

the business travel magazine

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MICetalk

Meetings • Incentives • Conferences • Events

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Burgeoning trends in MICE

YOUR VIBRANT JOURNEY TO BUSINESS SUCCESS



editorial

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

Dear Reader,

When looking for options to host another MICE travel, make sure Japan figures somewhere in your itinerary! And to help you, we explore MICE in Japan in our cover story. Whether it's about improving team work or experiencing high standards in hospitality, The Land of the Rising Sun has much to offer. Also in terms of green MICE, Japanese culture has always emphasised on a harmonious existence within nature. The popular MICE cities of Japan include, Tokyo, Yokohama, Nagoya, Kyoto, Osaka, Fukuoka, Sapporo, Sendai, Chiba, Hiroshima, Kita Kyushu and Kobe. Next month the JATA Tourism Expo will be held from September 21-24, 2017 at Tokyo Big Sight in Japan.

The stability, growth and the confidence of the Indian economy will help boost the business travel market in India. The economy is growing at a rate of over seven per cent, which will help in increasing business traffic. With a focus on costs and driving profitability, a lot of companies are looking for solutions to stretch their travel budgets and companies are in a strong position to provide state-of-the-art technology, data and analytics solutions. We talk to the CEO of one such company.

In an interview with Nicholas Dumbell, General Manager, Renaissance, Marriott Mumbai Convention Centre Hotel & Lakeside Chalet- Mumbai, we find out more about the largest MICE hotel of the Marriott group in India, and also why MICE in India can be tempting for international players.

Bahrain is now the new kid in the block that is aggressively wooing the destination weddings market. Since India has a huge wedding market moving outbound, Bahrain has designed a well-thought out strategy to attract weddings from India. Many factors work in their favour like the flying time from India which is below four hours, the variety of five-star international hotel options, and beautiful venues. The average length of stay can range from three nights to five nights.

With the business environment turning competitive, it is imperative for organisations to ensure optimal commute for employees who come from far and work late hours. Our counsellor Shivani Misri Sadhoo shares tips.

Keep reading and giving your feedback to us at:
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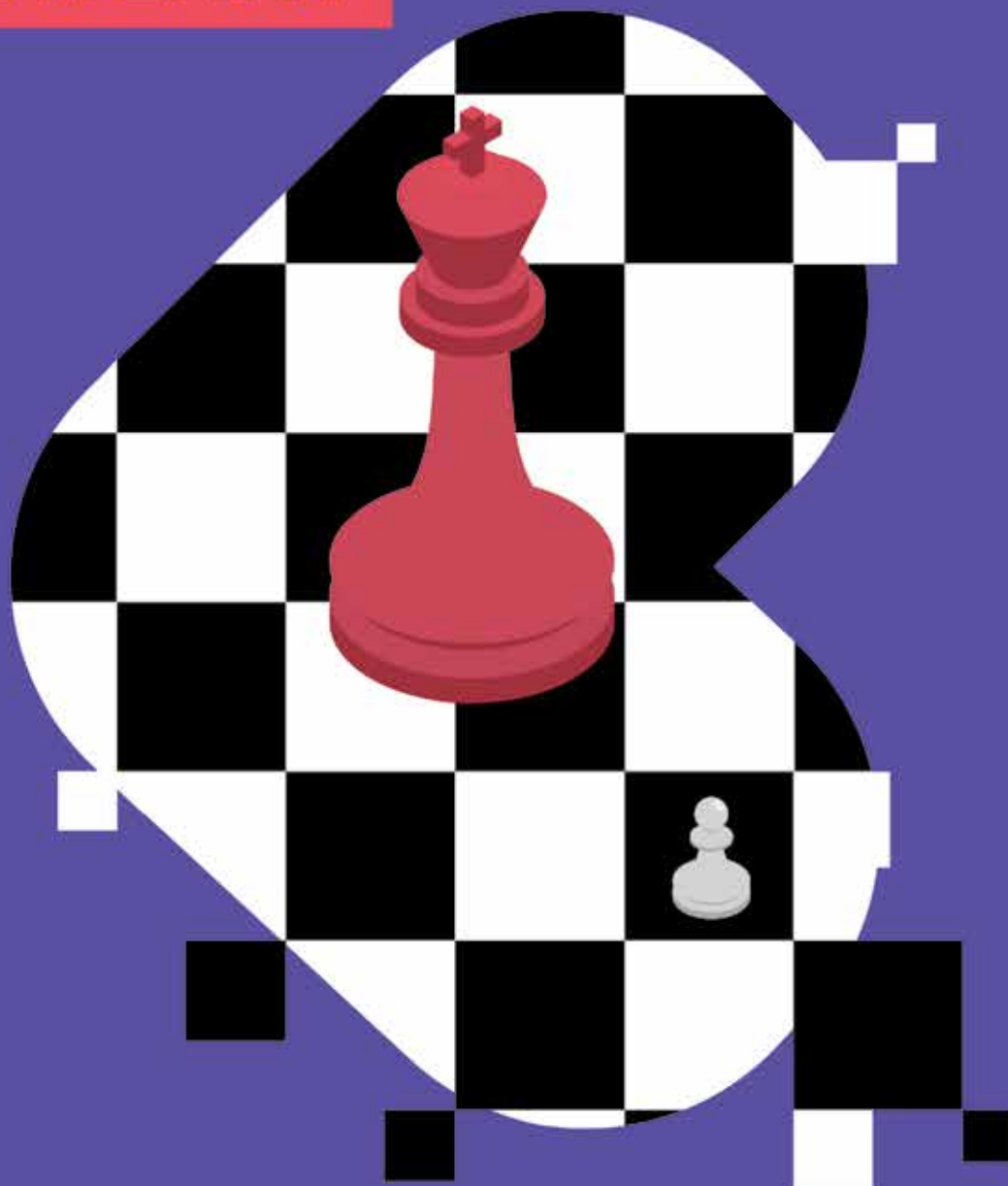
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THE HEART OF A
BUSINESS, WE'RE
ALL HEART**



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FROM THE HEART OF EURASIA



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NEWS

SOUTH INDIA

HeliTaxi service for Bengaluru soon

Bengaluru will become the first city in the country to have a helicopter shuttle service by November 2017. The Heli Taxi services will become operational between the Kempegowda International Airport (KIA) and Electronics City. Minister of State for Civil Aviation, Jayant Sinha, who announced the launch, said that the service will ensure quick seamless transfers to and from the airport at a cost similar to a luxury taxi fare. The fare of luxury taxis, which ply on this route (KIA and Electronics City), is between ₹2,500 and ₹3,000. Thumbby Aviation Private Ltd has been roped in to offer the shuttle services. To begin with, the services will be from KIA to Electronics City and subsequently will be extended to White Field and HAL airport. The services are expected to begin in about three months. Thumbby Aviation has two Bell 412 helicopters for 13 passengers and Bell 407 as well.



EUROPE

Indian arrivals to Spain touch 100,000

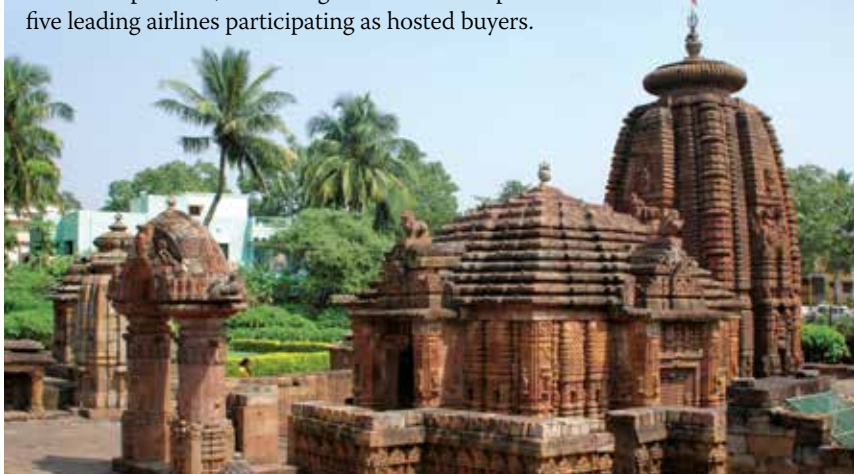
■ The number of Indian arrivals to Spain has touched 100,000-mark, informed the Tourism Office of Spain. Ignacio Ducasse, Director and Tourism Counsellor, Tourism Office of Spain, Mumbai, says, "Spain registered 105,646 Indian arrivals in 2016, an increment of 17.08 per cent over the previous year. In this way, for the first time it has surpassed the number of 100,000 tourists coming from India." The main destinations that Indian tourists visited continue to be Barcelona, Madrid, Andalusia, Valencia and Ibiza.



EAST INDIA

Odisha's maiden Travel Bazaar from Oct 15-17

■ The Department of Tourism, Government of Odisha in collaboration with Federation of Indian Chambers of Commerce and Industry (FICCI) shall organise the first Odisha Travel Bazaar (OTB) on October 15-17, 2017, in Bhubaneswar. According to Sanjeev Kumar Mohanty, Head, FICCI-Odisha State Council, there will be around 40 foreign tour operators, 10 top of the line inbound operators, 20 leading domestic tour operators from across India and five leading airlines participating as hosted buyers.



