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MICEtalk

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editorial

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MICEtalk
Meetings • Incentives • Conferences • Events

Dear Reader,

New Delhi, the Indian capital, is all set to witness its biggest international convention, five years down the line. Lions Clubs International (LCI) has announced its first conference, LCIcon from July 1-5, 2022. The conference is expected to host nearly 35,000 delegates from more than 120 countries over five days. Through LCIcon, India will be on the international tourism map.

Canada is celebrating its 150th anniversary of Confederation this year as well as the 35th anniversary of the Canadian Charter of Rights and Freedoms. In an informal interview, Bardish Chagger, Minister of Small Business and Tourism in Canada and Nadir Patel, High Commissioner for Canada to India, talk about lucrative opportunities for Indian business travellers on visit to Canada.

This year, the Outbound Tour Operators Association of India (OTOAI) will be organising its convention for 2017 in Ras Al Khaimah from September 12-14. The association wants to promote and introduce new market opportunities to tour operators. This will enable the trade to have an option of another lucrative destination, adding value to the existing markets.

South Africa is slowly emerging as an exciting option for meetings, with more than 1,700 conference venues including large convention centers located in top urban centres like Durban, Johannesburg, Cape Town and East London. You can unravel more in our cover story!

Requiring a mammoth number of transactions, manual bookings can be very cumbersome. This is where technology sends a Self-Booking Tool (SBT) as a 'guardian angel' to help manage corporate travel better.

Training is essential to leverage skills for excellence in MICE activities. AccorHotels has partnered with the Incentive Conference & Event Society Asia Pacific (ICESAP) with an aim to professionalise the MICE industry in Asia Pacific.

Don't know whether to drink, sip or slurp your soup? Our expert, Shital Kakkar Mehra, shares etiquettes on having soups during business luncheon and dinners.

Keep reading and giving your feedback to us at:
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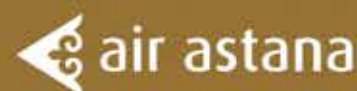
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Cover Picture:
Shangri La Hotel, Colombo

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NEWS



Travel Experiential Show: 1,800 meetings

■ The second edition of Travel Experiential Show witnessed nearly 1,800 meetings among 27 exhibitors and nearly 60 buyers from April 8-9, 2017, at WelcomHeritage Sheraton, New Delhi. Representatives from hotels, travel agencies, cruises, railways, tourism boards, and more, met tour operators and travel agents from across Tier I, Tier II and Tier III markets under one roof to network and explore business opportunities for the experiential and luxury segment of travel. The show was inaugurated by His Excellency Alphonsus Stoelinga, Ambassador of the Netherlands to India, Bhutan and Nepal. "I believe luxury begins from the airport. It is how you are treated upon arrival; it is in the destination and also on how comfortable or at ease is a destination with itself," said Stoelinga.

Fiji Marriott Resort Momi Bay offers 1,200 sqm space for events

■ Marriott Hotels, Marriott International's flagship brand, opened its first hotel in Fiji, as Fiji Marriott Resort Momi Bay. The Grand Salon Ballroom offers 360 square metres of versatile event space with an abundance of natural lighting. The resort's beachfront location and 1,200 square meters of outdoor pre-function space for event outside, creates a bespoke and flexible space to suit the need of guests. "We are delighted to announce the opening of the first property under the Marriott Hotels brand in Fiji," said Silvano Dressino, General Manager of Fiji Marriott Resort Momi Bay.



IndiGo expands its network to Mangalore

■ IndiGo has announced Mangalore as its new destination. Effective May 1, 2017, IndiGo will operate daily non-stop flights from Mangalore to Bengaluru and Mumbai at fares starting at ₹1,499. Aditya Ghosh, President and Whole Time Director, IndiGo, said, "Mangalore, an important seaport and a major commercial centre in Karnataka with the state's second busiest airport, is fast gaining prominence as a business hub and a tourist gateway."



Penang to generate RM1bn from MICE

■ Penang is targeting to generate RM1 bn from MICE industry this year. Chief Minister Lim Guan Eng said, "Last year, Penang recorded 1,250 meetings with a RM808 million economic value, so, we hope that this year we can break the RM1 billion mark." He said the industry created jobs, generated revenue. Penang is the second state in Malaysia to have a convention bureau to promote itself as a destination for meetings, incentives, conferences and exhibitions.



OTOAI Convention from Sep 12-14 in Ras Al Khaimah

■ The Outbound Tour Operators Association of India (OTOAI) will be organising its 2017 convention in Ras Al Khaimah in September. Guldeep Singh Sahni, President, OTOAI, and Haitham Mattar, CEO, Ras Al Khaimah Tourism Development, signed an MoU for the same at the Ras Al Khaimah Roadshow in Delhi. Sahni said, "We are going to have our convention most probably from September 12-14 in Ras Al Khaimah. Our intention is to introduce new markets to the tour operators, which will add value to the already existing markets that they sell."

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NEWS



Vienna records 11 per cent growth in corporate events in 2016

■ Austrian capital Vienna has emerged as a city of international dialogue hosting 4,084 congresses, conferences and corporate events in 2016. India, too, had a small but growing role to play in this with the Vienna Convention Bureau reporting 14 corporate events from the Indian sub-continent. An 11 per cent growth in congresses, corporate events and incentives in Vienna led to 567,000 global attendees and 1,718,000 overnight stays. "With 36 licensed certification agencies for Green Meetings, Vienna has already demonstrated far-sightedness with respect to environ" says Norbert Kettner, Director, Vienna Tourist Board.

Jaisalmer Marriott Resort & Spa offers 3,251 sqft outdoor space

■ Marriott International has expanded its portfolio in India with the recent opening of the Jaisalmer Marriott Resort & Spa. Perfect for weddings and social events, the newly opened property offers 3,251 sq. m. of outdoor space which can host up to 1,500 guests. The resort also boasts of a dedicated event planning team. The resort has an added 577sq. m. of indoor meeting space that includes three meeting rooms along with the Grand Ballroom. Matthew Carroll, VP, Marriott Hotels, says, "Jaisalmer Marriott Resort & Spa reflects the refined sophistication, quiet elegance and exceptional service – attributes synonymous with the brand globally."



TCEB's campaign for MICE travellers

■ The Thailand Convention and Exhibition Bureau in collaboration with Visa International (Thailand), the Tourism Authority of Thailand, Thai Airways, Thai Smile Airways, and Department of International Trade Promotion, Ministry of Commerce, has launched the 'Spice Up Thailand 2017' campaign for the fourth consecutive year. The offers of the campaign include 10 per cent hotel discounts, 50 per cent discounts for car rentals and airport transfers, Bt500 cash coupons for shopping, 25 per cent restaurant discounts, and 50 per cent off golf course green fees. TCEB president Nopparat Maythaveekulchai said, "This will help to increase spending and encourage MICE travellers to extend their stay in Thailand."



Qatar Airways to launch new airline in India

■ Qatar Airways may order 100 new jetliners before the end of this year to power its push into India, informed Chief Executive Officer Akbar Al Baker. The Persian Gulf carrier is confident that a new aviation policy mapped out by Prime Minister Narendra Modi will permit 100% foreign ownership of a domestic airline, Al Baker said in London. "It could be this year," the CEO said after addressing the Qatar-U.K. Business and Investment Forum.



Thai group says **SAWASDEE KA** to India

Thailand-based hotel management company in and around Asia, Akaryn Hotel Group, has reached out to the travel trade in India to create awareness about its hotels

The Akaryn Hotel Group has recently ventured into the Indian market to tap into the potential that the outbound market to Thailand offers. It's initial strategy is to create a pan-Indian visibility for its hotels. **Keshwar Bhagat**, Director of Sales-India, Akaryn Hotel Group, reveals, "Our initial objective is to create brand awareness and visibility for our group of hotels through sales calls, product training and frequent interactions with travel agents here."

The group is looking at FITs but is also keen on small and niche MICE groups from India. Bhagat adds,

"Our hotels and villas are fully equipped to cater to celebrations like birthdays and anniversaries." For 2017, the group will focus solely on trade interactions and establishing its presence pan-India through the trade. "This is our first foray into the Indian market. Based on the profile of guests who find our hotels appealing, our next step would be to create suitable marketing activities in line and then eventually diversify to attract a wider segment of Indian travellers," she says. As a group, Akaryn Hotel Group's aim is to continue expanding in Thailand and neighbouring South East Asian countries. It will soon be announcing its new project in Vietnam.



Keshwar Bhagat



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Ottawa Convention Centre

CANADA paves the way for business travellers

Canada is celebrating its 150th anniversary of Confederation this year. **Bardish Chagger**, Minister of Small Business and Tourism in Canada and **Nadir Patel**, High Commissioner for Canada to India, talk about tapping business travellers

Kanchan Nath

Destination Canada along with Nadir Patel, High Commissioner of Canada to India, organised a round table meeting with Bardish Chagger, Leader of the Government in the House of Commons and Minister of Small Business and Tourism in Canada, for the travel trade dignitaries as well as the media. During the meet, Chagger talked about growth opportunities and easing of visa issuance for Indians travelling to Canada and Canada's MICE potential.

ELEVATING TOURISM

Tourism Canada's crown marketing agency,

“The country boasts of 10 provinces, three territories, and a plethora of tourist attractions”





Adventure Tourism



Hub for events

Destination Canada, has continuously sought markets of interest, including India, to spread awareness about the signature experiences that the country has to offer. Seeing tourism as an option to invite more visitors, Chagger says, "This year is Canada's 150th birthday, we also celebrate the 35th anniversary of the Canadian Charter of Rights and Freedoms. This is an opportunity to really build a stronger relationship between India and Canada. We see tourism as an economic driver and will be working very closely with the high commissioner to see this initiative through."

The country boasts of 10 provinces, three territories, and a plethora of tourist attractions that would bode well with any kind of traveller.

CONNECTIONS FROM INDIA

Both governments shall leave no stone unturned in ensuring suitable connectivity. Elaborating further, Chagger says, "On July 1, 2017, Air Canada will be launching another direct flight from Mumbai to Toronto. This is to achieve a better response to the needs of India."

To further promote each tourism vertical, the ministry will be showcasing culinary tourism, indigenous tourism, and more such segments, beside business and leisure activities. Chagger says that Destination Canada and her team will be working closely so that people know more about them.

ENHANCING BUSINESS TRAVEL

"There are many people who come from the business world for conferences, conventions,

trade shows, and so forth. We need to ensure that they are able to have that leisure experience and be aware of the signature experiences, be it a festival, an event, a concert or a great restaurant," she says.

