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INTERCONTINENTAL MAURITIUS RESORT BALACLAVA FORT

editorial

Dear Reader,

Business events and exhibition meetings are turning out to be the economic driver for any country. As a result nations have taken the pull to attract suitable buyers for exploring their offerings through engaging business with lucrative leisure activities. In this issue we find out more about Holland, a country that has ingenuous offerings for MICE with its enchanting castles and mesmerising museums.

By August 2016, we will be witnessing the first-phase completion of the Oman Convention and Exhibition Center. The OCEC will give Oman, considered to be a short-haul destination for Indians, a competitive edge for major and regional events.

Incentive travellers also have a lot to choose in Oman as it offers various experiences from culture and history to adventure. One can camp in the golden sands of Sharqiyah or go for a nice swim in the sunkissed beaches of Muscat or indulge in cultural walks along the areas of Nizwa or Al Hamra. Adventure activities is another USP of Oman and the country promotes various activities like snorkelling, kayaking, scuba diving, canyoning and more.

Networking is an essential part of MICE. Getting good at business, pays attention to the ability to network. Networking events are a key - socially and professionally. If you often wonder about cultivating long-term relationships and making the most of such events, our expert Darren Edwards shares tips for the same.

Shivani Misri Sadhoo, Founder, Saarthi Counselling Services, shares her ideas on how to deal with a situation where your office colleague and friend, suddenly is declared as your new boss. An awkward situation for most of us, but if dealt with professionally, one can lay the groundwork for a successful working relationship.

While holidaying in luxury resorts we often wonder what clothes to carry along, Shital Kakkar Mehra helps solve this problem making sure you don't look out of place.

Keep reading and giving your feedback to us on micetalk@ddppl.com.



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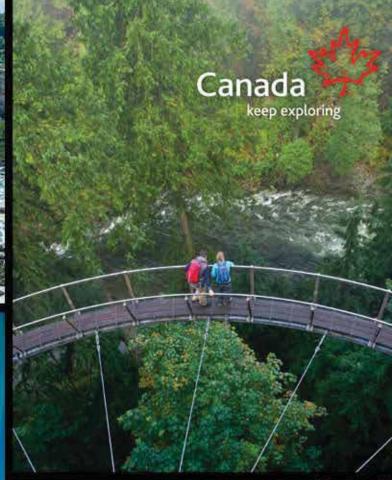
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Darren Edwards gives tips on how networking can be fun than a chore



EXPERT Shital Kakkar Mehra on following a dress code while holidaying in luxury resorts





Cover Picture: Beurs van Berlage, Amsterdam Courtesy: NBTC, Holland Marketing













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Berlin tops list for international meetings

Berlin has earned the top spot in the current ranking of the International Congress and Convention Association (ICCA). Having hosted 195 events last year, the city has surpassed both Paris and Barcelona. In 2001, Berlin welcomed 4.2 million segments to the metro, while in 2015, the number surged to 11.37 million.," a tourism department official said. Berlin's meetings industry generated €2.31 bn in





Ras Al Khaimah's MICE figures from India looking up

■ The MICE India and Luxury Travel Congress (MILT) 2016, held in Mumbai, showcased Ras Al Khaimah Tourism Development Authority (TDA) as a perfect MICE and luxury destination. The event served as a suitable platform to market and gain smart partnerships with potential Indian buyers. Haitham Mattar, CEO, Ras Al Khaimah Tourism Development Authority said, "Ras Al Khaimah is witnessing a positive trend from India, which has been identified as one of the fastest and strongest growing source markets in terms of visitor figures."

Philippines tourism conducts 4- city road shows

■ The Department of Tourism (DOT), Philippines conducted a series of road shows covering Kolkata, Chennai, Bengaluru and Mumbai from August 8-11, 2016. The event brought a conglomeration of hoteliers, resorts, spas, representatives of travel attractions and tour operators from the Philippines to interact with over 100 local travel trade partners and buyers in B2B sessions. Verna C Buensuceso, Director, The Department of Tourism (DOT), Philippines said, "Kolkata, Chennai, Bengaluru and Mumbai are the important feeder markets and hence we are looking forward to strengthening our relations with local travel partners from these cities. Overall, the Philippines is looking forward to welcome 100,000 Indian tourists by 2017."





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IATO 32nd convention in Chennai from Sept 18-21

■ The Indian Association of Tour Operators (IATO) will hold its 32nd annual convention from September 18-21, 2016, at ITC Grand Chola in Chennai. More than 1200 delegates are expected for the three day event and the IATO convention.











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AWARDS AND ACCOLADES

- * World Luxury Hotel Awards 2013, 2014 & 2015, Country Winner (Singapore) - Luxury Business Hotel
- * TripAdvisor Certificate of Excellence 2013, 2014 & 2015, Hall of Fame
- * NOW Travel Asia Awards 2014, Asia's Top Family Hotel





Kerala projects Muziris as MICE destination

Kerala Tourism's eco-adventure, Project Muziris, aims to reinstate the historical and cultural significance of the legendary port of Muziris and promote Kerala as a MICE and wedding destination. Eco-adventure tour, focused on the hills and forests of the Western Ghats, will be part of the tourism scheme. U V Jose, Director of Kerala Tourism says, "Our main objective is to promote newly started initiatives. From picture perfect landscapes and exciting getaways to rich culture and heritage, the state has a lot to showcase, not to forget the delectable cuisine, music and art."



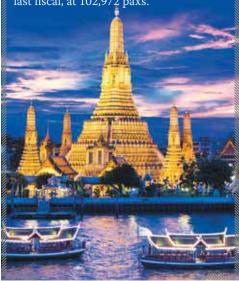


Marriott to expand its innovative offerings

■ Marriott International, Inc. will expand its offerings to business travel professionals through the unveiling of new luxury and lifestyle properties and tech-savvy innovations across its portfolio of brands, said Brian King, Global Officer, Brand Management and Global Sales for Marriott International. Some of the offerings include 'Mobile check-in and checkout' across 4,200 hotels globally, 'Netflix in-room entertainment' in more than 300 hotels, 'MeetingsImagined.com', a visual, social and collaborative website that unites meeting planners with more than 750 of its hotels, among many more.

Business travellers bring in 39,671 billion baht to Thailand

According to the Thailand Convention & Exhibition Bureau (TCEB), in the first half of the 2016 fiscal year, from October 2015 to March 2016, Thailand welcomed 493,384 business events travellers, earning the Thai economy more than 39,671 billion baht (approximately US\$1,116 million). The top five markets during this period were China, India, Singapore, Malaysia, and the United States. India stood tall with the number of MICE travellers, in the last fiscal, at 102,972 paxs.





TAAI to host 63rd convention in Abu Dhabi from Oct 14-16

■ The Travel Agents Association of India (TAAI) will hold its 63rd convention in Abu Dhabi from October 14-16, 2016, Sunil Kumar, President, TAAI, said, "We have decided on Abu Dhabi as the venue for our next convention. It is one of the strongest destinations in the Middle East region. We want a strong convention this year with a strong focus, for our members as well as our partners. We will focus on both inbound as well as outbound."

"A theme for M.I.C.E."







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Take your next event to new heights with THE PARISIAN MACAO

Opening this September, The Parisian Macao will complete the stellar offerings for business events at Sand® Resorts Cotai Strip Macao (Sands Resorts) with premium accommodation, sumptuous gastronomy, fantastic shopping and exciting entertainment

▼ontinuing on the success of The Venetian[®] Macao, host the International Indian Film Academy Award ceremonies (IIFA) in 2009 and 2013, The Parisian Macao is the 7th and final hotel to join Sands Resorts. Featuring magnificent settings, superb facilities and chic French themed offerings, The Parisian Macao also extraordinary offerings international meetings and events. With an experienced team of service and technical meeting professionals, The Parisian Macao provides planners with an amazing opportunity to exercise their imagination and turn their ideas into memorable events.

PLAN YOUR NEXT MEETING AT THE PARISIAN MACAO

Connecting to The Venetian Macao and Four Seasons through direct undercover walkways, The Parisian Macao is easily accessed by all properties at Sands Resorts. Designed contemporary French flair, the hotel features 3,000 guest rooms and suites, 5,200 sqm meeting and event space including five meeting rooms, two boardrooms, an outdoor event space and an 8-meter high grand ballroom which can be reconfigured to accommodate groups of various sizes. The ballroom is capable of seating up to 2,600 people banquet-style.

The hotel recalls the architectural grandeur of Paris. With more than 20 replicas of Parisian landmarks located throughout the hotel, it's a perfect destination if you are organizing a teambuilding activity with a Frenchthemed treasure hunt. There are more venues to choose from: visit the halfscale Eiffel Tower, offering breathtaking

views of the Cotai Strip on level 37 and organize your large scale meeting at The Parisian Theatre which can accommodate up to 1,200 delegates. If you'd prefer a more relaxing cocktail reception or party, the outdoor event space overlooking the spectacular Cotai Strip and Eiffel Tower is an ideal venue that can host up to 530 guests.

French-style entertainment including cabaret acts and mime artists from the hotel's resident 'Streetmosphere' troupe, will give your event an amazing French Flavor.

BEYOND BUSINESS

The Parisian Macao offers a wealth of leisure attractions for delegates to choose from including Shoppes at Parisian with over 150 boutiques located within five of the French fashion precincts of Paris replicated within the







resort, plus great dining options with 20 restaurants, cafés and bars including destination restaurant, Le Chine, inside the Eiffel Tower. Stay at The Parisian Macao and you also have easy access to everything Sands Resorts has to offer on the Cotai Strip - 850 duty-free shops, 150 restaurants, live shows in 3 theatres plus the latest concerts in the 15,000 seat Cotai Arena.