SOUTH INDIA

First express security check facility at Hyd

■ GMR Hyderabad International Airport Ltd (GHIAL), which operates Rajiv Gandhi International Airport (RGIA), Hyderabad has announced that under the umbrella of GHIAL's signature programme 'Passenger is Prime', and in collaboration with CISF, it has become the first airport in India to provide pre-embarkation security check right at the terminal's entry gate. This will serve as 'Express Security Check' facility for domestic passengers.

ASIA

Dream Cruises unveils first all-inclusive services for palace suites

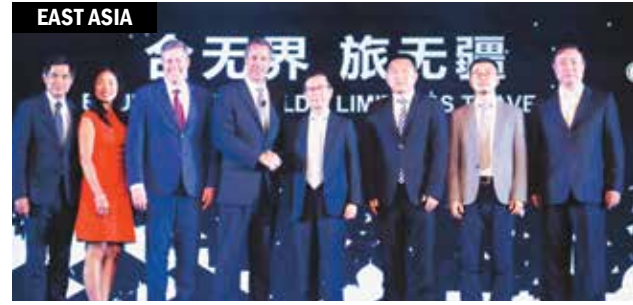
■ Dream Cruises has unveiled a new luxury experience for guests for its prestigious Dream Palace Suite and Garden Penthouses on board Genting Dream and its soon-to-arrive twin sister ship World Dream. Dream Palace has 142 suites and private VIP facilities including a swimming pool, spa, gym and dining venues. "Since the launch the guest feedback on our Dream Palace experience has been overwhelming. This has inspired us to create an all-inclusive luxury offering, which upgrades our guest experience to a new level and makes our Dream Palace proposition across our fleet even more exceptional in the market," said Thatcher Brown, President of Dream Cruises. Guests can enjoy the new Dream Palace experience on Genting Dream from September 1 and on World Dream when it arrives in Asia in November.



EAST ASIA

Alibaba Group, Marriott International join hands

■ Alibaba Group and Marriott International have announced the establishment of a joint venture to redefine the travel experience for the hundreds of millions of Chinese consumers travelling abroad and domestically every year. Drawing on resources from both Marriott and Alibaba, the joint venture will manage Marriott's storefront on Fliggy, Alibaba's travel service platform. It will also market directly to Alibaba's customer base, provide a link between Marriott's loyalty programmes and Alibaba's loyalty programme, and support Marriott hotels globally with content, programmes and promotions customised for the Chinese traveller. Arne Sorenson, President and Chief Executive Officer, Marriott International, said, "We are pairing our hospitality expertise with Alibaba's digital payment platform, Alipay and driving loyalty membership programmes."



ASIA

Singapore Airlines launches campaign with Shangri-La

■ In celebration of the Association of Southeast Asian Nations' (ASEAN) 50th founding anniversary, global travel brands Shangri-La Hotels and Resorts and Singapore Airlines have partnered to launch a regional travel campaign called 'ASEAN Is More – First Stop Singapore'. The campaign will showcase Southeast Asia's diverse destinations with specially curated leisure travel offers, which can be reserved from August 1 to October 31, for stays until December 31, 2017. Families can find exclusive flight offers to exciting destinations and hotel deals for any Shangri-La hotel or resort in Singapore, Malaysia, Indonesia, Myanmar and Thailand.



WEST INDIA

Maharashtra to focus on cruise tourism



Jaykumar Rawal

■ **Nitin Gadkari**, Minister of Shipping, Government of India; **Jaykumar Rawal**, Minister of Tourism Government of Maharashtra, Sanjay Bhatia, Chairman, Mumbai Port Trust, Vijay Waghmare, MD, MTDC and David Dingle,

Chairman, Carnival UK., were part of a conglomeration of a high-level delegation in Mumbai recently who announced their collective plan and focus to develop cruise tourism. Titled 'Dawn of Cruise in India' the seminar aimed at encouraging cruise tourism in India, more specifically Mumbai. Rawal said, "Cruise tourism will earn huge foreign exchange and generate job opportunities."

NEWS

SOUTHEAST ASIA

SuperStar Libra to triple homeports

■ Star Cruises has announced SuperStar Libra's latest deployment from September 3, 2017 onwards with triple homeports in Kuala Lumpur via Port Klang and Penang in Malaysia, as well as in Phuket, Thailand, with two cruises per week, including the three-nights Kuala Lumpur (via Port Klang)/Phuket/Penang cruise or the four-nights Kuala Lumpur (via Port Klang)/Langkawi/Phuket/Penang cruise. Ang Moo Lim, President, Star Cruises, says, "Star Cruises is optimistic this will grow our source markets in Southeast Asia, allowing guests more access to multiple homeports and concurrently developing and stimulating the growth of the cruise tourism sector across borders through fly-cruise options." Kuala Lumpur remains one the key gateway to Malaysia and also the Southeast Asian region with an expected targeted inbound tourism of over 30 million in 2017.



UAE

Dubai's auditing trade conference next year



■ The 2018 Institute of Internal Auditors International Conference, to be held under the patronage of His Highness Sheikh Mohammed bin Rashid Al Maktoum, Vice-President and Prime Minister of the UAE and Ruler of Dubai, is set to attract 3,500 delegates from 110 countries next year at Dubai International Convention and Exhibition Centre, from May 6-9, 2018. Dubai Business Events (DBE), collaborated with Dubai World Trade Centre (DWTC) and the UAE Internal Auditors Association (IAA) to bid for the event. Issam Kazim, CEO, Dubai Corporation for Tourism and Commerce Marketing, said: "The event fuels our journey towards our goal for business events."

GLOBAL

Pacific World unveils new venues for MICE

■ Pacific World has introduced its new selection of event venues and immersion experiences for its guests. Patricia Silvio, Global Marketing Manager of Pacific World, shares, "We have found that most of the spaces selected answer to the latest industry trends. Clients are craving for immersive experiences to engage with the local destination, culture and tradition." Pacific World has identified a growing interest in private residences, natural outdoor locations and conceptual venues that highlight culture and gastronomy for meetings and events in Paris, Barcelona, Asia, and more.



SOUTHEAST ASIA

Tamarind signs JV with Innaz Communique



■ Tamarind Global has entered into a joint venture with Innaz Communique, a reputed wedding management company in Indonesia. This partnership is expected to boost cross-tourism as Innaz will also promote India as a prospect for weddings destination to Indonesians. Mahesh Shirodkar, MD, Tamarind Global, says, "This strategic partnership will open up opportunities for our clients in India to explore Indonesia, venues in Bali."

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FNP UNVEILS its maiden WEDDING HOTEL

Ferns N Petals (FNP), the pioneer brand of the premium flower business in India, has now unveiled Udman, India's first wedding hotel and retreat complex

MT Bureau



Vikaas Gutgutia

Positioned advantageously on NH-8, the complex is spread-out over 14 luxuriant acres. The property is distinguished by a welcoming ambience, truly exotic interiors and fantastic services making it Delhi's most affluent address to host events.

The resort and hotel comprises of an air-conditioned banquet and a poolside lawn and a glass-house with a distinct European feel. The resort's exterior facade is surrounded by lush landscaping and has a dedicated passage for the groom's convoy. And to top it all, the renowned Seasons Group is the Operating and Food & Beverage Partner.

"Udman is the first-of-its-kind wedding hotel which is unlike conventional venues where people used to host weddings and celebrate other important events. The primary idea behind Udman was to create a place where a wedding celebration can take place with all facilities under one roof.



This property has made obsolete the need to book multiple venues with the hassle of managing them. The property offers multiple options to celebrate various functions such as *Mehendi*, *Bachelorette*, *Sangeet* as well as other ritualistic ceremonies. Its uniqueness as well as convenience will set a benchmark in the industry," said **Vikaas Gutgutia**, Founder and MD, Ferns N Petals.

FNP Gardens (A Unit of Ferns N Petals Pvt. Ltd.) has seven breathtaking wedding venues in the prime locations of Delhi & NCR, namely, Ambience Golf Drive (comprising of The Ritz and The Riviera) at NH-8, Vilasa at Kapashera, The Kundan at Kapashera, Shagun Farm at Bandh Road, Brij Greens at Chattarpur and now Udman.

“Udman is the first-of-its-kind wedding hotel which is unlike conventional venues”





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The Land of the RISING SUN welcomes MICE



Looking for a new paradigm in business invocation? Then, Japan is sure to inspire you with fresh ideas! Be it about improving team work, experiencing high standards in hospitality or sustainability, Japan has all this and much more to offer...

Kanchan Nath



Japan, true to its tag of being The Land of the Rising Sun, has an enormous potential for MICE. The country has experience in hosting international association conferences and meetings and has one of the largest national memberships within many international associations. The country's network of local convention bureaus, professional congress organisers and DMCs bring a level of professionalism to all its events. Japan's public transportation system is one of the world's largest. The network of aviation and rail systems make it possible for travellers to access almost all of the country with ease. Within individual cities also, the subway and bus routes are well organised, making navigation simple.

AIR CONNECTIVITY

Three airlines connect India to Japan; All Nippon Airways (ANA) offers a direct flight from Mumbai to Tokyo; Delhi to Tokyo; Japan Airlines (JAL) offers direct flight from Delhi to Tokyo and Air India offers direct flight from Delhi to Tokyo. In total, there are 18 direct flights available from Delhi to Tokyo in a week between these airlines. From Mumbai there is one direct flight available for Tokyo daily from ANA, while myriad layover options are available.