When it comes to experiences, Canada has seamless opportunities, be it Capilano Suspension Bridge in Vancouver, edge walk of CN tower, Fogo Island, or the northern lights in Yukon. "Whether you are coming for leisure, family or business, we want to ensure that we are going to give you a reason to come," Chagger says.

TAPPING THE POTENTIAL

The relations between India and Canada have always been alive and well, but there is more potential that still remains untapped, feels Chagger. "It's a sentiment that is shared not only by Canadians, but, by Indians as well. That is why we want to ensure that we are listening

“ On July 1, 2017, Air Canada will be launching another direct flight from Mumbai to Toronto ”

and engaging and having those conversations. It's a very important market to me, personally as well as professionally.

When it comes to small and medium-sized businesses, we start up very well and we need them to scale up and consider expert markets. India is a market where we want to continue to create those opportunities. Canada is a trading nation so I know we will continue to build on those opportunities. I know that it will be in the best interests of both countries."

UNITY IN DIVERSITY

Canada's terrain is as diverse as that of India's, ensuring that a wide range of experiences are delivered to travellers. Further enunciating, Patel says, "From hiking to skiing, from flat lands to prairies the geography is so diverse that it can be tailored in accordance with your interests."

ISSUING VISA

Canada has always been more than willing to welcome Indian guests. An extremely hospitable country, its authorities have set up processing timelines and systems that ensure visa processing is convenient and efficient at the same time. To this, Patel adds, "Over the last couple of years the number of applicants and visitors has been increasing dramatically, with over 40 per cent increase year-on-year. This year those numbers are growing at a rapid pace with a combination of tourism, VFRs, and business. We want people to visit and explore a wide array of tourism elements in Canada. Our processes are efficient; we accept applications online."

An *Indaba* in **SOUTH AFRICA**



This country is brimming with options for MICE with superb infrastructure, exotic locales and a stimulating culture that can leave visitors in awe of the destination

Hazel Jain



South Africa understands business tourism. For years, it has hosted millions of delegates attending meetings, congresses, exhibitions, business events, and incentive travel. Its tourism industry, has become a key priority for the government in recent years, and it is hoping that by targeting business travel, the number of MICE events will increase over the next five years.

SOUTH AFRICA NATIONAL CONVENTIONS BUREAU

Founded in 2012, South Africa National Conventions Bureau (SANCB), acts as a one-stop shop for meeting planners and MICE travel organisers considering an event in South Africa. SANCB's India office brings a similar focus and effort to support and boost MICE offerings in India, with a range of services such as bid support, destination expertise, building

attendance, convention planning support, onsite event services, pre and post meeting itineraries. With the objective of 'Advancing Africa Together', Meetings Africa is the perfect platform hosted by SANCB. The trade show is designed to contribute to the growth of Africa's potential as the world's fastest growing and most sought-after business events destination.

AMAZING ATTRACTIONS

South Africa is an exciting option for meetings, with more than 1,700 conference venues including large convention centers located in top urban centers like Durban, Johannesburg, Cape Town and East London which effectively cater to events of any type. The main convention cities in South Africa are Durban (KwaZulu-Natal Province), Johannesburg (Gauteng Province), Cape Town (Western Cape) and East London (Eastern Cape).

INDABA 2017

Indaba 2017, one of the largest tourism marketing events on the African calendar will be held from May 16-18, 2017, at Durban's Inkosi Albert Luthuli Convention Centre (Durban ICC). It will spread to Durban Exhibition Centre (DEC) which is located in the KwaZulu-Natal province. A large Indian delegation of 35 agents and media will be participating in the exhibition this year.





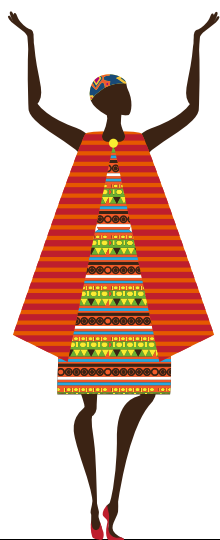
CONNECTING IT RIGHT

- Despite being long-haul, South Africa offers convenience when it comes to accessibility since most travellers choose to fly via Dubai and Abu Dhabi, which offer a wide choice of onward flights to South Africa.
- This is especially significant for conferences that come in from multiple Indian cities because most Indian cities are well-connected to the Gulf.

“

South Africa has more than 1,700 conference venue centers

”



GAUTENG PROVINCE

Jo'berg hosted Africa's biggest conference to date, the 2002 World Summit on Sustainable Development. An estimated 40,000 delegates, including about 190 heads of state, were spread across three of the city's premier venues: the Sandton Convention Centre, the Expo Centre, and the Wanderers Stadium. Gallagher Estate in Johannesburg has a capacity of 5,000. The Ticketpro Dome (previously known as the Coca-Cola Dome and MTN Sundome) venue located in the north of Johannesburg has a seating capacity of approximately 20,000. It is currently managed by Thebe Exhibitions.

KWAZULU-NATAL PROVINCE

Durban's Inkosi Albert Luthuli International Convention Centre or popularly called ICC Durban is one of the largest in the country. It can handle conferences of up to 15,000 delegates.

This venue hosts the annual Indaba travel trade show. In 2001, it was the venue

for the United Nations' World Conference Against Racism.

WESTERN CAPE PROVINCE

A multi-purpose conference and exhibition centre in the hub of Cape Town's business and entertainment centre, the Cape Town International Convention Centre (CTICC) has an extensive range of premium venues, services and facilities.

It is able to cater for conventions of up to 10,000 delegates. The CTICC is the first convention centre in Africa to gain three internationally recognised management system certifications simultaneously, and the first in the world to align its reporting to the sustainability requirements of the Global Reporting Initiative (GRI).

HOTEL OPTIONS GALORE Cape Town

Taj Cape Town: It has 176 grand luxury rooms and suites. The rooms are of 355-527 sq ft (33-49



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BUSINESS WITH PLEASURE

- Unknown to many travellers is the fact that Durban doubles as a beer wonder. Corporate groups can plan a visit to a state-of-the-art brewery and enjoy a range of beers. MICE groups can also explore South Africa's wine-lands with its magnificent views, splendid wine farms, and exquisite Cape Dutch architecture.
- Here, meetings and corporate workshops are combined with wine and olive tasting, vineyard tours, horse-back rides, hot air ballooning, and culinary tours.



sq m) while the suits are 688-1,173 sq ft (64-109 sq m) in size.

MEETING VENUES

ABC BAR is a unique bar with high ceilings and murals with a maximum capacity of 50. Adderley is accessible from another of its venue called Parliament and has a maximum capacity of 24. Cathedral can accommodate 54 pax. Another venue called Founder can host cinema-style events and can fit around 50 people.

Parliament can be used for boardroom set-ups or private affairs with a maximum capacity of 36. St-George's is ideal for elegant banquets or conferences with a capacity of 100 people. The Bankhall has a maximum capacity of 300, The Boardroom, with a grand maple table, can fit 12, The Vault can accommodate 80 people, and finally Wale which is perfect for an intimate gathering can fit in eight.

Johannesburg

The Residence Boutique Hotels: For business groups, it has conferencing venue that can seat 20 delegates and is well-equipped with projector and video conferencing tools.

Durban

Hilton Durban: It has 327 rooms, and newly renovated executive rooms and suites that allows access to the Business Lounge. The hotel offers a dynamic business center, a

fully equipped state-of-the-art fitness center and a grand ballroom for special occasions.

Suncoast Towers: This boutique beachfront hotel is located close to popular attractions like uShaka Marine World, the Durban Convention Centre, and the city's Golden Mile beachfront. It offers 36 well-appointed rooms and suites. The Suncoast Towers caters for business needs and offers a choice of three conference venues and flexible meeting spaces that can accommodate between 16 and 450 delegates at the adjacent Suncoast Conference Rooms.

Other nearby conferencing facilities include 14 conference rooms at Southern Sun Elangeni and Maharani, rooms at Garden Court Marine Parade and the newly renovated Garden Court South Beach. In Umhlanga the Beverly Hills also offers conference rooms in its luxurious beachfront setting.

East London

Premier Hotel EL ICC: The East London International Convention Centre (EL-ICC) located on the East London Esplanade, incorporates the 260-roomed Premier Hotel EL-ICC, as well as the adjacent 175 rooms of the Premier Hotel Regent, offering a range of accommodation options to complement the ELICC. The Premier Hotel East London ICC is a contemporary designed hotel on the East London Esplanade.





EL-ICC features an auditorium, conference rooms, an exhibition area, a press room, restaurants and two boardrooms. The multifunctional conference rooms are designed for conferencing, conventions and trade shows, and are able to accommodate up to 1,500 delegates, whereas the exhibition hall can accommodate up to 2,100 delegates.

Blue Lagoon Hotel & Conference Centre: The hotel offers four well-equipped conference venues which are ideal for seminars, training programmes and executive meetings.

Blue Lagoon Hotel, in association with an Eco Adventure company, conducts team building activities on the beach.

UPCOMING PROJECTS FOR MICE

- Global Entrepreneurship Congress (GEC) in 2017 which is inter-disciplinary gathering of start-up champions from more than 150 countries and attracts over 4000 delegates.
- The International Association of Gaming Regulators (IAGR) 2017 Conference at Johannesburg which will bring together representatives from gaming regulatory organizations throughout the world
- 2017 The Human Development and Capability Association (HDCA) Conference at Cape Town in September.

CONNECTIVITY WITH CONVENIENCE

Despite being long-haul, South Africa offers convenience when it comes to accessibility since most travellers choose to fly via Dubai and Abu Dhabi, which offer a wide choice of onward flights to South Africa. This is especially significant for conferences that come in from multiple Indian cities because most Indian cities are well-connected to the Gulf. Additionally, connectivity from India offers multiple options. At the moment, a lot of Indians are using Air Seychelles to fly to South Africa via Mahe and our sources tell us that an additional flight to Durban is likely to be announced soon, starting March next year. Ethiopian Airlines added Cape Town last year.

ENTERTAINMENT OPTIONS

MICE groups can explore South Africa's winelands with its magnificent views, splendid wine farms, and exquisite Cape Dutch architecture. Here, meetings and corporate workshops are combined with wine and olive tasting, vineyard tours, horse-back rides, hot air ballooning, culinary tours and many more exciting group activities. Corporate visitors can take to the skies at various drop zones like Mother City SkyDiving, Pretoria Skydiving Club, SkyDive Rustenburg and Durban Skydiving Club. To socialise with colleagues, V & A Waterfront is the place to be. They can head to Shimmy Beach Club for a Beach Club experience or Asoka to spend the evening over tapas and wine.