SANDS RESORTS COTAL STRIP MACAO

With the addition of The Parisian Macao, Sands Resorts is now home to seven international hotel brands that delivers 150,000 sqm of meeting and exhibition space, 13,000 guest rooms and suites and something for everyone and every budget. Sands Resorts hotels include The Venetian® Macao. Four Seasons Hotel Macao, Cotai Strip, Conrad[®] Macao, Cotai Central, Sheraton Grand Macao Hotel. Holiday Inn® Macao Cotai Central, Cotai Central, The St. Regis Macao, Cotai Central and The Parisian Macao.

SUPPORT FROM EXPERIENCED TEAM

The convention and exhibition operations team at The Parisian Macao and Sands Resorts is very experienced and has the capabilities to manage groups of any size up to 12,000. It offers support and advice in everything from logistics to catering to decoration. The banqueting, entertainment and technical teams will ensure every event at every location is well managed from the beginning to the end. Customised menus with a variety of cuisines are designed (including Indian food) to satisfy different dietary needs of all delegates. Golden Peacock, the Michelin-starred Indian restaurant located at The Venetian Macao is a must for Indian guests.

Unique entertainment including Streetmosphere, Gondoliers DreamWorks Experience characters, and more than 200 in-house artists from around the world are also available to make your event a personalized and memorable one.

TRAVEL WITH EASE TO MACAO

For guests arriving at Macao via Hong Kong International Airport, an airport ferry service is available and the trip to Macao is only 70 minutes.

Sand Resorts also offers its own fleet of ferries - Cotai Water Jet, which can be arranged to charter for groups of up to 330 persons per ferry between Macao and Hong Kong. This provides an unrivalled convenience to planners and guests, ensuring that a seamless service is delivered at every event.

ASIA'S PREMIER MEETINGS AND EVENTS DESTINATION

DS RESORTS COTAI STRIP MACAO

- Seven hotels:
 - The Venetian Macao
 - Four Seasons Hotel Macao, Cotai Strip
 - Conrad Macao, Cotai Central
 - Sheraton Grand Macao Hotel. Cotai Central
 - Holiday Inn Macao, Cotai Central
 - The St. Regis Macao, Cotai Central
 - The Parisian Macao
 - Number of rooms and suites: 13,000
- Meeting and exhibition
- **space:** 150,000 sqm Number of breakout
- **rooms:** 334
- Cotai Arena: 15,000 seats
- Dining: 150 restaurants, ranging from food courts to Michelinstarred, with cuisines from around the world
- Recreation: Aqua World, spa, golf, gyms, swimming pools
- Shopping: 850 duty-free international brand shops

Meeting packages are available. For more information, please visit parisianmacao.com and sandsresortsmacao.com, call +853 2882 8800 or enquire at sales@sands.com.mo.





HOLLAND MEANS

With its easy accessibility, excellent convention infrastructure facilities and the option for sustainability, Holland is a popular MICE destination

BUSINESS

olland's green initiatives for leisure activities, initiate awareness on sustaining the environment while helping corporates ink business deals.

TRAILING HOLLAND

With business events and exhibition meetings turning out to be the economic driver for any country, globally, nations have taken the pull to attract suitable buyers for exploring their offerings through engaging business with lucrative leisure activities.

The Netherlands Board of Tourism & Conventions (NBTC), use the brand 'Holland' for promoting The Netherlands as an attractive destination for holiday, business meetings and conventions. This destination has garnered a notch on the

annual ranking of the International Congress and Convention Association (ICCA). Holland hosted 333 conventions in 2015, resulting in the eighth place, which it shares with China. In 2014, 307 international conventions were held in Holland and it ranked ninth. To grow MICE, NBTC has been participating at international trade shows such as IMEX, IBTM, Meetings Show, IMEX America among others.

HOLLAND, OPTIMUM MICE DESTINATION

Easy to narrow down to Holland for MICE considering the following advantages:

Easily accessible

One of the reasons for the country's accessibility is Amsterdam





Airport Schiphol. This airport offers excellent connections to local, regional and international airports. Public transport is well organised. The European high-speed train network will make Holland even more accessible in the near future.

Compact

A small country like the Netherlands facilitates quick and easy access to wherever you want to go. You will not lose any valuable convention time on travelling long distances.

Convention infrastructure

As a small country with centuries of experience in international relations, the Netherlands boasts an excellent convention infrastructure.

International outlook

Holland has always been known as a tolerant country with an international outlook. This is a great advantage for an international convention or meeting. In addition, the majority of the Dutch people speak excellent English.

Professional organisers

Thanks to their ample experience in organising conventions, you may rely fully on their professionals for the organization of your international convention or meeting. The Dutch organisers are friendly, pragmatic and decisive.

Culture and entertainment

The Dutch cities offer a wide selection of concerts, museums, theatre shows and dance performances, as well as other types of entertainment. There is more than enough to choose from, ensuring an enjoyable social programme.

Stable economic and political climate

Holland enjoys a very stable economic and political climate. This allows you to organise a convention without any risks.

State-of-the-art ICT infrastructure

Holland boasts efficient, multifunctional convention centres equipped with state-of-theart communication and audio-visual facilities.







nances, as well as other types of entertainment. There is more than enough to choose from

Price/quality ratio

The price/quality ratio of products and services is excellent. Moreover, foreign visitors may be refunded the 21 per cent VAT they have paid for certain services and products.

Service and hospitality

The Dutch welcome their foreign guests with open arms. They are known for their enthusiasm to ensure that international visitors enjoy their stay.

FEW CONVENTION CITIES Noordwijk

World leaders like President Barack Obama and Chinese President,. Xi Jinping stayed in Noordwijk before. The big congress hotels are within walking distance of each other and therefore offer the perfect infrastructure.

Amsterdam

Amsterdam is an ideal conference destination, hosting many world-class congresses, conventions, events and (trade) fairs each year.

GREEN MEETINGS IN HOLLAND

The aim of such meeting is to create awareness for choosing green transportation to minimise greenhouse gas emissions and compensate the emissions, such as (air) travel.

Hague

One of Holland's largest conference centres, the World Forum Convention Center, is situated in the historic heart of The Hague. With a lot of experience in prestigious conferences, the entire city is designed to host small to large-scale events.

Leiden

Leiden is a very compact city, yet offers convention space for up to 2,500 delegates. Many of the 20 unique convention locations are housed right in the historic city centre surrounded by idyllic canals and in walking distance from most hotels.



The new Oman Convention & Exhibition Centre will help the Arab nation showcase its full MICE potential

Hazel Jain

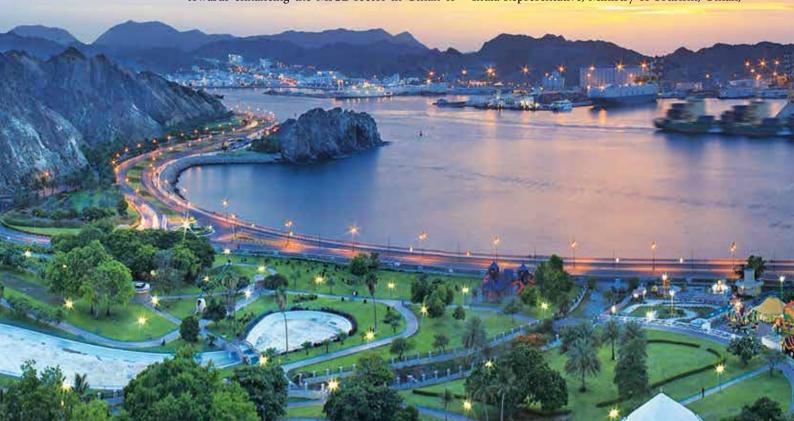
he Sultanate of Oman, located on the South East coast of the Arabian Peninsula, is set to become a major regional centre for meetings, incentives, conferences and exhibitions thanks to the new Oman Convention & Exhibition Centre (OCEC). What is also a recent development is the establishment of the new Oman Convention Bureau by the Ministry of Tourism. This goes to show how serious the destination is in hosting corporate events. Salim Al Mamari, Director General of Tourism Promotion - Ministry of Tourism, Oman says, "Our Tourism Strategy for 2040 has MICE as a major pillar to help us grow and enhance the industry. The objective of the Bureau is to support the international and local organisations in hosting their events and cater to their requirements. The main aim is to promote Oman as an ideal destination for the MICE tourism sector." Another development is the establishment of the new Oman Convention Bureau by the Ministry of Tourism.

The Ministry of Tourism is fully committed towards enhancing the MICE sector in Oman to

help the Sultanate achieve its potential to be a first class destination for this sector. In practical terms, the MICE area will receive a significant boost in 2016 with the scheduled opening of the Oman Convention Centre in Muscat in the last quarter of this year. The convention centre will include state-of-the-art theatres, conference rooms and four hotels with almost 1,000 rooms along with major exhibition halls that can cater to tens of thousands of people at one time.

The sector will also be boosted by the ongoing expansions and enhancement of Muscat International Airport that will initially increase capacity to 12 million passengers a year arriving in a modern new terminal and with capacity to expand to take up to 48 million passengers a year.