The popular MICE cities of Japan include: Tokyo, Yokohama, Nagoya, Kyoto, Osaka, Fukuoka, Sapporo, Sendai, Chiba, Hiroshima, Kita Kyushu and Kobe.

TOKYO

Tokyo is the main convention city and Tokyo Big Sight is one of the biggest convention centres here.

Tokyo International Forum (TIF) has a great number of visitors from Japan and overseas. It's one of the best convention and art centers in Japan and comprises of eight halls including the country's largest hall with 5,012 seats, 34 meeting rooms, galleries and others.

Its great location right next to the Marunouchi business center and the Ginza, the largest shopping area, is unsurpassed. It has a theater capacity of 5012, maximum capacity of classroom is 612, maximum capacity of banquets is 1328. It has a capacity of 3000 reception participants.

Tokyo Big Sight: Located in the waterfront sub centre of Tokyo, it has great accessibility both domestically and internationally. Its 80,000-square-meter indoor exhibition space is ideal for all types of exhibitions and events. It also has an international conference hall and reception halls with a capacity of 1,000 people, plus meeting facilities for all sizes and purposes. The restaurants in the Tokyo Big Sight and

adjacent hotels will cater any parties in any of the reception halls and meeting rooms. It has a theatre capacity of 1100; maximum capacity of classroom is 882. Maximum number of reception participants are 800.

MICE hotels in Tokyo

Prince Hotels

Prince Hotels in the Takanawa and Shinagawa area boast over 130 banquet halls, including the outstanding Hiten Main Banquet Hall.

Hotel New Otani

Situated in Tokyo, it was built for the Tokyo Olympic Games. It has 1,479 guest rooms and offers a banqueting space of 9404 square metres.

Imperial Hotel

The Imperial Hotel has greeted a large number of honoured guests throughout its more than 120-year history. It offers 27 banqueting rooms in a range of sizes.

Keio Plaza Hotel

The hotel has an assortment of 40 meeting rooms of various sizes that can be used for grand ceremonies as well as parties.

Hilton Tokyo Bay

Hilton Tokyo Bay is ideally situated on the eastern shores of Tokyo Bay, adjacent to Tokyo Disneyland and Tokyo Disney Sea. Its 16 meeting rooms can cater to everything from small private dinners with about 10 guests to large-scale conferences and exhibitions for up to 1,400 delegates.

YOKOHAMA

Pacifico Yokohama (Pacific Convention Plaza Yokohama): This world-class convention facility complex comprises the 5,000-seat National



DID YOU KNOW?

Japan has a population of 127 million people; its capital city Tokyo has a population of 13 million. The currency is Japanese yen



Convention Hall, the 20,000 m² column-less Exhibition Hall, the Conference Centre with 50 rooms of various sizes, and a five-star hotel with a view of the Yokohama Bay.

Workpia Yokohama: The three-story Workpia Yokohama convention facility is a popular venue for medium-sized conventions of 100 to 400 attendees. It has 10 rooms equipped with movable walls to accommodate different space requirements with advanced amenities.

NAGOYA

Nagoya Congress Centre: Conveniently located a 40-minute train ride from Central Japan International Airport, the center has 23 meeting rooms. It has a theatre capacity of 3012. It offers an exhibition space of 4295m².

KYOTO

Kyoto International Conference Center (ICC KYOTO): The first and only nationally-owned international conference hall in Japan has around 70 large and small meeting rooms and exhibition halls.



Average life expectancy in Japan is one of the highest in the world

Eyeing Indian market



Kenichi Takano,
Executive
Director, Delhi
Office, JNTO,
says, "The total
number of arrivals
from India in 2016
were at 1,23,000
and in the first
six months of

2017, Japan has received 69,500 tourists. India is our new market opportunity. The average length of stay for overall visitors to Japan is 4-6 days; the amount of money they spend on an average is 1.4 lakh. The largest MICE group that we have had from India so far was from the Lions Club (Group Size: 1200) in June 2016."



With 41 years of experience and close coordination with neighbouring hotels, the center offers excellent support and services. It has 70 meeting rooms, theatre capacity of 2500. Its maximum capacity of classroom is 1840, for banquets is 1700, and reception participants is 2500. The amount of exhibition space that the centre gives to its clients is about 3000 m².

Kyoto Research Park: Just one stop from Kyoto Station, this center is highly experienced in hosting international conferences, meetings, research conferences and exhibitions. Optional performances featuring *maiko* and *koto* are always popular with international guests. The maximum number of reception participants it can hold is 300. It offers an exhibition space of 365 m².

OSAKA

International Exhibition Center Osaka (INTEX OSAKA): It has six halls covering a total area of nearly 70,000 m² available for trade shows, exhibitions, concerts and meetings. Limousine

“TIF has the country's largest hall with 5,012 seats, 34 meeting rooms”

buses connect directly to Hyatt Regency.

Osaka International Convention Center: Located in the business and government office quarter of Nakanoshima, this is a multi-purpose facility available for meetings, concerts and exhibitions. It offers convenience, high-quality service and international communications. In fall 2008, the Keihan Nakanoshima Line opened right beneath the facility providing direct access to key areas like Umeda, and even to Kyoto. The maximum number of participants it can hold is 1000.

UNIQUE MICE VENUES

State guest house, Tokyo: While state and official guests are staying at the guest houses, various diplomatic activities are held, such as summit meetings, courtesy calls, signing ceremonies, receptions and banquets.



“ Glover Garden, a sightseeing spot, can be rented out, after closing, for social gatherings ”

Nijo-jo Castle, Kyoto: At the Nijo-jo Castle UNESCO World Heritage Site, events are held that take full advantage of its historic value and the great national treasures held in the region.

Moerenuma Park, Hokkaido: There are 15 buildings on the premises. These include the 32m-high Glass Pyramid, the symbol of the park. The venue has meeting rooms, which are equipped with audiovisual devices, while there are optimal exhibition and workshop spaces available.

Glover Garden, Nagasaki: This is a famous sightseeing spot nationwide. It can be rented out after closing and one can host a social gathering.

Okinawa Churaumi Aquarium, Okinawa: Holding a gala dinner or reception in front of the gigantic Kuroshio Sea tank at Okinawa Churaumi Aquarium will make any group feel like they are in the middle of the sea.

Popular DMCs in Japan include JTB Global Marketing & Travel, Nippon Travel Agency, Tobu Top Tour, Kinki Nippon Tourist, Tonichi Travel and The J Team.

NIGHTLIFE IN JAPAN

Tokyo is home to one of the most diverse and fascinating nightlife scenes in the world. Shibuya, as one of Tokyo's most densely packed and brightly-lit central districts, offers



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countless eateries, boutiques, watering holes, clubs, arcades and karaoke bars catering to night owls well into the small hours. Shinjuku is another city-within-the-city that never sleeps. It offers diverse products from rowdy *izakayas* and beer bars to places like the Robot Restaurant, Ginza as night falls, it transforms into one of Tokyo's premium entertainment districts, with scores of decadent fine-dining restaurants (including many of Tokyo's best sushi shops), chic bars, and opulent nightclubs.

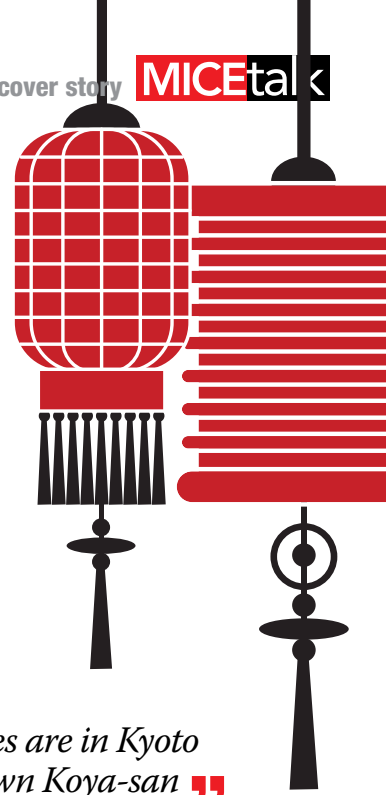
Shimokitazawa (Shimokita, for short) is a bohemian neighborhood that has many offerings for vintage shopping, quirky eateries and indie entertainment options.

Shimokitazawa is a magnet for Tokyo's hipster and alternative crowds, and is packed full of lively (and reasonably-priced) bars and *izakayas*.

Japanese restaurants. Skewered food is readily available in Japan. Lotus root, mushrooms, green pepper, okra and many other vegetables such as ginkgo nuts are served on sticks. Pickled vegetables often come as an accompaniment to a meal. Beans are used in all kinds of Japanese fare. The varieties of edible seaweed and *kelp* are overwhelming, and most likely, you've never heard of many of them: *hijiki*, *tokoroten*, *aonori*, as well as the more familiar *konbu* and *wakame*.

The Japanese are masters of tofu. Served boiled or fried whether made from white sesame seeds (*gomadofu*) or just reconstituted and spongy (*koyadofu*) don't neglect to try the many forms of this extremely versatile, protein-rich bean curd.

“ *The best places to eat in temples are in Kyoto and in the mountain temple town Koya-san* ”



Roppongi is filled with everything from upscale bars, jazz venues and western-style clubs, to countless dive bars.