“
South Africa offers visa processing centres in 8 key MICE cities in India
”





Hanneli Slabber

SA eyes tiered cities

Hanneli Slabber, India Country Head, South African Tourism, talks about how the country is ensuring that it maintains the steady inflow of MICE traffic

What kind of requests do you get from MICE groups?

Besides meetings, South Africa is booming as a conference destination. In terms of MICE from India, incentive-led travel dominates, at approximately 80 per cent. A lot of requests come from strategy-planning incentives, where travellers opt for unusual team-bonding setups like game drive vehicles, which not only add a tinge of unconventionality but also encourage discussions. Incentive-led travellers are always on the lookout for culturally rich, off-the-beaten track experiences that can cater to a variety of individual tastes and South Africa is the perfect option. A major change has also been observed in terms of traveller motivation – companies do not prefer offering a paid holiday anymore, they are more driven towards holistic programs where they can imbibe their company's values and benefits.

How is the traffic from India?

Indian visitor numbers to South Africa have surged 21.67 per cent during 2016 to 95,377 and eighth position among our international source markets. Corporate firms such as HDFC, Hercules, 9X Media, ACC Cement, Siyaram Silk etc. have organised their MICE trips to South Africa. Also, repeat business traveller growth stands at approximately 35 per cent.

Where do you get a lot of demand from?

Cities like Mumbai, Delhi and Ahmedabad are mature markets for us but we are witnessing good arrival figures from cities like Hyderabad,

Bengaluru, Chennai, Pune and Kolkata. In the coming times we hope to see an increase in MICE business from mini-metros and tier II markets in India as well.

What makes South Africa perfect for MICE?

We believe that we have a winning combination – a favourable currency exchange, diverse cuisine including vegetarian and Indian options, experiences across wildlife, adventure as well as attractions for shopping and nightlife along with a variety of graded accommodation. Moreover, there is an increasing trend of moving away from the traditional meeting scenes, with people now willing to go beyond the boardrooms and choose open spaces.

Does SA offer any offers for big corporate groups?

For meetings and incentives we offer support at various levels including assistance with bid presentation, support to CVBs, provision of letters of support, provision of destination collateral, site inspection, delegate boosting, familiarisation trips, pre and post tours, venue selection assistance and assistance with visa processing in select offices.

Most Indian corporate face the constraint of budgets, while organising outbound MICE trips abroad. We tie up with our Indian trade partners for interesting packages to South Africa such as 7th Sky Tours and Travels, Aerospace, Club 7, Cox and Kings, Dewan, Expedia, Flamingo, Kulin Kumar, Travel Bazar, TUI, Thomas Cook amongst others in the past for such offers.



CELEBRATIONS & SPECIAL EVENTS

Make any event a grand success by hosting impressive banquets and celebrating special occasions with MAYFAIR Hotels & Resorts at charming hill stations, vibrant cities and seaside towns across select destinations in Odisha, Goa, Darjeeling and Gangtok. We have banquet space and event available to suit every need from luxury beach weddings to large indoor conferences and magnificent private parties.

CENTRAL HALL, MAYFAIR CONVENTION, BHUBANESWAR



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Numerous stops FOR SHOP



Whether you are looking for something specific or just browsing, South Africa's boutiques, malls and street shops have it all

The quality, cost and variety of goods on offer along with the safe environment provided by South Africa's shopping centres should not take visiting international holidaymakers and business people by surprise. South Africa's malls are famous for their shopping and entertainment facilities. Thanks to a very favourable exchange rate, Euros or US Dollars go a long way in South African shopping centres.

Along with general retail stores, like Woolworths (similar to Marks & Spencer in the United Kingdom), Truworths, Edgars, Pick 'n Pay and Checkers, which will provide with clothes, groceries and homeware, visitors will discover that malls and shopping centres in South Africa each have their own character, created by

the dozens of boutiques, specialty stores and restaurants that they host. Many of the centres are also located in beautifully designed buildings, showing off state of the art architecture.

Whether they find themselves in Johannesburg, Pretoria, Cape Town, Durban, Port Elizabeth or the safari hub of Nelspruit, there is always an excellent shopping centre around the corner. Most centres are also home to cinemas, restaurants and entertainment facilities too. All of the malls are located close to major highways with ample parking space. All major South African shopping centres have facilities for disabled shoppers.

CAPE TOWN

Victoria Wharf at the V&A Waterfront

With over 450 retail outlets selling everything





from fashion, homeware and curios, to jewellery, leather goods and audiovisual equipment, the V&A Waterfront is South Africa's most popular shopping destination. Consolidating this position is its diverse offering of local and international brands, irrespective of taste or budget.

The Cape Quarter at Green Point

The Cape Quarter is a unique retail experience in Cape Town with boutique shopping experience in the historic De Waterkant district. It also has distinct restaurants, inspired gifts, inspired art, fashion and jewellery, rare antiques and collectables, and many more hidden gems. Its carefully curated tenant list includes over 100 unique stores and restaurants. It is open seven days a week.

The Cavendish Square in Claremont

Cavendish Square is an award-winning shopping destination in the Southern Suburbs of Cape Town, boasting more than 200 stores that offer exclusive local and international fashion, cinemas and a selection of premium restaurants and coffee shops.

Tygervalley Shopping Centre

This centre has high fashion as well as entertainment options. Located in the Northern Suburbs, this chic shopping centre is just a 15-minute drive from Cape Town CBD and moments from the beautiful winelands. It has

over 250 stores with everything from flagship retailers, trendy eateries and décor to furniture, toys medical care and much more.

JOHANNESBURG

Sandton City

With the likes of Hugo Boss and Louis Vuitton, Sandton City is known for being the Rodeo drive of Africa. It houses the world's most desirable brands with everyday leisure and entertainment. It is located within walking distance of the Sandton Gautrain station and has more than 300 leading local and international retailers. Attached to the large Sandton City shopping centre is the Nelson Mandela Square – a public square and shopping centre.

Soweto's Maponya Mall

The location is central for all surrounding townships. This 70,000m² diamond layout mall is home to over 170 shops, an array of flagship stores, local and international brands and full governmental facilities. The mall has uniquely identified court areas made for easy shopping navigation and as well as exceptional access for both motorists and walk-ins.

Rosebank African Craft Market

When in Jozi an absolute must-visit is the Rosebank Art and Craft Market. The market offers beautiful hand-made products from South Africa, Ghana, Congo, Cameroon, Malawi, Kenya, Mali, Senegal, Zambia and Zimbabwe. A wide range of ornaments, bead work, handbags, décor items, paintings, animal skins and gifting products are showcased in an African hub, bringing together tourists, shoppers and traders. It has the vibrancy of a truly African marketplace filled with a warm energy and rhythm.

DURBAN

Market of Warwick

Given the confluence of rail, taxi and bus transport, this area has always been a natural market for street vendors. The Markets of Warwick includes between 5,000 and 8,000 vendors trading in nine distinct markets. Currently, this is the only informally structured market in a public space of this magnitude, and thus establishes itself as the single most authentic African market that South Africa has to offer. The products available vary from beadwork, traditional arts and crafts, traditional cuisine, fresh produce, music and entertainment merchandise, clothing, accessories and traditional medicine. Walking tours are often organised through this unique interactive cultural market.

Other venues for shopping in Durban include Gateway Theatre of Shopping, The Pavillion Shopping Centre, Bridge City Shopping Centre, Westwood Mall, La Lucia Mall, Rinaldo Shopping Centre and The Crescent on Umhlanga Ridge.

“
All major South African shopping centres have facilities for disabled shoppers
”



IT&CM China, held from March 21-23, 2017, boasts of more than 14,000 business appointments between 3000 MICE professionals and over 400 hosted delegates



11th IT&CM China: A resounding success

Shivani Kaul

The 11th edition of IT&CM China, held in Shanghai, witnessed a busy two days with business appointments and exhibition showcase, besides a multitude of engagement activities that ranged from media briefings, hosted luncheons, cocktail and dinners as well as destination presentations as part of a dedicated Association

Days programme. As many as 720 exhibitors with representation across all continents of the globe, 355 Chinese buyers across 38 cities such as Beijing, Chengdu, Hangzhou, Qingdao, Lijiang, Sanya, Shanghai, Suzhou, Xiamen, Zhuhai and more, in all 3,000 MICE professionals and 400 hosted delegates got the opportunity to interact and spread their brand message. Next year

IT&CM China will be organised from March 20-22.

By fulfilling a host of wish lists from 288 MICE destinations and brands this year, IT&CM China proved its mettle in delivering specific ROIs by customising exclusive events that allowed featured companies to reach their desired buyer and media profiles.

Keynote session delivered by Gary Grimmer, Alicia Yao, David Zhang, Roger Shu, and Yao Xin



First-time exhibitor National Institute of Tourism Promotion, Argentina is one of four destination bureaus that decided on a targeted luncheon for select international and local buyers this year. Its Meeting Industry Coordinator, **Emora Franco**, said, "We really want to organise these kind of events as it is a good way to engage the buyers to the destinations." The bureau also leveraged on one of the 13 media briefing sessions to reach out to international media. Franco said of the session, "It was really good, and productive, with many questions asked about the MICE



Opening ceremony at Shanghai Marriott Parkview

industry in Argentina and how the country has been positioning itself. The show has been really good for us." Meanwhile, Tourism Fiji hosted a luncheon while Hainan Tourism Development Commission conducted a MICE Promotion Session for invited buyers. Fukuoka Convention & Visitors Bureau and South Africa National Convention Bureau also held a captive networking session over lunch with their potential buyers.

In addition, AccorHotels, JW Marriott Shanghai Changfeng Park, Macao Trade and Investment Promotion Institute (IPIM), and Shanghai Marriott Parkview were a part of the line-up of exhibitors who chose to benefit from being a cocktail or dinner sponsor.

Others like returning destination CCPIT Chengdu (Chengdu Municipal Bureau of Exposition), Hangzhou Tourism Commission, Malaysia Convention & Visitor Bureau (MyCEB), Shanghai Municipal Tourism Administration, Thailand Convention & Exhibition Bureau (TCEB), and new-comers VisitScotland, found the Association Days' Destination Presentation the right fit for them to reach much sought-after Association buyers. IT&CM China 2017 featured twice as many destination presentations

Buyers Speak

Indian buyers at IT&CM China share their experience about the event and their views on the global MICE market



“China is a very strong economy and a growing outbound market. We are globally connected so we see opportunities from China into other markets. It's been a very good experience for us and the objective of attending this show is to connect with existing and new partners and find opportunities across the globe. Every time we come here we find new products too.”