Oman's tourism sector is enjoying substantial growth as well. According to the Sultanate of Oman, the country has attracted nearly 3,00,000 Indian tourists in 2015. This figure is expected to witness a 15 to 20 per cent rise this year. **Lubaina Sheerazi**, India Representative, Ministry of Tourism, Oman,





said, "We received 2,99,022 tourists from India in 2015, which was a 17 per cent growth from 2014. With growing interest in wedding destination and MICE segments, we are expecting a 15-20 per cent growth in tourists from India in 2016."

Targeting high-end, evolved, neo-educated travellers from India, Oman is expecting around 350,000 to 360,000 Indian tourists to visit the country. She adds, "Our target segment from India mainly consists of families, couples, business and weddings and we mostly look at age group between 25-65 years." Oman saw a growth of 17.7 per cent in total international visitor numbers in 2015 to 2.4 million. The Gulf Cooperation Council has an ambitious new tourism strategy and plans to increase the total number of international visitors to 5.3 million by 2040. Tourism is set to be one of the key pillars for economic growth in the Sultanate in the coming decades and that means ensuring that it has a plentiful supply of quality hotel rooms.

THE OCEC

The new Oman Convention & Exhibition Centre (OCEC) is located only four kilometres from

Muscat International Airport. The 22,000 sqm facility will provide state-of-the-art facilities:

- Two auditoriums.
- 5 Exhibition halls.
- 13 Meeting rooms.
- 10 Hospitality suites.
- 1 VIP pavilion.
- 4,000 vehicles capacity car park.

Amenities within OCEC

- JW Marriot Hotel.
- Crown Plaza Hotel.
- Two more hotels with a combined total of 1,000 rooms.
- Business Park.
- Retail shopping mall.
- Nature reserve.
- Wadi (valley) park.

AFTER HOURS

Muscat, the capital city of Oman, is sparkling white, topped with golden minarets in the middle of a maze of brown pleated mountains. Muscat is rated as the second cleanest city in the world. Greater Muscat boasts of high-rise business properties, world-class highways, up-scale

66

Oman is targeting high-end, evolved, neo-educated travellers coming from India







Climbing up the MICE ladder



Lubaina Sheerazi, India Representative, Ministry of Tourism, Oman on the growing meetings industry

Can you share some statistics about the **Indian MICE travellers to Oman?**

The number of arrivals to Oman from the MICE sector is growing from India. We have seen an increase in pharmaceutical companies visiting Oman for MICE, however it will not be possible to quote an exact figure.

What makes Oman a great destination for **MICE travellers?**

Oman is emerging as one of Middle East's newest business tourism destination. It is a short-haul destination with excellent infrastructure turning it into an excellent MICE travel destination for Indians. Oman's reputation for niche events and conferences will soon receive a substantial lift as the government of Oman has channeled massive investments to develop a truly world class infrastructure. The ministry's aim is to provide a unique range of business tourism amenities with a distinct local flavour. Oman's rich cultural heritage and exquisite natural attractions will be a big draw for business tourists. By August 2016, we will be witnessing the first-phase completion of the Oman Convention and Exhibition Center. The OCEC will give Oman a competitive edge over its competitors for major and regional events.

Incentive travellers also have a lot to choose in Oman as it offers various experiences from culture, history to adventure. One can camp in the golden sands of Sharqiyah or go for a nice

swim in the sun kissed beaches of Muscat or for culture walks in Nizwa or Al Hamra village. Adventure activities are another USP of Oman and we promote various adventure activities like snorkelling, kayaking, scuba diving, canyoning and more.

How do you see 2016 developing for MICE tourism as a whole?

MICE sector is booming at a rapid pace generating millions in revenues. According to International Congress & Convention Association (ICCA) statistics, a total of 400,000 conferences and exhibitions are held worldwide every year at the total outlay of US\$280 billion. Industry predictions indicate that the MICE sector is poised for vigorous growth especially in the Indian market. India has a lot for discerning travellers with dispensable income who are continuously on the lookout for a new destination to explore. It is said that the MICE market will grow at a rate of 15 per cent annually in India thus making India a lucrative market for any NTO to tap the MICE segment.

Does Oman offer any offers/incentives for big corporate groups?

With reference to India, we are currently offering MICE incentives on a case to case basis and customising them as per client requirements. We offer incentives which include a wide range of products like souvenirs, subsidies to cultural performances.



suburbs rooted in traditional Islamic architecture, elegant mosques, large green parks, archaeological sites, museums and world-class hotels.

SULTAN QABOOS GRAND MOSQUE

A major feature of the design of the interior is the prayer carpet which covers the floor of the prayer hall. It contains, 1,700,000,000 knots, weighs 21 tonnes and took four years to produce. It has 28 colours in varying shades, the majority obtained from traditional vegetable dyes. It is the second largest single piece carpet in the world measuring over 70 × 60 meters, and covers the 4,343 square meter area of the praying hall, all in a single piece.

ROYAL OPERA HOUSE

The Royal Opera House is the first-of-its-kind in the Gulf States with over 1,000 seats in its main hall, occupying an area of 80,000 sq.m. and set among swathes of beautiful landscaped gardens, opened in October 2011. The design combines modern with traditional styles in keeping with Omani heritage, boasting impressive decorative lighting and breathtaking sculptures. Royal Opera House is ideally located in Oman's growing capital city. It does not have any highrises and skyscrapers as the people of the country did not want to obstruct the view of the surrounding mountains.



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Creating an AMBIENCE

The Leela Ambience Convention Hotel, Delhi, claims to have the largest convention facility in the country. **Jaideep Anand**, General Manager, gives insight on the uniqueness of the hotel's MICE facilities

Anupriya Bishnoi



Jaideep Anand

Enlighten us on the USP of hotel.

The Leela Ambience Convention Hotel, Delhi is the number one convention hotel in the country. There are not much competitors as far as convention facilities are concerned in the country. There are only one or two competitors in India who have similar capacity.

Our hotel has two arrivals, two pre-arrivals, two concierges, two check-in counters, two buildings; we have 300 room tower and 180 room tower. We spent around 50 lakhs on improving the F&B and the banqueting infrastructure. Also, we are the closest hotel from Agra. Old Delhi is just a flyover away; we have Connaught Place about 20-30 minutes away.

Tell us something about the major events that have happened in the hotel?

We have done some 14-15 major events but Sri Sri's entire event happened in the hotel. The main convention happened in our hotel. We had 14 head of states and nine Prime Ministers staying with us. Sony's National meet, which again was for 2,000 people, was conducted in our hotel; we also conducted Microsoft's conference.

We hosted Asian Paints' people, where 465 rooms for six days were occupied and where approx 1,800 people were having breakfast, lunch and dinner. We have done social events, like cement business, we have done product.









People are becoming smarter these days. Everyone wants bespoke services and this is where intelligent people will score. Guests today, have themes for the conference and we have to render them everything around that theme





How much business are you garnering out of MICE?

We are making approx 60-62 per cent business from MICE. The Leela Ambience Convention Hotel, Delhi, is a game changer in the MICE industry. Apart from having world class infrastructure, the hotel claims to have the largest convention facility in the country.

What are the trends in MICE you see for the coming year?

People are becoming smarter these days. Everyone wants bespoke services and this is where intelligent people will score. Guests today, have themes for the conference and we have to render them everything around that theme.

Microsoft had this theme of 'Digithon,' where the entire thing was about Marathon of digitalisation and how do you succeed in long run in a digital world. As long as you can give experiences to people and are smart about arrival and departure of the guests, things can work in your favour.

Aerocity properties get transit travellers, what about you?

Well, let's give them this credit, they are right there. They are a great transit destination and I can never compete with them.

What are your future plans related to this hotel?

We are still in the process of realisation. But what we need is to have very strong signature restaurants. We definitely want to upgrade banqueting to the next level. We are going to have some more state of the art equipment.









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Enchanting MICE through Clarks Shiraz is sought to be a suited MICE facility and has numerous offerings for optimum business events, says Rupak Gupta, Jt. M.D, U.P. Hotels Ltd.



Rupak Gupta

What is the USP in terms of MICE for Clarks Shiraz Agra?

Clarks Shiraz is an ideal partner for MICE activities. It has banqueting and conferencing amenities which have been upgraded to latest AV technology with WIFI enabled projector. We offer 15000 sq.ft of banqueting and conference facilities including the 5000 sq.ft. thematic, Shehnaz Hall and very interesting break away halls and meeting rooms for every occasion. The hotel has a host of indoor, outdoor and roof top terrace venue option with views of Agra fort and Taj Mahal. It has a large inventory of 240 rooms which includes two suites and renowned F&B facilities. The sense of celebration begins upon entering the lobby and carries on through out the hotel which show cases it's unique Mughal Art Deco heritage. The location of the hotel amidst lush greenery nestled next to the world famous Taj Mahal, which is a mere 2 km away besides the Agra Golf course at walking distance.



We do have facilities and activities for leisure available within the hotel and outdoor events like

With the introduction of GST, the single largest advantage would be the uniformity of tax rate



'Theme Dinner' at Taj Khema – which is an unique venue in the city, 'Night viewing' of Taj Mahal on full moon days, 'Light & Sound Show' at the 'Kalakriti' are our venue partners. Our flexibility to accommodate variety of cuisine, cultural, regional needs of the traveller is our USP.

proactive measures are taken for the hospitality industry? How will GST be a game changer?

