reach 120 per cent of its pre-COVID business travel spend in 2027, says **Catherine Logan**, Regional Vice President, EMEA & APAC, GBTA.

By Hazel Jain

lobal Business Travel Association (GBTA) has been away from the Indian market for almost seven years. But it recently hinted at a comeback - at least remotely - to this dynamic market. Catherine Logan, Regional Vice President, EMEA & APAC, GBTA, said, "We are delighted to be back in this really important market. GBTA re-entered the APAC market two years ago with a conference in Bangkok." Logan was in India recently to attend the first FCM Corporate Travel Summit that was powered by GBTA, bringing its presence back to India after almost seven years.

During her visit, Logan shared insights from a report titled 'Global Business Travel Index Outlook,' which highlighted, "India will reach pre-2019 spending levels by 2025 and is expected to reach 120 per cent of its pre-COVID



CATHERINE LOGAN Regional Vice President EMEA & APAC, GBTA

business travel spend in 2027. It is currently the ninth-largest market for business travel spend globally, but by 2027 it could be the seventh-largest, leapfrogging Italy and South Korea, as a result of economic growth in India, the expansion of air capacity and travel at large." Logan explains.

#### TODAY'S BUSINESS TRAVELLER IN INDIA

#### INDIA, 4" LARGEST MARKET FOR APAC

India represents 5.7% of business travel spending in APAC region

#### TRIP LENGTH

Average 3.5 nights

#### WHY THEY TRAVEL

For an internal company meeting (22%), sales/account management (18%), or seminar/training (16%)

#### BLENDED TRAVEL IS ON THE RISE

79% extended a work trip for leisure, higher than for APAC but similar to global figures

#### TRAVEL WITH PURPOSE

85% are now travelling the same or more than 2019 and 86% said business travel is worthwhile for them to achieve their business objectives





Indian business travellers are more likely to combine leisure with their business trips, as per Logan. "No wonder then that business travel spends coming from India is around US\$33 billion per year! This will grow by 12 per cent in 2024," she shares. Additionally she says, "There could be multifaceted roadhlocks in adopting New Distribution Capability (NDC) but India can always leverage its agility for technological development."



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ositioned at the crossroads of culture and convenience, ITC Rajputana carves out a niche go-to destination in Jaipur for the corporate elite. With its strategic location, this venue stands as a beacon of seamless accessibility for all manners of M!CE events.

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Choosing this venue for corporate events, where your business objective meets unparalleled luxury and a touch of local culture-ensures that every meeting is successful and leaves an enduring memory.

As a venue, ITC Rajputana transcends the ordinary, merging business with heritage and innovation with tradition to transform corporate events into legendary gatherings. It beckons the corporate world to experience Pink City in its most luxurious and culturally rich form, making every event a memorable expedition through the soul of Rajasthan's storied capital.





# Diverse events unfold tourism landscape

The eclectic ilk of events, promoting less-travelled destinations, improving budget accommodations and stakeholders leveraging multifarious aspects of the industry, can holistically enrich India's tourism landscape.

#### By Janice Alyosius

n the competitive domain of global tourism, countries are fighting for tourists' attention by offering incentives such as free visas or enticing travellers through allied verticals such as wedding tourism, M!CE events, conferences, and adventures. Focusing on diverse verticals can scale tourism in

India to new heights. In fact, bringing dream weddings to India is another way of showcasing the country as a premier destination with a captivating tapestry. As the government is all geared up to unfold the potential of India's wedding and M!CE industry through 'I-Do' campaign and 'Meet in India' respectively, opening less-travelled destinations for such events can display the beauty and diversity of

India to travellers as well as can entice the domestic market. It can also bring business to the small-scale native traders in tier II or III cities.

On similar lines, **Manisha Saxena**, Director General, Ministry of Tourism, Government of India, discusses the balance between promoting tourism, alongside strategies for diversifying attractions and improving



targeted marketing to diversify tourist footprints beyond the quintessential destinations such as Delhi, Agra, and Jaipur. By highlighting gems such as wildlife reserves and heritage sites like Khajuraho, she underscores the potential lying dormant in India's tourism landscape. She proposes expanding tourism to less-visited regions such as Northeast India, coastal areas, and islands, targeting niche crowds and



high-end tourists. Saxena ascertained the potential for diverse events beyond business conferences, such as art and literature events.

#### QUALITY & AFFORDABLE STAYS HAUL TOURISM

"While people are travelling to the country for business, we need to have all those events mapped, what are their interests, and what we can offer them in advance in terms of leisure activities and sightseeing as a package," she said.

She insisted on the micro-level planning in the tourism sector, stressing the need to identify the target clientele during events. She pointed out the disparity between the availability of luxury hotels and the condition of budget accommodations. "As travel is becoming aspirational, we need to look at the budget hotel segment; they may not have luxurious amenities, but a clean bed and toilet is what people look out for."

"In India, it's encouraging to see not only five-star hotels but also smaller venues coming up with unique ideas to enhance wedding experiences."

MANISHA SAXENA, Director General, Ministry of Tourism, Government of India

accommodation standards. Besides highlighting the potential of the wedding industry, she pointed out some concerns as well. "In India, weddings can occur anywhere, yet the hotel industry's role is to ensure they are truly memorable. It is encouraging to see not only 5-star hotels but also smaller venues coming up with unique ideas to enhance wedding experiences. With the vastness of the industry and the number of weddings in India, there is room for everyone to contribute. While high room rates in India may be prompting some weddings to move abroad, it is crucial to offer venues that cater to various budgets. While 5-star hotels are ideal for large weddings, affordability remains a consideration for many," she said.

#### MOVING BEYOND MAINSTREAM DESTINATIONS

To attract more inbound to India, Saxena emphasises the importance of



# Global bigwigs pin hope on Indian weddings

India's diverse cultural landscape has solidified its status as a key wedding market. Global hospitality brands are eager to allure big Indian weddings to their properties by offering attractive incentives and tailored packages.



#### By Janice Alyosius

he wedding segment stands out as a realm where dreams are woven into reality, and every detail matters in the hospitality industry. With its rich tapestry of culture and tradition, India has emerged as a significant market for destination weddings, drawing attention from global hospitality players keen on offering bespoke experiences.

#### **TURKISH DELIGHT**

**Reha Efe**, Director of Sales & Marketing, Swissôtel The Bosphorus, Istanbul, and **Eddy Daccache**, Director of Sales, Novotel Muscat Airport, shed light on their offerings and strategies to tap into the lucrative Indian wedding market.