VEGETARIAN FOOD

Zen Buddhist temple cuisine is the beacon of hope for a vegetarians in Japan. The best places to eat in temples are in Kyoto and in the mountain temple town Koya-san. There are also few temple restaurants in Tokyo.

One must be aware that anything that includes broth is likely to be *fish dashi* unless you are eating in a vegetarian restaurant. There are noodle restaurants in Japan, you can also find tofu restaurants, garlic restaurants and potato restaurants focusing on vegetarian cuisine. Vegetarian food in the Japanese cuisine includes: *mochi*, most often found in the form of dense rice cakes. Eggplant, is often ordered as a side dish at

NEW FOCUS FOR MICE

The new focus for MICE in Japan is the Island of Okinawa. The popular venues for functions are the 'Okinawa Churaumi Aquarium' and the 'Nanto Valley of Gangala.'

Whether you want to add a special welcome for your guests when they arrive at the airport, have a visit from a traditional performance group or even have Miss Okinawa attend your event's welcome ceremony, they can arrange a wide range of activities to make your event unique.

They also provide guidebooks and conference bags. They provide a grant to the cost of charter shuttle buses and jumbo taxis for MICE (international conference included). A reduction in facility charges is available on some venues.



Mt. Fuji, the tallest mountain in Japan, is an active volcano (although scientists have not reached a consensus on what defines 'active')



Stop to shop in **JAPAN**

From hi-tech gadgets, branded goods to traditional craft passed down from ancient times, Japan has something to cater to every kind of shopper from all around the globe

Leading up to the 2020 Tokyo Olympics, Japan is taking steps towards encouraging hands-free travel that allows visitors to send baggage and purchased goods to airports, stations, hotels as well as their airports, stations, and hotels at their next destination. Meanwhile allowing tourists to enjoy without worrying about luggage.

JAPAN SHOPPING NAVI

This is a smartphone application for shopping with enjoyment and convenience while travelling in Japan. Providing support in English, traditional Chinese characters, simplified Chinese characters, Korean, and Thai, the app contains information on sales and events for over 500 stores across Japan, as well as coupons for stores and restaurants, clothing size charts, and information on Japanese yen and tax-free shopping. Using your device's GPS function, the app locates nearby tax-free stores, hospitals, evacuation sites, and free Wi-Fi spots.

SMART PHONES TO COMMUNICATE

Aside from a group of electronics stores, most sales clerks cannot speak English or Chinese, you might consider using your smart phone to get your message across.

FOR THE INDIAN CONSUMER

There are a lot of items that Indians can opt for while shopping in Japan. Tenugui (Japanese hand towel), Higasa (UV umbrellas), Yutaka a casual summer kimono (traditional Japanese womens



wear), Edo Tsumami Kanzashi (traditional hair accessories made from thin pieces of silk), ceramic products, etc.

BEST SOUVENIRS OPTIONS

For souvenirs, there are many options: Matcha (Green Tea), chopsticks, Japanese stationary (recommend: 100-Yen shop), Furin (wind-chimes), Japan themed keychains, fridge magnets, green tea chocolates, etc. Popular shopping malls include Don Quijote, LalaPort, Takashimaya Times Square etc.

FLEA MARKETS AND BARGAIN BUYS

Yoyogi Park Flea Market in Tokyo is a 10-15 minutes walk from Harajuku or Shibuya Station, while Ajinomoto Stadium Flea market in Tokyo is a 20 minute walk from Tamabochi Mae station. Bargain buys can be obtained from Gotenba Premium Outlet, Makuhari Mitsui Outlet Park and so on. With two hours to spare, one can go shopping at Shinjuku, Ginza, Shibuya, in Tokyo.

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Yoyogi Park Flea Market in Tokyo is a 10-15 mins walk from Harajuku or Shibuya Station

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BAHRAIN

Rings in WEDDINGS

Bahrain is a blend of contemporary development and an attractive liberal lifestyle along with a rich culture that wants to set a new standard for romantic elegance.

Sunil Mathapati, Country Manager, Bahrain Tourism & Exhibition Authority, reveals more

Hazel Jain



What trends are you witnessing for destination weddings in Bahrain?

Bahrain is a new entrant in the tourism space for the Indian market. It has been a wedding destination in the GCC. Since India is a huge wedding market, we have designed a well-thought out strategy to attract weddings from India. Many factors work in our favour like the flying time from India which is below four hours, the variety of five-star international hotel options, and a variety of beautiful venues. The average length of stay can range from three nights to five nights. As a new destination in the destination wedding space, we have opened our doors for all types of functions.

Which are your main markets from India for weddings?

Mumbai, New Delhi, Ahmedabad, Kolkata and Chennai are our main markets. We will be doing innovative promotions of Bahrain which will give visibility to the destination.

Tell us about the recent wedding planner trip you conducted?

The last wedding planner familiarisation consisted of planners from Mumbai. We had a mix of planner and event managers who were considering Bahrain for their clients. The itinerary was well planned with a visit to six five-star hotels. A wedding presentation was given by all the hotels and a detailed QnA session was conducted with their sales team, banquet managers and chefs to understand their deliverables. Visits were conducted in various outdoor venues like authentic Arabic locations,

the Royal Golf Course, Arad Fort and Private Islands. Lastly, the Wedding Department of the Ministry gave a brief presentation on how they can assist at every step to ensure smooth functioning of the event.

Which venues in Bahrain are gaining popularity for weddings?

A variety of banquet halls makes every five-star hotel unique. The most popular are The Four Seasons, Ritz Carlton, Sofitel and Art Rotana. Hotels like Novotel and Elite are also gaining popularity. From scenic and serene to classic and contemporary, Bahrain's hotels are truly diverse and promising. One venue which is gaining popularity is Four Seasons Hotel Bahrain Bay that offers a sense of privacy, exclusivity and grandeur and can accommodate anything from 30 to 550 guests. Chic, modern design meets local tradition in ballrooms, with an expansive outdoor terrace and oval-shaped lawn that has views of the Manama skyline.

What kind of support do you offer to the wedding planners?

As a tourism board, we offer assistance at every stage during planning and monitor every facility to ensure there is a smooth operations which will ensure a smile for families and planners. We are also geared up to handle any last minute requests.

Are drones allowed in Bahrain for photography/video shoot?

Yes, drones are allowed in Bahrain for photography and video purposes. However, we need prior permissions.



Sunil Mathapati



PICTURE COURTESY: Bahrain Tourism and Exhibitions Authority

BAHRAIN

has a plethora of offerings

One of the most important things is choosing the right hotel to conduct the wedding ceremonies. Here is a list of handpicked venues to help planners arrive at that important decision.

FOUR SEASONS

Four Seasons Hotel Bahrain Bay offers a sense of privacy, exclusivity and grandeur – welcoming from 30 to 550 guests. Chic modern design meets local tradition in a combination of two

♦ **Al Ghazal Ballroom:** Exquisite crystal chandeliers cast a warm glow over the rich blue carpets in this elegant ballroom, which can seat up to 550 guests. The ballroom can also be sub-divided into four smaller rooms to accommodate more intimate celebrations.

♦ **Al Noor Ballroom** - At 858 square meters and with seating for up to 600 guests, this is a ballroom fit for royalty.



“

Capable of hosting events for 10 to 900 guests, Four Seasons Hotel Bahrain Bay features 3,272 m2 of events space

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ballrooms, and an expansive outdoor terrace and oval-shaped lawn with Manama skyline views.

Local customs: Perfect for hosting traditional weddings in Bahrain, its two ballrooms can host separate men's and women's celebrations. An adjoining band room can pipe live music into both venues

Function rooms: The functioning rooms at the Four Seasons Hotel Bahrain Bay can host Bahrain events for 10 to 900 guests. The hotel features a total of 3,272 m2 (35,222 sq. ft.) of function space. Along with wedding professionals, the hotel offers over 3,750 square meters of banqueting facilities including a 1,195 square meter ballroom and a second 858 square meter ballroom to create an unforgettable occasion for any celebration.

♦ **Grand Foyer** - The expansive Grand Foyer can accommodate up to 500 guests in comfort and luxury.

♦ **Al Khayma (Tent):** At more than 725 square meters, the contemporary-designed and thoroughly impressive Al Khayma offers a uniquely atmospheric setting for banqueting and receptions of up to 300 guests.

♦ **Rotonda:** The wood-panelled Rotonda, with its signature golden wall coverings and exquisite glass chandeliers, is a favourite for groom's celebration in the region.

ART ROTANA

This beach resort offers guests the option to select from 311 opulent rooms and suites, including presidential and vice presidential suite.

WEDDING VENUES

Indoor

Thuraya ballroom is designed with great flexible facilities that enables it to accommodate for large ceremonial parties with up to 700 attendees and to small parties with average of 80 attendees.

Outdoor

The open beach area provides all that is necessary to a stunning wedding ceremony at the beach. The private island is highly recommended.

ART Rotana's terrace has an extended outdoor area that allows different arrangements to take place. It is able to accommodate 200 guests. Many couples choose this area for reception party in which the dinner is accessible through the restaurant.

SHERATON

- **Cuisine:** Clients can personalise wedding menus created by their talented chefs.

The Mezzanine floor features a grand terrace overlooking the entire ballroom, and a dressing room for the bride. A lavish and delectable buffet dinner may be served outdoors on the terrace or indoors on the ground floor.

