

# Travel AND Tour™

Volume:11, Issue: October 2019

W O R L D

Meetings Point

# DALLAS



Destination Diary

# Amazon FIRE

06



16



24



**06- Meetings Point:** Dallas is a most important commercial and cultural hub attracting millions of MICE and leisure tourists throughout the year. US's eighth-largest city, Dallas develops its MICE and hospitality infrastructure and became "beta(+)" global city.

**16- Destination Diary:** Sao Paulo, Brazil's largest city, saw darkness during the day when tens of thousands of fires burnt across the vast **Amazon** basin. Since the beginning of the year, the 'lungs of the earth' are on fire and has been shrinking every day.

**24- Special Feature:** **World Tourism Day** is celebrated every year on September 27 to create awareness about the significance of tourism and its social, cultural, political and economic value among the international community.

**32- Cover Story:** The history of humanity has deep connections with **gambling** and indications of the rudimentary games of chance can be traced back to ancient China where it was discovered on tiles. Gambling exudes an unmatched excitement and is full of entertainment.

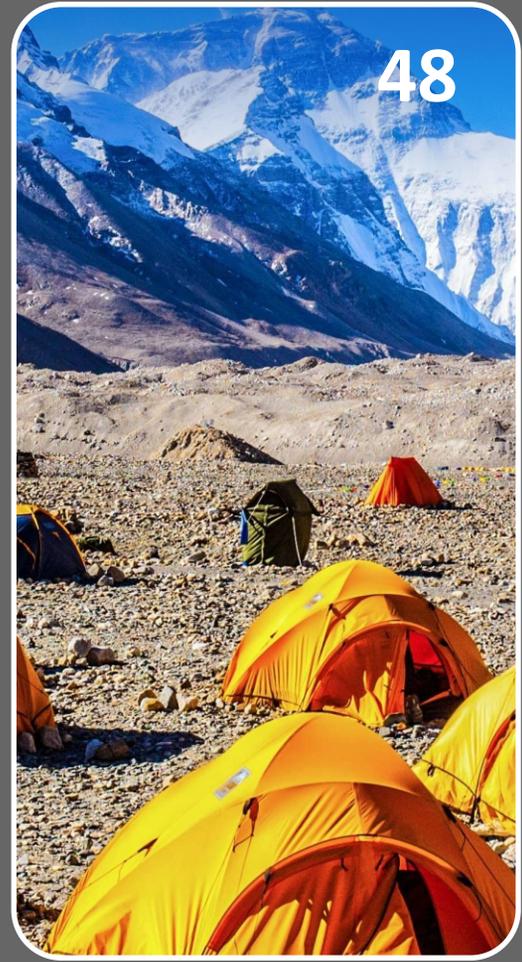
32



40



48



**40- Tech it:** Today's **digital savvy travellers** want immediate access to all travel itinerary and its products across any platform and during the whole customer journey. And, this is making digitalisation's role more prominent to simplify travellers' journey.

**48- Travel Tendency:** Preparing a good **Vacation** for your family or to go away on a wonderful journey is the best part to bring the whole family together. Imagine their delight as they wonder at new discoveries, take part in daily tours and activities, and gather at mealtimes to laugh, sharing photos, and reminisce about the day's experiences.

**21- Travel News**

**28- Interview Zone**

**44- World Festivals**

**58- Show Highlight**

**59 Show Review**

**66- Calendar of Events**

## Dear Readers,

Casino tourism is a big thing these days and many countries are developing casinos in various regions to attract more tourists. Gambling industry is a good economic tool which brings not just recognition but possible investors too. Get a look at some of the best places to gamble in our Cover Story. Read the Destination Diary to know the environmental impact the large, intense and persistent fires in the Amazon Forest will cause leading to a perverse chain of events. The devastation has deeply threatened wildlife, natural resources and the oxygen supply around the world. The potential of tourism can be maximised by adopting fresh policies that will help in the creation of more and better jobs especially for the youth and women. Since 1980, World Tourism Day is observed on September 27 and this year India was chosen as the host country considering the diverse art, culture, cuisine, history and language. Our Special Feature brings out the increasing significance of the tourism sector and how it is a survival for the economies of several countries. Dallas is one of the biggest U.S. cities for business and has one of the most sophisticated industries with plenty of convention spaces and conference hub. It has the world's third-busiest airport and is full of cultural attractions. Meetings Point identifies the city full of economic opportunity and development.

Multi-generational travel binds together family members of all ages and has something for everyone, be it relaxing by the pool, taking part in adventurous activities or culturally engaging oneself. Travel Tendency lists some of the places for an unforgettable vacation. Digital online commercial platform helps businesses to improve their client base allowing strong mobile and social outreach which provides ideal solutions to companies. Read Tech iT to know more.

The world's oldest travel firm Thomas Cook collapsed due to increased competition and consumer uncertainty, weaker pound and Brexit leaving the company with very limited possibilities for an alternate outcome. It is predicted that there will be serious implications for the air links from U.K. and the regional airports. Don't miss out latest insights on the tourism industry from Mario Hardy, the CEO of PATA, in our Interview Zone!

# Editorial Desk

## Editor-In-Chief

Mr. Anup Kumar Keshan



Follow us



**T>F**

**TRAVEL  
FORWARD**

BROUGHT TO YOU BY



**wtm**<sup>®</sup>

LONDON

4-6 November 2019

**LEARN FROM THE  
TRAVEL TECH ELITE**

**BOOK YOUR PLACE AT  
TRAVELFORWARD.WTM.COM**

**#BETHEREFIRST**

# DALLAS

Exquisite 'Metroplex' for Global Millennials



Image Credit: Visit Dallas

# Meetings Point



Video Credit: Visit Dallas

The modern metropolis of North Texas, Dallas, is the most important commercial and cultural hub attracting millions of MICE and leisure tourists throughout the year. Dallas, the 8th largest city in the U.S., developed its MICE and hospitality infrastructure and became the "beta(+)" global city.

The vivacious business city offers an ever-evolving flow of great meeting luxurious hotels and top-notch convention centres spanning the entire spectrum of luxury and affordability, flexible event spaces, world-class fine dining and entertainment options and

cultural institutions. With its 18<sup>th</sup> century historic charm and modern amenities, Dallas has clearly mastered the concept of lavish but affordable hospitality with a Texas twist.

Dallas is earning its revenue from numerous industries like petroleum industry, computer & information technology, telecommunications, financial services and transportation. The Dallas-Fort Worth area boasts one of the largest concentrations of headquarters in the county, including 11 Fortune 500 companies in Dallas itself.



# Venues for Colossal Conferences

## *AMERICAN AIRLINES CENTER*

Home to the Dallas Mavericks basketball team and Dallas Stars hockey team, American Airlines Center is a premier sports and meeting venue in the city as well as one of the most technologically-advanced arenas in the country. Located in the heart of 75-acre Victory Park, this convention centre has flexible event spaces to accommodate 900 guests.

### Features:

- Meeting Space: 6,008 sq. ft.
- Largest room: 6,000 sq. ft.
- Meeting rooms: 9
- Capacity: 900

American Airlines 

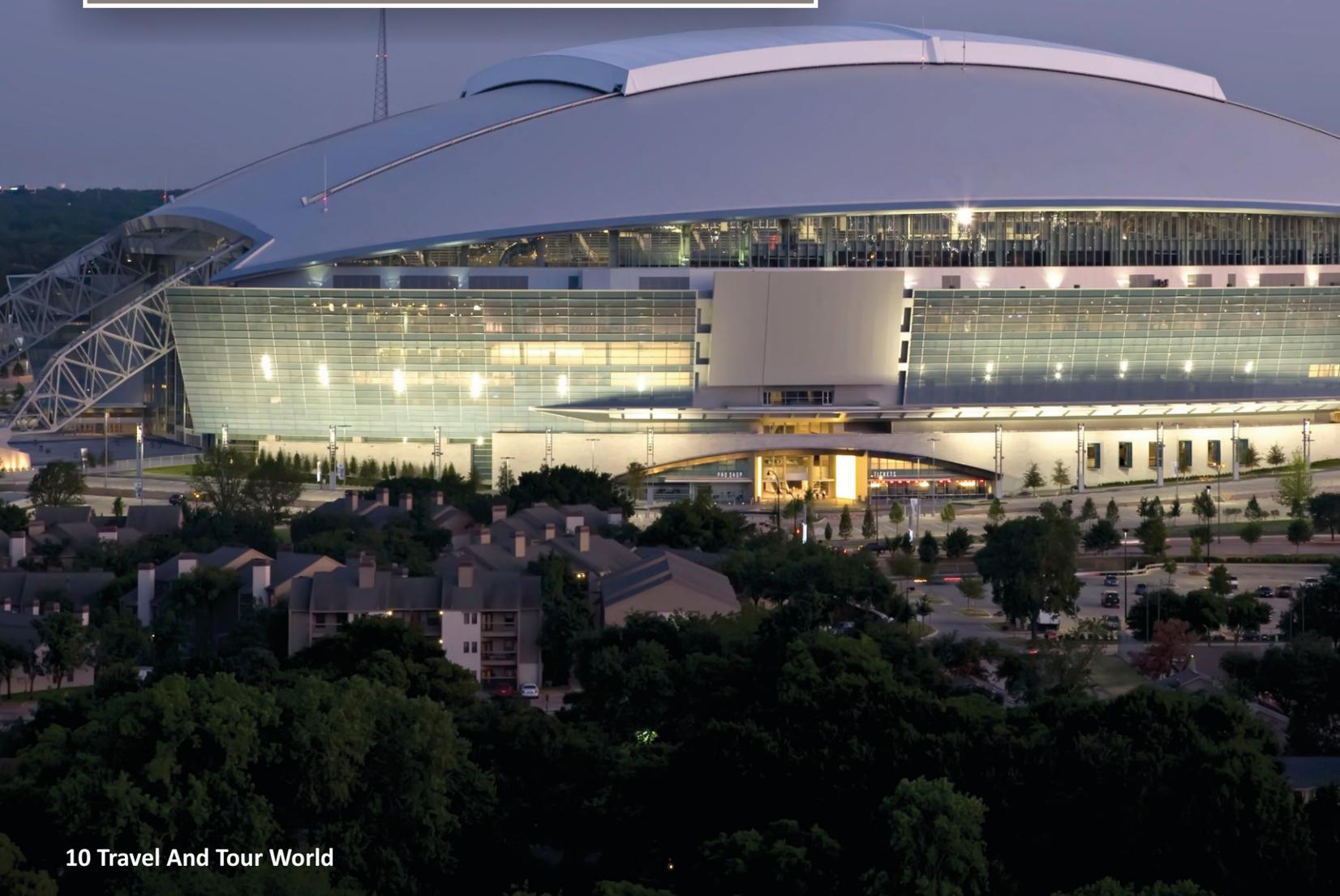
AMERICAN AIRLINES CENTER

AT&T Stadium is the largest and most technologically advanced entertainment & meeting venue in Texas. It has the most updated features, including two monumental arches, retractable roof and modern technological features as well as an impressive collection of artwork that shows rural Texas.