With the introduction of GST, the single largest advantage would be the uniformity of tax rate. The government panel's recommendation of GST to be between 17 - 18 % is still lower than what the hospitality sectors currently faces. The single slab tax will benefit the consumers thereby increasing the footfalls and volumes . The low side of the new bill is that it has kept liquors outside the preview.

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Business Travel





Indulge in a riverside THAI EXPERIENCE

As per TCEB records, 2015 saw 104,000 Indian MICE visitors to Thailand and this year it has already received 50 per cent of last year's numbers Keen to diversify its offerings to the Indian market, the Thailand Convention & Exhibition Bureau is popularising riverside products

he Thailand Convention & Exhibition Bureau (TCEB) concluded its two-city roadshow in Bengaluru and Mumbai with a delegation of 30 sellers that included hotels and resorts, special event venues, convention centres, attractions, DMCs, and airlines. It was led by Nooch Homrossukhon, Director (Meetings and Incentive), TCEB, with the top management of the Meetings and Incentive department. "The agenda for this roadshow was to promote newer destinations catering to the premium segment such as the riverside properties, the Silverlake vineyard in Pattaya and even CSR activities for the corporate," she said.

RIVERSIDE PRODUCTS

According to TCEB, riverside locations are new for the Indian market and will be something different than the regular products. Homrossukhon says, "Riverside options make sense for the India market because here the companies can keep the delegation within the venue and have a focused audience as it's a little away from the main city. Riverside hotels and attractions are also less known here. Indians are used to staying in main areas in Bangkok like Sukhumvit and Pratunam where the shopping is. But now they are exploring newer options to get a different experience in the same city. The riverside now has a lot of shopping options too. There's a night market called Asiatic and new hotels." One of the major hotels there is the Anantara Riverside Bangkok Resort.

TCEB is also promoting other products like the Silverlake vineyard in Pattaya which can do an outdoor event with 10,000 people. It has a lake







and a hill which has the largest laser-carved Buddha. There's also the premium Ocean Marina Yacht Club in Pattaya where corporate can do cruising, island hopping, sunset sea cruise in Pattaya, paragliding, as well as a yacht party. Homrossukhon adds, "We are also actively promoting destinations like Chiang Rai and Chiang Mai in the north, Krabi and Samui in the south, and a new beach destination Hua Hin--a two-hour drive from Bangkok."

CSR OPTIONS

Speaking about the new CSR activities that corporate clients can choose from, Nitin Sachdeva, India representative, TCEB, says, "We have introduced a few CSR activities and are trying to push this in India. Corporate clients now want to give something back to the local community when they are visiting a country. In Thailand, CSR has been quite popular and Indians are becoming more aware of this option. In our experience, Indian corporates have given the most to causes in Thailand.

When it comes to giving back, Indians are very good, they only need to be more aware of the possibility of this activity. It is also a marketing tool for them and some companies have a mandate for CSR activities. It's a new trend that we are seeing and we want to encourage it. We have different options: mountain CSR, beach CSR and even city CSR. We can help people identify what they are looking for."

MOBILE APP FOR CORPORATES

The bureau launched its own locationbased mobile application for corporates called 'Biz Thailand' that helps them find restaurants, attractions, entertainment, hotels, meeting spaces and convention centres near them. It will show visitors the events happening in Thailand and what the delegates can do in the surrounding area.



Nitin Sachdeva

NEW YEAR, NEW CITIES

Starting its new financial year in October this year, TCEB will look at tapping newer cities. But the strategy will remain the same. "We start with IT&CMA (Incentive Travel & Conventions, Meetings Asia) in Bangkok. For India, we are introducing new products, new ideas and new activities as well as alternative destinations beyond Bangkok, Pattaya and Phuket in newer cities. Within India itself, we are getting more into the tier II cities and making people aware of what MICE really is and what they can do in Thailand. We recently had a group of 200 people from Aurangabad to Krabi and an equally big group from Jamshedpur to Phuket," Homrossukhon says. TCEB recently held educational seminars in Hyderabad, Pune, Ahmedabad, Chandigarh and Kolkata and the new year will see other tier II cities being added to the list.



A ROAD less TAKEN in corporate travel

The Association of Corporate Travel Executives (ACTE) conducted an Education Forum in New Delhi, to educate and analyse the corporate travel market

"

A travel
management
company has
to keep cost,
compliance
and control or
flexibility in
mind when
engaging with the
corporate travellers



L-R: Benson Tang, Amarnath Lal Das, Sanjay Verma, Manmeet Kumar, Santosh Kumar, Ankush Bindra, Suresh Makhija, Greeley Koch

Ankita Saxena

he agenda in focus - The New Generation of Travel Management - brought up innovative ideas to manage corporate travel better, problems being faced by the industry globally and solutions to ease the work for corporate travel managers. **Greeley Koch**, Executive Director and Chief Executive Officer, ACTE Global, says, "Traveller centricity is very important today. It is no longer about cost savings but better engagement. The offline agents have to evolve and the travel management company has to keep cost, compliance and control or flexibility in mind when engaging with the corporate traveller."

The panel discussion on 'Technology Trends in Corporate Travel: Policy, Management and Traveller Experience,' focused on recent technology trends that influence business travel and insights on innovative tools to aid the corporate travel industry. The forum saw renowned speakers like **Teo Keng Chong**, Director of Sales-Traveller Experience, Sabre Travel Network Asia Pacific and panelists included **Kala Rayaprolu**, Director - Global

Travel and Related Services, Aricent, **Dhananjay S. Saliankar**, Regional Director of Sales and Marketing and Starwood Sales Organisation, South Asia, **Wolfgang Will**, Director South Asia, Lufthansa Group, **Aneesh Batra**, Global Consulting Manager, American Express Global Business Travel and **Ashish Kishore**, Country Head, HRG, Dnata. According to Saliankar, the inclusion of technology in everyday functioning, like the introduction of smart keys and dynamic pricing form add-on value for corporate travel.

The session on 'Managing Traveller Needs in a Multi-Generational Workforce,' saw speakers like **Manmeet Kumar**, Head-Sales, India, Carlson Wagonlit Travel, **Sanjay Verma**, Global Account Manager and E-Commerce Business Development, Global Hotel Group, Amadeus Asia. **Suresh Makhija**, Vice President-Corporate Sales, Jet Airways (India), **Ankush Bindra**, Manager, Travel among others.

A trend observed during the conference was the rise in business cum leisure trips, leading to a new segment of travel called 'B-leisure.'

Kumar added, "It is important to understand what they want today. They look for personalised trips which blend the traditional and modern and are no longer looking for itineraries with too many destinations. Another demand for this segment is to be constantly connected to the happenings of the world and thus even the last minute bookings have to be kept in mind."





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ICPB TALK

CPB

Over the years India Convention Promotion Bureau (ICPB) has made a significant progress and emerged as one of the most professional organisations in the MICE industry

Driving India's MICE sector



Chander Mansharamani

▼oday, a rejuvenated ICPB is moving forward not only in creating business platform for its members but also promoting India as a preferred conferences and conventions destination by its various activities. Keeping the spotlight on ICPB we trail its upcoming event and those held through the course of this year.

Talking about the vision of ICPB, Chander Mansharamani, Vice Chairman, ICPB, MD, Alpcord Network Travel & conferences Management Company says, "Today we at ICPB have drawn a very clear vision. First of all, ICPB will take a lead role in bidding for international conferences. We in ICPB strongly believe that bidding together as an industry along with government and state governments. This would definitely have an impact in successful winning of the bid."

"Secondly, we also want to create state chapters for all ICPB activities, including the bidding of international response, five states, that is Maharashtra, Telengana, West Bengal, Madhya Pradesh and Delhi, have already become our life time members. We will be opening our first ICPB State Chapter in Mumbai in March 2017, "he added. "Thirdly, we are also working on how ICPB needs

conferences. The plans are to make states as life time

members of ICPB first and subsequently creating

ICPB state chapters. We are very encouraged by the

to play a professional role as frontal organisation in implementing the MICE policy of the Ministry of Tourism, Govt. of India, in promoting conventions and conference business in India."

9TH CONVENTIONS INDIA CONCLAVE

ICPB will also be holding its annual flagship event - the 9th Conventions India Conclave from October 13-15, 2016. Its main objective is to bring together potential conference planners, incentive organisers, convention centres, convention hotels, service providers to one platform providing opportunity of networking and also generating new business. Concurrent with the convention, Indian exhibitors will have an opportunity to showcase their products



ICPB have drawn a very clear vision to take a lead role in hidding for it. lead role in bidding for international conferences

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The leads generated from trade shows will help to promote India as a preferred MICE destination

to around 300 International and Indian buyers, association heads and corporate house. The conclave will be an opportunity for participants from many disciplines, to share their experiences towards the promotion of India's MICE business. Also with the aim of strengthening the brand positioning of 'Incredible India' as a MICE destination, buyers from overseas will also have appointments with suppliers from India's MICE companies.

Some of the events that ICPB has participated are listed below:

ICPB's 1st roadshow at HITEX, Hyderabad: The ICPB roadshow was organised on March 31, 2016 which coincided with the event "India for MICE". This was jointly organised by Federation of Telangana and Andhra Pradesh Chamber of Commerce and HITEX

to position the tourism sector as a major engine of economic growth and positioning India as a global brand.

The two days conclave was attended by number of industry players from all over the country and USA. The had a good opportunity for networking. ICPB had also taken an exhibition stand to promote and create visibility of all its activities.