Sanjeet Joher

Vice President Combined Buying Group Asia Pacific & Middle East, Cox & Kings Limited



“The show was very good and gives a lot of explanation about Asian products, hoteliers, new hotels and resorts which have come up. We're making a lot of interactions and business activities with them. During these two days we met new exhibitors and have contacted them for their new products and explore them in the Indian market. Now there are a lot of MICE exhibitors from China, Thailand, Singapore, Hong Kong, which are offering new places that are good for conducting MICE events.”

P.P. Khanna

President, Association of Domestic Tour Operators of India (ADTOI) and Director, Diplomatic Travel Point



“It was a good show with prime focus on China. It showcased various unexplored regions of China. The show had a good presence of various South East Asian countries like the Philippines, Singapore, Malaysian and Thailand. It was heartening to see the presence of European destinations like Scotland and Monaco making their presence for the first time. Overall, it was a very well-organised event.”

Rajat Sawhney

Vice President, ADTOI, and Director, Magical India, and Rave Tours & Travels



“I came to the first edition of the show when they started 11 years ago and this is my 3rd time at IT&CM China. The show was good. There are 80 per cent of Chinese suppliers are here and I found some few good products here. I was planning to do an event for one of the major automobile companies. We have already found the right partner here and we're soon going to finalise a deal with them. IT&CM needs to have more variety. I found less of team-building attractions, event planners, other MICE related services like AV suppliers, etc. such players are missing this time.”

Amaresh Tiwari

Hony. Treasurer of Indian Association of Tour Operators



“The event was well organised and there were good number of sellers. The discussion and plenary sessions were very good. A lot of knowledge sharing happened and it brought us closer to what is happening in the industry. Overall, it has been a fantastic journey. Conferencing has been one of our focus areas and we got to meet a lot of DMCs such as Hong Kong and Thailand.”

Manish Raj

Vice President & Business Head Corporate Travel Services Flight Raja Travels (Via.com)

Buyers Speak



“The event was well organised and there were a lot of good suppliers. Attending the event is always a learning experience and China, per se is focusing a lot on MICE events. Sellers are always looking at India, be it Chinese or others. But the trend as is, the Chinese travellers are travelling more than us. China has got fantastic MICE infrastructure – hotels, roads, venues, and India still needs to build a lot of infrastructure. Things are picking up in India.”

C. P. Sharma
Managing Director,
Neptune Travco



“IT&CM was a very good platform to network with our new as well as old suppliers. We got to know about new products of Sanya Bay, Hainan Island and Huangzhou, a new upcoming destination in China. We are looking at marketing our product in China as a standalone destination and it's a good platform to work with. I've been able to convert one of my group businesses at IT&CM China. Buyers and sellers are giving us a very positive response and they look forward to working with the India market and they are ready to work on the rates.”

Reena Chopra
Director
Magical Holidays



“IT&CM is doing well and this was my first time here. I met a couple of new companies. Basically I came for new products, information and knowledge. I met Canada-based Arctic Destination here and we will soon be doing India promotions to sell arctic cruises. Lot of new hotels have come up here, I met new hotels, convention centre and China is coming up very well for MICE-related services.”

Sanjeev Mehra
Director
Aaryan Leisure and Holidays



“My expectations were very high from IT&CM China and I feel IT&CM Bangkok was much better organised. I met a few people here and let's see if we are able to convert the meetings into business. The suppliers here are only from the Asian region and a few newcomers such as VisitScotland. I feel they could've had more variety.”

Ravi Saxena
Managing Director
Uniglobe MKOV Travel



“This is my first time at IT&CM in Shanghai and it was a great event and platform for interacting with Asian buyers. When we come here we discover what China has beyond Shanghai, Beijing to offer. There are few hotels and tourism boards from various other geographies who are here but more predominant than other fairs like the IMEX. From Indonesia we have 30 odd sellers, from Thailand there are 30 odd sellers. The number is good, the hotels showcasing here were very good.”

Vikrant Grover
Director-MICE
Vdoit4u.com



than the year before. Local exhibitor Gloria Hotels & Resorts appreciated the opportunity to engage exclusively with Chinese media to spread their brand message even wider across the local industry space. “A briefing to the local Chinese media, allowed us to create connections with aims of spreading our brand message further in the domestic market. We were able to introduce our brand, latest developments and upcoming initiatives such as our loyalty programme. The session also helped in attracting more people to the booth later in the day,” said **Thomas Jouan**, Director of Branding, Gloria Hotels & Resorts. Delta Air Lines, Gloria Hotel & Resorts, HNA Hospitality, Huangshan Tourism Committee, Meet Taiwan, Ministry of Tourism of The Republic of Indonesia, Monaco Government Tourist Bureau, Ningbo Tourism Administration, Pacific World, Shouqi Limousine and Chauffeur, Turkish Airlines, United Airlines, and Xiamen Municipal Bureau of Convention and Exhibition Affairs, also benefitted from one or more of IT&CM China's core business engagement sessions this year.

PRE AND POST-SHOW TOURS

A selection of hand-picked international buyers and media began their IT&CM China 2017 experience with a 4-day, 3-night pre-show tour to Istanbul sponsored by Turkish Airlines. The trip that began on



culminated at the joint IT&CM China and CTW China Opening Ceremony and Welcome Dinner sponsored by Shanghai Marriott Parkview for the third consecutive year. Delegates were treated to a night of local and international performances, world-class gourmet menu, excellent hospitality and facilities as a showcase of the breadth of the venue's capabilities.

"The continuous development of our surrounding facilities has contributed greatly to the increased dining, entertainment, and accessibility options. This has propelled our growing reputation in the Shanghai MICE market over the years as a preferred venue of choice. As third year sponsors,

March 17, gave delegates the opportunity to sample Matbah – the traditional flavours of the Ottoman Palace cuisine, as well as walk the streets and visit iconic districts, landmarks and unique event venues including the Hagia Sophia, Blue Mosque, and the 1680 year old Direk Cistern. The organising team and Pacific World also arranged for two pre-event city tours of Shanghai, which included an excursion to Zhujiajiao Water Village. The event's keynote session on 'The Future of MICE in China' was delivered by Gaining Edge's **Gary Grimmer**, and panellists included **Alicia Yao**, Deputy General Secretary of China MICE Committee of China Association of Travel Services; **David Zhang**, Director of Suzhou MICE Promotion Center; **Roger Shu**, Deputy General Manager of Hangzhou Convention, Exhibition & Travel; and **Yao Xin**, Secretary General, CCPIT Commercial Sub-Council.

IT&CM China organisers also announced event highs including representation of 288 MICE exhibiting companies and organisations across all continents of the globe on the show floor, a 20 per cent increase in Chinese and international buyer participants (while maintaining the ideal 80 per cent Chinese to 20 per cent (international mix), huge take-up in engagement activities with targeted buyer and media profiles (that includes four exclusive luncheons by destinations Argentina, Fiji, Fukuoka, and South Africa; two cocktails by JW Marriott Shanghai Changfeng Park and AccorHotels; a hosted dinner by

Macao Trade and Investment Promotion Institute (IPIM); a promotional event by Hainan Tourism Development Commission (Shanghai); twice the number of destination presentations as compared to the year before), as well as the first-ever co-location of CTW China within an expanded IT&CM China exhibition hall space.

THE CROWD PULLER

Event organiser **Darren Ng**, Managing Director, TTG Asia Media, revealed, "The exuberance of the Chinese MICE market and solid decade-long event record continue to pull in a stunning array of local and international exhibitors. This year, we welcome debuts by Air China, Arctic Outback Adventures, National Institute of Tourism Promotion, Argentina, Barcelona Convention Bureau, Dusit International, Tourism Fiji, Monaco Government Tourist Bureau Asia, VisitScotland, Shenzhen Airlines, SNU Healthainment Consortium, South Africa National Convention Bureau, Turkish Airlines, Viajes Pacifico, Vienna Convention Bureau, amongst others.

Furthermore, engagement activities are at an all-time high and we are delighted to have both new and returning destinations and brands leveraging on these limited and very exclusive valuable sessions." The first day's activities (March 21)



Gondolas at Zhujiajiao Water Village, Shanghai

we are keen to gain more exposure globally among international stakeholders and agents," said the hotel's General Manager, **Ricky Lam**.

Destination Macao, fronted by Macao Trade and Investment Promotion Institute (IPIM), returned to IT&CM China 2017 as the largest exhibiting destination on the show floor. They were also the only destination to host a dinner exclusively for invited buyers on March 22, taking advantage of one of the show's many captive networking sessions. Macao displayed 31 co-exhibitors under their pavilion encompassing venues, hotels, PCOs and DMCs, showcasing the destination's capabilities in hosting events of any scale. Interested buyers had the chance to learn about the many facilities and attractions.



Glimpses of the **SHOW**







Experience leisure in ‘Style’

Located within walking distance from Tivai Beach and minutes away from Calangute and Candolim beaches, ibis Styles Goa Calangute promises a lifetime of memories

Goa, India's favourite beach holiday destination has everything one needs for a refreshing break from the humdrum of daily routine. Ring in the summer season over an exotic escapade at India's first ibis Styles, right in the heart of North Goa. Located within walking distance from Tivai Beach and minutes away from Calangute and Candolim beaches, the 197-room property provides plenty of in-house activities and easy access to all local tourist attractions to ensure a perfect beach retreat for everyone - whether a couple on a romantic getaway, a family enjoying vacations or a team out for an offsite.

PORTUGUESE INFLUENCE

ibis Styles puts design in the spotlight with pep, pop and a touch of perky personality, influenced by Portuguese heritage and charm, infused with a local yet contemporary twist. Each guest room is pool facing and features

a private balcony with trendy décor and an innovative bedding concept to ensure guests have a good night's sleep. For families, the property offers a choice of amenities for young children, including a welcome gift and a dedicated Kids Corner. In sync with the needs of today's business travellers, the resort features 2 board rooms equipped with the latest audio-visual and communications technology. The expansive 2,200 sqft space is an ideal venue for MICE and events that accommodates up to 180 people in a variety of flexible settings ideal for business meetings, training seminars, and social gatherings.