**Features:**

- Meeting space: 100,000 sq. ft.
- Standing capacity: 10,000
- Seating capacity: 10,000
- Meeting rooms: 22
- Largest room: 98,000 sq. ft.

***AT&T STADIUM***





## ***DALLAS MARKET CENTER***

The five-million-square-foot Dallas Market Center has four impressive buildings – Market Hall, Trade Mart, World Trade Center and International Floral & Gift Center. It can host more than 50 markets each year as well as private functions and ceremonies. The event rental options here include the 15-story Hall of Nations atrium for up to 1,500 guests, the resort-like Grand Pavilion for up to 2,000 guests and several 12 and 13 floor meeting rooms. Each year more than 200,000 buyers visit the Dallas Market Center and place orders with the exhibitors. These loyal buyers come from all 50 states and more than 85 countries. They represent small specialty stores and major retailers.

### **Features:**

- Permanent Show Rooms: 1,200+
- Temporary Booths: 3800+

# ***KAY BAILEY HUTCHISON CONVENTION CENTER***

Kay Bailey Hutchison Convention Center Dallas (KBHCCD) offers over 1 million square feet of exhibit space. Known as one of the largest convention centres, this meeting venue offers flexible spaces that make it just as suited for large tradeshows and international conventions as for intimate business meetings and corporate functions. Kay Bailey Hutchison Convention Center Dallas is not just a practical choice for major events, but also a beautiful one. It is the first wireless convention centre in the world and remains one of the fastest with its CISCO-Certified system. Other amenities include a fiber-optic transmission system for audio and video broadcasts throughout the centre, catering by award-winning chefs of Centerplate, three permanent first aid rooms and two gift shops.

## **Features**

- Exhibit space: 203,000 sq.ft
- Meeting rooms: 96
- Seating Arrangement: 12000
- Largest room: 250,000 sq. ft.



# ***CALCULATE YOUR NEXT MOVE FOR A SUCCESSFUL EVENT***

When you visit Dallas, you will find the perfect place for your next event. From two international airports to wide range of luxurious and budget hotel options, this city offers you everything to make your meeting a success. This most important MICE city in Texas has strong economy and low labour rates.

Shiny business district skyscrapers, cranes towering over Uptown condo developments and gleaming cars pulling up for valet parking – the upscale Dallas

is certainly not the Texas City of pickup trucks and cowboy boots. The guests can find world-class museums and restaurants, funky neighbourhoods, swanky shopping malls, gritty bars and a lively music scene. And the nearly year-round warm weather makes it ideal for a successful business.

Dallas is popular for its moderate weather, year-round sports activities and true Southern hospitality.



Visitors are exposed to a city that lives on its slogan, **“Live Large. Think Big”**. Its pioneering spirit and the philanthropic contributions from its residents continue to develop the community and quality of business life.

Meeting industry is the lifeblood of Dallas, bringing in millions of dollars each year. Thanks to the dynamic efforts of the Dallas Convention Bureau,

Dallas is now one of the nation's premier destinations for both big convention organizers and casual tourists. Here the tourism currently rings up a whopping \$3 billion in economic impact for the Dallas area. More than 22 million people visit Big D each year, and tourism provides Dallas with an estimated 50,000 jobs (*according to Dallas Convention and Visitors Bureau*).



# The 6<sup>th</sup> China Low Cost Carriers Summit 2019

October 24 - 25, 2019  
Shanghai



The annual LCC conference in China, covering airlines in Mainland China, Hong Kong, Taiwan, Japan, South Korea and Southeast Asia.

45+ airlines  
20+ airports  
30+ OTAs and travel agencies  
100+ attending companies  
300+ delegates  
Guaranteed one-to-one business meeting between  
airports, airlines & suppliers

Please feel free to contact us at  
[marketing@summitasia.cn](mailto:marketing@summitasia.cn)



The background is a photograph of a forest fire, with bright orange and yellow flames consuming the ground and lower parts of trees. Overlaid on the right side is a semi-transparent globe showing the Americas. A blue, stylized tree branch graphic is superimposed over the globe and the fire scene.

# The Rapidly growing Amazon FIRE

## A wake-up call to all

**S**ao Paulo, Brazil's largest city, saw darkness during daytime when massive fires burnt across the vast Amazon basin. Since the beginning of the year, the Amazon basin, popularly called the '*Lungs of the Earth*', is on fire and has been shrinking every day.

The satellite images from the European Space Agency (ESA) showed thick black smoke wafting over the land and air billowing with all types of pollutants. It further mentioned that the Amazon fire was not just an environmental issue but a public health issue too.

As per the Brazil's National Institute for Space Research, Brazil's forest fires saw a 45% increase from the same time last year. Last month, more than 36,000 instances of fire were recorded in the Amazon. A total of 77,000 instances of fire have been recorded in the Amazon this year majorly affecting the Brazilian states of Roraima, Acre, Ronodonia and the Amazonas. It was found that more than double the usual amount of agricultural land was on fire.



Located in South America, the Amazon rainforest spreads over 5.5 million square kilometres and is the world's largest tropical rainforest. Although it covers 6% of the earth's surface, it is so big that it comprises more than half of the world's remaining rainforests. It provides 20% of oxygen in the Earth. Brazil, Bolivia, Peru, Ecuador, Colombia, Venezuela, Guyana, Suriname and French Guiana are the nine countries which the forest covers while Brazil houses around 60% of the rainforests.

# Global importance of Amazon's biodiversity

Amazon is the most bio-diverse region on the planet inhabiting more than 3 million species of plants and animals. Every year, around 400 billion trees absorb millions of tons of carbon dioxide helping in combating the climate change and emitting about 6% of Earth's oxygen. The abundant trees pull fresh water from the ground and recycle it into the air helping to create one of the atmospheric 'rivers' of moisture helping to regulate rainfall on the Earth.

So far, over the past half century one-fifth of the rain forest, 300,000 square miles corresponding to an area larger than Texas, has been deforested. The ecosystem will be hugely affected if another 10% is lost leading to an irreversible dry up that will turn the remaining rain forest into a savannah. Since Jair Bolsonaro took office in January as Brazil's President, the number of fire instances in the rainforest rose by 84%. He took a pledge to open the rainforest development, slashed staff and funding for IBAMA, an agency responsible for enforcing environmental laws.

He is known to fire 21 of its 27 staff heads.

However, French President Emmanuel Macron during the G-7 summit called the Amazon fires an 'international crisis'.

It is believed that climate change could spell havoc and due to the global temperatures the rainforest this could die. Earlier the Amazon rainforest had faced severe drought from 2005 to 2010 as the rainfall was low. The increased frequency of the forest fires is also due to the Rio Negro Tributary of the Amazon rainforest going to its lowest level on record and dead wood releasing greenhouse gases.

## Incredible facts about the Amazon rainforest

It houses around 40,000 plant species, 1,300 bird species, 2,200 types of fish, 427 types of mammals, 430 amphibian species, 380 reptile species and a staggering 2.5 million different types of insects giving shelter to 10% of the world's known biodiversity.

There are 400-500 indigenous Amerindian tribes living here who never had contact with the outer world.

Every single day in the Amazon around 137 species of plants, animals and insects become extinct due to deforestation and cattle ranching.

The Amazon River flowing through the Amazon rainforest is the world's second longest river after the Nile. It is world's largest by water volume and drains approximately 55 million gallons of water every second into the Atlantic Ocean.

Its forest ground receives only 1% of the sunlight.

The Sahara Desert impacts the Amazon rainforest by supplying phosphorous. Amazon rainforest runs low on mineral content which makes it unsuitable for sustainable agriculture.

It provides one-fourth of the world's western medicine ingredients.



## Airbnb announces latest community-led destination marketing efforts in Buriram



Airbnb reaffirmed its commitment to continue promoting Thailand's emerging destinations on the global stage, with its latest community-led destination marketing campaign in

Buriram, Thailand. Airbnb Head of Public Policy for Southeast Asia Mich Goh and Advisor to the Minister of Tourism and Sports Siraphop Duangsodsri jointly launched the campaign, titled '*Sustainable Travel with Airbnb: Beyond Big Cities*'. The global end-to-end hospitality company has plans to expand its destination marketing efforts to other emerging destinations in the country, including Saraburi's Nong Saeng and Sao Hai districts.

The event also featured a panel discussion with Chompu Marusachot, Director, Marketing Information Technology Division, Tourism Authority of Thailand (TAT); Ratthasart Korrasud, Senior Executive Vice President, Digital Economy Promotion Agency (DEPA); Suthep Keasang, Deputy Director, Designated Areas for Sustainable Tourism Administration (DASTA); and Khanchai Arram, Executive Director, B-STAY.