**REHA EFE**Director of Sales & Marketing
Swissôtel The Bosphorus, Istanbul



**EDDY DACCACHE**Director of Sales
Novotel Muscat Airport

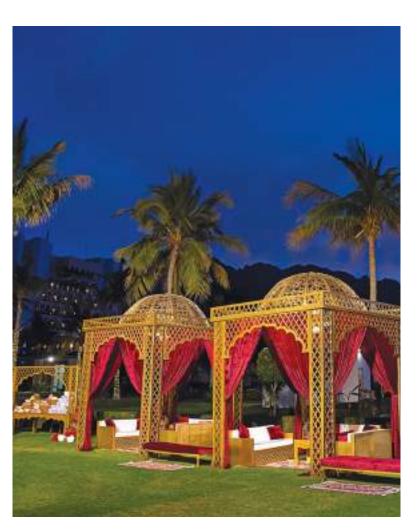
Nestled in the heart of Istanbul, Swissôtel The Bosphorus stands as a testament to luxury and elegance. Efe shared, "Hosting weddings at our hotel offers an excellent opportunity to combine the celebration with a leisure trip to explore the attractions of Istanbul."

Highlighting the key areas for hosting weddings at his property, Efe added, "With a large sales and marketing team dedicated specifically to weddings, we successfully hosted almost 90 weddings last year, catering to both local and destination weddings, especially from India."

Recognizing the growing demand from the Indian market, Swissôtel has tailored packages and promotions catering to Indian weddings, with plans to increase presence in India. These offerings, encompass seasonal variations, venue options, and authentic culinary experiences curated by Madhu's, a renowned Indian restaurant operated by a family with over 50 years of expertise.



Recognizing the growing demand from the Indian market, Swissôtel has tailored packages and promotions catering to Indian weddings, with plans to increase presence in India



From traditional Indian delicacies to fusion creations, Swissôtel aims to tantalise the taste buds of discerning guests, fostering a deep appreciation for Turkish hospitality.

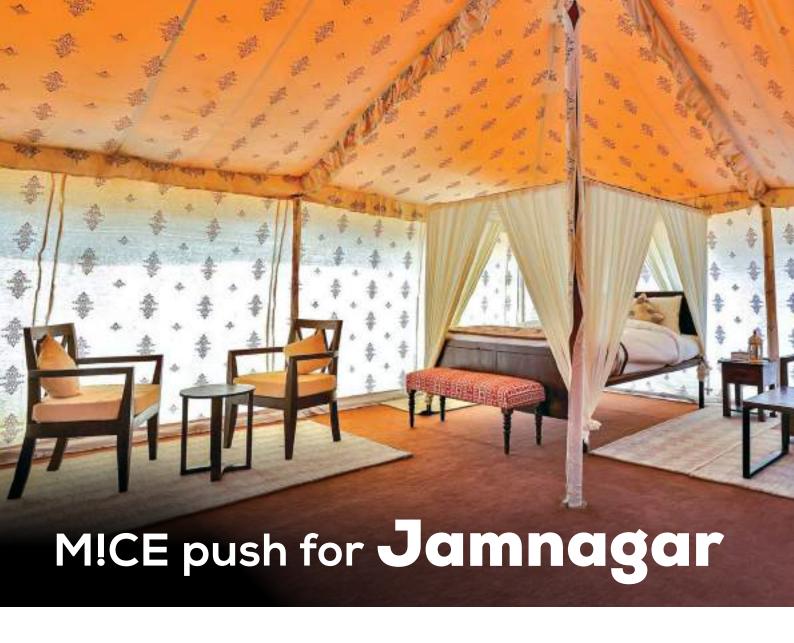
In addition to culinary excellence, Swissôtel boasts expansive facilities ideal for large-scale events, including a spacious ballroom and a picturesque garden, both capable of accommodating up to 1,000 guests. With the prime wedding season coinciding with Istanbul's favourable weather conditions from April to October, couples are enticed by the prospect of exchanging vows amidst the city's timeless charm.

#### **DESERT HAVEN**

In Oman, Novotel Muscat Airport offers a taste of modernity and convenience, located a mere 10-minute drive from the airport.

"Our proximity to the airport facilitates seamless travel arrangements, ensuring a hassle-free experience for wedding guests," noted Eddy Daccache, stressing the importance of accessibility in destination weddings.

Highlighting the special packages tailored for Indian travellers, he said, "The facilities at the hotel include a ballroom capable of accommodating 300 persons, and Indian chefs adept at providing vegetarian fare, catering to the diverse needs of potential wedding clients. With a total of 214 rooms, our hotel can easily accommodate many guests traveling from abroad to Muscat."



Pre-wedding bash of Anant Ambani and Radhika Merchant has put Jamnagar on the global tourism map as an embryonic M!CE destination. It not only shines as a hub for spiritual & wedding celebrations but opens avenues for hospitality and travel.

By Surbhi Sharma

location, Ambani's extravagant pre-nuptial event at Jamnagar has set a tone, promoting Vantara's picturesque milieu along with the local artisans and enriching culture, effectuating 'Vocal for Local.'

#### JAMNAGAR AIRPORT GOES INTERNATIONAL

To welcome international guests to Gujarat's Jamnagar, the city's airport, primarily an IAF base turned into an international airport for about 10 days for the arrival and departure of the guests. Union Ministries of Home Affairs, Finance, and Health, collaborated to set up a Custom,

Immigration, and Quarantine facility at the airport. To this purpose, Airports Authority of India (AAI) has set up a passenger terminal building.

**DK Singh**, Director, Jamnagar Airport, reportedly said, "The airport handled 4,500 passengers. There have been 350 domestic and 86 international flight movements. About164 global passengers arrived for the event." From arranging chartered flights from Mumbai and Delhi to Jamnagar and back, the Ambanis family provided a fleet of luxury cars to ferry the marriage guests.

#### **FOOTFALL IN VANTARA**

Spread over an area of 3,000 acres, Reliance Industries and Reliance Foundation unveiled an animal welfare initiative 'Vantara' (Star of the Forest) in Reliance's Jamnagar Refinery Complex in Gujarat. The zoological park, which will be opened to the public soon, has the potential to attract domestic as well as international visitors as it offers adventure and wildlife tourism.

#### **TIER-III LUXURY**

The Ambanis relied on local artisans, designers, and service providers for the event. Around 1,000 VIP guests were housed in 900 sq. ft. luxurious Rajwadi tents, created by Evoke Experiences at Reliance Greens Complex. Each of these tents were equipped with lounge areas, living-cum-master bedrooms, dressing rooms, and washrooms.

Speaking on the issue, **Bhavik Sheth**, COO, Evoke Experiences, said, "We created 60 to 62 luxury



accommodations, and the size of the tents was 900 sq. ft. with all the luxurious amenities. We were inspired by the luxury suites that we created in Rann Utsay, the tent city in Dhordo, Kutch."

He added, "We are known for creating luxury in such locations where it is difficult to erect building or a hotel in a short period. The facilities, furniture, and the bathroom amenities we provided were equivalent to that of 5-star hotels. The feedback and arrangements were appreciated by everyone who stayed there, and the management team of

Mukesh Ambani was happy with the facilities we created. People see an alternative for luxury accommodation at hotels and resorts. We can tap events in remote locations of India where there are not good accommodation facilities."

It is well known that floral arrangements, décor, and designs were curated by big names such as Manish Malhotra, Devika, Amaahyaaj, Indian Décor, and Interflora.