Timeless elegance: Awal Ballroom can host up to 400 guests for a banquet dinner.

Exquisite Events: Alternatively, for weddings hosted in Al Dana Ballroom, the dinner buffet may also be served on the convention centre's terrace or poolside overlooking The Gulf Hotel's gardens.

SPECIAL VENUES BAHRAIN INTERNATIONAL CIRCUIT

Bahrain International Circuit (BIC) is an ultramodern motorsport facility that is located in the heart of the Sakhir desert. Designed by the renowned German engineer Hermann Tilke, the circuit incorporates many features of



- **Bride and Groom Arrangements:** Their trained associates will assist you from the menu, flowers, lighting and entertainment.
- **Ballrooms:** Al Taj Ballroom is the ideal wedding venue in Bahrain that boasts of a spacious pre-function area which can accommodate up to 400 people. Awali Ballroom can accommodate up to 200 people.

GULF HOTEL CONVENTION AND SPA

Al-Dana Ballroom at the Gulf Convention Centre provides the perfect setting for even the most lavish and extravagant weddings.

With the capacity to host up to 2000 guests for a reception or 1200 for a banquet dinner, The ballroom presents several unique features including a VIP lounge for distinguished guests.

local culture. Throughout the year, numerous corporate events take place at BIC. Social events such as weddings, music concerts and charity occasions are also hosted in the arena.

ROYAL GOLF CLUB

The Royal Golf Club, located just 20 to 30 minutes' drive from Manama and from the Saudi-Bahrain causeway, is a unique venue in Bahrain with its spectacular views of rolling fairways and sparkling lakes.

The club offers three different event venues ideal for wedding and engagement parties of all sizes.

Venue Capacities:

Majlis can hold up to 120 guests, while Marquee can accommodate up to 160 guests. The poolside can cater to up to 300 guests.



Embarking on ICE with **ARRIOTT**



Nicholas Dumbell, GM, Renaissance, Marriott Mumbai Convention Centre Hotel & Lakeside Chalet- Mumbai, Marriott Executive Apartments, talks about catering to the MICE crowd

Kanchan Nath

Mumbai is not only the economic hub of the Indian sub-continent but also the business hub for the global market. To showcase the diverse norms of MICE in the city, Marriott as a brand has proven its mettle from time to time. Elaborating on the specifications of the largest Marriott hotel in the country, Dumbell shares, "We have close to 230,000 square feet of space in the hotel, both indoors and outdoors. Whether it is our 13,000 square feet ballroom, or 35,000 square feet Renaissance gardens. Between our two hotels we have close to 800 bedrooms. In the main renaissance hotel, we have 600 bedrooms. In December 2016, we completed the refurbishment of half those hotel bedrooms. So we pretty much have a brand new hotel with a fantastic meeting and event space."

For any event to be successful the usage of props and logistics are crucial apart from the convention space.

"We have been working on improving the convention experience, may it be with props, buffet setups, doing stuff out-of-the-box," he adds.

GROWTH PLANS

The city of dreams, Mumbai, has proven to be fruitful for Marriott's properties. Talking about the growth plans of Marriott hotels, he says, "We will be opening up even in some of the smaller cities; we have a goal to make sure by 2020 we have 200 hotels, which is a doubling of our hotels in three years; these are exciting times for us. We have doubled our banqueting revenue over the last four and a half years. At the same time we



Nicholas Dumbell



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We will finish the year in a high 60 per cent occupancy. RevPAR will be between ₹7500-8000

”

have opened JW Marriott Mumbai Sahar which is our sister hotel, right next to the Mumbai International Airport. When we measure our RevPAR index, we got a premium of 30 per cent which is the best around.”

CLIMBING THE LADDER FOR MICE

India is currently slowly climbing up the ladder with conventions, conferences and hotels geared up to take the optimal role in MICE. Giving his perspective on MICE, Dumbell shares, “There is a growth in the number of international conventions happening in India. For the big MICE conventions, only five per cent have an international element to it. I would like to see that grow to about 20 per cent. Also, customers are now willing to pay a little bit more for added value. People will pay more if you are putting across a more elaborate buffet with great props. As operators in the business, we need to identify how we maximise that. Marriott’s ‘Meetings Imagine’ programme helps customers choose such added benefits.”

OCCUPANCY AND REVPAR

Dumbell gives a sneak peek on the statistics expected this year, “We will finish the year

in a high 60 per cent occupancy. RevPAR will be between ₹7500-8000. We have seen growth in RevPAR, our hotel strategy this year has been driving occupancy and have had huge success with over 25 per cent growth in occupancy.”

CHALLENGES

Even while there are opportunities for MICE in India, there are some organisational hiccups that is not letting the MICE segment reap benefits. Enumerating challenges in the MICE market, he says, “The biggest challenge for MICE in India is a lack of any coordinated formal convention bureaus.”

WEDDING MARKET

India is incomplete without its weddings. Dumbell adds, “Wedding are growing at a quicker pace than conventions. About 30 per cent of our events business is coming in weddings. We will be doing over a 100 weddings this year. The sector is surging. The challenge with weddings is the number of auspicious days and its challenging to encourage them to move to other days. The wedding segment does drive a huge amount of revenue for us.”

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Creating **NEXT-GEN BUSINESS TRAVEL**

Vishal Sinha, CEO, India, Carlson Wagonlit Travel, talks about his new role as CEO and the growth of the business market in India

Kanchan Nath



Vishal Sinha

What is your analysis of the growth of the business market of India?

The stability, growth and the confidence of the Indian economy will help boost the business travel market in India. The economy is growing at a rate of over 7 per cent, which will further help in increasing business traffic. With a focus on costs and driving profitability, a lot of companies are looking for solutions to stretch their travel budgets further and CWT is in a strong position to help them achieve this by providing state-of-the-art technology, data and analytics solutions.

What is the vision that you have for Carlson Wagonlit Travel (CWT) in India as Chief Executive Officer?

Today, India has one of the youngest traveller populations in the world. In 2016, nearly 60 per cent of the travellers from CWT's clients in India were millennials, and they accounted for close to half of the trips. Millennials – more so than other

generations – expect a business travel experience that is technology-driven and more closely resembles their leisure travel booking experience. My vision is for CWT to be the clear leader in creating the business travel experience that the new generation of travelers in India expect – an experience that is intuitive, user-friendly and personalised. This is part of CWT's global strategy and we are making significant investments towards achieving this. In doing so, I hope to grow our business in India considerably over the coming months. CWT is already a leading travel management company in India and we have a strong track record of helping companies optimize their travel programs. We currently manage travel for close to 200 mid- and large-sized companies in India and I expect our client-base in the market will continue to grow at a steady pace. With our industry-leading technology, world class data and analytics solutions, and a very capable sales team, I am confident we will be able to achieve this.

In addition, earlier this year we launched 'CWT For You', our state-of-the-art business travel solution for small and medium enterprises (SMEs) in India. We have already had more than 200 SME clients register for this product, and we are helping them take control of their business travel spend by giving them the right price for air and hotels, and providing them with value added services like meals, seats and free date changes. Moving forward, we will be looking to further grow our business in India in the SME segment.

How important are meetings and events to move the company business forward? What are the latest trends?

CWT Meetings and Events is a key part of Carlson Wagonlit Travel's business, both globally and in Asia Pacific. While we currently don't offer meetings and events services in India, we continue to assess the opportunities in this market.

At CWT, we use technology to provide a seamless experience for attendees along with the data and analytics organisations need to add tangible value for both; at the same time, optimising spend and ensuring industry and regulatory compliance.

may outweigh T&E savings, engagement and participation of remote attendees can contribute dramatically to an organisation's goals. By using tools like Facebook's "live" video streaming, meetings professionals can have remote attendees participate in their events. No one is excluded due to geographical location, attendees can share the event with others, two-way interactions are possible, and events can be recorded and further shared post-event.

What all does a destination/city need to be top-notch for MICE?

A number of factors determine how attractive a city is as a MICE destination. Most top-notch MICE destinations around the world have several things in common – world-class infrastructure and facilities, a safe and secure environment, an international mindset, and vibrant culture. That said, meeting buyers know that significant strategic thinking goes into determining where to hold a meeting or event. Sometimes location is predetermined by factors beyond the scope of the meeting. Other times, agenda drives location. In all cases, price matters. When choosing a location, buyers must consider all related costs including air



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Real-time feedback is critical to a meetings organiser's ability to make meaningful changes
”

The work of an M&E practitioner is never really done as technology improvements continually raise the bar on both possibilities and expectations. Beacon technology, with a microchip in attendee name-tags to track location, session attendance, exhibit visits, F&B participation, traffic flow and more, provides the opportunity to validate popular agenda items and to make real-time adjustments to others, using onsite communication efforts to drive results. That said, while basic tracking data is interesting, it may only reveal what is happening onsite, not necessarily why. Real-time feedback is critical to a meetings organiser's ability to make meaningful changes both in real-time and for future meetings. Technology is also now being used to further enable virtual attendance. Although some upfront virtual technology costs overall

travel, availability of direct flights, flight duration and frequency, weather including seasonal issues and climate, major security threats, local petty theft, traffic conditions and accessibility to public transport, F&B, and more.

Why do face-to-face meetings mean more business?