The panelists shared their perspectives on digital tourism and sustainable travel, and discussed how Thai government officials and community

stakeholders can best leverage technology to support local communities and budding hospitality entrepreneurs.



## Accor Hotel signs three-property deal at Africa

Hotel Investment Forum (AHIF) 2019 for Congo  
Accor announces the debut of its successful midscale brand Novotel in the Democratic Republic of Congo (DRC). This follows the signing of three properties during the Africa Hotel Investment Forum (AHIF). The Accor Group has partnered with Compagnie Hôtelière et Immobilière du Congo (CHIC), owned by leading DRC conglomerates, to open Novotel properties in the capital, Kinshasa, and its two major mining centres in the south, Lubumbashi and Kolwezi, introducing a total of 337 keys to Sub-Saharan Africa's largest country.

The agreement introduces Novotel's signature relaxed and lively hospitality concept to Africa's fourth-most populous nation and its most populous Francophone country, capitalising on a surging demand for modern world-class hospitality concepts that meet the needs of its local communities and business travellers.

## Achieving Carbon Net Zero: Government asked to halve flight growth



In order to hit the target of net-zero greenhouse gas emissions by 2020 the government has been asked to halve the flight growth plans. A letter to the Transport Minister Grant Shapps by the official advisors to the Committee on Climate Change published a letter which highlighted the changes required

to meet the aviation industry goal.

The aviation emissions could be reduced through improvements to fuel efficiency and the use of sustainable biofuels along with a cap of no more than 25 % more flights than current levels to achieve the net zeros according to the CCC.

## Visit Orlando: Sports tourism fund aims to earn \$4 million tourism tax with new policy

Visit Orlando will get millions more annually in tourist tax money to tell the world about Central Florida's theme parks, restaurants, weather and natural attractions under a new funding plan, which

also aims to double to \$4 million the amount of money set aside to bid on bringing big-time sporting events here. The plan, recommended by the Tourist Development Council, would grow Visit Orlando's share of tourist tax funds from 23% to 30% by 2022. Only the Orange County Convention Center gets more in bed-tax money than the \$55 million the county is giving to Visit Orlando this year.

## ITB Berlin 2020 to represent travel technology experts on trendsetting digital solutions



At the next ITB Berlin, travel technology experts can look forward to first-class audiences again. The World's Leading Travel Trade Show is looking for papers on trendsetting digital solutions in tourism, to be held at the eTravel World from 4 to 7 March 2020. Candidates have time until 31 October 2019 to apply for one of the coveted speaker slots. As part of the ITB Berlin Convention and with over 10,000 visitors, the eTravel World represents one of the world's largest travel tech events. ITB Berlin is inviting applicants to submit panel and lecture topics which clearly reference best practices, field reports and lessons learned in digital marketing, eCommerce, data, social media, content as well as tech trends and innovations.

## U.K. to re-launch 2-year post-study work permit visa

The two-year post-study work visa for international students will be re-introduced by U.K. to boost opportunities for talented students so that they can build successful careers there after their education. Most of the universities in the U.K. made an intense demand that they had the fear of losing talents to other countries. In 2012 the work visa was revoked by the then government and affecting the

international student admissions which made them leave just four months after completing their course. Sir Dominic Asquith, British High Commissioner to India said that it is fantastic news for Indian students, who will now be able to spend more time in the U.K. after completing their degree, allowing them to gain further skills and experience. The new proposal will see the removal of complete restrictions on the kinds of jobs they prefer to pursue.



**W**orld Tourism Day is celebrated every year on September 27 to create awareness on the significance of tourism and its social, cultural, political and economic value. This year's theme is **'Tourism and Jobs: A better future for all'** and India is chosen as the host country to celebrate the day.

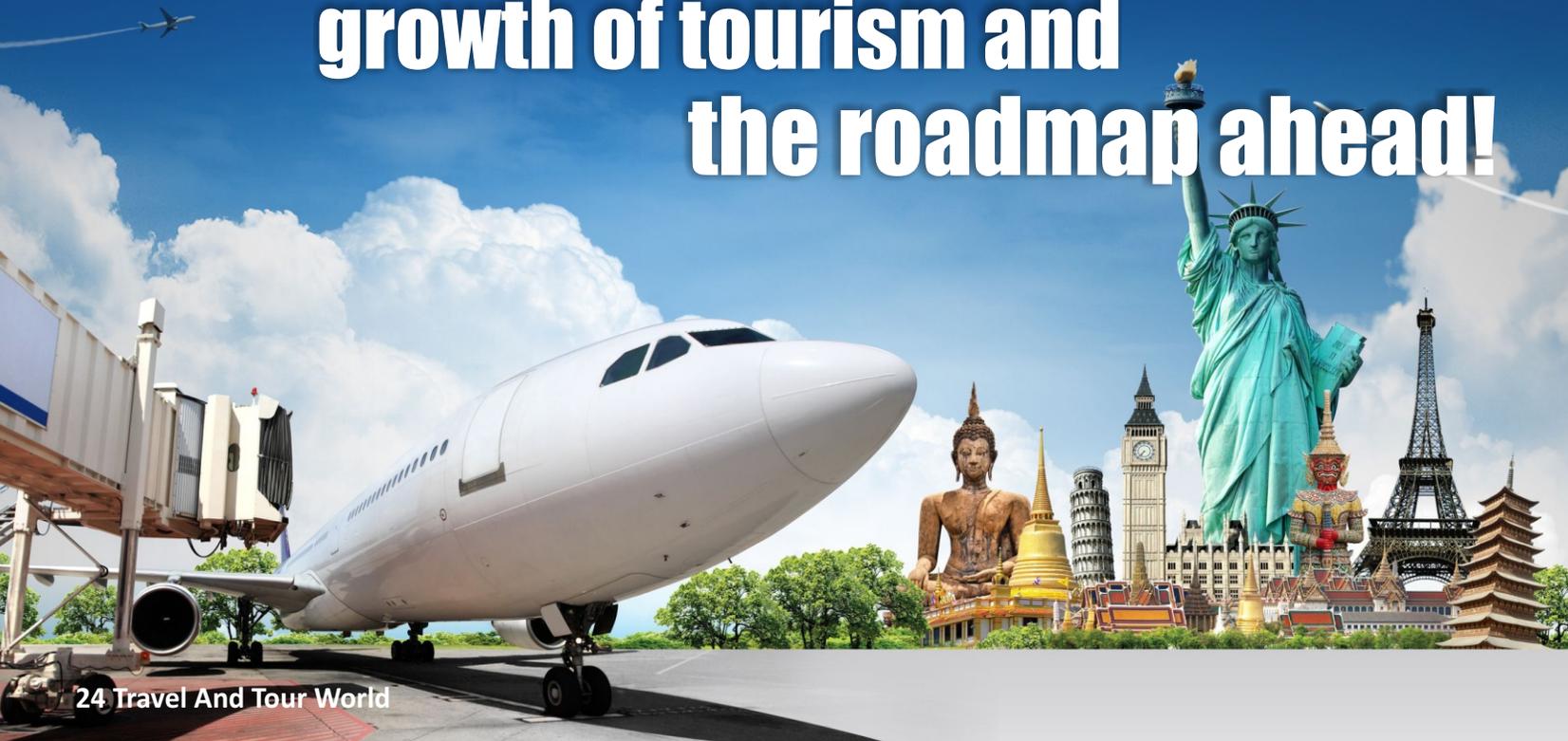
The United Nations Millennium Development Goals (MDGs) intends to address the global challenges and highlight the contribution tourism sector can make in reaching its goals.

Real-time decision-making, broadening the dimensions of destination management and generating data through digital economy have improved tourism sustainability. Technological

advances made travel easier and cheaper which led to the steady growth of global tourism experience for more than six decades. In 2018, the international tourist arrivals reached 1.4 billion (this was 2 years ahead of the initial projections) and according to the World Economic Forum's 2019 Travel and Tourism Competitiveness Report, the growth was backed by growing aviation capacity, increased international openness and declining travel costs.

An additional 400 million arrivals has been forecasted by 2030 which shows that there will be a need for developing infrastructure for different regions and levels of economic development. If the challenges are not addressed it might affect the tourism competitiveness which includes services in air, ground, port, hotels, car rentals etc.

# An overview of the unprecedented growth of tourism and the roadmap ahead!



# Vision for Future



**International Air Transport Association (IATA)** projects by 2037 the number of air passengers could

double to 8.2 billion. On an average, the global perspective on the quality and efficiency of ground transport infrastructure is near stagnant. Considering the projected growth in travel and the need for infrastructure to accommodate tourism-related needs to bridge the multi-trillion dollar investment deficits for airports, railways and roads, significant work will be needed.

As per the World Travel & Tourism Council's (WTTC) research, travel and tourism accounted for 10.4% of global GDP and 319 million jobs or 10% of total employment in 2018.

(The annual analysis quantifying the global and economic development impact was made across 185 countries and 25 regions.)

The **leisure market spend** represented 78.5% of the total compared with 21.5% **spend for business** while **domestic tourism** stood at 71.2% of all tourism spending and showed the strongest growth in the developing nations.

The global consumer spending facilitated the Travel & Tourism sector's growth to reach 3.9% which outpaced the global economy for the 8th consecutive year. The top five markets in 2018 were USA, China, Japan, Germany and the U.K. which collectively

represented 47% of the global Travel & Tourism GDP. By 2029, the direct contribution of Travel and Tourism to GDP is expected to grow by 3.5% of GDP. In 2018, the sector generated 122,891,000 jobs directly which was forecasted to grow by 2.2% in 2019. It is expected that by 2029 travel and tourism will account for 154,060,000 jobs directly showing an increase of 2.1% pa over the next 10 years. Another major contributing factor is the money spent by foreign visitors in a country. In 2018, the world generated USD 1,643.2 bn in visitor exports. In 2019, the world is expected to attract 1,484,910,000 international tourists showing a growth of 4%. It has been predicted that by 2029 the international tourist arrivals will reach 2,196,090,000, generating an expenditure of USD 2,483.9 bn.