#### **FOOD GALORE**

A team of 21 chefs from Indore's Jardin



BHAVIK SHETH COO Evoke Experiences

#### ATTRACTIONS IN FOCUS

Lakhota Fort & Lakhota Lake

Khijadiya Bird Sanctuary

Marine National Park

Jamnagar Marine Aquarium

Ranjitsagar Dam

Bala Hanuman Temple

Bhedio Mahadev Temple

"We created 60 to 62 luxury accommodations, and the size of the tents was 900 sq. ft. with all luxurious amenities."



Hotel were recuited to prepare a variety of dishes, including Japanese, Thai, Mexican, and Parsi cuisine. Foodlink catering's Instagram handle also showcased their own work, mentioning, "We showcased India's rich cuisine during the 3-day event."

#### THE NEXT BIG THING

The Ambanis oversaw the construction of new temples within Jamnagar's complex, which is surrounded by mid to high range hotel options such as The Orchid Jamnagar, Sayaji Jamnagar, The Fern Residency, Lime Tree, Anaya Beacon, Hotel Express Residency, Hotel Aram, Lords Eco Inn and so on.



With PM Narendra Modi focusing on developing domestic tourism and infra alongside global corporate travel trends, corporates are re-evaluating conference locations. Insights from industry showcases growing inclination towards hosting domestic events.

#### By Janice Alyosius

n recent years, there has been a paradigm shift in the dynamics of corporate event planning, particularly regarding the choice between hosting events domestically or globally. With Prime Minister Narendra Modi's emphasis on promoting domestic tourism and infrastructure development in India, coupled with global trends in corporate travel—the question arises: Are corporates leaning more towards hosting their conferences and events within the country rather than venturing abroad? Are Indian venues competent enough to host world-class events?

#### **DOMESTIC VS GLOBAL VENUES**

When it comes to whether to hold a convention domestically or globally, **Dhanashree Dhure**, Specialist in Global Procurement, Travel Category, Konecranes, said, "The choice depends on the business's preferences and budgetary considerations. However, it is worth noting India is a picturesque country with mesmerising locations, often referred to as 'Incredible India.' In my opinion, India can offer a myriad of



**DHANASHREE DHURE**Specialist, Global Procurement
Travel Category, Konecranes



MOHAMMED ZUBER MYAGERI Head, Procurement FIS Global

options for hosting such conventions at competitive prices."

Expressing similar sentiments, **Mohammed Zuber Myageri**, Head, Procurement, FIS Global, emphasised, "It all depends on various factors. However, our focus would be on hosting these events locally, aiming to provide attendees with a superior experience and to immerse them in the incredible beauty of India."

Sunil Sharma, Consultant, Ancalima Lifesciences, sheds light on his firm's preference for domestic destinations. "In our company, we do not host any conventions. Instead, we attend exhibitions and conventions as buyers or delegates. Our focus lies in organising incentive trips for our dealers and distributors, in Asia and India. Though, we haven't ventured to Europe, Africa, or the USA. Our preference remains for Southeast Asia and India, and we intend to continue along this trajectory."

#### ADDRESSING CONCERNS

Meanwhile, **Gaurav Narula**, Head of Supply Chain, Aakash Life, boasts India's potential to host conferences but reflects on the need to address

The pivotal question revolves around whether corporations are increasingly inclined to hold conferences and events domestically rather than exploring international venues.



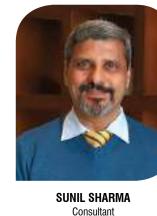
A glimpse from Travel M!CE & Corporate Show held in Jaipur on January 20-21, 2024

#### MICE talk CORPORATE

concerns related to the security and safety of foreign travellers. He pointed out, "India is the destination of the future. The road infrastructure is being developed, every city is experiencing growth, hotels are expanding with convention centers, and air linkage is improving with each passing day. However, there is still hesitation among global travellers, despite Indians feeling confident. We can travel anywhere, but global visitors, particularly from France or the USA, hesitate to come to India for conventions. We need to ensure the security and safety of these visitors."

"I have dealt with many countries, such as Thailand, Singapore, Malaysia, France, and Turkey. Many countries are promoting tourism and incentivising corporate events to draw international organisers. India must learn from these countries and try to capitalise by curating such initiatives. While progress is evident, challenges remain. Safety and security, particularly for female travellers, are critical. India is poised to become a major economy, but addressing safety





Ancalima Lifesciences



**GAURAV NARULA** Head, Supply Chain Aakash Life

concerns is imperative for sustainable growth," he said.

#### FOR A BETTER FUTURE

While some experts highlight India's potential in its offerings, others try to market the familiarity and convenience of domestic venues. Nonetheless, underlying these considerations are common themes of logistical feasibility, attendee experience, and aligning venues with corporate objectives.

Looking ahead, as India continues

to invest in infra and address safety concerns, there is an opportunity for the country to emerge as a destination with excellent connectivity, world-class infrastructure, and a knowledge hub, for corporate events and conferences. By addressing logistical challenges, expanding activity offerings, and enhancing safety measures, India can transcend to become a choice for both domestic and global gatherings.





Nestled within the luxurious confines of Novotel Pune, Crimson Hall stands as a testament to sophistication and versatility in event spaces. This exquisite banquet hall is renowned for its opulent ambiance and state-of-the-art amenities, making it the ideal venue for a myriad of occasions.

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Crimson state of the art 4500 Sqft. ballroom can accommodate up to 400 people whether it's a grand wedding reception, corporate seminar, or an intimate family celebration.

Crimson Hall can be configured to suit the specific requirements of each occasion. The capacity for seating and standing arrangements is meticulously planned to ensure comfort without compromising the aesthetic appeal.



### Sentosa's Sensoryscape strengthens Singapore's M!CE proposition

The latest addition to the Sentosa skyline, a verdant connector that combines nature, architecture, and technology is set to position Singapore as a premier M!CE destination.

By MT Bureau

ith the rejuvenation of Sentosa and Pulau Brani being key in positioning Singapore as a destination of choice in the years ahead, **Chew Tiong Heng**, Divisional Director, Business and Experience Development, Sentosa Development Corporation (SDC), shared more about Sentosa Sensoryscape, soft launched in March as the first milestone of the Sentosa-Brani Master Plan.

"Sensoryscape connects Resorts World Sentosa in the north to our beaches in the south, facilitating a seamless multisensory experience for our guests to explore the diverse facets of the island," shared Chew.

Designed by the award-winning Serie + Multiply, Sensoryscape comprises sensory gardens enriched with immersive and audio-visual experiences, inspiring guests to let their senses wander. Sustainable features, such as the use of energy-efficient LED lights, and the use of recycled water within Symphony Streams, one of the sensory gardens, are also utilised. Sensoryscape also transforms into a night-time spectacle as



CHEW TIONG HENG
Divisional Director of Business and
Experience Development, Sentosa
Development Corporation (SDC)



daylight fades, complimenting nighttime offerings like Wings of Time and Night Luge Ride the Beat.