ICPB-ASSOCHAM, 12th April 2016: Joint initiative of ICPB-ASSOCHAM for organising a "Thought Leadership Summit on MICE Tourism in India - Opportunities, Challenges & Solutions" was held on April 12, 2016 at Hotel Sangrila-La, New Delhi. The main objective of the meet was to create an opportunity for India's MICE industry, and to discuss the challenges and solution with a specific roadmap to make India the most preferred MICE destination.

Bureau's Participation at IMEX: IMEX 2016 was held on April 19-21, 2016 at Frankfurt, Germany. It saw a record number of 70 Visitors and media visiting the ICPB booth. To tap the US Association Market, ICPB will be participating in IMEX Las Vegas in October 2016.

The leads generated from these trade shows will certainly help the ICPB members to promote India as a preferred MICE destination.

ICPB apart from its professional role in projecting India as a preferred MICE destination also performs human resource development activities for its members and the industry as a whole.

TRAINING PROGRAMME

The yearly entry level training programme was held on June 17 and 18,2016 at Hotel Hans, New Delhi.

This training programme attracted more than 70 participants from ICPB members and non-members









JAMSHEDPUR BISTUPUR

Ramada Jamshedpur is a part of the Wyndham Hotel Group, the largest chain of hotels with more than 7500 hotels in 70 countries all over the world, brings you its first property in eastern India at Jamshedpur. The luxury hotel, welcomes you to a fresh atmosphere with urban stylish designs, warm and thoughtful services.

A newly built Ramada Jamshedpur, located in the heart of the city offers state of the art facilities and is designed to provide you a comfortable stay.

GUEST ROOMS: An ideal choice for the discerning business traveler, the hotel offers elegantly decorated 68 rooms comprising of Suites, Club Heritage & Executive rooms. The hotel offers a choice of three categories of rooms.

Executive: 300 Sq. Ft. Club Heritage: 300 Sq. Ft. Suite: 600 Sq. Ft.

Guest Room Facilities:

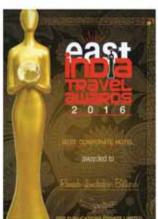
- LED TV with satellite channels
- Multi line telephone(s) with voicemail
- * Mini Bar
- * Centralized AC with individual temperature control
- * Bed side console to control AC/Lights/TV
- * Wi-Fi Internet Access
- * In room tea/ coffee maker
- In room electric safe
- * In room Iron & ironing board
- 24 hour room service

Hotel Facilities:

- Banquet Halls for corporate and social gatherings
- * Fitness center
- Swimming pool
- L'oreal Saloon and Spa
- * Round the clock room service
- * Foreign exchange
- Smoking and Non-smoking rooms
- Valet parking
- Doctor on call
- * Business center

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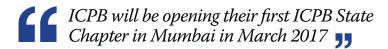
Awards for Ramada Jamshedpur Bistupur:

Ramada Jamshedpur is winner of Best Business Hotel for the Year 2016. This is been awarded by Luxury Travel Guide - UK Office for impeccable services for corporate clients in past 1 year.

Ramada Jamshedpur is winner of Best Corporate Hotel for the Year 2016 for East India. This award is dream award for many hotels and has been awarded by India Travel Awards - 2016. This award approves dedication of Team Ramada towards our corporate and leisure traveler.







covering the different segments of the industry like hotels, PCO, travel agents, tour operators and institutes. The two days interactive programme comprised four sessions with presentations from learned speakers of the industry.

'Beyond Vendor Management' session covered topics on registration process, payment gateway, abstracts and e-posters 'PCO-Hotel Interaction': enlightened on how to contract, site-visits - how to prepare for them to meet client expectations, mock session with an association, 'Venue Selection & Space Management' covered topics on venues available, venue selection, innovative use of space, space management.

'Relevance of Social Media and Mobile Apps' highlighted topics on digital marketing and its

importance, mobile applications and their impact, latest available offerings. The third session on Relevance of Social Media & Mobile Apps was conducted through GoToWebinar/ GoToMeeting (a live meeting that takes place over the web which can be a presentation, discussion, demonstration, or instructional session.) with Alec Sonenthal, Director of Technology Development, Centium Software, Las Vegas Nevada.

India Convention Promotion Bureau (ICPB) is a management oriented organisation that has been promoting and establishing India as a preferred MICE (Meetings, Incentives, Conventions & Exhibitions) destination. It draws its membership from the length and breadth of the hospitality industry as well as other private and government organisations involved directly and indirectly in MICE tourism.

Its mission is to undertake research for development for India's MICE industry and disseminate information and evolve the industry code of ethics.

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Imparting BUSINESS knowledge



The GBTA India Business Travel Symposium is an annual flagship education and networking event of the Global Business Travel Association (GBTA)

he twin event, a knowledge seminar and business travel show will witness the conglomeration of the best in Indian business travel industry, scheduled on September 6, 2016 at The Hotel Pullman New Delhi Aerocity. The knowledge seminar will commence with a presentation on the GBTA India Outlook Report 2015 which will present the primary findings of the report. The event will be the sixth year running and represents a landmark for the Indian business travel industry. Over a 100 corporate buyers from across India will be attending the event. The knowledge seminar promises to showcase

best practices of innovation through a panel discussions on Self-booking Technology Best Practices Self Booking Technology (SBT). While SBT have limited market share in India, it is growing exponentially. The session will evaluate customer perspectives and industry capabilities, that can lead to greater acceptance.

The panel will have Neal Rogers, APAC-MEA Travel Head, CSC as moderator and co-speakers will include Geetha Arekal, Unilever and other senior industry colleagues. The next panel will focus on Programme management best practices

and will be moderated by Chandresh Natu, APAC Procurement Lead, AON Hewitt, and will have eminent speakers from the industry. **Bhart Sarin**, GBTA Board Member & Head of Global Indirect and APAC Regional Procurement, Ingredion Inc will present a "MasterClass" on global on procurement best practices. This session will articulate the value of a robust strategic sourcing & procurement program to long term financial success.

The knowledge seminar will draw to a close with a final session on Payment Systems & Expense Management Best Practices.



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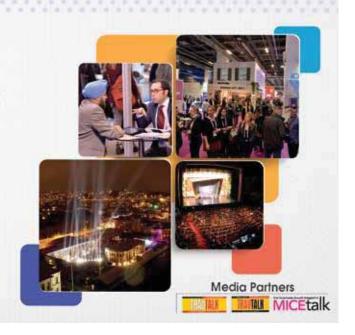
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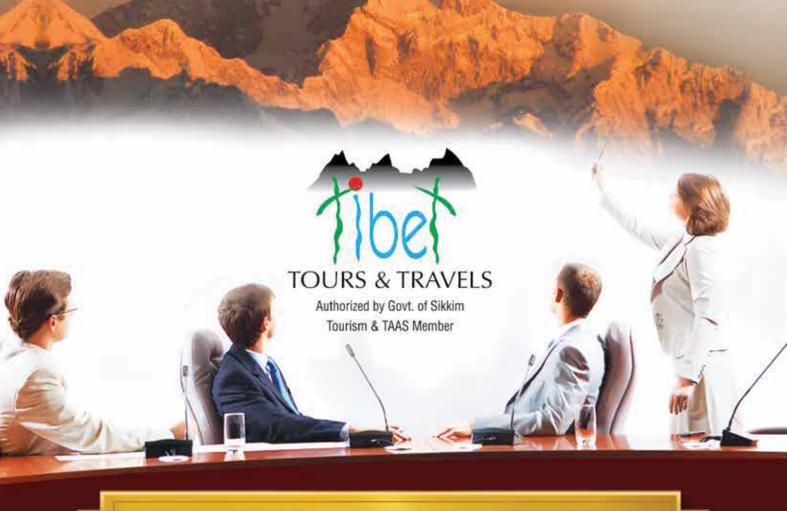


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Understated LUXURY

The JW Marriott Chandigarh is the address for business travellers who are looking for luxury combined with practicality

Hazel Jain

onceptualised around the five elements of nature, JW Marriott Chandigarh exudes elegance and craftsmanship. The grand entrance makes for a spectacular welcome with beautifully-crafted water bodies and flaming torches. With the simple use of natural materials like travertine and timeless sycamore wood, the interiors of the hotel exude warmth and resonate with the urban planning of renowned Swiss architect Le Corbusier who

designed Chandigarh. This creates the perfect setting for business travellers and MICE groups to work, stay and relax.

The hotel is centrally located within close proximity to the airport and the railway station, in addition to the Business District - Sector 17 and the Information Technology Park. Chandigarh, being a gateway city, provides easy access to key tourist destinations of North India. Airport assistance is also provided on

arrival and departure of guests. The designers of this hotel—Wilson Associates from Singapore and Karen Kim from Marriott—have beautifully and seamlessly married the chic with the contemporary, giving the hotel a distinct architectural style, matched with state-of-the-art interiors and personalised services. The hotel spells understated luxury, offering 164 spacious rooms, including four suites and one presidential suite designed in an open layout.







AMENITIES

The banqueting facilities in the hotel are spread over an area of 30,000 sq ft, indoors and outdoors. The design and elegance of the Grand Ballroom makes it an ideal choice for big events. It has a majestic ceiling height of over six meters and adorned with crystal chandeliers is spread in a sprawling area of 6,500 sq. ft. It offshoots into four halls (Ballroom I- 1,722 sq ft; Ballroom II - 2421 sq ft; Ballroom III 2152 sq ft) and is adjoined by 18,700 sq. ft. of lush green lawns. The various venues can accommodate between 100 to 1000 guests. There is a pre-function area with a separate entrance.which makes functions a private

and exclusive affair. The hotel's services, location coupled with a dedicated events team at JW Marriott Chandigarh provide the right combination for MICE.