Advanced countries have well-developed infrastructure, so they have more capacity to handle tourism growth. In the long term nations with developed airports and roads might face restrictions due to growing utilisation which might lead to issues pertaining to quality.



Another priority for emerging economies is improving business environments, safety and security concerns and reducing travel barriers. **Overtourism** is now being tackled in a responsible manner by the enforcement of new laws and regulations, thereby finding a balance between tourists' demands and the requirement of the local

residents. A major number of visitors are attracted by the natural assets which should be protected and improvements should be done in all areas which might not be under the tutelage of the travel and tourism stakeholders. So, a holistic approach is needed!!



# New technology that will drive tourism in 2020

According to Frank Trampert, Managing Director and Chief Commercial Officer, Sabre Hospitality Solutions, APAC, 2020 will be all about **INTELLIGENT RETAILING**, a trend that we will increasingly observe across all sectors of the travel industry – from travel distribution, to aviation, and hospitality.

Sabre estimates that technology that empowers hoteliers to monetize every feature, amenity, service, space, event, or experience accessible at and near their properties, without being tied down to room types and reservations is more relevant today, than ever before.

The impact of intelligent retailing on the travel industry is anticipated to make a lot of noise, as it holds tremendous potential, and reaches far beyond the hospitality industry. Helping to maximize ancillary revenue and yield higher booking revenue to improve profitability, enabling memorable experiences for guests while increasing share of wallet, driving revenue from third-party products or services that matter to guests, and elevating the brand experience by enabling guests to shop for exactly what they want.



## Message on World Tourism Day

Day Jae-sung Rhee, CEO and president of Seoul Tourism Organization

As a long-time employee of tourism industry, I hope many people share the value of tourism that I learned. Tourism is an essential part of today's world that allows us to understand and respect the differences. I think World Tourism Day will give an opportunity to more people to think about this impact of tourism on the global society and realise its importance.

World Tourism Day is organised by Korean Tourism Association annually. Significant employees in various field in tourism are awarded to encourage the promotion in education and training and bring inspiration for innovation and hardworking to enhance tourism policies and contribute to international and private exchanges in the field. The Seoul Tourism Organization is also dedicated to create a win-win tourism industry locally and internationally aiming for fair tourism .

Online world is definitely an important aspect of today's tourism and is going to be bigger in my opinion. In response for that, Seoul Tourism Organization will increase the online marketing to communicate in more graphics and interesting stories with the generation who are more familiar with online environment. This is well reflected in our promotional videos recently released with Seoul's Honorary Ambassador BTS.





In 20 years, people will be looking to experience nature away from the crowds, polluted and busy city lives .

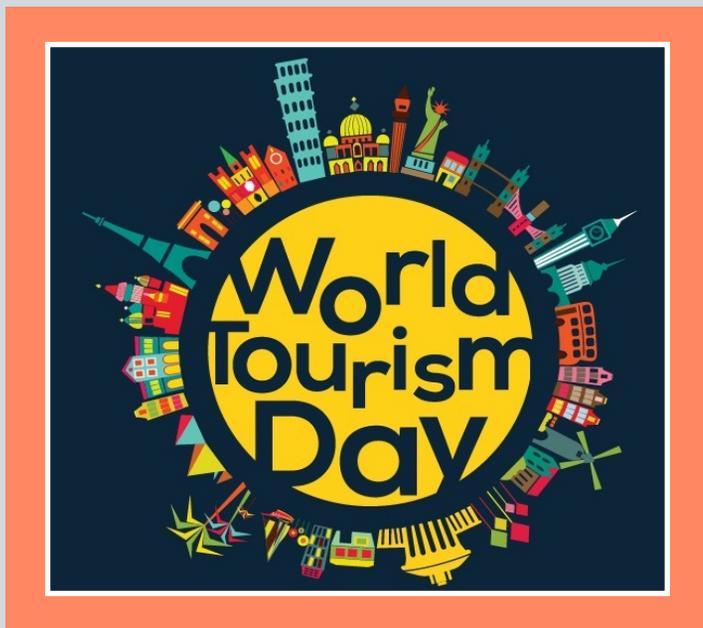
# INTERVIEW ZONE

**Mario Hardy, the Chief Executive Officer of Pacific Asia Travel Association (PATA),** in an exclusive interview with Travel And Tour World, speaks about the rapidly-evolving tourism trends, changing social behaviour, advances in technology and the recent collapse of Thomas Cook.



**Travel And Tour World:** What is your message on the World Tourism Day?

**Mario Hardy:** The world is seeing dramatic social, political, environmental and economic changes, particularly in relation to the potentially irreversible damage to our planet caused by climate change. Against this backdrop, there is an urgent need to work towards the development of a more responsible and sustainable travel and tourism industry.



**Travel And Tour World:** How do you intend to contribute to world tourism and wish to celebrate World Tourism Day?

**Mario Hardy:** On a personal note, I am doing probably one of the most appropriate things on this day and that is renewing my passport! On a serious note, World Tourism Day for me represents a day of reflection, a day when we should stop to think of what our industry has achieved in the past year and the opportunities and challenges ahead.

**Travel And Tour World:** What will be the future trend in tourism considering the continuously growing online world and changing consumer preference?

**Mario Hardy:** Due to the increase in technological advancements, I can foresee an increase in the development of more personalised services using artificial intelligence (AI) to better understand the preferences of travellers. We are already seeing the hints of that when we make purchases today and this will only increase in the future.

**Travel And Tour World:** Are women more inclined towards solo travel then men in Asia?

**Mario Hardy:** I do not have any comparison data between genders. However, from what I have read and observed while travelling, I would say that we are seeing an increase in female solo travel and searches for "solo female travel" grew by 52% between 2016 and 2017.



**Travel And Tour World:** In the wake of recent collapse of Thomas Cook, what do you think will be the future of tour operators?

**Mario Hardy:** The collapse of an iconic brand such as Thomas Cook is a sad moment for our industry. However, this is like only the beginning of a difficult road ahead for large tour operators who have failed to adapt to the constantly evolving marketplace. There is a place for tour operators and more traditional travel agencies, but they need to diversify their product offering and tailor them to the needs of a younger and more dynamic generation. Innovation and personalisation are the key ideas and they need to consider moving forward.

**Travel And Tour World:** In the years ahead what changes can we expect in the travellers preference in the Asia Pacific region?

**Mario Hardy:** It is hard to predict what will be the wishes and desires of travellers in the next 20 years, as our world is moving at such a rapid pace. At the moment authentic and local experiences are the buzz words, but, if I had to take a guess, I would say in 20 years people will be looking to experience nature away from the crowds, polluted cities and their busy city lives.

**Travel And Tour World:** The tourists arrivals in the Asia Pacific region is expected to reach 535 million by 2030. What will drive this growth and which region will have the maximum footfall?

**Mario Hardy:** The continuous increase in

disposable income will drive the increase in travel in the coming years. China and India will continue to lead the way in the number of outbound travellers, followed by Indonesia and Vietnam.

**Travel And Tour World:** Will the Chinese outbound travellers still remain as one of the biggest contributors in world tourism?

**Mario Hardy:** Yes, definitely. Only 8.7% of the Chinese population have a passport and according to a report by COTRI written a few years ago, more than 280 million Chinese have the means to travel overseas but are yet to travel.



# 100% travel business @ 100% refund.



South Asia's leading travel show, SATTE invites you to be a part of its 27<sup>th</sup> edition. Continuing with our celebrations we are pleased to present **SATTE Early Bird offer exclusively for the Indian buyer !**

**Book before 31<sup>st</sup> July 2019 and get 100%\* refund to SATTE 2020.**

## PROGRAMME BENEFITS

Particulars	Domestic Buyer
Registration Fees INR 10,000 (Refundable)*	✓
3 Days Admission to Exhibition	✓
Admission to SATTE Seminars	✓
Priority Entry on Day 1	✓
Registration Material	✓
2N/3D Hotel Accommodation	✓
Access to VIP / Buyers Lounge	✓

Particulars	Domestic Buyer
Hosted Lunch (3 Days)	✓
Pre-scheduled Appointment	✓
Destination Briefings	✓
Speed Networking	✓
Access to Networking Evenings	✓
Listing in the Directory	✓

\*Terms & Conditions

(1) Hotel accommodation will be provided on Twin Sharing basis (2) The offer is valid from Date 15<sup>th</sup> June – 31<sup>st</sup> July 2019 (3) Buyer has to complete 30 meetings in 3 days to avail refund back of the deposite amount of INR 10,000. Other conditions may apply.

The history of humanity has deep connections with gambling and indications of the rudimentary games of chance can be traced to ancient China where it was discovered on tiles. Playing cards first appeared in China in 9<sup>th</sup> century and initially had human forms but after spreading in Europe, the Kings and the Queens started to appear. Egypt has the oldest known dice, scenes on Greek and Roman pottery which revealed the common practice of betting on animals. Around 200 BC, the province governor in China gave permission to play the *'white pigeon ticket'* in the gambling houses. The percentage profits and the

winnings funded the state works; in fact Harvard and Yale were also funded by the lottery money.

In 17<sup>th</sup> century, the first casinos or the gambling houses appeared in Italy. In the year 1638, the Ridotto was established in Venice which provided a controlled gambling environment and by 19<sup>th</sup> century, the casinos started to appear throughout the continental Europe. Sittman and Pitt in New York developed the first gambling machine.

Gambling exudes an unmatched excitement and is full of entertainment. We list here some of the best casinos that you can't afford to miss!