The iconic landmark is set to welcome potential M!CE opportunities, where organisers can host differentiated events, such as a cocktail party at the scenic Lookout Loop, which offers breath-taking views of the Sensoryscape thoroughfare. As the main artery of Sentosa, Sensoryscape also enables integrated M!CE events through easy

access to multi-faceted meeting facilities and a diverse array of leisure options across the island.

"SDC will continue to leverage the island's ridge-to-reef attributes to bring in a broad spectrum of leisure offerings that are authentic and environmentally sustainable. This includes world class attractions and events, fresh and bold night-time offerings, rejuvenated beaches and expanded nature and heritage trails," added Chew.

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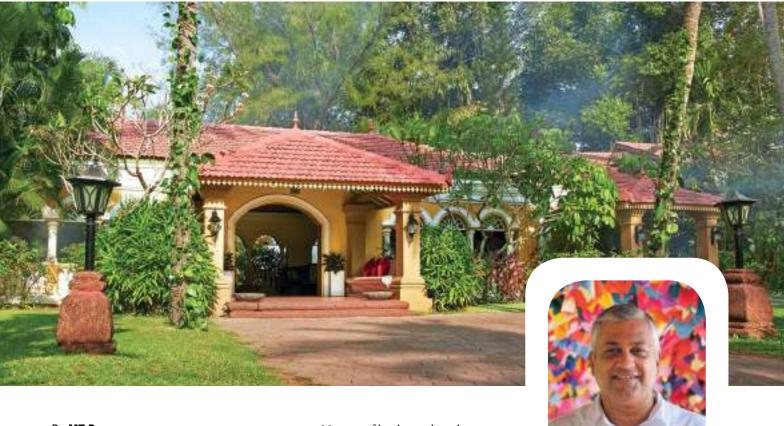


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### Crafting enchanting memories in Goa

Taj Holiday Village Resort & Spa and Taj Fort Aguada Resort & Spa cater to weddings, M!CE events, and leisure travellers, promising unforgettable memories amidst Goa's pristine beauty.



#### By MT Bureau

n the ever-evolving landscape of hospitality, venues play a pivotal role in shaping memorable experiences, be it for weddings or corporate events. IHCL amidst Goa's serene backdrop of lush landscapes, stand out with a blend of opulence, heritage, and personalised service. In conversation with the General Managers of Taj Holiday Village Resort & Spa and Taj Fort Aguada Resort & Spa, Goa, we gained insight into their strategies for hosting M!CE events and weddings.

Souvik Bhattacharya, GM, Taj Holiday Village Resort & Spa, Goa, boasts the 142 well-appointed rooms available at the resort, tailored to accommodate the grandeur of dream weddings. "Our strength is our outdoor venues with the sea as a backdrop, spread across 28 acres of landscaped gardens such as the Sunset Deck, Beach House Lawns, among others, where we can curate any size of wedding. Besides, our expertise lies in offering curated food experiences as well," he said, while revealing February 2024 was a busy wedding period for the resort.

Karaan Kapoor, GM, Taj Fort Aguada Resort & Spa, Goa, recalling the resort's rich history, said, "Taj Fort Aguada Resort & Spa being the first 5-star resort in Goa, has catered to royal families and Heads of State. Now this resort is the preferred destination for the various Parliamentary Committees".

Conversely, Kapoor underscoring Taj Fort Aguada Resort & Spa's expertise in curating bespoke conferencing events, said, "Our unique selling proposition lies in curating every conferencing event with utmost detail."

**SOUVIK BHATTACHARYA** General Manager Taj Holiday Village Resort & Spa, Goa



KARAAN KAPOOR General Manager Taj Fort Aguada Resort & Spa, Goa



#### Unrivalled destinations in

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adhya Pradesh, the 'Heart of Incredible India' is an ideal destination for experiencing luxury glamping at the serene yet exhilarating spots of the state. The MP Tourism Board has envisioned opulent glamping retreats to offer an array of comfortable and luxurious tented suites set amidst the tranquillity of nature.

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#### CHANDERI MAHOTSAV

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chanderifestival.com

	KUNO FOREST RETREAT	GANDHISAGAR TENT CITY	HANUWANTIYA JAL MAHOTSAV	CHANDERI MAHOTSAV
TENT	25	50	103	25
<b>\}</b>	Gwalior (176 km)	Indore (287 Km)	Indore (139 Km)	Gwalior (250 Km)
2	Shivpuri (70 Km)	Bhawanimandi (49 Km)	Khandwa (49 Km)	Lalitpur (37 Km)
	+91-9624799166	+91-7808780899	+91-9755501954, +91-8236087667	+91-9826055595

### 'BIECon' of innovative and sustainable events

With its commitment to sustainability, and collaborative ethos, Bangalore International Exhibition Centre (BIEC) continues to refurbish India's event hosting landscape, providing a platform for businesses to thrive.



#### By MT Bureau

angalore International Exhibition Centre (BIEC) is the beacon of innovation and sustainability in India's event hosting landscape. **Jibak Dasgupta**, Director General and CEO, IMTMA & BIEC, shared, "BIEC is the apt venue for those who want to bask in a pleasant fusion of science, technology, and business."

BIEC seamlessly blends the enchanting beauty of nature with cutting-edge technology. It proudly holds the distinction of being India's first exhibition centre certified as a Green project with LEED certification. Halls 4 and 5 have earned prestigious Gold ratings from both the Indian Green Building Council and the US Green Building Council. With over 1,10,000 sq. m. of total space and 77,000 sq. m. dedicated to exhibitions, it has hosted numerous industry giants and government initiatives," shared Dasgupta.



**JIBAK DASGUPTA**Director General and CEO
IMTMA & BIEC

He further added, "Exhibitions held at BIEC serve as platforms for stakeholders from all walks of lives to witness key technological paradigm shifts that drive trade and commerce".

BIEC works closely with Professional Congress Organisers (PCOs) and Destination Management Companies (DMCs) to attract domestic and international events.

Moreover, BIEC extends incentives and special concessions to organisers, demonstrating its commitment to fostering long-term partnerships and driving growth in the events industry.

### Unveiling EWB, a venue for dream weddings

Exhibition World Bahrain (EWB) stands as blank canvas ready to be altered into any couple's dream wedding.

nown as the 'Island of Pearls,' the Kingdom of Bahrain has transcended its geographical boundaries to become a destination for lavish weddings. Recently, Bahrain's boutique hotels have witnessed a surge in Indian weddings.

An exceptional addition to the list, Exhibition World Bahrain (EWB) stands as the epitome of



sophistication and elegance, nestled in the vibrant Sakhir area. Recognised as the Kingdom's premier largecapacity wedding venue, EWB is a blank canvas ready to be transformed into any couple's dream wedding.

With latest facilities, EWB offers areas for seating, dancing, live music, photography, and dining, ensuring an experience for all attendees. It features a Grand Hall, with retractable seating for up to 4,000 guests, and advanced audio-visual services. Its exquisite bridal suites epitomise contemporary design, and stunning interiors, providing brides with a private sanctuary to prepare and unwind before the big moment. EWB's position is strengthened by its proximity to many five-star resorts and hotels within a half-hour drive.