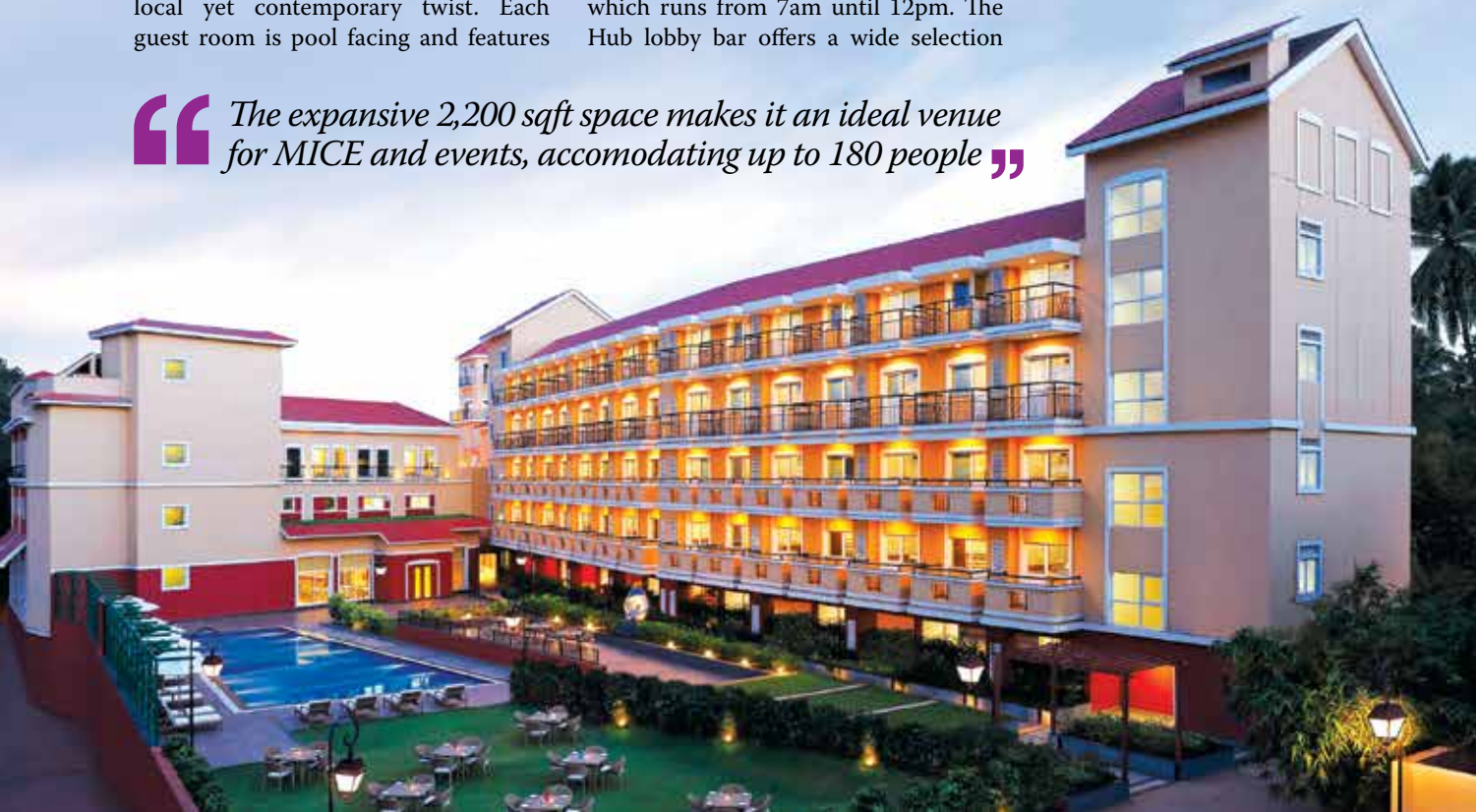
The hotel is home to an all-day dining multi-cuisine restaurant, Spice it and a lively bar, The Hub.

Spice it, offers buffet and a la carte menu options as well as the longest breakfast which runs from 7am until 12pm. The Hub lobby bar offers a wide selection

of refreshing beverages and light snacks and is the perfect place to unwind and chill. For an action-packed stay, guests can look forward to a host of recreational activities including table tennis, foosball, selfie centre and visualized cricket. Travellers can also create memories of a lifetime by snapping their underwater adventures in the pool using GoPro cameras provided by the hotel or enjoy bicycle rides through the wilderness for an unforgettable expedition.

With a true Goan character through fine Portuguese elements, three pools, a relaxing al fresco, an exquisite restaurant, a fitness centre and banquet spaces; ibis Styles Goa Calangute, has it all.

“The expansive 2,200 sqft space makes it an ideal venue for MICE and events, accommodating up to 180 people”



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AccorHotels-ICESAP impart MICE training

AccorHotels will work closely with the Incentive Conference & Event Society Asia Pacific (ICESAP) to improve training standards, support education and advance best practices on the society's agency accreditation and distance learning programme

Hazel Jain



Kerry Healy

As part from highlighting its various brands and hotels at its 'AccorHotels Showcase' that was held in Mumbai and New Delhi, the hotel group also announced its partnership with the Incentive Conference & Event Society Asia Pacific (ICESAP). The aim is to professionalise the MICE industry in Asia Pacific.

ICESAP is a single body for the Incentive Travel, Conference and Business Event sector and its members are individuals and organisations made up of customers, intermediary agencies

and the suppliers of products and services to the Incentive Conference & Event (IC&E) industry in Asia Pacific. As the principle partner on ICESAP's Agency Accreditation and Distance Learning programme, AccorHotels will work closely with the society to improve training standards, support education and advance best practices throughout the sector. The aim will be to build industry-wide professional standards across the APAC region, for which the accreditation scheme is developed.

This year, 'AccorHotels Showcase' brought all of its hotels from all around the globe to showcase its brands and its key hotels to the Indian market. It saw 30 delegates from 95 countries like the Middle East and Asia Pacific countries as far as Europe representing more than 4,100 hotels meet members of the Indian trade. This was the first time it was done as a showcase. Prior to this, it was like a sales mission and smaller in size.

PERFECT MATCH

Kerry Healy, Vice President Sales, Asia Pacific, AccorHotels, says, "Meetings and Events segments have always been important to Accor Hotels as we acquired the Fairmont and Swissotel brands. We are now 767 hotels and we will definitely close the year at 800. In the next five years we will add another 250 hotels. A third of this development is sitting in our luxury and upscale brands which is an important part for the Meetings and Events segments. Not to discount the third of the network sitting in that mid-scale which is also a convenient plus point from the value proposition for Meetings and Events. The



MICE has always been an important segment for AccorHotels

“Our aim will be to build industry-wide professional standards across the APAC region”



partnership was a perfect alignment for us. India ranks in the top three in the meetings market and we anticipate getting more events business but more particularly the Incentives market and probably the association market moving forward. So, we have high hopes. We are happy with it now but we want to get closer to the market,” she adds.

Speaking about the reason behind the move, she adds that it is important to be in an industry which is regulated. “It is important for the hotel to make sure they understand who they are working with. It’s very important for the customers – corporate or an agency – to also have some regulation in the business. So when we were asked to partner as the Education Partner, it clicked.

There are a lot of new people coming into the business that we need to educate on the Meetings, Events & Incentives (ME&I) segments, on how to do business properly and to raise the bar both at the agency level and at the hotel level,” Healy explains.

KEEPING IT RELEVANT

Although AccorHotels already does a lot of its own training within the MI&E segments, one of the things Healy is looking to work with ICESAP on is to have its industry partners come in and evaluate the items that it trains on. “Is it relevant? How to make it better? How to make our brands resonate more with the meeting planners? That’s my key focus for 2017,” she adds.

Vishal Dhale, Regional Vice President – South Asia, Incentive, Conference & Event Society Asia Pacific (ICESAP) who is also Regional VP, Birla Sunlife Insurance, is spearheading ICESAP operations in India since December 2016. He says, “We have just gotten our advisory panel in place with three members from Mumbai and expanding to other towns where we are looking at members from Bengaluru, Pune, Dubai and then Sri Lanka. The first thing that we are driving is the agency accreditation piece along with learning and development piece. The industry is growing fast and if there is a structure to it, it will benefit everyone.”

For agency accreditation, ICESAP is looking at certifying agencies and partners under various



“ India ranks in the top three in the meetings market and we anticipate getting more events ”

points like code of conduct, employee efficiency, etc and accredit and certify an agency to a level where they can use it as a strong USP when they are in talks with clients. It has readied the programme which will be on the system from first week of April and interested parties can start applying.

ICESAP has tied up with Blackberry and Dun & Bradstreet as its consultants who will handle the programme from Singapore. It will go through the entire process of verifying and certifying the agency. “We are not limiting it to the larger agencies, but also involving the smaller ones as well as new agencies who are struggling to set their foot in the market,” Dhale adds.

If someone is not certified, ICESAP will give them temporary inputs which they can improve on over a period of one year. The certification will have to be renewed annually. “Accor has partnered with us for the learning and development programme for which we have partnered with William Angliss Institute in Australia. Accor Hotels has sponsored this project while the content is worked out by William Angliss Institute in Australia,” Dhale explains.



Vishal Dhale

SINGAPORE Pushes for Incentives

The destination is not just eyeing the MICE segment but is particularly interested in the incentives part of it and this is reflected in its updated version of INSPIRE that offers elements to groups based on their size

Hazel Jain



Adrian Kong

Singapore Tourism Board (STB) has launched an updated version of its incentive programme titled INSPIRE (In Singapore Incentive and Rewards) for the incentive market. Its 3.0 version bundles products together based on the size and needs of the group. **Adrian Kong**, Area Director for the South East (Mumbai), Singapore Tourism Board, who looks after MICE, says, “We have made improvements to our programme by taking feedback from many travel intermediaries. We are trying to promote more incentive travel to Singapore through corporate as well as through the MICE agents. We have had two successful runs of INSPIRE and the third version intends to incentivise corporate entities further to send their groups for incentive programs to Singapore. It comes with more attractions and value additions.”

The number of passengers in previous editions of INSPIRE were much higher. “Earlier we had about 800-1,500 pax. We understand that Indian corporates are looking at smaller groups for

incentives now. We have therefore reduced the group size to 50-200 pax, 50 being the minimum number of people to be eligible to partake in the program. This way smaller companies from tier II and III cities can also take advantage of it,” Kong adds.