The hotel can provide different environments which may be a New York style apartment for meetings with a difference at the Living Room or a formal set up for small meetings in the business centre, based on the need of the corporate.

THE LIVING ROOM

Based around the concept of a New York style apartment, The Living Room is a space for business meetings with a difference. With an open kitchen, a lounging area and an open foyer, it offers a casual and relaxed environment for business meetings and blends the comforts of a living area with the benefits of tech-savvy meeting rooms. Each room is well equipped with a large drop-down screen with lift projector and a surround sound audio-visual system and wired for both cable and wireless internet.

For MICE audience, in particular, the JW Marriot Chandigarh has a dedicated team of experts whose primary concern would be to ensure that they conduct their business in the most convenient and seamless manner possible..





Interesting MICE packages



Rubal Chaudhry

Rubal Chaudhry, General Manager, JW Marriott Chandigarh, talks about the regular MICE packages that the hotel offers to the corporate clients

What makes your hotel a perfect destination

Having both indoor and outdoor space helps in providing multiple options and flexibility for events to happen in that space. The different venues at the hotel have a capacity to hold between 100 to 1,000 guests at one time. Another important factor is the location of the hotel - it is central with easy accessibility government offices and the central business district.

Do you actively promote MICE?

We roll out interesting MICE packages at different times of the year to drive MICE business as well as create customised options as

per requirement. Apart from this, we regularly do MICE sales calls with top agents too. Out of total business of the hotel MICE contributes 12 per cent to the room business and 20 per cent to catering.

Can we expect any new developments at

Our new Al Fresco is a new addition to the outdoor space and hi-end events like launches, book reading sessions, tasting sessions, residential kitties, themed evening parties. This area will offer ample space and enough scope for specific décor and designing: LR (Indoor) space of 95 ft/26 ft or 2,470 sqft and LR (Outdoor tent to tent) space of 100 ft/40ft or 4,000 sqft.



The meeting rooms open out into the smart foyer area where executives can relax and lounge



MEETINGS IMAGINED

The hotel has also introduced a unique concept called, 'Meetings Imagined' with an aim to tap on the purpose of the meeting and provide facilities accordingly. Based on the meeting purpose, Marriott provides expert tips and trends and gives access to an 'inspiration gallery' to help guests to plan essentials. The operations team consists of qualified, trained, experienced professionals who are well equipped to handle MICE events. It also offers packaged dinner services and provide ondemand transportation options. The hotel can also conduct team building activities like cooking competitions and bar competitions if guests require such sessions. These days, spouse sessions like chef interaction, and spa sessions are also guite in trend.

BUSINESS CENTRE

The Business Centre provides Windows and Mac personal computers. Other facilities include a meeting room with a seating capacity varying from

eight to 10 persons. The Boardroom is equipped with an overhead projector, clip boards, 42-inch LCD, Conference Call Butler, laser pointers and laptops on request.

The hotel also organises for secretarial services, colour photocopies, facsimile, internet connection, scanning, lamination, binding, translation, transcription, notary services, private secretary, courier services and video conferencing. The operational hours of the business centre are from seven in the evening to midnight. However, any business centre requests during the night would be taken care of at the Front Desk.

ACCOMMODATIONS

With 164 luxury rooms, set in a unique open layout, the JW Marriott Chandigarh offers aristocratic elegance and absolute comfort. The hotel has 122 deluxe rooms, 38 executive rooms, four junior suites and one Presidential suite.

A range of amenities and services are available in all rooms which include 42-inch LCD/ TV with satellite channels, multimedia panels, high-speed wireless internet connectivity, DVD player, I-Home docking station, private LDD telephone and fax numbers, other general guest room business amenities, floating bathroom with separate shower and bathtub, concierge service, valet service, and a doctor on call.

THE EXECUTIVE LOUNGE

This is a private lounge, an indulgent luxury available to guests who want extra special care. It is offered as a complimentary benefit to loyal guests. It provides complimentary breakfast, high tea and a happy hour service.





Harnessing INVESTMENT for **TOURISM**

The Tourism Investors Meet 2016 highlighted the potential areas of development for establishing India as the world's most preferred travel destination

To provide a robust platform for the investment opportunities of the tourism sector to flourish, the Department of Industrial Policy & Promotion (DIPP) and Invest India set up an investment desk to focus on creating quality infrastructure and filling the gaps on the supply side to allow tourists to have a fulfilling experience within the country.

Vinod Zutshi, Secretary, Ministry of Tourism, Govt. of India, at the second edition of FICCI's 'Tourism Investors Meet 2016' said that there was a need to develop the core infrastructure of the country which included rail, road, air and waterways. He added that a Task Force was being created by the Ministry of Tourism, Civil Aviation and Railways to improve the connectivity to tourist destinations.

Zutshi said that the government was planning to organise 'Incredible India Tourism Investors' Summit 2016' in September to showcase the plethora of investment opportunities in areas of infrastructure development, both from India and the overseas.

The forum witnessed the release of FICCI-YES Bank knowledge paper on 'Investment in Tourism Infrastructure: Unleashing the Growth Potential'.

The paper highlighted the potential areas of development, the recent initiatives of the Government and key recommendations for establishing India as the world's most preferred travel destination.

ACTION POINTS BY FICCI-YES BANK

- Private Sector Investment
- Export Industry Status
- Intelligence and Tourist Research
- Amusement Industry
- India as 'safe' Destination
- Seamless Travel
- Skill Development
- Tourism Infrastructure
- Environment & Community Engagement

Nikhil Sahni, Senior President - Government Banking & Strategic Government Advisory, YES BANK Ltd, said that the tourism sector offered ample opportunities for investment and if the status of export industry was accorded to it, the sector could grow phenomenally.

to Rana Kapoor, Managing According Director and CEO, YES BANK, "Steps such as improving infrastructure and connectivity, tourist assistance facilities, safety and regulatory framework, as well as ensuring convenient visa, immigration and customs procedures, will be pivotal for leveraging the full potential of this sector. Further, policy reforms for rationalization of land procurement costs and single-window systems will significantly clearance investments in the sector."

The tourism sector offered ample opportunities for investment and if the status of export industry was accorded to it, the sector could grow phenomenally









In its third edition, the West India Travel Awards celebrated achievers of the travel industry in the Western region, at a glittering ceremony in Pune

he third edition of West India Travel Awards felicitated achievers in the travel and tourism industry of the region during a glittering ceremony held at Novotel Pune Nagar Road on August 5, 2016. The opening ceremony was graced by the presence of Taware Pandurang, Founder/President, Agri Tourism Development Company, Dattaram Sawant, General Manager, Finance, Goa Tourism Development Corporation and Saudamini Naik, Gladrags Mrs. India. The awards salute the best in the industry and are selected based on a non-biased system of voting. SanJeet, Mentor, India Travel Awards, said, "We salute the outstanding achievers. These awards, in their third year, signify the growth of the industry which has developed immensely in the last few years. We are proud to have been instrumental in recognising this flourishing industry and will continue with our endeavours."

Novotel Pune Nagar Road was named the Best Business Hotel. **Bandish Mehta**, General Manager, Novotel Pune Nagar Road, received the award. **Rohit Chopra**, Executive Assistant Manager-Rooms, Sales and Marketing, Novotel Pune Nagar Road, received the Best Hospitality Professional at the ceremony. With 223 rooms and 11,000 sq. ft. of banqueting space, Novotel Pune Nagar Road offers



state-of the art facilities for business professionals, and is well connected to all the business hubs as well as the airport.

Rajiv Duggal, CEO, Lavasa, was declared as the Best Marketing Professional of the year for his contribution towards promoting Lavasa. Duggal also picked up the awards for Lavasa International Convention Centre which won the Best Convention Centre; and Lavasa Tourism which was named the Best All Seasons Destination. Talking about the sweeping victory at the event, he said, "It's an overwhelming feeling to receive the three trophies and I am glad that the awards recognise the effort we've put behind the development and promotion of the destination."





BEST NTO South Africa Tourism



BEST LUXURY TOUR OPERATOR - OUTBOUND Mercury Travels



BEST AIRLINE Domestic SpiceJet



BEST BUSINESS HOTEL Novotel Pune Nagar Road



BEST DMC - INTERNATIONAL STHI Holidays India



BEST TOUR OPERATOR Outbound World Travel Studio



Crowne Plaza Ahmedabad City Centre



BEST BUSINESS TRAVEL AGENCY Next Tourism



BEST DEBUT HOTEL Hyatt Place Goa, Candolim



BEST DMC - AMERICAS 7M Tours





BEST LUXURY HOTEL ITC Grand Central, Mumbai



BEST CONVENTION CENTRE Lavasa International Convention Centre



BEST VISA FACILITATION COMPANY Udaan India Private Limited



BEST LUXURY & MICE HOTEL JW Marriott Mumbai Sahar



BEST DESTINATION MANAGEMENT COMPANY Next Tourism



BEST BOUTIQUE HOTEL Ramee Grand, Pune



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Shivani Misri Sadhoo Founder Saarthi Counselling Services

If you express agitation against your top management's decision, you are probably going to face trouble in the coming times

"

When your colleague becomes your BOSS

To be able to accept your co-worker as your boss has a lasting effect on oneself professionally and personally, and needs to be tackled maturely

any amongst us have faced or witnessed a situation where your office colleague and friend, suddenly was declared your new boss. Definitely, it's an awkward situation for most of us. Since you suddenly need to behave and communicate formally with a person, whom you have considered your friend and possibly shared your personal and professional problems or have directed and guided him or her as a big brother. So how can you tackle such situation effectively if it happens in your life? Here are some tips:

ANTICIPATE AND ACCEPT THE CHANGE

No matter how you feel about your colleague becoming your new boss, you have to accept that the relationship between the two of you can no longer be the same. As a boss your colleague is now answerable to the top management, who will judge his/her ability to maintain a healthy office environment - that includes the boss is not taken for granted and he/she should not be perceived to be too friendly towards one particular subordinate.