Beyond its architectural beauty, EWB offers bespoke culinary services with the largest fully-equipped kitchen, boasting a capacity of 10,000 guests per day, and



a diverse range of regional and global cuisines to delight every palate. EWB's reputation was solidified in March 2024, when it was nominated for the 'Middle East's Leading Large-Scale Wedding Venue 2024' by the World Travel Awards —a testament to its readiness to host the most spectacular grand celebrations.

As couples embark on their journey of love, EWB stands as the quintessential haven for celebrations and ensuring every bride felt like royalty on her special day.



### Spreading the joy with scents

rachi Saini Garg, Managing Director, Scentopia, interacted with a selected group of trade focussed only on M!CE in Mumbai over lunch, and conducted a session with them to identify the best fit of perfumes for them. Garg said that her product was popular with corporate groups while visiting Singapore. Its team-building and corporate engagement activities can be as large as a few thousand people as it is the largest perfume workshop and can cater to about 1,500 guests at one go and can do multiple sessions in a day.











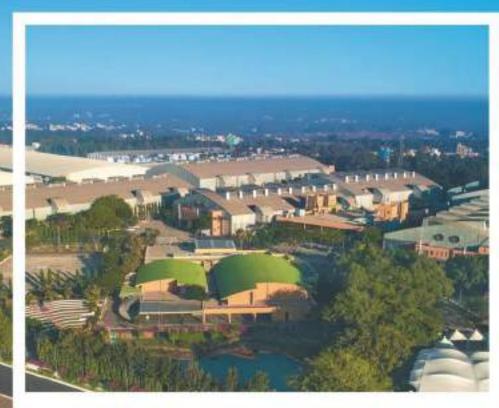






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#### By Janice Alyosius

ingapore, renowned for modernity, and innovation, stands out as an exceptional destination for M!CE events and conferences. With a plethora of unconventional venues, diverse cuisines, and captivating attractions, Singapore offers corporates an array of options to curate unforgettable experiences for their attendees. The Singapore Tourism Board (STB) recently organised a Familiarization trip, inviting 13 agents and two Indian media representatives to experience the city-state's s newest attractions and hotels primed for hosting events and conferences.

#### UNCONVENTIONAL VENUES AND EXPERIENCES

The venues with distinct features and the latest facilities make Singapore a phenomenal destination for corporate events. From yacht experiences to historic museums and scenic mountaintop locations, the city offers a diverse array of settings to suit each and every occasion.

**S Kogu**, Director and Founder, YachtCruiseSG, illuminated us about yacht experiences, tailored as per various budgets and preferences. He also said, "We can accommodate up to 10 guests in smaller boats, while larger boats can host up to 50, depending on size and length, and these experiences could range from SGD39 to several thousand

dollars. Meanwhile, corporate rates are available upon request."

In context with distinctive venues such as the National Museum, **Irsha Vichare**, Manager-M!CE, BOI EXP, revealed, "The National Museum, can host 100 to 200 people and the entire museum can accommodate around 1,000 to 2,000 people. The museum features a beautiful deck area suitable for networking dinners and cocktails, as well as a theatre seating approximately 200 people, providing a refreshing alternative to traditional hotel ballrooms." **Anand Sharma**, Assistant Manager, FCM Meetings & Events, India, highlighted

Mount Faber as a venue. He believed, "It is ideal for smaller groups of around 50 to 70 people, and with some adjustment in the layout, we can maximise the view."

#### ATTRACTIONS AND ENTERTAINMENT

Gaurav Choksi, Manager, Mount Faber Leisure Group, underscored the allure of Sentosa Island's attractions, including the Singapore Cable Car and Wings of Time show. "In terms of capacity, our attractions can accommodate large groups. We also offer Food, Music, and Views experiences at three beautiful restaurants: Abora, Dusk, and



Mount Faber. The capacity of these restaurants ranges from 150 to 300 people. Furthermore, we have a new attraction called Sky Helix, which can accommodate 16 people per ride, and 64 people per hour. Sentosa Island is a popular destination for Indian incentive groups, and Wings of Time is a must-see show for them," he shared.

Edward Koh, Executive Director, STB, drew attention to the evolving landscape of attractions, from adrenaline-pumping go-kart experiences to family-friendly destinations such as KidZania. These offerings add a dynamic dimension to corporate itineraries, enhancing the overall experience for attendees. Cole said, "In order to encourage planners and corporate clients, we have some financial and non-financial schemes. We have the Singapore M!CE Advantage Programme (SMAP) where we collaborate with industry partners such as Sentosa,





"To encourage planners and corporate clients, we have some financial and non-financial schemes. We have the Singapore M!CE Advantage Programme where we collaborate with industry partners."

EDWARD KOH. Executive Director. STB



Singapore Airlines, and Changi Airport to create attractive Singapore packages."

#### DIVERSE CULINARY EXPERIENCES

In addition to captivating venues, Singapore's culinary art adds a tantalising dimension to M!CE events, with the city's diverse cuisines, and menus that cater to group's wholesome dining experiences. Rosy Mitra, Director, Citius Holidays, underlined the importance of culinary familiarity, particularly Indian cuisine, for global travellers. "We conduct various businesses in Singapore, and what I particularly appreciate is the Pan Pacific Hotel, where the presence of an Indian chef is an added advantage." No doubt Singapore sets the stage for events that leave a lasting impression.

#### MICE talk FAMILY ALBUM





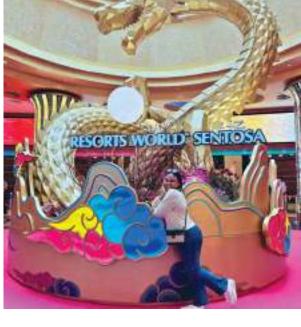




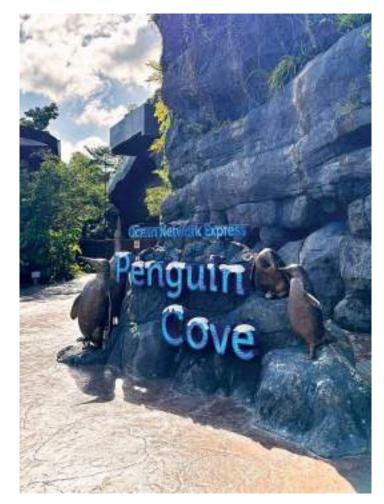












# Malaysia eyes Indian market to elevate M!CE game

Malaysia continues to roll out strategic initiatives to propel its business events industry to new heights by tapping into India's burgeoning M!CE segment.



By MT Bureau

ohammad Isa Abdul Halim, Director of Meeting and Support Incentives, Malaysia Convention & Exhibition Bureau (MyCEB), shared with M!CEtalk the remarkable growth trajectory of Malaysia's business events industry, particularly in catering to the Indian market. He highlights the strategic importance of India in Malaysia's ongoing efforts to expand its footprint in the global M!CE sector.