One of its schemes called Business Events in Singapore (BeIS) which will look at larger incentive groups for upwards of 200 pax. A third scheme called the Singapore MICE Advantage Programme (SMAP) allows corporates to have

INSPIRING SCHEMES

The three schemes are:

- In Singapore Incentive & Rewards (INSPIRE) 3.0
- Singapore MICE Advantage Programme (SMAP)
- Business Events in Singapore (BeIS)



	INSPIRE 3.0	MICE ADVANTAGE PROGRAMME	BUSINESS EVENTS IN SINGAPORE
GROUP SIZE	50-200	Minimum 100	200 >
AVAILABILITY	India	Global	Global
BENEFIT	Unique curated experiences offered by partners in interesting venues within their premises	Discounts and complimentary services provided by partners as part of the M&I group movement	Financial reimbursement on certain costs with the M&I group movement subject to certain terms & conditions
PARTNERS	<ul style="list-style-type: none"> • Wildlife Reserve Singapore • Singapore Flyer • Gardens by the Bay • Focus Adventures • Singapore Turf Club • Sentosa 	<ul style="list-style-type: none"> • Singapore Exhibition & Convention Bureau • Singapore Airlines • Changi Airport Group • JetQuay • Uber 	N.A.



experiences in Singapore and they get certain incentives to offset their costs. Kong explains, “We want to make the INSPIRE programme more relevant for smaller groups of 50-200 pax. We are also adding on experiential elements which cannot be bought off the shelf. You have to qualify for the scheme in order to avail them. Through our INSPIRE 3.0 programme, we want to take Bleisure (Business with Leisure) a notch higher.”

NEW OPTIONS FOR MICE

Singapore is trying to offer a good mix of activities and options for the huge MICE movement that it sees incoming from India. It is offering them new itineraries and offbeat options like gala dinners in non-hotel venues such as Gardens by the Bay Conservatories and Flower Dome. “It could even be on the Royal Albatross Tall Ship that is permanently docked at Sentosa. It can accommodate 130-150 pax and can cruise into the seas and return in a few hours. It was also used in movie ‘Dark Knight,’”

“With INSPIRE 3.0 programme, we want to take Bleisure (Business with Leisure) a notch higher”

Kong adds. STB is also looking at team-building options since it is getting increasingly popular among the Indian corporate. “We have partnered with companies like Focus Adventure that does interesting activities like dragon boat race which also incorporates the local culture. So the staff not only does team-building but also experiences and learns about the place. These are not usual programmes which are offered by other DMCs. The Singapore DMCs talk to the agents/corporate about the requirements and accordingly create a package for them.

We also have a mixology class for Singapore Sling for corporate. Its hands-on and incorporates the local essence of the destination. We want the corporate community to know that there’s more to Singapore than Orchard Road and Sentosa,” he adds.



“

The hotel boasts one of the largest pillar-less ballrooms in the country which is 25000 sq ft”

Luxury has a new address

The Leela Ambience Convention Hotel, Delhi, boasts of one of India's largest meeting space of 70,000 sqft

Its strategic location in East Delhi, smooth connectivity to the city center and business districts of Ghaziabad and Noida, its modern architecture and aesthetic interiors make The Leela Ambience Convention Hotel, Delhi, one of the most sought after luxury properties in the capital. As a prominent landmark in the region, the hotel caters to the eclectic needs of travelling gentry as well as presents them with a well laid array of warm hospitality, finest services, specialty cuisines, luxurious recreational facilities and fitness services.

GRANDEUR PERSONIFIED

Exhibiting sheer grandeur within its two towers and encompassing 480 rooms and suites, two swimming pools, 25,000 sqft of pillar-less ballroom, the hotel boasts one of India's largest meeting space of 70,000 sqft. The pillar-less ballroom can further be divided into five smaller ballrooms and the venue is ideal for large conferences and weddings. With an impressive colour changing light arrangements in the ceiling, it adds more charm to the nature of the occasion.

The vibrant blue carpeting and onyx wall lamps give a spectacular look to the events. The ballroom, located on the ground floor, offers a dedicated entrance apart from two more entrances from either of the towers. The expansive pre-function area gives the guests

an opportunity to get the most lavish display of food from a choice of customised menus. For conference and other related events, the hotel team prepares theme breaks too. For weddings, the chefs prepare Indian specialty cuisines on request for various communities respecting their religious sentiments. There are live counters and separate vegetarian cooking area in the kitchen. The team of experienced chefs also prepares international cuisines like Japanese, Thai, Mexican and Mediterranean. A variety of wedding cakes also find the place of pride in the extensive menu for the guests. For pre-wedding occasions like Mehndi and Sangeet, customised cocktail snacks menu is also available.

MYRIAD OF FACILITIES

The Leela Ambience Convention Hotel, Delhi, spoils its patrons with a choice for myriad cuisines through its specialty restaurants namely the all-day dining restaurant Café Knosh, Indian specialty restaurant Dilli 32, Asian dining Mei Kun and a cocktail bar Cherry Bar.

The hotel boasts of a modern design where the facilities are moderately divided into two towers. To add to the comfort of the guests, it offers two temperature controlled outdoor swimming pools, two fitness centres, separate entrance to the towers, two Concierge and two lobbies as well.

MICE with Meritus

Asian grace, warmth and care are the hallmarks of the Meritus experience delivered in the best of locations in Singapore and Malaysia

When you meet and stay at any of their hotels, expect no less than personalised service, modern business facilities, a winning location, and exclusive privileges at The Meritus Club - especially designed with the MICE traveller in mind. A dedicated Meetings and Events team is on hand every step of the way to ensure the success of every event.

Iconic Mandarin Orchard Singapore offers over 30,000 square feet of versatile meeting spaces featuring state-of-the-art audio-visual equipment, intelligent lighting system, and efficient connectivity. The pillarless Grand Mandarin Ballroom can accommodate up to 950 people in a banquet setting, while new meeting suites have just recently been unveiled to cater to a wider range of banquet and conference requirements for smaller groups.

At Marina Mandarin Singapore, they offer over 20,000 square feet of extensive meeting facilities that include the pillarless Marina Mandarin Ballroom that is able to accommodate up to 700 people, with medium-sized breakout rooms available on the same floor. Smaller meeting rooms with natural daylight and private balconies are also available for up to 25 people per room.

CHALLENGES AND STRATEGY

Challenges usually come from last minute changes in event requirements or number of attendees,

with the MICE teams having to accommodate such changes within extremely tight lead times. They market their MICE offerings through various channels, primarily creating awareness by participating in global road shows, collaborating with the Singapore Tourism Board on destination marketing initiatives aimed at bringing major events and groups from key markets into Singapore, and working with strategic partners that include event companies and MICE organisers.

MEETINGS WITH MERITUS PACKAGES

Their meeting packages typically include use of meeting venue, coffee and tea breaks, seminar luncheon, complimentary Wi-Fi connectivity for multiple devices, stationery for all attendees, mints and bottled water, complimentary use of an LCD projector and screen, and preferential room rates. A booking window of least six months to a year would be ideal for the group.

MERITUS HOTELS & RESORTS

Meritus has evolved into an award-winning Asian hospitality brand synonymous with Asian grace, warmth and care that are hallmarks of the Meritus experience delivered in the best of locations in Singapore and Malaysia. Meritus Hotels & Resorts is the three-time Global Winner of Luxury Hotel Brand at the World Luxury Hotel Awards. Their portfolio also includes Meritus Pelangi Beach Resort & Spa, Langkawi.



India Expo Shop 2017

Indian Exhibition Conference & Events Services Association (IESA) presented the second edition of India Expo Shop 2017, from April 17-16, at Greater Noida

The inaugural ceremony for IES and the third Global Exhibition on Services 2017 (GES 2017) was organised by the Department of Commerce, Ministry of Commerce & Industry, Govt. of India, Services Export Promotion Council (SEPC) and Confederation of Indian Industry (CII). Delegates from 73 countries participated in the event including participation from 20 states of India. The formal inauguration of the four-day mega event was done by President **Pranab Mukherjee** at the Rashtrapati Bhawan.

The ribbon cutting ceremony was graced by Nirmala Sitharaman, Minister of State (Independent Charge) for Commerce and Industry, Government of India; Chandrajit Banerjee, Director General, Confederation of Indian Industry; Anup Wadawan, Additional Secretary, Department of Commerce, Ministry of Commerce and Industry, Govt of India; Naushad Forbes, President, Confederation of Indian Industry; Rita Teatota, Secretary, Department of Commerce, Ministry of Commerce & Industry, Government of India; Rajpal Singh Shekhawat, Minister of Industry, Government of Rajasthan; Satyadev Pachauri, Minister for MSME, Export Promotion, Government of Uttar Pradesh; Chandra Mohan Patowary, Minister for Transport, Commerce and Industry, Parliamentary

Affairs, Skill, Employment, Government of Assam.

Nirmala Sitharaman, Minister of State (Independent Charge) for Commerce & Industry, Government of India said, "India's service exports have grown by two and a half times, while global export of services dipped by six per cent in 2014-15. India now accounts for 3.3 percent of the global services exports. Serviceification of manufacturing would enable India to create millions of jobs in the country, and help it to grow both in service as well as manufacturing."

EMBRACING TECHNOLOGIES

At the India Expo Shop 2017, a two-day summit was also organised from April 18-19, 2017. Themed "Embracing Technologies in Events and Exhibitions", the summit offered information, presentations and networking sessions. The welcome address was given by Nanu Binu, President, Indian Exhibition Conference & Events Services Association (IESA). The show demonstrated capabilities of the industries serving organisations for holding exhibitions, conferences and events. The visitors included exhibition organisers, stand designers, exhibiting companies, event organisers, MICE agencies, retail players and corporate event organisers.



One of the founding fathers of the event management business in India, **Sabbas Joseph**, President, EEMA, Founder-Director of Wizcraft International Entertainment, while giving the keynote address, said, "I think there is a need for synergy from us in the corporate sector and private sector, I think we need to work more closely with the government. The reality is that the government is not really seeing this as an opportunity."

OPPORTUNITIES GALORE

India is a land of opportunities and the service industries have a plethora of options to explore. "The best case to cite from is within our country itself, the state of Gujarat, which has done wonders with events and exhibitions. It has built an economy around events and exhibitions, made possible event tourism and exhibition tourism, and exhibition opportunities as a focal point, and a fulcrum to create big business around to drive employment, marketing, culture, tourism. If you go anywhere in the world, you will hear that Gujaratis are very enterprising. Anyone from Gujarat can build anything and that belief comes in because Vibrant Gujarat creates a vibrancy not just for Gujarat but also for retail. I wish each of our states take Gujarat as an example. It can be the starting point for many of us, as an industry, to see a way forward."