# Majestic places to win or lose

Decoding the big business of gambling!



# Las Vegas

Las Vegas, Nevada in USA popularly known as the Sin City. It has big casino hotels like the Bellagio and Caesar's Palace. However, Macau has surpassed Las Vegas when it comes to earnings grossed every year. Depending on your gambling preferences, you can choose casinos in Las Vegas. The Venetian Macao has one of the world's largest casinos and it also has a popular poker room. Each casino has the number of high and low limit tables in Las Vegas which is regionally known as 'America's Playground'.





# Macau

Macau in China is home to the largest casino in the world and gambling contributes more than half of its economy. There are more than 30 functioning casinos and another two dozen to establish in the coming year. Grand Lisboa, the Wynn and the Sands are located in downtown Macau while the Cotai Strip is very similar to the Vegas Strip. The Venetian and Studio City are also found here.



# Monte Carlo

For glamorous gambling, head to Monte Carlo, Monaco, the hub of elegant and exclusive casinos. In 1854, gambling was made legal and Prince Charles III of France wanted to earn enormous wealth. Casino De Monte-Carlo is around 150 years old and has a plethora of games to choose from like the Punto Banco, Chemin de Fer, Trente & Quarante, among others.



# London

London has no rigid anti-gambling laws and the casinos are licensed and regulated in the United Kingdom by the United Kingdom Gambling Commission. After the deregulation of the industry in 2000, many casinos cropped up. The Hippodrome Casinos, which stands as a piece of luxury and style in the heart of West End London, is unique and has more than 4 million visitors each year.



Gambling companies can have access to more than 500 million people in the single market system in the UK which is expected to change significantly when the U.K. has to leave the unified market post Brexit. The gambling companies will keep a tab on the Brexit situation and act as per the changing times.

# Singapore

Singapore recently legalised gambling and forayed into the market with Marina Bay Sands and Resorts World Casinos. Tourists can avail a variety of games like poker, blackjack and slot machines from casinos and other gambling establishments. After a long tiring day of work and business, travellers can relax and unwind in these casinos.



Here, the casinos opened in 2006 and the industry is still in its infancy in the world's banking capital. There are a growing number of casino cruises which sails out to the international water to avoid inconvenient regulations that might arise on land. Marina Bay Sands offers a vast selection of the newest and most popular electronic gaming machines worldwide.

## Touchdown on virtual gaming

In 1994, there was a big leap into the world of virtual casinos and online gaming became more than worth a billion dollar within 5 years. Mobile gaming also saw a rapid rise with the online gamblers being able to enjoy their favourite game while on the go.

## Places that forbid gambling

Many countries have outlawed gambling and imposed severe penalties on those who break the laws. Any kind of gambling is prosecuted in the United Arab Emirates under the Penal Code's Article 414. Here, online casinos are also restricted as the Telecommunications Regulatory Authority controls all internet content. Common Gaming House Act is strong in Brunei. In Cambodia, gambling is banned in all formats. However, the 1996 Suppression of Gambling Act ensures that it does not apply to any foreigners in the country. Both online and offline gambling is forbidden in North Korea. Japan, Cyprus, Qatar (the strictest of all), Lebanon and Poland have strict gambling policies in place.



## The game ahead!

The gambling industry is disrupted by blockchain technology and the emergence of crypto currencies which allows the user to gamble anonymously by instant withdrawal and deposit. Cryptocurrency platform like Ethereum has taken gambling to the next level. There is a system where token holders can receive automatic dividends from the profits generated by the platform.

Next generation blockchain-based gaming ecosystem is being developed that will enable the operators to design and implement gambling applications with zero-house edge which will be close-to-zero transaction fees and fair random numbers.

*If you are still thinking,  
try your luck in the  
conniving casinos!*



## Digital Experience Management in Travel Industry

Today's digital-savvy travellers want immediate access to all travel itinerary and its products across any platform and during the entire journey. Digitalisation has prominent role in today's world to simplify travellers' journey.

The travel & tourism industry needs a vigorous digital experience management strategy for data management and consistent travel experience.

Managing and merging travel-related product data (such as accommodations, flights, tours, tickets and sights), digital assets and content is important to transform and optimise experience for online booking and reservation systems, digital distribution, marketing and customer service. This is an ideal platform for both aggregating travel related master data and enabling complex travel e-commerce processes.



# Customer experience (CX) technology

Digital experience management platform helps most of the travel and tourism organisations to align their channels, manage their content and keep their digital ducks in a row. In the most basic sense, the travel and tourism industries exist to generate unforgettable experiences for their customers. Whether people are vacationing, visiting relatives or travelling for work, they want their trip to be seamless so that they can focus on what's important to them. Therefore, if anything goes wrong — such as loss of a baggage, delay of a flight or an incorrect reservation in cruise, railway or airline — a customer's experience with a brand can be instantly spoiled.

Customer experience (CX) technology can help most of the tourism or cruise or airline organisations to resolve and prevent negative customer experiences, or even better, it can help them deliver incredible, frictionless experiences that make customers coming back for more. But not all CX technologies are created the same way. It's true that some CX effort is better than none, but when it comes to the travel and tourism industry, there are definitely certain tools and solutions that can do more for these industries than others.



# Digital Change in Aviation and Hospitality Industry

The airline and hospitality sectors have realized the need to move from web-based platforms to mobile-based applications, and the need for customers to move seamlessly from one platform to another.

However, anticipating how customers will interact between the two, or primarily on the app, can sometimes be a tricky process. This is where a customer journey analytics platform comes in.

Mobile applications do not always function optimally and there can be occasions when some bugs need to be fixed. Finding out why an error has occurred or where it is occurring in the research or booking process can sometimes be hectic for the IT department.

Some of the major airlines in the world have seen drastic increases in flight bookings simply by running specific diagnostic tests and following the customer journey which has allowed them to pinpoint all errors and increase revenue from app-based bookings. Find the error, reduce and eliminate it, get more bookings – it is that simple!



# Social Media Influencers

Social media is employed more and more, especially on sites such as Instagram which often enlists the help of 'influencers' to depict the amazing travel experiences provided by their airline, tour group or cruise line. As far as digital customer experience trends go, this is definitely one of the most noticeable trends.

Everyone wants to go on a glamorous vacation and take those Insta-worthy pictures full of magnificent sunsets, stark landscapes and the obligatory beach picture. Yet, one thing that may not be immediately noticeable is that a lot of these experiences are actually sponsored by specific airlines or resorts in order to garner widespread social media coverage. Customers may or may not notice that as they click the geotag for any country or destination, the top hits that appear are related to specific resorts or airlines.

Beyond being aware of the power of influencers, the travel industry has to provide excellent customer service on social media, as this is where unhappy travellers may turn to complain.

**Single Sign-On (SSO) System** : A complete single sign-on (SSO) system streamlines your customer experience. As soon as a business has more than one digital touch-point, there are hazards to negotiate. If customers can't use the same profile to log in everywhere, they feel frustrated and are more likely to go elsewhere. If a business can't see all of their data about a customer in one place, they have a limited understanding of the full customer journey. Maintaining multiple login systems and databases requires extra resources and introduces more risk of error and breach. Now SSO allows your customers to access any of your web properties, mobile apps and third-party systems with a single identity. Most large enterprises have dozens of touchpoints under multiple brands, so the need for SSO is even greater. As your customers navigate from one property to the next, your systems recognise who they are and record their activities in a central profile. Customers perceive your enterprise as a single entity and they expect you to treat them like a single customer.

**Integration of Multiple Travel Providers** : Many travel companies are taking advantage of today's digital transformation by integrating with other applications in order to bring multiple aspects of travel together in one convenient place. The airline industry is one example of this, with many companies improving customer experience by integrating ride share services such as Uber and Lyft with their own mobile apps to make it easier for travellers to travel to and from the airport. Now the new system makes this integration possible by connecting any third-party applications within a brand. The integration platform is two-way syncing, meaning that data from these apps can be passed to a specific tech-company and added to the customer's centralised user profile. This technological integration can be used to offer loyalty rewards to customers that use the integrated apps, which is exactly what JetBlue has done with its customers who use its Lyft integration.

## Nagasaki Kunchi Festival

**N**agasaki prefecture's one of the most celebrated festivals, the Nagasaki Kunchi Festival incorporates a combination of Dutch and Chinese traditions, as both countries had a huge cultural impact on the region going back to Japan's ancient days of overseas trade and commerce. Here you can see colourful festival floats shaped like European ships and frolicking performances of the "Ja Odori," also known as the dragon or snake dance.



**When**  
**7-9 October, 2019**



**Where**  
**Nagasaki, Japan**

# Día de la Raza

**K**nown as the Columbus Day in the United States, but in Mexico, October 12, or Día de la Raza, is a date that is meant to honour the first recorded contact between the indigenous people of the Americas with the Europeans. This historical occasion is seen as an opportunity to foster awareness about the subsequent cultural shifts that took place due to merge of original people in Mexico and European identities, customs, traditions, and beliefs, which formed present-day Mexico.



**When**  
**12 October, 2019**



**Where**  
**Mexico, U.S.A.**

# Pilar Festival

This is Zaragoza's largest and most famous festival and, like Semana Santa and has been declared as a festival of national tourist interest by the Spanish government. Starting around the second week of October with the opening ceremonies called the "Pregon", this festival then goes on for nine more, authentically Spanish, festive-filled days.



**When**  
Second Week of October



**Where**  
Zaragoza, Spain

# First Light Wine And Food Festival

One of the fantastic food and wine festivals in New Zealand, First Light Wine And Food Festival is held in the beautiful East Coast city of Gisborne and attracts attendees from all over the country. For an entire day, people are able to visit 3 fantastic vineyards and enjoy wine covering 14 different varietals. The vineyards also offer a range of gastronomic treats and food pairings using seasonal produce from across the region. Live music is organised to keep everyone entertained and complete this wonderful day out for all.