According to Halim, Malaysia's M!CE sector has witnessed a consistent uptrend in recent years, "The number of business events, or M!CE, in Malaysia has been consistently increasing

each year. The Indian market is a significant focus for us, as it contributes approximately 48 per cent of our delegates for conferences, exhibitions, corporate meetings, and incentives."

In a bid to further bolster ties with the Indian market, MyCEB actively participated in the Malaysia Tourism's sales mission across key Indian cities, including Bengaluru, Chennai, Kolkata, Ahmedabad, and New Delhi. These engagements exhibit Malaysia's commitment to fostering robust partnerships and tapping into the immense potential offered by India's burgeoning M!CE segment.

One of the pivotal factors expected to catalyse the influx of Indian delegates into Malaysia is the introduction of

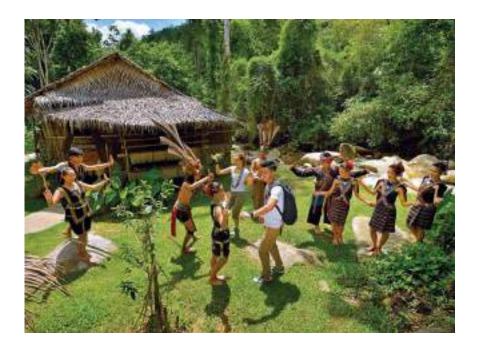


visa-free travel for Indian nationals. Halim stated, "India has been a vital market for Malaysia, and we anticipate a 15 to 20 percent increase in Indian delegates visiting Malaysia, especially with the introduction of visa-free travel for Indians."

Halim revealed that Malaysia has secured an impressive lineup of 351 events scheduled from 2023 to 2030, signifying the country's unwavering commitment to position itself as a preferred M!CE destination, globally. "India remains a cornerstone of Malaysia's M!CE strategy, with 229,000 global delegates hailing from India, constituting nearly half of the total delegate count. To capitalise on this momentum and incentivise engagement from the Indian market, MyCEB has rolled out a pioneering initiative under the 'Meet in Malaysia' campaign dubbed 'MyTripleE.' This incentive package, encompassing Excel, Elevate, and Enliven components, caters to both large-scale and small-group corporate meetings and incentives, offering a compelling value proposition until 31 December, 2024," informed Halim.



"The Indian market is pivotal for us, as it contributes approximately 48% of our delegates for conferences, exhibitions, corporate meetings, and incentives."



MOHAMMAD ISA ABDUL HALIM Director of Meeting and Support Incentives, MyCEB

The MyTripleE is a support programme under MyCEB's 'Meet in Malaysia' campaign to attract regional and international business events to Malaysia while boosting the domestic business events market in line with the MyCEB Business Events Strategic Marketing Plan 2021-2030.

Halim expressed optimism regarding the prospects of Malaysia's business events industry, fueled by the anticipated surge in Indian delegates. He emphasised, "With the continued growth in Indian participation, Malaysia is poised to enhance its offerings and solidify its status as a premier M!CE destination, setting the stage for sustained success in the years to come." Increasing Indian footfalls will result in strengthing Malaysia's inbound market.







**SUNNY SODHI** Managing Director FCM Travel India



AMARNATH LAL DAS Strategic Programs, Senior Manager, Accenture Solutions

### **FCM'S TECH-LED TOOLS**

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### FCM Meetings and Events Venue Finder

The new FCM Venue Finder, powered by Hubli, includes over 2 lakh spaces around the world with fast and easy online booking.

managers out there is to focus on content and user experience.

### **CORPORATE TALK**

Asserting that travel costs will continue to stay high, Amarnath Lal Das, Strategic Programs, Senior Manager, Accenture Solutions, pointed out that, "Despite the need to cut down corporate travel costs and being more sustainable, the travel costs will not come down. There will be an organic growth in client-related business, and

while internal travel may go down since it is a cost to us and can be moved to a virtual platform, client-based travel will remain high. We are also looking for more sustainable airline routes, hotels, and other travel services. We have also been talking about adopting New Distribution Capability (NDC). India is a complex market with a lot of Low-Cost Carriers (LCCs) who have already brought in the NDC content."

Ascertaining that, Binayak Singh, Global Head – Operations & Procurement Support - Global Travel & Lodging, HCL Technologies, "Quintessentially, it is the sales personnel and client management people, who travel the most, so we ensure that we get the right service at the right time. Of course, the cost remains of paramount importance, but we do not compromise on the comfort of the end user. Though, India is a late entrant in terms of NDC but as an end user, we are only going to benefit from it because its offerings are extremely costeffective and very easy to use. It is going to be the future."

Reinforcing the focus on corporate tools and sustainability, Dr Sanjay Pai, VP & head (Corporate Travel, Aviation & Facility Management), Larson & Toubro, highlights, "We build nations - airports, tourist infrastructure, hotels, roads, and highways. We were an ESGcompliant organization way before the sustainability buzz took over the world. We are now in the third version of building a next-gen corporate tool that will take care of other parameters including ESG programmes, GST, proactive audit compliance, and of course lowest logical fares, and will install this soon this year."



**BINAYAK SINGH** Global Head, Operations & Procurement Support, Global Travel & Lodging, HCL Technologies



DR SANJAY PAI VP & Head (Corporate Travel, Aviation & Facility Management) Larson & Toubro



Business Events Sydney (BESydney), Sydney's specialist bidding services organisation, has introduced a new funding scheme for travel agents and meeting planners in India, owing to the cost pressures on event planners across the region.

### By Nisha Verma

alking about Sydney Meetings Fund (SMF), **Joo-Rei Mathieson**, Associate Director – Global Corporate & Incentives, BESydney, said that the applications to the new Sydney Meetings Fund (SMF) are open for a limited time and can be used to cover/offset an event's on-theground expenses in Sydney.

### SPECIFIC FOR SMALL GROUPS

She revealed that the SMF is meant only for smaller (100-250 people) corporate and incentive events and can be easily accessed through the official website of BESydney. Planners with events larger than 250 delegates can also contact BESydney directly via this site.

In a statement, **Kristian Nicholls**, Executive General Manager – Client Engagement, BESydney, shared, "Since the BESydney SMF opened, we have seen several event owners and organisers register and qualify for financial support for events in 2024. Being the top market in Australia for India, Sydney looks forward to welcoming corporate meetings and incentives from the country. From the feedback received following our 2023 India Fam trip to

Sydney, we know delegates love the natural beauty and wildlife here as well as the adventure, sporting experiences, and culinary offerings."