"We have seen the future; we have seen the opportunity long before others saw it. Having been exposed to different parts of the world, we have observed that in different cities the creation of events is based on a short-term income benefits, to the company, its employment, visas,



“ Long-term relationships are built on data points, future relationships will be built on data ”

airport and tax, among other benefits and then there is retail. Long-term benefits may include developing the event into something that all may look forward to every year."

WITNESSING A PARADIGM SHIFT

With the growing advancement in technology, the exhibition industry has witnessed a paradigm shift in the last few years.

Joseph says, "We have always used technology to be better, faster and give information, application data, capture and constantly replace data. We will always be looking at technology to deliver better. If you look at exhibitions and events there is an element that invites people. How we are getting them in, is very important; when are they coming in, where they are going what they are doing are some parameters. Is there something that the exhibitors, clients are looking forward to? How do I capture this information? Long-term relationships are built on data points, future relationships will be built on data."

GO GREEN MOTTO

Elaborating on going green, he adds, "Everything that we do must be looked at from the point of environment. Responsibility is something we must take upon ourselves as an industry. It's time for us to collaborate, to create opportunities together, build technologies that we can sell and showcase to the world. How fast can we do it, can we do it better, can we do it in an environmentally friendly manner and in how much time will it be done? These are some of the questions that need to be answered suitably."

In conclusion, he says, "Finally we keep asking for industry status, which I believe will come in the future, not because we want it, but because the country wants us to have it. I think we must target our people, do projects that matter to the country, and envision those dreams that matter to the country."



Indian platform, global feel

Here are the some glimpses from the inauguration of the India Expo Shop 2017 and Global Exhibition on Services 2017





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Self ooking tech powers business travel

Self Booking Technology (SBT) has emerged optimally to manage programme complexity, ensuring compliance, yet offering autonomy to the corporate traveller

Ankita Saxena

Business travel, with all its complexity is an essential part of any corporation today. According to the whitepaper by KPMG and FCM Travel Solutions-Business Travel in India, Emerging Trends and Opportunities, the industry estimates the value of travel booked/managed through Travel Management Companies (TMC) at approximately USD175 billion or 14 per cent of the global travel spends. The report attributes the lower share of TMCs to business travel being dominated by small businesses, whose small volumes do not justify using services of a TMC. These smaller businesses either book their travel themselves through online or offline sources including OTAs. The emergence of online travel aggregators targeting smaller businesses by assisting them with Managed Business Travel services has opened a new segment in the business travel market. With OTAs increasingly targeting market traditionally dominated by TMCs as

an alternative service provider, it is imperative for TMCs to enhance the range of offerings by using alternative booking channels and differentiating themselves through more value added services considering their ability to offer higher degree of personalised services compared to OTAs. TMCs provide a wide range of services to their corporate clients ranging from basic ticketing services to complete strategic travel management services. In the Indian business travel market, there are three models predominantly used: Companies opting for self booking tools; Companies opting for OTAs, not TMCs and Companies not opting for a self-booking tool.

WHAT IS SBT

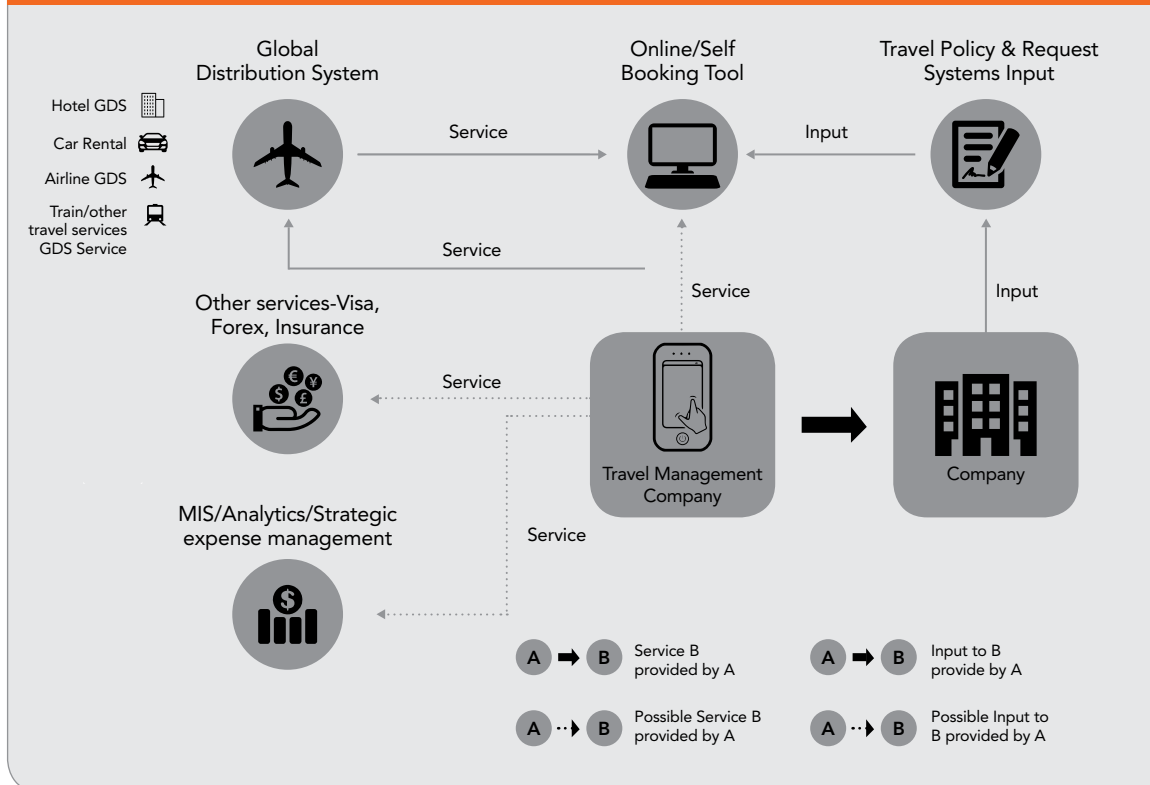
The whitepaper explains that under the adopted self booking tools company employees use online/SBT that is integrated with human resource repository of the company for relevant policy compliance/ approvals and with

finance of the company for expense management. This SBT is generally provided by TMCs or procured from system supplier or developed in-house. The TMC's GDS powers SBT, which is used by employees to plan trips and bookings. Integration of TMC platforms with company technology platform is an important criterion for TMC selection for most corporate due to data/information security risk. Additional services like visa and passport services, Forex, travel insurance and others may be provisioned through a single TMC or companies may contract various partners for the same. Accordingly the SBT's provisioned may include options for all segments of trip booking and may integrate expense management, re-imbursements for seamless travel experience as well.

DEVOID OF ERROR

Geetha Arekal, Manager Global Travel Programme (ASPAC), Unilever Industries, points out that the company has to manage travel for nearly 35000 employees and nearly 4500 offsite meetings to arrange. "For such a mammoth number of transactions,

“ *There is enough variety in the market currently for a suitable SBT tool for corporations* **”**

TYPICAL SBT OPERATING MODEL

manual bookings are very cumbersome and this is where SBT helps in managing corporate travel better. We have seen an adoption level for LCC of nearly 87-90 per cent while the industry standard is about 57 per cent." She defines SBT as a visual game where variety of options are available on the platform, saving time consumed to search for them. There is some reasoning behind the options available which is delivered as per the policy of the corporations.

COST SAVING

Vikram Kohli, President, FCM Travel Solutions, opines that awareness for SBT tools has increased over the past few years. Earlier the company received two queries per quarter which moved up to almost 6-7 queries a month. He feels that SBT tools address the key pain areas of the corporation like compliance issues. One can sell a preferred partner better on the SBT tool; provide instant MIS; quicker and safer transactions; cost saving. "People are looking for a hybrid model where some percentage is online while other part is offline. This I believe is not a true SBT as it still has an element of human intervention. Data collection is still a major challenge. We have introduced the same through SMS service but in areas where there is no mobile network, the approval system

“The corporations are seeing the benefits of adopting SBT tools and the good part”

fails," says Kohli. According to him, there is enough variety in the market currently for a suitable SBT tool for corporations but, adoption has to be increased for newer features to be introduced in the market. "Technology is moving fast towards chat bots, voice based interactions with increase in millennial population but at the same time, adoption levels of SBT tools at corporate travel front is dismal," he added.

Ankush Bindra, Manager Travel & Visa, Ericsson India Global Services, agrees with the benefits of SBT tools but points out that in case of international travel, manual intervention is required to provide reasoning to the traveller for a longer duration flight, which sinks adoption levels. Explaining the concept further, **Swati Bhatia**, Head-Products & Solutions, Indian Sub-Continent, Amadeus India, feels that through a consultative approach, better SBT services can be delivered. "Technologies are available in the market. They may be costly and a corporation has to opt for their implementation. Consultative approach

required where in the consultancy and the corporation will have a discussion to decide which tool is best suited to the requirements of the corporation and what customisations are needed in terms of complex itineraries."

CHALLENGES

Some are mentioned below:

- Cancel/ reschedule
- Complex Itineraries
- Mobile apps are more informational than transactional in nature.
- However, the issues of connectivity force manual intervention

Bindra also points out that 95 per cent of the times, rescheduling a flight is almost equal to a new booking and this is a challenge plaguing business travel. He feels that a system has to be devised where the cancellation, rescheduling and rebooking a flight is a seamless procedure and is also considerate of the cost.

"This is the right time to position it to the corporations for the travel agents if they haven't done so already. Tools are available but the corporations have to opt for them," added Bhatia.

Sip, Not Slurp!

Soup is one dish that attracts numerous questions during workshops and seminars. How do you have your soup? Shital Kakkar Mehra gives some soup talk...



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

“

It is best to dip the soup spoon sideways and sip noiselessly from the side of the spoon

”

While in attendance at a business seminar or any workshop, participants are left in doubt on how to drink soups. What if you slurp? What if it drops? Should you dip the bread in it? Following are few tips for sipping soup:

SERVING SOUP

- Thick soups are served in a soup dish/ bowl and are eaten using a soup spoon.
- Thin soups (e.g. Japanese Miso) are served in cups, like tea/coffee, and are drunk by bringing the cup to the lips using both hands. The vegetables/ noodles are eaten using a spoon.
- At formal dinners, the soup course is served in flat soup plates (wide-rimmed shallow bowl), placed on an under plate.

SPOONING THE SOUP

Holding the soup spoon in your right hand (left-handed persons can use their left hand), spoon the soup away from you i.e. towards the outer rim of the dish.