**When**  
**27 October, 2019**



**Where**  
**Gisborne, New Zealand**



Travel Tendency

# MULTI GENERATIONAL TRAVEL VACATIONS

## Great way to unite with your family

**A** good travel plan brings the whole family together. Today's baby boomer are healthier than previous generation. They want to enjoy active lifestyle with their own families or in the same age group much more than ever before.

Vacationing as a family is fun and can help reduce costs in tough economic times. Additionally, multi-generation vacations give grandparents the opportunity to spend more quality time with family members outside of the typical holiday dinners. Here are a few ideas for your perfect family vacation.

### Staying at all inclusive resorts

Snorkelling with baby sea lions in the Galápagos Island or observing the bustling riverside life as you cruise down the Nile, or that moment your grandchild sees a tiger or a leopard for the first time on a wildlife safari—these adventures create lasting, meaningful collective family memories. Or you can also spend some quality time with your family at any all-inclusive resort in Thailand or Mauritius.



## Visiting Oldest Surviving Structures in National Parks

Instill a sense of appreciation of history in your family by exploring villages built by the Ancestral Puebloans within alcoves on sheer cliffs. Now protected as a part of Colorado's Mesa Verde National Park and recognized as a World Heritage Site, these dwellings include the expansive 150-room Cliff Palace and the death-defying Balcony House. You can also visit some of the national parks in England like Stone circles, Lake District, Castell Henllys Iron Age Fort, Pembrokeshire Coast, Cawthorn Camps, North York Moors, South Downs and many more. You can also visit Arizona's Petrified Forest National. Most visitors to Petrified Forest National Park come to see the ancient tree trunks, which are preserved by minerals they absorbed after being submerged in a riverbed nearly 200 million years ago.



## Go Cruising

Staying on a cruise and spending all time on a cruise with all-inclusive packages is the best option for a travel with your parents and kids. Cruising is an all-in-one-place entertainment factor coupled with the opportunity to explore major cruise port cities like Galveston, Civitavecchia, Bahamas Out Islands, Barcelona, Shanghai, Canaveral and Miami.

Everyone can choose the room and meal plan that work best for them. Larger ships offer options that range from champagne bars to late night kids' clubs. Everyone can set their own pace, making it a great option for balancing personalities and energy levels.



## Experiencing Adventure

Adventure trips with family give opportunities to baby boomers to run, jump, question and learn. However, if you are travelling with travel operators or if your family has limited mobility or hates the idea of a schedule, this one won't be a fit. Days are packed with new exploits and evenings leave time for laid-back fun. Most of the trips include a "Travel Jester" (like a camp counsellor) to keep kids entertained in between excursions.

A new generation of retirees has emerged that want to go off the beaten path resulting in turning the adventure travel business to a \$500 million segment, growing at a rate of 30% per year. Recently, many baby boomers and senior adult groups are opting for more physically challenging and "adrenaline-driven" activities to make their life active. Many baby boomers like to travel to the destinations like Loire Valley, Alaskan Mountain area and Hawaii Big Island to enjoy cycling.





Now multi-generational travel is one of the biggest trends in the world. Over the last two years, parents, grandparents, their children & grand children are uniting during holiday season to explore the world. Escaping from daily humdrum life and heading to a multi-generational holiday is a great chance to reconnect and relax also. The enthusiasm of shared discoveries, whether big or small, brings out the best in the family members of all ages.



# Seatrade Cruise Asia Pacific

9-11 October 2019,  
The Delta Hotels by Marriott,  
Baoshan, Shanghai, China

## LEARN, NETWORK AND CONNECT AT ASIA PACIFIC'S LEADING CRUISE EVENT

### PASSENGER VOLUME (K)



**23%** increase from  
**2017** to **2018**

### GLOBAL CRUISE CAPACITY



Asia has a share of **14%**

From an unrivalled conference agenda to remarkable networking opportunities, this is your arena for building meaningful relationships in the Asia Pacific market.

To register your interest in attending, simply visit: [www.seatrade-cruiseasia.com](http://www.seatrade-cruiseasia.com)

Organised & managed by:



Co-organised by:



Supported by:



Charitable Partner



Official Online Media



Official Publication



Sponsors



# NEW FACES



## Venice' Bauer Hotels appoints new GM and Chef

Vincenzo Finizzola has been appointed as the general manager and member of the Board of Directors of Bauer Hotels, Venice. Tuscan-born Finizzola began his professional career in London at The Savoy Hotel in 1977. He subsequently returned to Italy, managing luxury hotels in Venice, Rome, the Costa Smeralda and Milan, where he opened the Four Seasons's first hotel in Europe. Finizzola served as Four Seasons Milan's General Manager until 2015, establishing the hotel as a benchmark for five-star luxury in Italy. Finizzola has been appointed by funds advised by Elliott Advisors (UK) Limited ("Elliott") and Blue Skye Investment Group ("Blue Skye"), who have recently completed their acquisition of 100% of the capital of Bauer SpA from the Possati family, owners of Bauer since 1930. The Bauer portfolio consists of hotels in San Marco (Bauer Palazzo) and Giudecca (Bauer Palladio and Villa F).

## **JANET WHITING APPOINTED NEW CHAIR OF VISIT VICTORIA**

Distinguished lawyer Janet Whiting is to become the new chair of the state's primary tourism and events body, Visit Victoria. The Minister for Tourism, Sport and Major Events Martin Pakula today announced that Ms Whiting would succeed Paul Little, who has accepted the position of chair of the Australian Grand Prix Corporation. Ms Whiting is head of the Disputes and Investigations division at Gilbert + Tobin's practice in Melbourne and has extensive experience in commercial disputes, corporations law and regulatory areas.



## **FAIRMONT MALDIVES SIRRU FEN FUSHI APPOINTS NEW DIRECTOR OF SALES AND MARKETING**

Fairmont Maldives Sirru Fen Fushi appoints its new director of sales and marketing, Helen Bolton. With over a decade of experience in sales and marketing, Helen's career spans across several luxury



resorts in the Maldives, such as Conrad Rangali Island and Anantara Resort, as well as New Zealand, Fiji and Sri Lanka. With unparalleled knowledge of the Maldivian marketplace, at Fairmont Maldives Sirru Fen Fushi, Helen will spearhead the luxury resort's sales, marketing and revenue strategies, applying her experience of working with clients and stakeholders from across the globe, and black book of key wholesale, tour operator and travel agent contacts.



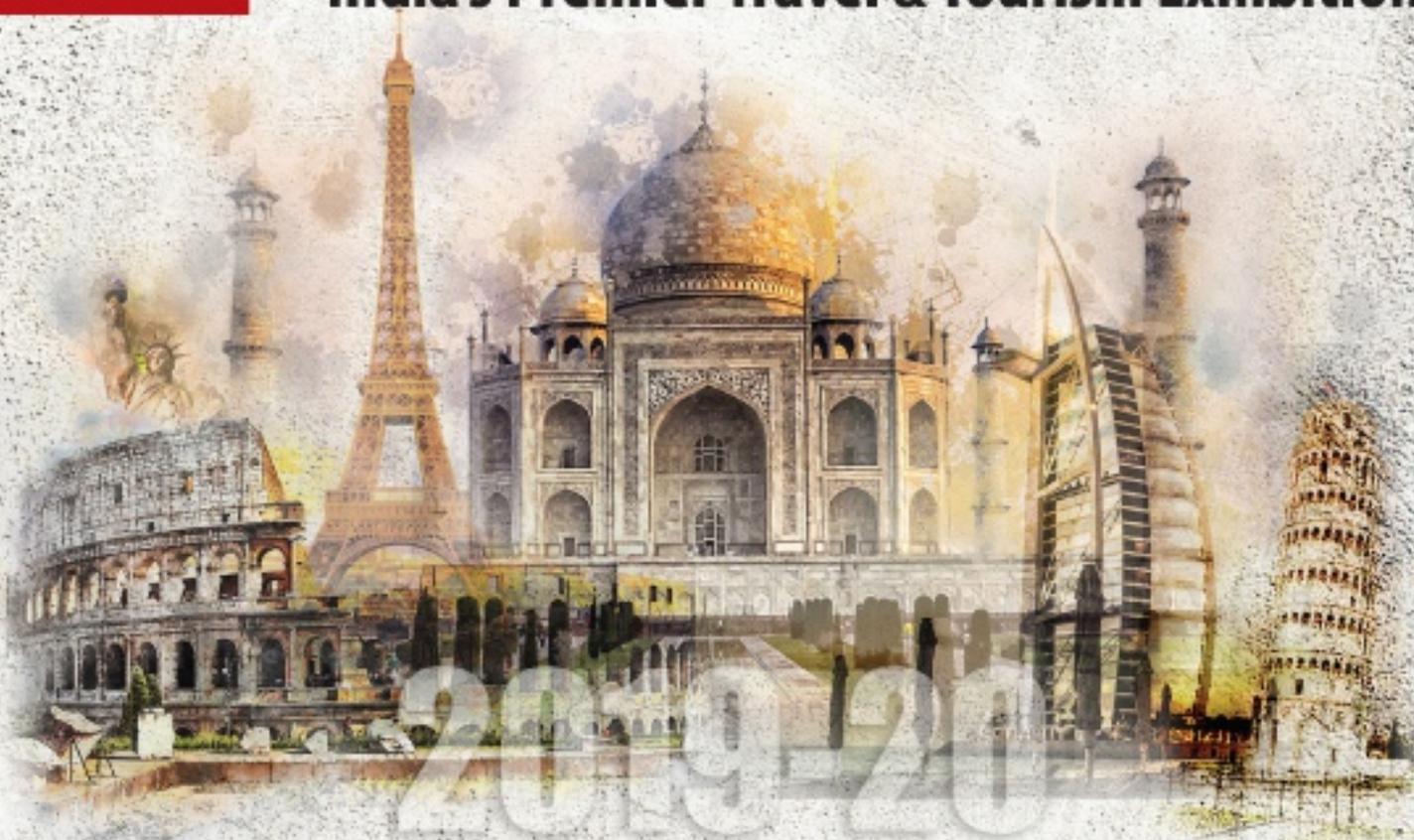
## **Princess Cruises appoints Prag Shah as Global Head of Experience & Innovation Operations**

Princess Cruises has appointed Prag (Pragnesh) Shah to the position of global head of experience & innovation operations, leading the continued activation and expansion of MedallionClass Vacations including digital and live immersive experiences across the cruise line's fleet. In this role, Shah directs the efforts to continue the successful delivery of services elevating guest and crew experiences powered by the OceanMedallion, the most advanced wearable device in the global hospitality industry.