### **INDIA MARKET**

Mathieson informed that as per Australian Tourism Research data,







Event size between 100-250 delegates (over 250 pax, contact BeSydney) Event shouldn't already be confirmed to be held in Sydney Event duration must be at least 3 nights/ 4 days Event should take place by December 31, 2024 Applications must be submitted by May 31, 2024 Applications must be submitted 8 weeks prior to first travel date Funding will be paid to Australiabased suppliers



JOO-REI MATHIESON Associate Director Global Corporate & Incentives BESydney

New South Wales (NSW) has become Australia's top destination for Indian visitors. "Until September 2023, 31 per cent of Indians chose NSW for their Australia travel. In addition, Sydney has increased in direct flight capacity by 4X since 2019, with a total of 12 flights weekly. The number of business events delegates travelling to Sydney from India grew more than 20 per cent from 2019 to 2023." She added, "India was the largest inbound business events market in 2023 for Sydney, surpassing China for the first time."Thus, ascertaining that Indian event organisers are going to be pivotal for BESydney in 2024 as well.

### **EASY VISA**

Mathieson also added that the ease of business visa has accelerated Sydney's chances of being a preferred M!CE destination. "Tourism Australia offers the best possible assistance to facilitate the visa process for your group. With no biometrics, no personal interviews, up to 5-year visa validity for business travellers, and 100 per cent online lodgement, the Australian visa application process is truly best in class and offers a massive advantage over other longhaul destinations."Thus, these offerings collaboratively play a huge role in increasing inbound footfalls from India. ▶



The annual travel trade show provided an apt platform to exhibit India as a wholesome hospitality destination with innate sublimity.

### By MT Bureau

outh Asia's Travel & Tourism Exchange (SATTE) 2024 with the vision to transform the domestic, regional, inbound, and outbound tourism landscape in South Asia, successfully organised the 3-day travel trade event at India Expo Mart, Greater Noida. With overwhelming response, this year's edition boasted the attendance of over 1,500 exhibitors and over 50,000 pre-registered trade attendees from across India and the world, including 1,000 domestic and international buyers.

For 2024, SATTE partnered with the Ministry of Commerce and Industries, Government of India, and hosted 250 international buyers and delegates from across the world as part of the pioneering 'ATITHI: An exclusive Reverse Buyer-Seller Meet' to further boost inbound tourism in India. The inaugural function was graced by distinguished dignitaries from India and abroad, who shared their valuable perceptions during the event.

**V. Vidyavathi**, Secretary Tourism, Government of India, praised the event's consistent success and stated, "With India's growing global presence, SATTE 2024 provides a timely platform to showcase India as the premium hospitality destination to the world, attracting tourists from across the



globe. This premier event serves as a catalyst for establishing new partnerships, driving economic growth, and further solidifying India's position as a top choice for travellers."

Determined to showcase the shifting paradigm of the travel industry, SATTE 2025 will move to Yashobhoomi in Dwarka, New Delhi, which is one of the largest M!CE facilities in the world. It will continue to drive impactful, solutions-centered changes and innovations, as India's visitor export earnings is projected to hit US\$50 billion by 2028,

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# **AIME 2024**

## records 65% surge in deals

AIME 2024, stimulated US\$330 million in business across the Asia Pacific with 570 exhibitors, 595 hosted buyers, and 17,000 meetings, making it the most successful edition in a decade.





### By MT Bureau

sia Pacific Incentives and Meetings Event (AIME) 2024 witnessed a remarkable success as it stimulated US\$330 million in business with a gathering of over 570 exhibitors, 595 hosted buyers, 4,000 attendees, and a staggering 17,000 meetings. The event facilitated 89,500 connections, igniting a 65 per cent surge in business deals compared to 2023, along with collaborations on an unprecedented scale.

### **POST-EVENT ANALYSIS**

The post-event analysis reported a surge above 90 per cent in exhibitor's satisfaction. The visitor's satisfaction also exceeded by 90

"AIME's winning formula comes down to the unmatched lengths we go to vet our hosted buyers, together with the pre-qualified appointments exhibitors received through our AI-powered meeting matching platform."



SILKE CALDER, Event Director, AIME

per cent reinforcing AIME's reputation for excellence. Moreover, almost half of the visitors were first timers, which is a testament to the event's enduring appeal to continuously attract fresh interest, eventually, positioning it within the top echelons of global trade shows.

AIME 2024's analysis unveiled a ripple effect across the Asia Pacific region, facilitating business transactions, and nurturing industry collaborations while driving innovation. Time and again, AIME has proved that such infusion of economic activity on a single platform not only strengthens the proposition of the host city, Melbourne, but also escalates business across borders, underscoring the event's role as a catalyst for regional prosperity and development.

The success of AIME 2024 is attributed to meticulous curation, spearheaded by **Silke Calder**, Event Director, AIME, and her team from Talk2 Media and Events, in collaboration with the





Melbourne Convention Bureau (MCB). Calder was elated at the event's astounding growth, attributing it to the rigorous selection process of hosted buyers and the innovative AI-powered meeting matching platform, which ensured fruitful engagements.

Julia Swanson, CEO, Melbourne Convention Bureau, hailed AIME's pivotal role in fostering connections and driving commerce within the Asia Pacific region. She emphasised the event's stature as a premier platform for global players in the business events arena, commending its capacity to inspire collaboration and facilitate economic growth.

### **EXCLUSIVE FEATURES**

AIME 2024 marked the addition of a dedicated zone for boutique experience creators and the integration of the DMC Network, reflecting AIME's commitment to innovation and inclusivity. Along with that, a dedicated tech zone highlighted the significance of event technology companies. Moreover, the annual AIME Welcome Event at Grazeland captivated attendees with its vibrant 'Neon Carnival' theme. On the other hand, the Knowledge Program delved into the intricacies of 'The 4 Ps of Glocalisation' - People, Planet, Purpose, and Profit, attracting over 1,850 eager participants, and harmonizing the relationship between global insights and local markets. Meanwhile, each Ideas Academy session was delivered via individual headphones, with informative content for attendees. The exponential growth of AIME 2024 asserts its evolution into a powerhouse event, boosting business opportunities globally along with bolstering economic growth in the Asia Pacific region.

### Innovation, satisfaction, excellence

Godwin Group of Hotels' expansion strategy positions it as a trailblazer in the hospitality industry. The hotel group sets impressive benchmarks for success by promising to offer luxurious and opulent offerings.



### By MT Bureau

he Godwin Group of Hotels continues to make waves with its innovative expansion strategies and commitment to excellence. **Bhupendra Singh Bajwa**, MD, Godwin Group of Hotels, shared his insights on its unique positioning and revealed the company's future endeavours.

Speaking about his new properties, Bajwa shared, "Gobindgarh Jaisalmer set to come up by September 2024 promises to be a sanctuary of opulence and indulgence in the heart of the city.