While to some extent teleconference, video conference and VoIP platforms have replaced business travel, these are typically for low-participation meetings such as trainings. In many instances, these technologies compliment rather than replace business travel. The adoption of video conferencing creates opportunities for hybrid meetings where organisers bring content to a much wider participant base.



The 9th Convention India Conclave was held in Delhi last year

ICPB Conclave to expand boundaries

ICPB's 10th Conventions India Conclave (CIC) to be held in Hyderabad from August 29-31 at HICC, expects 200-300 delegates during the two-day event

The much awaited 10th annual convention of India Convention Promotion Bureau (ICPB) known as Conventions India Conclave (CIC), is aiming to project the Indian sub-continent as the preferred destination for international and domestic conventions. The theme for this year is **'Expanding the Boundaries—Mission Possible'**. CIC will focus on all segments of the MICE industry, creating an opportunity for its members to look for new avenues of business development. The inaugural session of this green and sustainable conclave shall be graced by **Suman Billa**, Chairman, ICPB and Joint secretary, Ministry of Tourism, **Chander Mansharamani**, Vice Chairman, ICPB, and senior government officials from the Telangana government, that is also the partner state for the event. The key note address on the topic 'A Bird's eye view- existing supply, market share in the region and globally', shall be given by **Rod Kamleshwaran**, Partner & COO, Gainingedge.com.

Absorbing panel discussions are planned on day two, one on 'Convergence and Colloration-need to create an independent eco-system for meetings and exhibitions industry', moderated by **K.V. Nagendra Prasad**, President, IEIA; another on 'Role and relevance of PCO', moderated by **Kylee Haines**, Director, Congress International Solutions; and another one on 'Destination Matters: Meeting the expectations of corporate houses', moderated by **Anup Nair**, SITE India President; among other sessions.

Day two will kick start with a **'ICPB Green Walk'** to reiterate the commitment of the Bureau and its members to green and sustainable meetings. According to Mansharamani, "Some 250-300 delegates, which includes 50-60 exhibitors and both domestic and international buyers, are expected." He further added that ICPB is working on restructuring and strengthening the association, and CIC will play an instrumental role in the same.

Other key speakers include, **Damian Hutt**, Executive Director, Association of Association Executives; **Guy Bigwood**, MCI Group Sustainability Director; ; **Ravinder Sethi**, MD, Rogers Worldwide; **Yogesh Mudras**, MD, UBM India; **Vishal D'Souza** MD, MCI GeTs India; **Varun Mehrotra**, Director of Sales, Association & Exhibitions, Novotel & HICC; **Girish Kwatra**, Head, Meetings and More; **Amit Saroj**, Director, India Attitude; **Rajen Habib Khwaja**, Former Secretary, Ministry of Tourism and Director General of Administrative Staff College of India; **Amresh Tiwari**, Hony. Secretary, ICPB.

“
ICPB will work on restructuring, strengthening the association, and CIC will play an instrumental role in the same
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Thailand is a colourful marketplace within easy reach of major Asian countries

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Discover MICE in The **NETHERLANDS**

The Netherlands is home to multifunctional convention centres equipped with state-of-the-art facilities

The Netherlands Board of Tourism & Conventions has plethora of offerings for conducting international meetings and conventions. Co-operation between NBTC and the conventions industry makes it possible for the Dutch conventions industry to respond efficiently. Here is a glimpse of some Dutch cities which are perfect for conferences:

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Utrecht offers many special and inspiring locations for hosting events

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AMSTERDAM

Amsterdam is an ideal conference destination that hosts many world-class conventions, events and (trade) fairs, each year. This vibrant city is among the top 10 most important commercial centres in the world.

ROTTERDAM

One can have conference at RDM Rotterdam's

Congress Centre and Submarine Wharf or at the blossoming Groot Handelsgebouw, where meeting rooms have a view of the brand new Rotterdam Central station. There are also a number of venues that have already made a mark for themselves. One of these classics is Ahoy. This convention centres offers 2750 seats in a fixed congress formation. De Doelen, another conference venue and convention centre in Rotterdam that can accommodate a large gathering.

THE HAGUE

One of Holland's largest conference centres, the World Forum Convention Centre is situated in the heart of the historic city of The Hague. The entire city is designed to host small and large-scale events.

UTRECHT

Utrecht offers many special and inspiring locations for hosting events. The largest of these venues are housed in the Beatrix building and include the Jaarbeurs conference centre and Beatrix Theatre. The venues total over 1 million square feet of exhibition space. Another large and relatively new venue is the concert hall, TivoliVredenburg.

NOORDWIJK

Noordwijk can host a multitude of international conferences and small-scale gatherings. Big congress hotels like Hotel NH Noordwijk Conference Centre Leeuwenhorst is among the many options for hosting events.





ice CHANTS the mobile mantra

Disha Shah, Director and **Mohit Khanna**, Managing Director, iCE Group India, elucidate on the current trends in the MICE industry and the impact of GST regime

Kindly tell us about ICE Group India.

iCE Group India is the brand name which we operate. Our company is registered as ICE Travels n Tour under which we have

- Ice Travels** - IATA company specialising in MICE
- Ice Events** - Corporate Event management company
- Let's Go India** - Inbound Division

The company was founded in the year 2010 by Mohit Khanna and later Disha Shah joined, our company specialises in MICE and Events. Our diversified scope of work includes – domestic and international travel, planning and executing medium to large scale conferences, incentive movement, Corporate events and product launches. We are an IATA company with our own in-house event production team and a creative team.

What innovative marketing strategies have you adopted to increase business this year?

Technology is our strength and we have capitalised on that to the maximum this year. Be it our back office operations or building an app for every MICE movement for our customer we ensure the ease through technology. Our mantra is Mobile Friendliness! We also leverage a lot from our suppliers. Nothing innovative or new here but we ensure we get all details from our suppliers and we utilise their full potential. Be it partnering with tourism boards, ensuring exclusive value add-ons from hotels or exploring the unexplored of the destination, we give it all. That is the reason why our guests always get something extra from us which they always

appreciate. It could be a surprise limousine ride in an old European town or a nicely cooked barbeque meal on board a catamaran we always deliver the unexpected. Customer delight is what we use as our mantra for repeat marketing.

Have you been impacted by GST? What is the way forward?

GST is a reform in our existing system and anything that reforms or changes the system has its negatives and positive impact on the regular mode of life. Yes there have been a few delays in business due to GST implications and a lot of companies have kept their travel and incentives on hold but we strongly believe that change is good in the long run.

How have the first half of 2017 been for you? What are your expectations from the rest of the year? What are your plans for 2018?

First half of 2017 has been good for the industry overall and we too have benefitted from the same. We have a lot of MICE movements on hold which have been postponed for the last two quarters. For 2018 we already have pitched for our core business of Medical conferences in India as well as overseas.

Which are the different conferences and events that you plan for your clients?

We do domestic medical conferences where we take care of the entire travel needs. We also help our clients conduct conferences overseas. We do many incentive travel arrangements. We use a lot of technology for our conferences. Majority of our clientele include FMCG, pharma and consumer goods industries.



Disha Shah

“

We also help our clients conduct conferences overseas. We do many incentive travel arrangements

”



Mohit Khanna

“

Technology is our strength and we have capitalised on that to the maximum this year

”



Maya captivates

The fourth edition of East India Travel Awards travelled to the North East region of India to celebrate excellence in the tourism fraternity



Ahana Gurung

For the first time in Guwahati, the efforts of stalwarts in the travel and tourism industry of East India were honoured over an evening of merriment and entertainment at Radisson Blu Hotel Guwahati on July 26, 2017. Gathering the region's movers and shakers from states of Sikkim, Odisha, West Bengal, Assam, Arunachal Pradesh, Manipur and several others, the event was inaugurated by **R Sudhan**, Special Secretary (Tourism), Government of Manipur, who was also the Chief Guest for the award ceremony.

Speaking about the importance of such events in the region, Sudhan stated, "I sincerely

believe such events should happen more often, especially in this part of the country, which does not receive much attention. More such events, more recognition, and the untapped tourism potential should be explored. We are certain that the awards can persuade more entrepreneurs to explore these frontiers."

