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ME's medical value @ TTM

S Sundar, Honorary Secretary, Tamil Nadu Travel Mart Society, throws light on the upcoming 2nd edition of Tamil Nadu Tourism Mart. He highlights how the mart will project ME as a potential market for Wellness and Medical Tourism.



Shehara Rizly

Could you share a brief about the event?

The event in association with Confederation of Indian Industry (CII), Ministry of Tourism and Government of Tamil Nadu, India, is scheduled to take place from September 19-22, at the Chennai Trade

Centre in India. It is a global event for the stakeholders from the tourism fraternity to exhibit the culture, heritage and leisure potential of the state. Tamil Nadu, being the home to many natural resources has evolved and continued to be a land of lively culture, pilgrimage, art, culinary tourism, medical tourism and many more.

the world. Tamil Nadu is not only a pilgrim destination, but, it also has various other leisure products as well. We want to highlight that the event is purely a tourism mart like Kerala Travel Mart, but, this year, CII is organising a Medical Value Mart, along with this, whereby both buyers will have a seamless entry to both venues using the same buyer ID.

“Approximately, 200 exhibitors and 800+ buyers have registered so far from all over India and abroad for the mart. ME agents can increase their business opportunities with Tamil Nadu”

Could you share the expected outcome of the event?

ME agents can increase their business opportunities with Tamil Nadu, India. 📍

QuickFacts

- According to Grant Thornton, more than **45%** of patients choose Tamil Nadu as healthcare destination
- Tamil Nadu is the only state that has **6** airports with **4** international airports

What is the key focus or objective of the event?

The main objective is to sell Tamil Nadu as a destination bringing together many touristic attractions available for different types of tourists from around

Why is the Middle East market important for this event?

ME is an important market for us due to many reasons, first being easy connectivity from

the Middle East, next that there are various leisure products of Tamil Nadu including Wellness and Medical Tourism, offer a short holiday destination for the Middle East region.

all over India and abroad for the mart.

What benefits shall the Middle East gain in participation at this event?

One will get to know the products available in TN apart from temples. Most of the agents in ME are working with DMCs in North India and will gain an opportunity to get direct suppliers from the state.

How many exhibitors have confirmed from India itself?

Approximately, 200 exhibitors and 800+ buyers have registered so far from



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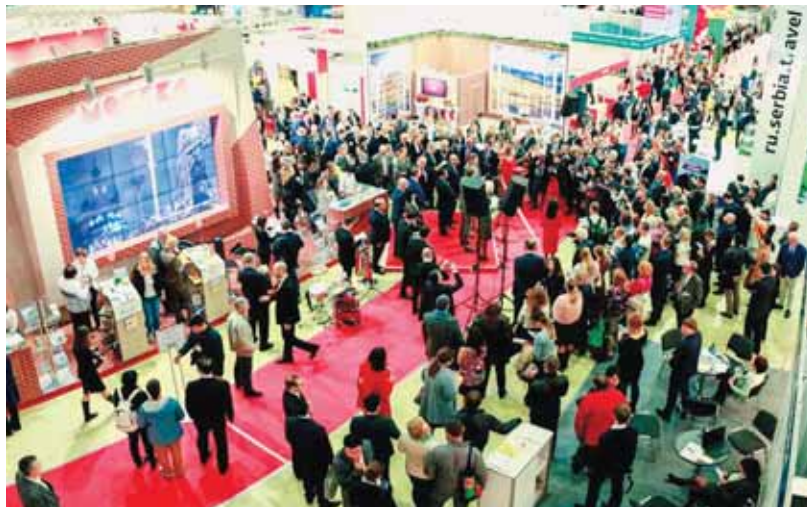


Leisure Moscow: Tech in focus

OTDYKH Leisure, commonly known as Leisure Moscow, shall mark its 25th edition from September 10-12, at Expocentre Fairgrounds in Moscow. The exhibition aims to lay focus on marketing territories, while encompassing the role of digital technology in tourism.