# INDIA INTERNATIONAL TRAVEL MART

## India's Premier Travel & Tourism Exhibition



### EVENTS CALENDAR 2019-20

<b>Bangalore</b>	02, 03, 04 Aug 2019
<b>Chennai</b>	09, 10, 11 Aug 2019
<b>Ahmedabad</b>	13, 14, 15 Sep 2019
<b>Delhi</b>	20, 21, 22 Sep 2019
<b>Mumbai</b>	27, 28, 29 Sep 2019
<b>Hyderabad</b>	22, 23, 24 Nov 2019
<b>Pune</b>	29, 30 Nov, Dec 01 2019
<b>Kochi</b>	09, 10, 11 Jan 2020
<b>Kolkata</b>	21, 22, 23 Feb 2020

### Ensure your place in the most happening destination of travel!

A Spectacular showcase to stimulate the Domestic and Outbound travel industry. More customers, business improvements strategies, star status, wide audience and extra mileage. Everything to lead your business to non-stop activity-only at ITM.

Discover a great new potential and reap greater profits. Real excitement as you've always desired!

#### Supported by



#### Partner Associations



**When: 28-30 November, 2019**

**Where: Century City New International  
Convention & Exhibition Center, Chengdu, China**



China remains the world's biggest market in outbound tourism with nearly 150 million outbound visits made by Chinese travelers in 2018, up 14.7 percent year-on-year, according to a newly-released report by the China Tourism Academy and Ctrip.

Apart from those visitors bound for Hong Kong, Taiwan, and Macao, about 71.25 million were outbound to international destinations, according to statistics by the National Immigration Administration.

Shanghai, Beijing and Guangzhou are China's three major export ports, but the "new first-tier cities" such as Chengdu and Chongqing have contributed the largest number of new outbound tourists, and their tourism spending has been comparable to that of the first-tier cities.

Chengdu, the host city of Chengdu International Tourism Expo (CITE) remained the fourth largest outbound source market, just behind Shanghai, Beijing and Guangzhou. Chongqing catapulted from 10th in 2017 to the 5<sup>th</sup> position in 2018. The rest of the top 10 cities were Shenzhen, Nanjing, Wuhan, Xi'an and Hangzhou.

CITE 2019 brings hosted buyers from some of the top 10 generating outbound markets including Chengdu, Chongqing, Wuhan and Xi'an among the rest.

Be it an attraction or a popular filming location; a destination management company or NTO/RTO; hotels, resorts or safaris, the CITE Buyers are ready and eager to MEET YOU in CITE 2019 as they seek partner overseas travel and tour stakeholders to expand their travel products worldwide in order to cater to the burgeoning travel demands.

The hosted buyers are selected and pre-qualified by a specialised team, and profiled according to the business requirements. One can expect to meet them during the two days of networking lunches and curated B2B sessions.

Into its 7th edition, the Chengdu International Tourism Expo (CITE) takes place from 28 to 30 November 2019 at the Century City New International Convention & Exhibition Center.

The three-day show spanning 10,000 sq.m features 300 exhibitors from more than 30 countries and regions.



**When :**  
13-15 Sep 2019

**Where :**  
Nehru Centre,  
Mumbai, India

**T**TF (Travel & Tourism Fair) Mumbai concluded on a successful note after three busy business days at the Nehru Centre, Worli from September 13 to 15 with over 2,200 trade visitors attending the show, registering an impressive growth over last year. Over 1,700 travel lovers from Mumbai and nearby regions also visited the show, exploring the best deals in travel packages, hotels and much more. The first one and a half days were exclusively reserved for trade visitors. The show opened its doors to all from the second half of the second day.

The three-day show kick-started in the packed halls of the Nehru Centre on September 13, flagging-off the busy Diwali and winter holidays travel season in India's largest travel source market-Mumbai. The show was inaugurated by dignitaries of the Indian travel industry including Jagat Mehta, President, ETAA; Sameer Karnani, Chairman, TAAI; Dharmendra Singh Chauhan, Chairman-Maharashtra Chapter, ADTOI; Himanshu Patil, Vice-President, OTOAI; Rajan Parekh, Treasurer, MTOA; Rajat Bagaria, Joint Secretary, TAFI and Malti Dutta, Asstt Director of Publicity, India Tourism.

The show brought together 135 exhibitors from 21 States & UTs and 9 countries under one roof selling destinations, hotels, amusement parks, tourism packages and travel products to the travel trade as well as the end customers in Mumbai.

Nagaland was present at the show as the Feature State while Gujarat, Kerala and Madhya Pradesh were exhibiting their tourism attractions as the Partner States. Other Indian states and union territories represented in TTF Mumbai included Andaman & Nicobar, Chandigarh, Dadra & Nagar Haveli, Delhi, Goa, Haryana, Himachal Pradesh, Jammu & Kashmir, Karnataka, Maharashtra, Odisha, Puducherry, Rajasthan, Sikkim, Tamil Nadu, Uttarakhand and West Bengal. India Tourism had a prominent presence at the show, under the theme '150 Years of Celebrating the Mahatma'. International presence in the show included participants representing countries such as Germany, Greece, Kenya, Maldives, Nepal, South Africa, Thailand and UAE.

Skal International, in association with TTF Mumbai, hosted three knowledge sessions on the second day of the show. The day began with a session on IATA and its impact on all travel industry stakeholders. It was conducted by Sanjay Rao, Consultant & Former Aviation Solutions Manager for IATA BSP Singapore. The second session was an interesting study in how much technology has influenced the hospitality industry. Hosted by Shirish Arya, Chairman & Managing Director of Mint Hotels, it discussed the successful implementation of IoT in building smart hotels for efficiency gains.

The third and the last session addressed the pressing concern of child safety in the tourism industry. Helmed by Joyatri Ray, Director of Equitable Tourism Options (Equations) the session was instrumental in spreading awareness about child safety and the active role the travel industry can play in it.



## SHOW REVIEW



**When :**  
13-15 Sep 2019

**Where :**  
Pandit Dindayal  
Upadhyay Indoor  
Stadium, Surat,  
Gujarat

## TTF SURAT

Following a blockbuster edition in Ahmedabad last weekend, TTF Surat was a sell-out at the Pandit Dindayal Upadhyay Indoor Stadium. A houseful gathering of over 100 exhibitors witnessed a bumper turnout of nearly 5,000 visitors, including travel trade from Surat and southern part of Gujarat.

The event was inaugurated by Dr Jagdish Patel, Mayor of Surat Municipal Corporation.

Participants from 5 Countries and 14 Indian States & UTs came to sell their destinations and tourism products at TTF Surat. These included state tourism boards, hoteliers, airlines, tour operators and travel agents, online travel companies, railways, cruises and other travel marketers.

Last week TTF organised in Ahmedabad was visited by around 9,000 trade visitors and general visitors. In contrast, TTF Surat was mainly aimed at general visitors for whom the show was open for full two days in the weekend.

Taiwan participated in TTF Surat as the Feature Country. Other countries which were represented at TTF Surat included Bhutan, Greece and UAE.

The TTF Series is supported by India Tourism, who also participated in TTF Surat as in the past.

Gujarat Tourism played the role of the gracious Host State, with a pavilion of its own promoting various destinations within the state.

Odisha, West Bengal, Karnataka, Himachal Pradesh participated along with a large number of hotels and agents from their regions, as the Partner States of TTF Surat. Goa and Kerala joined as the Feature States. Other states being represented at the show included Dadra & Nagar Haveli, Delhi, Haryana, Maharashtra, Puducherry and Punjab.

Other important exhibitors were names like Sunny's World, Best Voyage, Make My Trip, RM World, Skyline Holidays, Aireo, Blue Sky Holidays, Book N Fly, Flamingo, GN Travel, Shree Sati Online and many more.

TTF provided an opportunity to the travel trade from Surat and South Gujarat to network and transact business with the exhibitors. To the travel-loving people from the city, it was a platform to check out hundreds of destinations and holiday options, get the best deals in hotels and tour packages and book on-the-spot.

The first half of day one of the show (i.e. Friday till 3 pm) was reserved for the travel trade, after which it was open for all (i.e. from Friday 3 pm till Sunday evening).

Suratis are sought after all over India and abroad as enthusiastic travellers with considerable purchasing power. TTF Surat aimed to cater to this huge market by promoting face to face interactions between buyers and sellers.

TTF Surat was supported by Incredible India, TAAI, OTOAI, ATOAI, ADTOI, IATO, IAAI, SKAL INTERNATIONAL, ETAA, SATA, TAG and SGTC. TTF will now take place next weekend in Mumbai from September 13-15 and in Pune from September 20-22.



## SHOW REVIEW



**When :**  
30 Aug–1 Sep 2019  
**Where :**  
Gujarat University  
Convention and  
Exhibition Centre,  
Ahmedabad

## TTF AHMEDABAD

**T**TF (Travel & Tourism Fair) Ahmedabad 2019 concluded on a high note with a bumper response of over 9,000 visitors, registering a growth of 10% over the first two days from last year. With two full days reserved for B2B, over 6,000 travel trade visitors attended the show. The last day of the show saw a footfall of over 3,000 general visitors.