When asked about the ARR across their properties for M!CE events and weddings, Bajwa claimed, "Except for Gobindgarh Jaisalmer we operate as midscale 4 and 5-star service hotels. Our market ARR across the units ranges between 4,500 and 6,000, where we command a fair share of 20 per cent

Meerut Hotel can host up to 1,500 guests outdoors, while Jaisalmer can put up to 500 indoors and outdoors



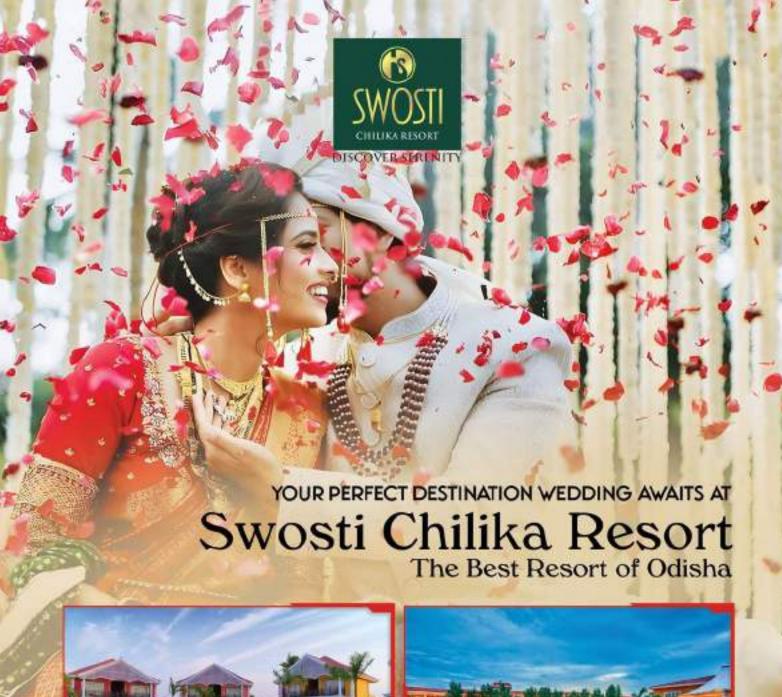
BHUPENDRA SINGH BAJWA

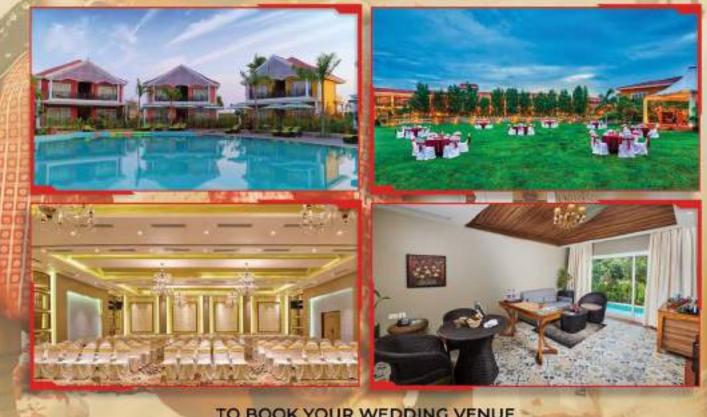
Managing Director

Godwin Group of Hotels

in Meerut (150 keys), 30 per cent in Haridwar (119 keys), and 18 per cent in Goa (41 keys). We are presently operating eight luxury tents with an ADR of ₹35,000+ taxes."

With room sizes ranging from 260 sq. ft., in Goa to 370 sq. ft., in Jaisalmer, the properties are equipped to accommodate a wide range of events. Furthermore, Bajwa revealed that the Godwin typically draws around 25-30 per cent of its business from M!CE across its units. This balanced approach ensures that the group continues to cater both small-scale meetings and large-scale events with diverse needs of clientele.





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## **MOVEMENTS**



**NATHANIEL PIEPER** CFO Oneworld

The Oneworld Alliance has appointed Nathaniel Pieper as its new CEO. He will assume his new role on April 1, 2024. He is currently serving as Senior Vice President of fleet, finance and alliances at Alaska Airlines. In his new role, Pieper will focus on strengthening the alliance between its partners to provide customers with an exceptional and seamless travel experience around the world. Pieper will report to the alliance's Governing Board, comprised of the member airline CEOs.



**RAJAT SETHI** General Manager Fairmont Jaipur

Fairmont Jaipur has named Rajat Sethi as the General Manager. With more than 25 years of experience in the hospitality industry, Sethi brings a dynamic blend of leadership, operational expertise, and a proven track record of success to the new role. He will be responsible for leading the property toward continued success by driving revenue growth, maximizing operational efficiency by enhancing the guest experience, and crafting unforgettable experiences that surpass expectations.



**AJAI RAMAN** General Manager Ramada by Wyndham, Alleppey

Ramada by Wyndham, Alleppey has named Ajai Raman as General Manager of the property. In his new role, Raman will be responsible for overall hotel operations, increasing revenue potential, and enhancing guest experiences. He will be responsible for promoting the property in all tourism markets. He will be pivotal in ensuring that the property continues to provide a unique and high-quality guest experience, which will further strengthen the property's positioning in the market.



**PRATITI RAJPAL** General Manager Ronil Goa

Pratiti Rajpal has been appointed as the General Manager for Ronil Goa, a JdV by Hyatt Hotel in North Goa. Rajpal started her journey at Hyatt Regency Chennai as a Marketing Communications Manager, 12 years ago, then moved to Delhi NCR as Director, Marketing for Andaz Delhi and Grand Hyatt Gurgaon. She was selected for the Hyatt General Manager Development Programme and was appointed pre-opening Director, Operations for Hyatt Regency Dehradun in 2021.



**SUSHMA KHICHAR** General Manager Sheraton Grand Bangalore Hotel at Brigade Gateway

Sheraton Grand Bangalore Hotel at Brigade Gateway has announced the appointment of Sushma Khichar as the General Manager. With over 18 years of professional experience in the service industry, Khichar brings a wealth of expertise and leadership to her new role. She has been a key contributor to driving revenues, and enhancing guest service. Her journey with Marriott International began in 2006, and since then, she has demonstrated exemplary decision-making skills in senior management roles.



**SAAHIL SHEOKAND** DoubleTree by Hilton Gurgaon New Delhi NCR

Double Tree by Hilton Gurgaon New Delhi NCR appoints Saahil Sheokand as Commercial Director. He will be executing the Commercial Brand Strategy for Room Sales, Event Sales, Marketing & Communications, and Reservations domain for the hotel. He will be pivotal in exploring new opportunities to increase the market share with his professional insights and commercial expertise. He holds 15 years of valuable experience with a diversified portfolio & has worked with well-reputed Hotel brands in past.



**PEEYUSH SINHA** Director, F&B JW Marriott Bengaluru Prestige Golfshire Resort

JW Marriott Bengaluru Prestige Golfshire Resort & Spa has appointed Peeyush Sinha as the Director, Food & Beverages. With a strong work ethic and passion for hospitality, Sinha will provide strategic leadership in F&B operations, focussing on revenue maximisation, innovative concepts, and enhancing guest dining experiences. Sinha's experience as F&B Manager at Westin Hyderabad Mindspace and Le Meridien Mahabaleshwar Resort & Spa has equipped him with the necessary skills to excel in his new role.

#### Form IV

Statement about ownership and other particulars out newspaper MICEtalk to be published in the first issue every year after the last day of February

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