Sanjeet, Mentor, India Travel Awards, added, "Today, tourism is synonymous with progress and development and is echoing around the country. Every small hotel, restaurant, attraction, tourist shop contributes to the growth of this industry but are we doing enough to recognise them? We've instituted these awards for this precise



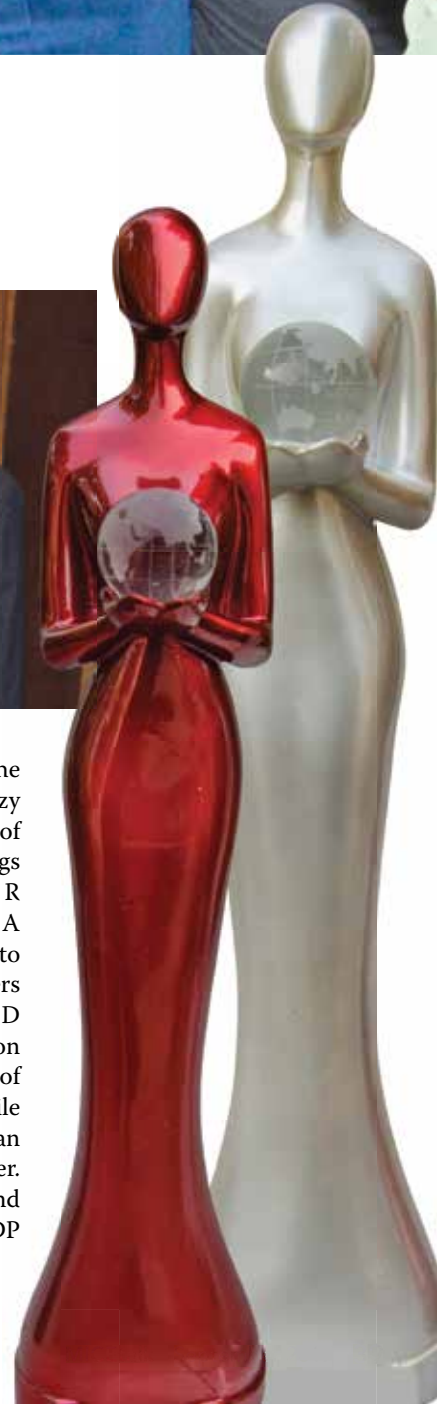
East India



reason. The regional awards recognise those establishments that may not be able to see the day of light on a national level. The industry is now growing by leaps and bounds and these small efforts make a big difference."

The awards were divided into four categories that included Personal Awards, Business Awards, Trending Awards, and Partner Awards. Personal Awards were for legends and leaders who have established themselves and for youngsters who deserve encouragement to become future leaders. Business Awards were for those organisations that have done outstanding work in their field and deserve accolades, while Trending Awards were decided on by critics. Finally, Partner

Awards were for the partners that made the awards ceremony a grand success. The glitzy night was also graced by the presence of the Guest of Honour, Arni Sapkal, Gladrags Mrs India Mumbai 2017, who, along with R Sudhan, awarded the trophy to the winners. A total of 41 award categories were presented to travel, tourism, and hospitality front runners as a tribute to their contribution. Dilip D Khatau, Chairman, The Corbett Foundation and Chairman, Conservation Corporation of India, joined the Gallery of Legends, while Tsering Wange, Managing Director, Himalayan Holidays, was honoured as the DDP Trailblazer. Additionally, Supratim Raj Basu, Founder and Director, Help Tourism, was conferred the DDP Game Changer award.



East India Travel Awards lauds the extraordinary of the sector

The fourth edition of East India Travel Awards recognised the extraordinary efforts of the tourism and hospitality partners from the North East at the Radisson Blu Hotel Guwahati on July 26, 2017. The award winners were recognised and applauded for the efforts undertaken over the years



GALLERY OF LEGENDS Dilip D. Khatau



DDP TRAILBLAZER Tsering Wange



DDP GAMECHANGER Supratim Raj Basu



ENTREPRENEUR OF THE YEAR Manoj Saraf, Gainwell Travel and Leisure



BEST GENERAL MANAGER Vikas Ray, Radisson Blu Hotel Guwahati



BEST AIRLINE - INTERNATIONAL SilkAir (SINGAPORE)



BEST ADVENTURE DESTINATION South African Tourism



BEST GLOBAL DISTRIBUTION SYSTEM (GDS) Travelport Galileo



BEST MICE OPERATOR iCon Planners



BEST DEBUT HOTEL Holiday Inn Kolkata Airport



BEST LUXURY TOUR OPERATOR Jet Setters



BEST CORPORATE HOTEL Golden Tulip, Salt Lake City, Kolkata



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BEST BUSINESS HOTEL Radisson Blu Hotel Guwahati



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BEST TRAVEL AGENCY Adarsh Tours, Treks and Expedition, Sikkim



BEST CULTURAL TOURISM DESTINATION Department of Tourism,
Government of Manipur



BEST LUXURY HOTEL JW Marriott Kolkata



BEST TOUR OPERATOR - INBOUND Clubside Tours & Travels



BEST LUXURY RESORT Polo Orchid Resort, Cherrapunji



BEST DESTINATION MANAGEMENT COMPANY - INTERNATIONAL Jet Setters



EXCELLENCE IN CUSTOMER SERVICE New Orchid Hotel, Sikkim



BEST CRUISE TRAVEL AGENT Gainwell Travel and Leisure



BEST FOREIGN EXCHANGE COMPANY Centrum Direct



BEST ECO-FRIENDLY HOTEL Holiday Inn Kolkata Airport



BEST EVENT MANAGEMENT COMPANY – WEDDING PLANNERS MAP5 Events



BEST ECO-FRIENDLY RESORT Infinity Resort Kaziranga



BEST DESTINATION MANAGEMENT COMPANY - DOMESTIC Mountain Edge Tours & Holidays



BEST CASINO HOTEL MAYFAIR Spa Resort & Casino, Gangtok



BEST TRAVEL MANAGEMENT COMPANY Choice Holidays India



BEST CONTEMPORARY HOTEL Vivanta by Taj - Guwahati



BEST CUSTOMISED TOUR OPERATOR Ice Cubes Services



BEST THEME WEDDING ORGANISER Jet Setters



PARTNER STATE Department of Tourism, Government of Manipur



PREMIER PARTNER Mystifly Consulting (India)



HOSPITALITY PARTNER Radisson Blu Hotel Guwahati







Largest Asia-Pacific MICE showcase at **IT&CMA, CTW**

The Doublebill event aims to leverage incentives for MICE



The Incentive Travel & Conventions, Meetings Asia (IT&CMA) and Corporate Travel World (CTW) will be held from September 26-28, 2017, at Bangkok Convention Centre in Central World, Thailand. Both events have been co-locating since 2004 and 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.

The year 2017 will see the 25th and 20th instalment of IT&CMA and CTW Asia-Pacific respectively. IT&CMA remains uniquely positioned as the only global event with the largest exhibition showcase of Asia-Pacific MICE suppliers. What participants can expect from the IT &CMA is an event with up to 100 per cent of appointments already pre-scheduled with Pre-Scheduled Appointments (PSA) and Online Diary facilities.

The events aim to be the largest Asia-Pacific MICE showcase featuring the world's largest collection of Asia-Pacific MICE destinations, products and services, as well as Luxury Travel offerings, under one roof. The event also attribute comprehensive



media programme and engagement opportunities through media-exclusive briefings designed for NTOs, CVBs and corporates to share their latest developments first-hand with media delegates. Other media activities include the Official Press Conference and hosted networking functions for media.

Participants can witness dedicated session on associations for professionals that will deliver association influencers and decision-makers to learn at tailored forums, schedule business appointments, get updates from destinations and simply network with peers, among more.

For CTW, participants can reach out to the region's corporate travel decision-makers and influencers easily with a variety of exposure platforms that include a table-top exhibition pavilion and diverse sponsorship platforms.

“ Participants can witness dedicated session on associations for professionals at tailored forums **”**



Visa Requirements



Japan

- ✓ **Passport:** Original passport with the validity of minimum one month from the date of return and minimum two blank pages for visa stamping. Attach all old passports (if any).
Please Note: Bio-page observation note and hand written passports will not be accepted.
- ✓ **Visa Application Form:** One visa application form to be duly filled and signed by the applicant.
- ✓ **Photo Specification:** Two recent passport size photograph in glossy finish, 80 per cent face coverage, white background and without border: (Size: 45mm x 45mm). (Size: 50mm x 50mm) if applying from Mumbai).
Please Note:
 - a) Photograph should not be more than three months old, scanned/stapled and should not be used in any of the previous visas.
 - b) The Embassy will not accept the photos where reflection is there on spectacles.
- ✓ **Covering Letter:**
 - a) Covering letter from company on letter head with naming list, passport details of all applicants. The letter should be duly signed by the authorised signatory and taking the 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 (if self-employed) or on plain paper (if employed) 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, Embassy of Japan, New Delhi.
 - c) A letter from the tour operator with naming list and passport details of all the applicants.
 - d) Company's (corporate) brief profile.
- ✓ **Financials (Company):**
 - a) Company's updated bank statements for last six months till date mentioning the Bank's name, Bank's Telephone Number.
 - b) Company's ITR for last two years.

Financials (Applicant):

- a) Original Personal Bank statement for last six months.
- b) Personal ITR for last two years.

- ✓ **Proof of Occupation:**
Self Employed:
Any of the below mentioned documents:
a) Copy of DIN (Director's Identification Number) Approval Letter.
b) Proprietorship proof/ Partnership deed
c) Company Registration Certificate / Certificate of Incorporation
d) Bank Certificate.

- ✓ **Proof of Accommodation:** Hotel booking on Hotel's letter head along with Day to day itinerary.

- ✓ **Airline Reservation:** Ticket Itinerary.

NOTE : All documents should be on A4 size sheet.



Bahrain

- ✓ **Bahrain eVisa** - Visa can be applied online through the following link: <https://www.evisa.gov.bh/>
- ✓ **Passport:** Clear scanned copy of bio data pages of passport. Passport must be valid for length of time you will be in Bahrain, or the length of the visa, whichever is longer.
- ✓ **Airline Reservation:** Copy of the return air ticket.
- ✓ **Accommodation Proof:** Copy of hotel booking.
- ✓ **Financials:** Copy of bank statements of last three months with bank seal and sign and minimum balance of 300BD.
Please Note:
 - a) Validity of the visa is 30 days, which means the visa must be used within 30 days of approval.
 - b) The visa can be used for multiple entries and is valid for three months from the time of entry.
 - c) Length of stay allowed is two weeks.
- ✓ **Visa Fee** - 29BD

Source: Udaan



Going that extra mile...