The three-day show in Ahmedabad which is the largest trade show in the multi-city TTF series kick-started business for the busy Diwali holiday season in the exhibition halls of Gujarat University on August 30, packed to the brim.

Bringing together over 700 exhibitors from 23 countries and 27 Indian states & UTs, the three-day travel and tourism extravaganza is a well known one-stop-shop of travel and tourism products in Gujarat. It showcases destinations, tourism packages and travel products to help globetrotting Gujaratis plan and book their holidays.

The show was inaugurated by Jenu Devan, IAS, Managing Director, Gujarat Tourism & Commissioner, Department of Tourism, Government of Gujarat along with Viranga Bandara, Assistant Director - Marketing, Sri Lanka Tourism Promotion Bureau and William Kalua, Assistant Deputy Director of Tourism, Indonesia.



During the inauguration ceremony, chapter heads of associations present included Mahendra Vakharia, President – Gujarat Chapter, OTOAI; Bimal Mehta, Chairman - Gujarat Chapter, ADTOI; Paras Lakhia, Chairman – Gujarat Chapter, TAAI; Ranjit Srivastava, Chairman – Gujarat Chapter, ETAA; Hitank Shah, National Committee Head, TAFI; Jigar Dudakia, Chairman - Gujarat Chapter, TAFI; Randhirsingh Vaghela, Chairman - Gujarat Chapter, IATO; Pankaj Gupta, President - Gujarat Chapter, TAG; Munjal Fitter, Vice President - Gujarat Chapter, TAG; Brijesh Shah, President - Gujarat Chapter, GTAA; Deepak K Rathod, Vice President - Gujarat Chapter, TAAS; Amesh Daftri, President, TLC; Pankaj Mehta, President - Gujarat Chapter, ATAA.

TTF Ahmedabad was a great networking opportunity for the travel trade from all over Gujarat and the Western India region, offering exceptional deals for travel enthusiasts and business travellers.

Tourism Boards, hotels, resorts, travel agents, tour operators, online travel agencies, railways, cruise lines and many others were in attendance.

TTF Ahmedabad has time and again emerged as the biggest show in the 8-city TTF series in India as it serves the booming market of Ahmedabad and Gujarat. Besides Ahmedabad, the event is visited in large numbers by travel agents and tour operators from proximity markets in Gujarat like Vadodara, Surat, Rajkot, Bhavnagar, Jamnagar, Valsad, Navsari, Vapi, Bharuch, Ankleshwar, Anand, etc. through the cooperation of a large number of local travel trade associations.



Among exhibitors from abroad, Sri Lanka, Indonesia and Nepal participated as the Partner Countries. Sri Lanka Tourism Promotion Bureau had the largest pavilion. China was present as the Feature Country. Other countries represented at TTF Ahmedabad were Bhutan, Greece, Hong Kong, Kazakhstan, Malaysia, Maldives, Mauritius, Oman, Russia, Singapore, South Africa, Thailand, Turkey, UAE, Ukraine, United Kingdom, Uzbekistan and Vietnam.

Uttarakhand, Himachal Pradesh, Odisha, Kerala, Karnataka, Goa and Rajasthan participated as the Partner States of TTF Ahmedabad. Each state joined the show with a large number of hotels and agents from their regions. Feature States of TTF Ahmedabad included Madhya Pradesh, West Bengal, Tamil Nadu, Bihar, Punjab, Puducherry, Andaman & Nicobar, Manipur and Meghalaya who had set up colourful pavilions. Host State Gujarat continued its aggressive promotional campaign at the show. Gorkhaland Territorial Administration participated in TTF Ahmedabad as the Feature Destination. Regular participant, the Ministry of Tourism was present this year along with private stakeholders, under the theme '150 Years of Celebrating the Mahatma'. Participating for the first time, Indonesia Tourism received an overwhelming response at Ahmedabad and organised a destination presentation on the second day of the show, outlining its programmes and campaigns for introducing new destinations and increasing tourist numbers. Manipur Tourism showcased a



curtain raiser of Shirui Lily and Sangai Festival with traditional dance performances. They invited travellers from Western India to come and experience the beautiful cultural festivals in the state. Rajasthan Tourism also organised a roadshow on the second day of the show and presented their state to the travel trade from the region.

# CALENDER OF EVENTS

7<sup>th</sup> - 8<sup>th</sup>  
October

## Restaurant, Cafes and Lounges

Dubai ,UAE

[restaurantscafeslounges.com](http://restaurantscafeslounges.com)



RESTAURANTS  
CAFES & LOUNGES

8<sup>th</sup> - 9<sup>th</sup>  
October

## TRAVEL TECH MIDDLE EAST

Dubai, UAE

[traveltechme.com](http://traveltechme.com)



3rd Annual  
**Travel Tech**  
Middle East  
8 - 9 October 2019 | The Oberoi, Dubai, UAE

9<sup>th</sup> - 11<sup>th</sup>  
October

## TTG Incontri

Rimini, Italy

[en.ttgexpo.it](http://en.ttgexpo.it)



**TTG**  
TRAVEL  
EXPERIENCE

**11<sup>th</sup> - 13<sup>th</sup>  
October**

**International Games & Amusement Fair 2019**

Zhongshan, China  
[www.zsgaf.com](http://www.zsgaf.com)



**15<sup>th</sup>  
October**

**HOTEL REVENUE DISTRIBUTION SUMMIT**

Marina Bay Sands, Singapore  
[www.hoteldistribution.asia/](http://www.hoteldistribution.asia/)

**HOTEL REVENUE  
DISTRIBUTION SUMMIT**

**15<sup>th</sup> - 17<sup>th</sup>  
October**

**GLOBAL WELLNESS SUMMIT**

Grand Hyatt, Singapore  
[www.globalwellnesssummit.com](http://www.globalwellnesssummit.com)



**16<sup>th</sup> - 18<sup>th</sup>  
October**

**HOTELIER SUMMIT AFRICA**

Cape Town, South Africa  
[hoteliersseries.com/africa](http://hoteliersseries.com/africa)

**#HSAFRICA2019**

**16<sup>th</sup> - 18<sup>th</sup>  
October**

**ITB ASIA**

Marina Bay Sands, Singapore  
[www.itb-asia.com](http://www.itb-asia.com)



**24<sup>th</sup> - 25<sup>th</sup>  
October**

**6TH CHINA LOW COST CARRIERS SUMMIT 2019**

Shanghai, China  
[summitasia.cn/En/Aviation](http://summitasia.cn/En/Aviation)



**28<sup>th</sup> - 29<sup>th</sup>  
October**

**EYE FOR TRAVEL NORTH AMERICA 2019**

Chicago, Illinois, U.S.A  
[www.eyefortravel.com](http://www.eyefortravel.com)



**4<sup>th</sup> - 6<sup>th</sup>  
November**

**WORLD TRAVEL MARKET**

ExCeL London, U.K.  
[london.wtm.com](http://london.wtm.com)





# Chengdu International Tourism Expo 2019

The 7th Edition of International Travel & Tourism Exhibition

Century City New International Convention & Exhibition Center, Chengdu

28 - 30 November 2019

## Why Join CITE 2019 in Chengdu?

- Chengdu ranks third as a source of outbound Chinese tourists in 2017;
- As of December 31, Chengdu (Sichuan) has 104 international air routes gaining access to all the five continents;
- Chengdu is ranked among the top with the most per capita spending overseas;
- Personalised sourcing of buyers to your needs.

## Specially Curated Networking Events & Activities

- Two days of business networking luncheons;
- Media interviews;
- Pre and post-event publicity;
- Pre-Scheduled Face-to-Face business meetings;
- Customised workshops;
- Destination presentations.

For enquiries, email to [cite-sales@cems.com.sg](mailto:cite-sales@cems.com.sg) or visit [www.citechina.asia](http://www.citechina.asia)

Organisers:



Conference & Exhibition Management Services Pte Ltd (Singapore)  
CEMS (Beijing) Conference & Exhibition Co Ltd (China)



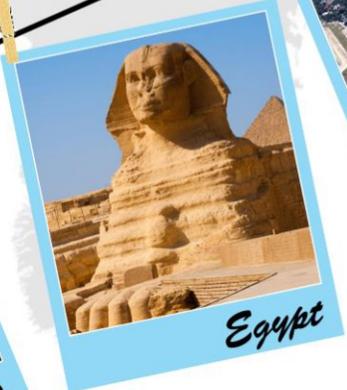
FOLLOW US  
ON WECHAT



Sichuan Provincial Department of Culture & Tourism  
Sichuan Provincial Tourism Association



Paris



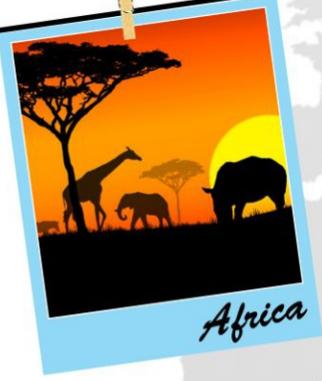
Egypt



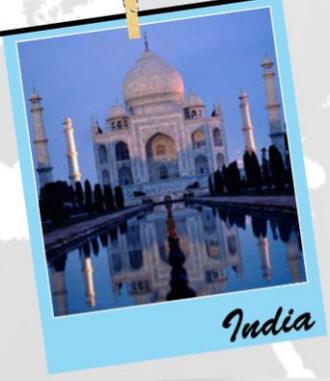
Brazil



Italy



Africa



India



Berlin



Subscribe  
to our daily  
travel newsletter  
**FREE**



➔ Download for free in a flip-book format

➔ Mobile & Tablet Freindly

➔ Special coverage on MICE destinations every month