BREAK THE ICE, CONGRATULATE

It's very much possible that your new boss may probably expect some jealousy, resentment or maybe even fear a subtle sabotage from his/her former colleagues. Gracefully congratulate your new boss and with complete honesty, tell that you will support your boss's future plans and will be his back. This will have much better returns for you in the long run vis-à-vis you show your dislike or express your unhappiness that you should

have been given the promotion. Keep in mind, since your new boss has been selected by top management amongst you all, he/she certainly enjoys better values, expectation and trust by the top management than you.

LET YOUR BOSS SET THE TONE

One dilemma is deciding how to act – whether to be casual or formal, whether to ignore or emphasise the change in the status, among others. Following your boss's lead is the best way to avoid inadvertently crossing a line.

STAY AWAY FROM COMPLAINING GOSSIPS

Since you colleague has been selected as the new boss of the department, chances are high that rest of your colleagues too are facing the dislikes, pain, and feeling that things have been unfair for them. So there would definitely some hatred, office gossips against your new boss. It's advisable not to participate in those conversations. If you have to say something about the new boss to your rest of your colleagues and you can't quite bring yourself to give some praises words then at least say something like, "Why don't we give him a chance before we decide he's going to be terrible?"

When your colleague becomes your boss, it would be awkward for you both. But if you try to express agitation against your top management's decision, you are probably going to face trouble in the coming times. Rather act graciously and professionally, and lay the groundwork for a successful working relationship.





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The correct way to approach NETWORKING AT



Darren Edwards is the founder of Invisage Creative Services in Australia. With more than 23 years experience in the meetings and events industry, Darren's passion is to connect people through supply of creative design and innovative event tech solutions. Contact: info@invisage.net

Vhis is your final notification that you have a critical update to install in your trade show and it comes with emojis, environmental responsibility and a lot of student debt. So listen up Gen Xers and Baby Boomers, your trade shows and events need to embrace Millennials, if they are to stay relevant!

Networking has been a staple of business development since the dawn of time and it has been covered extensively in a good number of articles, blog posts and talk shows.

Many of us have different approaches when it comes to expanding our web – be it for business or personal use.

There's a myriad of choices on how to approach networking; no wonder there's a new blog post or web article published about it in what seems like a daily basis. Recently, I was at a regular networking event when I started to think about all the different approaches we make to widen our reach. I considered how much value I place on the ability to network. Networking events are keys, socially and professionally - after all, it is okay to have friends in our business.

Everyone has ideas on what to do after a networking event but what should you do when you are actually there? And because I work in the conference and event technology space, when I hit up a networking event, I have a few basic rules:

- Treat the event as you would any workrelated conversation. You should not walk into a networking event without doing some research on who is your host and who the other guests are.
- Keep in mind that just because people are there for the social component of the day



From ice breakers to handshakes, trading cards to buying cocktails, networking can be both fun and a chore, but also a necessity for most successful executives

BUSINESS EVENTS

(especially true if you are someone who works from home), that does not mean you should be unprepared to talk shop. Have your elevator pitch ready for the one or two times that you'll need it!

- Show up alone, but if you already know people in the event, make an effort to meet someone new within the first few minutes of being there. Nobody likes to be outside his or her own comfort zone - that is why it is called the comfort zone - however, that is not why you went out tonight. Spending the entire evening with the few people you have met before is called hanging out with friends. You didn't need to put on your best REI khakis and closed-toed shoes for that.
- Most importantly, have fun. Networking is part of our job. Whether you are a vendor, conference manager or trade show organiser,

everyone at the event has an agenda so simply set that fact aside and walk away happy.

If you are there to network as a mobile app or technology solution provider, another thing to think about is having your talking points and your device ready to take a product tour. You never know when someone will want a demo of your awesome solution. To be prepared is always beneficial.

Networking is the ultimate long game – it takes time to cultivate a relationship and heading to these events is only buying the seed, not even planting it yet. Practice the tips above and watch your networking skills improve.

Invisage Creative Services has been providing creative and technology products to the Meetings and Associations industries since 1993. Website: www.invisage.net

Networking is the ultimate long game – it takes time to cultivate a relationship and heading to these events is only buying the seed, not even planting it yet





Resort To Casual

Holidaying in luxury resorts is accompanied by the practice to follow a certain dress code, even while indulging in leisure activities



Shital Kakkar Mehra

Light colors, including white and beige are classic, while bright linens and florals add to the ambience

ith the holiday season in full swing, "resort casual" is in vogue. Luxury resorts write it as a dress code and it appears as a byline on their websites and inhouse information too. Don't let the "casual" mislead you - as a rule, attire in a resort is a notch above regular casual clothes or clothes that you wear to the supermarket or to grab a coffee. A fabric which is appropriate for this sophisticated "look" is linen as its light, breathes easily and keeps you feeling and looking cool!

Daytime Resort Casual: When visiting a restaurant for breakfast or lunch, wear dress shorts (cuffs provide added style) or denims / jeans will suffice. Women can wear shorts, skirts or wrap-around skirts. Light colors, including white and beige are classic while bright linens (this season's latest being terracotta / burnt orange) and floral add to the ambience. Although distress denims are in fashion, use your discretion on the 'distress' factor! No bare feet - sandals will suffice, while deck shoes add elegance. Swimwear is perfect by the poolside but must be covered elsewhere in the resort.

Resort Evening wear: All resorts have ritzy restaurants, which project a festive yet slightly formal ambience in the evening.

Attire for men: Cotton/linen trousers, sport shirts or t-shirts with collar. Shoes can be semi-



formal, matching your trouser style. Smart closed-toe sandals and colored moccasins work well too. In cooler climes, go with a sports jacket and team it with regular/turtle neck shirt - no tie. Avoid crew neck t-shirts, flip flops or your favorite faded denims.

Attire for women: Linen/ formal trousers, skirts, a dressy evening top, a casual dress / sundress or an Indian outfit. Trendy sandals or casual shoes go well with these clothes. Avoid faded jeans, flip flops, camisoles, or very short skirts/ shorts. Carry a stole or "pashmina" for cooler evenings.

This attire is also referred to as "Country Club", "Dressy Casual" or "Casual Chic", depending on the occasion. It works well in a private/ colonial club, an off-site or a holiday on a cruise. The elements are all well co-coordinated and expensive, at times costing more than your formal wear.



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Visa Requirements

Netherlands

✓ Passport: Original Passport with validity of minimum three months (from the date of return) and minimum two blank pages for visa stamping.

Please Note:

- a) Passports issued beyond 10 years will not be accepted by the Embassy.
- b) Attach all your old passports (if any).
- ✓ **Schengen Visa Application Form:** One visa application form duly filled and signed on column 37 and 38 Please Note:
 - a) Applicant's mobile number and email id should be mentioned in visa form.
 - b) Consent Form and Travel History Form also needs to be duly filled, signed and submitted along with the application.
- ✓ **Photo Specification:** Two recent passport size colored photographs with matt or semi matt finish, 60%-80% face coverage, white background and without border (Size: 35mm x 45mm)

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

✓ Covering Letter:

- a) Corporate cover letter along with naming list and passport no of all applicants and corporate should also take guarantee of all applicants that they will return back to India on completion of the tour.
- b) Covering Letter from applicant on business letter head mentioning name, designation, passport number, purpose and duration of visit in brief. The letter should be duly signed by the applicant and addressed to – The Visa Officer, The Embassy of The Kingdom of The Netherlands, New Delhi.
- c) Company's (corporate) brief profile.

Please Note: The letters should be addressed to The Visa Officer, Embassy of The Kingdom of The Netherlands, New Delhi.

✓ Invitation Letter: If going for Business Purpose then Invitation from Netherlands along with naming list and passport no of all applicants.

▼ Financials:

- a) Company's updated bank statement for last six months till date mentioning the Bank's name, Bank's Telephone Number clearly.
- b) Company's ITR for last three years.
- c) Company's Registration Certificate or Memorandum.

✓ Proof of Occupation: Student

- a) An NOC from school on letter head with travel dates. Parent's signature id proof and student's Id card copy. The letter should have phone number and address of school In case of Minor.
- b) An NOC by parents.

Self Employed

- a) Company Registration Certificate / Certificate of Incorporation.
- b) Company's & Personal Bank Statement for last six months till date with bank seal and signature.
- c) Proof of Proprietorship / Partnership (In case applicant is Proprietor / Partner in a firm).
- d) Company's & Personal ITR for last three years.
- e) Dealership proof for all if dealers.