Shivani Misri Sadhoo
Founder
Saarthi Counselling
Services

It is vital for organisations to ensure commute for employees who come from far and work late hours, feels **Shivani Misri Sadhoo**

In today's global business environment, maintaining good talent is an essential requirement to sustain industrial leadership for companies; organisations today are putting their best efforts to convert their offices into the best working place in India. In such employee centric efforts, optimising shuttle services for employees is a relevant action that benefits both the organisation and its employees.

According to University School of Medicine in Saint Louis and the American Journal of Preventive Medicine, people who commute over 10 miles (16 km) daily affects the persons health dramatically. The report states that a person's blood sugar and cholesterol rises when he/she drives more than 16 km daily. Unfortunately, a large percentage of top organisations in India are located in the outskirts (like Gurgaon, Noida, Faridabad), that is more than 20-25 kms away from the central city.

Hence when an organisation ensures optimal shuttle services for its employees, such action reduces stress-related health problems associated with driving. Employee shuttles allow added down time for employees that ultimately drives productivity, employees can have added time to prepare for the day, check their emails or catch up on the news.

Apart from employee's health benefits optimised shuttle services, it also helps organisations in terms of:

1. **Better Punctuality:**

With more employees using shuttle services, organisation witnesses better workplace satisfaction as well as an increase in punctuality. Keeping a well-connected sense of teamwork is the key and with the ongoing trend of shuttle services, a company can be known for supporting a better work-life balance.

2. **Women safety:**

To a large extent shuttle services help women employees to feel safe to commute as compared to public transport. Hence shuttle services are an important factor for women talents to join and continue to work in an organisation.

3. **24X7 operational capability:**

With shuttle services for employees, companies can operate 24x7 operations. That helps if the organisationservesinternationalclientsatdifferent time zones.

4. **Strengthen reputation:**

Shuttle services provide a visible evidence for aspiring talents that the company cares for its employees.

5. **Saving money:**

With rentals going sky high, maintaining parking area is costly, but with shuttle services, parking space in office is also an option.

“

With the ongoing trend of shuttle services, a company can be known for supporting a better work-life balance

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TTF	Ahemdabad	1-3
MEETINGPLANNERS RUSSIA	Moscow – Russia	4-5
IBTM LATIN AMERICA	Mexico	6-7
FUTURE TRAVEL EXPERIENCE – GLOBAL	Las Vegas, USA	6-8
IATO CONVENTION	Bhubaneswar	7-10
EEMA 10 TH YEAR CELEBRATION 2017	Delhi	8-10
BUSAN INTERNATIONAL TRAVEL FAIR	Busan, South Korea	8-11
OTOAI CONVENTION	Ras Al Khaimah	12-15
PATA TRAVEL MART	Macao SAR	13-15
FHRAI CONVENTION	Bengaluru	14-16
HPMF CONFERENCE	Jodhpur	14-16
FICCI GMTM	Delhi	14-16
IAAI CONFERENCE	Kochi	14-17
IITM	Delhi-NCR	15-17
ATOAI	Kerala	18-21
MICE ASIA PACIFIC EXPO	Singapore	21-22
IITM	Mumbai	21-23
JATA TOURISM EXPO	Tokyo	21-24
ILTM (INT'L LUXURY TRAVEL MARKET) AMERICAS	Mexico	25-27
IATA WORLD FINANCIAL SYMPOSIUM	Dublin	25-28
IT&CM ASIA , CTW 2017	Bangkok	26-28
IFTM TOP RESA	Paris	26-29
INDIA HOSPITALITY AWARDS	Delhi-NCR	29

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INDIA CARGO AWARD - WEST & SOUTH	Ahmedabad	10
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WORLD MICE INDUSTRY DAY	Qingdao, China	25-27
ITBA ASIA 2017	Singapore	25-27
MPTM	Bhopal	27-29



JATA Tourism Expo Japan 2017 in September

JATA Tourism Expo will be held from September 21-24, 2017 at Tokyo Big Sight in Japan

The conglomeration of leading exhibitors will exhibit products and services such as a wide range of various services concerning the travel and tourism industry and many more related services.

The event is branded as TEJ, the abbreviation of Tourism EXPO Japan. The Japan National Tourism Organization (JNTO) has joined the organisers – the Japan Association of Travel Agents (JATA) and the Japan Travel and Tourism Association (JTTA), reinforcing the momentum of the promotion of outbound, domestic and inbound travel.

Last year, exhibitors from 140 countries and 47 Japanese prefectures and regions showcased the potential of their destinations and products in 1,662 exhibition stands, held meetings with potential business partners. This year, organisers expect a stronger flow of participants and visitors than last year. Last year, more than 40,000 travel industry professionals attended the expo.

The sessions to be held are as follows: On September 21, TEJ will offer – Outbound travel business session; Inbound travel business session; and Domestic travel business session.

Exhibitors will be able to make appointments for business meetings with current and future partners at their own booths on September 22.

MINISTERIAL ROUND TABLE

Reflecting the voices of the many participants of Tourism EXPO Japan there will be launch of the TEJ (Tourism EXPO Japan) Ministerial Round Table on the first day of the expo, inviting tourism ministerial class executives from all over the world. It is scheduled on September 21, 2017 in Tokyo. The theme of this panel discussion will be 'Sustainable Tourism for Development'.

movements



Pooja Sabharwal
Account Director
Destination Canada

Pooja Sabharwal has joined Destination Canada, India Office, as Account Director. Sabharwal is a Postgraduate in International Marketing from the University of Leeds, United Kingdom and an Honours Graduate in Commerce from the Shri Ram College of Commerce, University of Delhi. Most recently, she worked at Zomato as VP Operations, leading Community Engagement globally and also worked closely with Country Heads and Community Engagement Leads to enable traffic and user engagement targets.



Antony Page
General Manager
Ritz-Carlton, Bengaluru

Antony Page joins Ritz-Carlton, Bengaluru, as its new General Manager. Before this, Page was the General Manager at JW Marriott Hotel New Delhi Aerocity. His association with Marriott started in 2005, when he was designated as the Hotel Manager at Sydney Harbour Marriott. Page has also been a part of the Starwood Hotel group and served as the opening Director of Food & Beverage for Sydney Convention and Exhibition Centre. He completed his graduation in February 1984 while working for the Sheraton Hotel Group and also holds a degree from the University of New South Wales.



Monica Suri
General Manager
Jaipur Marriott Hotel

Monica Suri has joined as the General Manager at Jaipur Marriott Hotel. Suri commenced her journey as a Hotel Management Trainee as HOMT, with Taj Hotels and Resorts in Food & Beverage service department. She later worked with Le Meridien Ahmedabad for a year before relocating to Tanzania-East Africa and taking on the role of a Corporate Trainer for a set of six hotels. She reinitiated her professional journey as the Training Manager with Le Meridien Ahmedabad, and moved to The Westin Hyderabad Mindspace. She was later appointed as the General Manager at Le Meridien Kochi.



Pankaj Saxena
General Manager
Radisson Blu Pune
Hinjewadi

Pankaj Saxena has been appointed General Manager at Radisson Blu Pune Hinjewadi. Saxena was most recently GM at Country Inn & Suites By Carlson, Mysore. He brings with him 20 years of hospitality experience. Saxena has previously worked at Radisson Varanasi, Sarovar Hotels and ITC Hotels. He has also served in Exe Committee as Vice President 2011-12 Hotels & Restaurant Association of Andhra Pradesh, India affiliated with FHRAI. He has conferred CIS Hotel of the Year in Asia Pacific Carlson Rezidor Business Conference 2016.



Tej Bahadur Singh
Head – National Sales
India Sales Associates

India Sales Associates, the Luxury Hotels' Marketing & Consultancy firm has announced the appointment of Tej Bahadur Singh as Head – National Sales, for its portfolio of hotels and resorts. He brings over 20 years of experience in hospitality and airline sales. His last assignment was in the role of Area Manager for leading carrier Jet Airways. He shall be responsible for augmenting the network of luxury travel agencies and tour operators to support the growth of the GSA service in India for the select portfolio of Banyan Tree and Angsana Hotels & Resorts, luxurious Panacea Koh Samui Resort, etc.



Vikas Kumar
Hotel Manager
Courtyard by Marriott Kochi
Airport Hotel

Vikas Kumar has joined Courtyard by Marriott Kochi Airport Hotel as Hotel Manager effective June 19, 2017. Prior to his new role, Kumar was the Director of Operations at JW Marriott Hotel, Chandigarh. A veteran in the hospitality industry with over 16 years of experience, Kumar brings leadership experience and a dedication to service in his new role as Hotel Manager. He has worked with numerous properties like W Retreat & Spa Maldives, Aloft Bengaluru Cessna Business Park, Sheraton Dammam Hotel & Towers, Saudi Arabia, Novotel Hyderabad International Convention Centre and more. He is well known for his innovative and proactive style of working skills.



Mandarin Orchard Singapore



Marina Mandarin Singapore



Meritus Pelangi Beach Resort & Spa, Langkawi

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