DIPPING THE SPOON

Although not strictly followed today, it is best to dip the soup spoon sideways and sip noiselessly from the side of the spoon, preventing it from dripping on you.

COOLING IT

Stirring vigorously, blowing into it or dropping ice cubes is handy when cooling baby food but not when cooling soup in a business dinner! Let the soup rest for a couple of minutes and check the temperature by taking a tiny bit on the soup spoon and touching it with the tip of your tongue (the best indicator of temperature).

DUNKING BREAD IN THE SOUP

Great in the privacy of your home, not at a business meal.

CROUTONS/ GARNISHES

Traditional accompaniments, served separately. Scatter a few over the soup.

BREAD

Either drink the soup or eat the bread but not simultaneously (i.e. bread in one hand and soup spoon in the other).

CONDIMENTS

Resist the urge to load the soup with salt / pepper / soya and chili sauce without even tasting it.

TIPPING THE SOUP BOWL

It is obviously not possible to drink every last drop of soup, so don't feel guilty about leaving a spoonful behind! To retrieve the last few spoonfuls, lightly tip the bowl away from you and collect the soup at the edge.

WHEN FINISHED

Place the spoon on the right side of the under plate.

And last but not the least, sip not slurp!



Visa Requirements



South Africa

- ✓ **Passport:** Original passport with validity for at least 30 days after the intended stay / departure date from South Africa and minimum two blank pages for visa stamping.

Please Note:

- a) Attach all old passports (if any) and copies of first and last page of the passport.
- b) Handwritten passports are not accepted.

- ✓ **Application form:** One visa application form, DHA-84, to be duly filled in black ink and block letters and signed by applicant.

- ✓ **Photo Specification:**

Two recent passport size coloured photographs on white background with 80 per cent face coverage on a matt or semi-matt finished paper (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:**

- a) **Company:** Covering letter on corporate letter head with details of sponsorship and listing applicants name, occupation and passport number. Purpose and duration of visit to be mentioned on the letter. The letter should be duly signed by the authorised signatory and addressed to – The Visa Officer, High Commission of the Republic of South Africa, New Delhi.
- b) **Tour Operator:** Covering letter from tour operator on the letter head with naming list and passport number of each and every applicant.

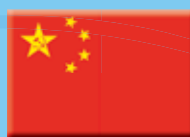
- ✓ **Financials:**

Company's original bank statement for last 3 months with bank stamp and signature on every page with a sufficient balance.

- ✓ **Proof of Accommodation:**

Hotel booking on the letter head stating naming list and passport number of all the applicants along with the day-to-day itinerary.

- ✓ **Ticket:** Ticket itinerary.



China

- ✓ **Passport:** Original passport with the validity of six months from intended date of return and minimum two blank pages for visa stamping.

- ✓ Attach old passports (if any).
2 copies of passport biodata pages.
China Visa Application Form: One visa application form to be duly filled and signed by the applicant.

- ✓ **Photo Specification:** Two recent passport size coloured photographs with glossy finish and 80 per cent face coverage, white background and without border (Size: 48mm x 33mm).

Please Note: Photographs should not be more than 6 months old.

- ✓ **Covering Letter:** -

Company: Covering letter from company, on its letter head, mentioning the naming list and passport details of all applicants along with the purpose and duration of the visit and detailed day-to-day itinerary. Covering letter must also state that company will be taking care of expenses.

Tour Operator: Covering letter from tour operator with naming list of all applicants.

Individual: Covering letter on plain paper stating the purpose and duration of the visit and detailed day-to-day itinerary.

Please Note: The letter should be duly signed by the authorised signatory and addressed to – The Visa Officer, Embassy of the Socialist Republic of China, New Delhi / Consulate General of China, Kolkata / Mumbai (if applying from Kolkata / Mumbai).

- ✓ **Hotel Confirmation:**
On hotel's letter head with naming list.

- ✓ **Financials:**

- a) Original sponsor company bank statement for the last 6 months till date with seal and signature on every page.
- b) Individual bank statement for last 6 months with minimum balance of ₹150,000 with original bank seal and signature of authorised signatory on each page.

- ✓ **Airline Reservation:**

- a) Ticket itinerary (if applying from Delhi / Kolkata).
- b) Confirmed ticket with airlines' stamp (if applying from Mumbai).

** Indians can also apply for Vietnam E-Visa and get the visa stamped on arrival.

Source: Udaan



ITB CHINA	Shanghai	10-12
TRENZ 2017	Auckland	9-12
RVC 2017	Canada	9-12
ATE	Sydney	14-18
INDABA	Durban, South Africa	16-18
WTM CONNECT ASIA	Penang – Malaysia	17-19
FICCI WEDDING TOURISM SUMMIT	New Delhi	25-26
CINZ MEETINGS 2017	Auckland, New Zealand	31-June 1

JUNE 2017

MICE EAST AFRICA	Addis Ababa - Ethiopia	8-10
THE MEETINGS SHOW	London - UK	13-15
KOREA MICE EXPO 2017	Songdo Convencia, Incheon	15-16
ITE	Hong Kong - China	15-18
LATIN AMERICA MEETING & INCENTIVE TRAVEL EXCHANGE	La Antigua - Guatemala	19-23
BITE	Beijing - China	23-25

JULY 2017

TRAVEL WEDDING SHOW	New Delhi	8-9
HAWAII LODGING, HOSPITALITY & FOODSERVICE EXPO	Honolulu	12-13
GPS	Ahmedabad	13-15
IITM	Chennai	15-17
GBTA CONVENTION	Boston, USA	15-19
GPS	Chandigarh	20-22
IITM	Bengaluru	21-23
INDIA TRAVEL AWARDS EAST	Guwahati	26
GPS	Kolkata	27-29



IT&CMA and CTW in September

IT&CMA and CTW Asia-Pacific will take place from Sept 26-28 at Bangkok Convention Centre in Central World, Thailand

Incentive Travel & Conventions, Meetings Asia (IT&CMA) and Corporate Travel World (CTW) Asia-Pacific is Asia-Pacific's Only Double-bill Event in MICE and Corporate Travel. Both events have been co-locating since 2004, offering its delegates an unparalleled platform to do business, learn and network with industry players from around the region and beyond. Since 2012, the event has incorporated Luxury Travel in its ambit. 2017 will see the 25th and 20th instalment of IT&CMA and CTW Asia-Pacific respectively.

Established in 1993, IT&CMA is at the forefront of fostering MICE growth opportunities for the Asia-Pacific and beyond. Its multi-faceted programme engages regional and international industry suppliers and buyers in the realms of business, education and networking. IT&CMA also features dedicated platforms designed around the interests of valuable MICE niche segments, enabling the event to consistently deliver a delegate profile that is both relevant and dynamic. IT&CMA remains uniquely positioned as the only global event with the largest exhibition showcase of Asia-Pacific MICE suppliers. The show has been incorporating Luxury Travel since 2012.

Launched in 1998, CTW Asia-Pacific is dedicated to cultivating Travel & Entertainment (T&E) best practices among Asia-Pacific's corporate travel professionals. Influencers, planners and decision-makers of corporate travel functions in their organisation attend the annual conference to keep themselves abreast of the latest trends and knowledge that enable them to get the most out of their T&E decisions. Co-located with IT&CMA as Asia-Pacific's Only Double-bill Event in MICE and Corporate Travel, CTW Asia-Pacific is part of the CTW Events series.

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*Past Travel Show Exhibitors

movements



Josh Lesnick
President and CEO
Associated Luxury Hotels

Associated Luxury Hotels, the parent company of Associated Luxury Hotels International (ALHI) and Worldhotels, has appointed Josh Lesnick as its President and CEO to oversee all business operations and subsidiaries of Associated Luxury Hotels. Lesnick will assume his new role in April and will be based out of the company's New York City office and at its headquarters in Orlando, Florida. In his previous role, Lesnick was with the Wyndham Hotel Group, as Executive VP and Chief Marketing Officer, responsible for all aspects of revenue generation for the group's 18 brands.



Tristan Beau de Lomenie
Director of Operations
LUXE Hotels India

Tristan Beau de Lomenie has been appointed as Director of Operations, LUXE Hotels India, apart from his current role as General Manager Delegate – Pullman and Novotel New Delhi Aerocity. Tristan has been associated with AccorHotels for almost 30 years now, having been responsible for managing many hotels of the group across several locations. He has successfully opened and launched the 670-room joint property of Pullman and Novotel New Delhi Aerocity. In this extended role, Tristan will be responsible for the operations of all luxury and upscale hotels in India.



Rakesh Narayanan
Vice President, Supplier
Commerce – Asia Pacific
Sabre Travel Network

Sabre Corporation has named Rakesh Narayanan as its Vice President of supplier commerce, Asia Pacific, for Sabre Travel Network, its B2B travel marketplace business. Narayanan brings a wealth of knowledge about the airline industry to his new role. During his 20 year career at Sabre, he has worked with many airlines. He was most recently regional director for Sabre Airline Solutions in South East Asia and the Indian Sub-Continent. Narayanan has a B.Tech. degree in Electrical Engineering from the University of Calicut in Kerala, India.



Saju Thomas
General Manager
Ramada Alleppey

Saju Thomas has been appointed as the General Manager for Ramada Alleppey, Kerala. He is an ambitious, multi-skilled and commercially astute manager with 24 plus years of hospitality experience gained with internationally acclaimed hotels in India & Seychelles. Thomas has previously worked for Jaypee Hotels, The Taj Group of Hotels, Denis Luxury Island, Wyndham Hotel Group and Coral Strand Seychelles.



Hema Manghnani
Executive Director
Travstarz Global Group

Hema Manghnani joins Travstarz Global Group as the Executive Director from April, 2017. A seasoned travel professional with a vast industry experience of over 16 years having worked with companies like Travel Corporation of India, DDP Publications Ltd, Merci Travels, Budapest. Before coming to Travstarz, Manghnani's last assignment was as the Associate Director, Fairfest Media Ltd., organisers of OTM & TTF and BLTM, India's Leading Travel Trade Shows across India. She will be based out of Mumbai.



Azeem Khan
Marketing Manager
Jaipur Marriott Hotel

Jaipur Marriott Hotel has appointed Azeem Khan as Marketing Manager. In the new role, he will be responsible for looking after all offline and online marketing activity at the hotel. An MBA in marketing, Khan has been in the hospitality industry for almost five years now. Prior to this appointment, he was the Assistant Marketing Manager at Holiday Inn Jaipur City Centre.

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