Employed

- a) Salary slip for last six months.
- b) NOC from Employer on letterhead with travel dates.
- c) Personal bank statements for last six months till date with bank seal and signature.
- d)Personal ITR for last three years.
- **▼ Proof of Accommodation:** Hotel confirmation for all Schengen countries to be visited and a letter from the tour operator along with the naming list & passport number of all applicants and mentioning that they are doing hotel, ticket, insurance for all the passengers.
- ✓ Airline Reservation: Air ticket and day-to-day travel itinerary with proper dates mentioned on it.
- ✓ **Accommodation Proof:** Hotel confirmation for all Schengen countries to be visited and a letter from the travel agent along with the naming list and passport no. of all applicants that they are doing the hotel, ticket, insurance for all the passengers.
- **▼ Travel Insurance:** Medical travel insurance for the stay duration amounting to 30,000 Euros.

Please Note: a) Insurance to be done by the Authorized Insurance Companies for the Schengen States. b) Insurance should match with travel dates. Important Note: Indian citizens travelling to Schengen countries for short-term (max 90 days in 180 days) will have to visit VFS visa application centre personally to provide biometric data (fingerprints and digital photograph). For subsequent applications within next five years the biometric data will be copied from the previous visa application included in the VIS.

**Visa Fees:

Normal `4,600 | Child (Age 6-12) `2,700 | VFS Service Charge: `1,110, *Visa fees keep on changing every month.





- **Passport:** Original Passport with the validity of minimum six months and minimum two blank pages for visa stamping.
 - Please Note: Attach all old passports (if any).
- **▼** Thailand Visa Application Form: One Visa application form to be duly filled and signed by the applicant.
- ✓ **Photo Specification:** Two recent passport size photographs with matt or semi matt finish, 60%-80% face coverage, white background and without border (Size: 35mm x 45mm).

Please Note: Photograph should not be more than 3 months old, scanned/stapled and should not be used in any of the previous visas.

- **Covering Letter:** Covering letter from company on its letter head mentioning the naming list & passport details of all applicants along with the purpose & duration of the visit .The letter should be duly signed by the authorized signatory & addressed to - The Visa Officer, The Royal Thai Embassy, New Delhi.
- **Financials:** Original Bank Certificate of the company.
- **▼** Ticket: Confirmed return Air Ticket with ticket number.
- **✓ Proof of Accommodation:** Hotel Confirmation in Thailand.

Please Note: Hotel Confirmation should include each applicant's name separately.

- ✓ **Sponsor Letter:** Travel Agent/corporate must issue a guarantor/sponsor letter signed by authorized person along with the name list of group members with complete details, e.g. passport number, confirmed round trip flights, and
- **Visa-on-Arrival:**

hotel reservation.

Thailand will double visa-on-arrival fees for tourists from 19 countries and regions including China, its biggest source market, in an effort to bulk up income from tourism -easily the most buoyant sector in the economy.

From Septenber 27, the charge for a visa allowing visitors a 15-day stay will be 2,000 baht (\$57.8).



- ✓ Following documents required to obtain the Oman tourist visas
 - 1. The Applicant must hold a valid passport (with photocopy of the identification pages).
 - 2. Passport should be valid for six months.
 - 3. One Blue background Coloured passport size photograph.
 - 4. Last country visited (visa copy shall be provided).
 - 5. Date of the last country visited.
 - 6. Confirmed Hotel booking.
 - 7. Confirmed onward / return air ticket.
 - 8. All visa applications are referred to Oman and the approval can take from four to five working days.
 - 9. In Sultanate of Oman, the Immigration office is closed on Fridays and Saturdays.







Fillip to medical tourism at 3rd IIMTC

The International India Medical Tourism Congress will be held in Hyderabad from Sep 3-4

▼ volved to be India's first and only platform for delegates from the health sector I from across the globe over the last three years, IIMTC, which is being held in Hyderabad from September 3-4, will bring together key stakeholders under one umbrella to meet and greet, discuss the policies and procedures, legal framework, latest trends, competitors and stakeholders, medical tour business acumen.

With a vision to help India become a preferred medical tourism destination in the world, the Congress is organised by International Indian Wellness and Medical Tourism Association (IIWMTA) and Society of Critical Care Emergency Medicine (SCCEM), which aims to streamline, promote, and propagate 'Brand India' in the arena of medical tourism.

Dr. H N Garg, President, SCCEM, says, "Our agenda is to promote medical tourism in India. Calling hosted buyers from different countries on a single platform to India to promote medical tourism is a unique feature of the Congress. The platform will facilitate a stage to show new technology in medical science, hospitals and health centers would be showcasing their technologies and facilities to everyone. Around 100 delegates from nearly 50 countries are expected at the Congress." Garg also points out that lack of awareness has been the basic problem in medical tourism. According to him, because this segment of tourism has been relegated to the niche tourism segment, there is little support extended. "Our suggestion is that government should encourage and give all possible support to the organisation of such events to promote medical tourism industry in India," he adds.

The Congress in its third edition will focus upon various factors ranging from the impact of the National Medical and Wellness Tourism Promotion Board on Indian medical tourism; challenges and the way forward.



INTERMOT	Cologne, Germany	5
CONNECTIONS LUXURY BRAZIL	Brazil	16-19
ITB ASIA	Singapore	19

NOVEMBER 2016		
MITM EUROMED	Naples & Palermo, Italy	2
WORLD TRAVEL MARKET (WTM)	London, UK	7-9
MCE SOUTH EUROPE	Rome, Italy	13
VENUES & DESTINATIONS SUMMIT	London, UK	14
MICE BUSINESS DAY	Budapest, Hungary	15
IBTM	Barcelona, Spain	29-Dec 1
INTERNATIONAL CONGRESS ON WORLD CIVILIZATIONS AND CREATIVE TOURISM	Sofia,Bulgaria	29-Dec 1

DECEMBER 2016		
CITE	Chengdu, China	1-3
WORLD OF INDUSTRY	MMRDA Ground, Mumbai	1-3
HALAL MARKETING & TOURISM RESEARCH SYMPOSIUM	University of Canterbury Christchurch, New Zealand	2
TRAVEL BUSINESS SHOW	Le Meridien, Gurgaon, Delhl, NCR	16-17



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movements



Sumit Kumar General Manager Hyatt Pune

Hyatt Hotels Corporation has appointed Sumit Kumar as General Manager of Hyatt Pune. Kumar is responsible for the operational development of Hyatt Pune, including guest and employee engagement and financial performance. Over the last 13 years, Kumar has been an integral part of Hyatt Hotels. Having been chosen as the General Manager of the first Hyatt Place hotel in South West Asia, he launched Hyatt Place Hampi, Karnataka, and later Hyatt Place Gurgaon/Udyog Vihar, Haryana which was also his last assignment.



Shubham Chandra Hotel Manager Grand Hyatt Mumbai

Grand Hyatt Mumbai has appointed Shubham Chandra as Hotel Manager. He has over 18 vears of experience in operations. business development, sales and marketing with reputed names in the hospitality industry. Chandra held the role of Area Director-Sales & Marketing for South India at Hyatt Regency Chennai before he took his new assignment as Hotel Manager at Grand Hyatt Mumbai. Prior to Chennai, he was associated with various Hyatt properties in Mumbai, Delhi and Bengaluru since the year 2001.



Mahesh Chand Rajwar General Manager Lords Resort Silvassa

Mahesh Chand Rajwar has done Hotel Management & Catering Technology from American Hotel & Lodging Association & Oriental School of Hotel Management, Kerala. With more than 12 years of experience in the hotels and resorts with a strong emphasis on hospitality, targets, guest liaison, staff engagement, training and development, cleanliness and public relations. He is highly motivated and enthusiastic. Rajwar spent his initial days with Trident-Hilton, Udaipur. He is experienced across various properties like Ananda in the Himalayas, Tehri Garhwal, Taj Mahal Hotel-New Delhi, among others.



Rakesh Chauhan General Manager Shree Ram International Jodhpur

Shree Ram International Jodhpur has appointed Rakesh Chauhan as the new General Manager. His last assignment was with Hotel GenX Jodhpur (1589 group of hotels) as a General Manager. Chauhan is a hotel management graduate from IHM Chandigarh with over 17 years of experience and he specialises in hotel operations, revenue management, performance enhancement, best practices implementation, setting up process and implementation, quality compliance, organisation development, human resource and training.



Victor Chen Resident Manager JW Marriott Mumbai Juhu

Victor Chen has been appointed as the Resident Manager of JW Marriott Mumbai Juhu. With over 15 years of experience, Chen has worked with several Hyatt properties across India and the Middle East, namely Hyatt Regency Dubai, Hyatt Delhi, Grand Hyatt Mumbai and Park Hyatt Goa Resort and Spa before joining the Marriott family. Chen brings with him extensive experience of having worked in various hospitality management verticals. He holds a three year Diploma in Hotel Management from International Institute of Hotel Management Kolkata.



Anirban Bhattacharya Director Sales & Marketing Park Plaza Kolkata Ballygunge

Park Plaza Kolkata Ballygunge has appointed Anirban Bhattacharya as Director-Sales & Marketing. A hotel management graduate from IIAS (Siliguri) and MBA in Hotel Management from IMSR Mumbai, Bhattacharya has worked with Choice Hotels, Ahmedabad; K Raheja Resorts and Hospitality, Mumbai; Clarks Group of Hotels, The Resort, Mumbai: Advani Hotels & Resorts India Ltd (Ramada Caravela Beach Resort Goa), Pride Hotels & Resorts and St Laurn Hotels to name a few. He comes with a rich experience of 17 years. In his current role, he will be heading the Sales and Marketing for Park Plaza Kolkata Ballygunge.



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