 TT Bureau

Last year, the exhibition attracted 870 exhibitors from 41 countries and 44 Russian regions with 38,303 visits in 15,000 sq.m exhibition area with 287 media attendees and 80 media partners. One of the key programmes this year is the international forum for tourism industry professionals and experts. The theme focuses on new destinations and territory marketing. The new generation of tourists and digital technologies inspire changes in the travel industry that require a flexible approach. There will be emerging of new niches and increas-



ing competition between routes and regions. What is the next step in the industry development, and how to predict trends? What destinations will be relevant? What prospects

have been opened by the event tourism over the past 5 years (on the example of Sochi 2014, 2018 FIFA World Cup)? How the cultural tourism develops? These and other

topics will be discussed by experts and professionals during all three forum days.

The main thematic tracks of the forum include, 'A

modern view on the tourism industry', where the official statistics of the Federal Agency for Tourism shows a slight contraction of the outbound trips market in Russia (2014-2017). At the same time, 2019 should mark a record number of foreign tourists visiting Russia. According to the Association of Tour Operators of Russia, more than 30 million tourists are expected to visit Russia (including tourists from Europe and Asia).

Territory marketing is another aspect that will be covered. On the example of immersive shows and interactive projects, the issues of making festival

maps, small cities and new routes development, art projects and individual cases will be discussed. Another aspect is digital technologies in tourism. How new technologies in tourism and in the city affect its attractiveness and the new tourism products, will be highlighted. Cultural, business tourism, incentive tours, medical tourism will be the focus.

QuickFacts

- Last year, the exhibition attracted **870** exhibitors
- **44** Russian regions
- **38,303** visits in 15,000 sqm exhibition area
- **41** countries participated



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TRAVTALK

EDITORIAL

Paving way for business in ME

A hub of business and leisure, Dubai is an emirate that is an upcoming tech pool. For the tourism and hospitality trade, the city has numerous opportunities. Dubai's hotel sector continues to play an integral role in the emirate's destination promise and in the overall growth of the tourism industry. The sector offers best-in-class quality and standards on a par with top hotels across the globe and an increased diversity in its portfolio, offering tourists more choices to meet the needs of their diverse traveller profiles.

As construction for the various pavilions for Expo 2020 is about to begin within the next few weeks, the supply of hotel rooms too has been expanding over the past few months, bringing the total room inventory in Dubai alone to 118,345 by the end of June 2019, spread across 714 establishments. The fastest growth was recorded between January and June 2019 with the opening of new hotels including Waldorf Astoria Dubai International Financial Centre, W Hotel Palm Jumeirah, Studio One Hotel, Rove at the Park at Dubai Parks and Resorts, Premier Inn Hotel Al Jadaf and Vida Emirates Hills, adding to the city's portfolio of world-class facilities and amenities.

According to the latest report by Dubai Tourism, the average occupancy for the hotel sector stood at 76 per cent – one of the highest hotel sector occupancies in the world – with establishments delivering a combined 15.71 million occupied room nights during the first six months of the year, a five per cent increase over the same period in 2018.

The introduction of the Golden Visa has also contributed towards the strengthening and continued strong investor confidence in Dubai's tourism demand and market appetite. Good location, coupled with world-class airports from different entry points, for instance, in Dubai, Abu Dhabi, Sharjah, Ras Al Khaimah, all bring in a steady supply of tourists around the year.

What loyalty constitutes in travel

As per the WTTC, international arrivals will reach 1.8 billion by 2030. Michele Iozzo, Managing Director – Middle East & Africa, Criteo, shares tips for operators to maximise travel loyalty among tourists.

It's never been a better time for tour operators and airlines to take travellers on a journey of a lifetime – whether bespoke safaris, luxury desert camps or off the beaten track nature trails. Being part of an established travel rewards programme could do wonders for tour operators and airlines, who need to only focus on keeping their existing client base happy, so that they come back for more.

A new survey by Criteo on global travel and loyalty programmes polled over 4,000 travellers from around the world to assess the popularity of travel loyalty programmes. The study revealed that over 80 per cent valued the rewards they received from a travel loyalty programme.

Below are a few tips for operators to maximise this trend and build travel loyalty among guests:

Avoid spamming your customers

From email to social, on the

phone or with a chatbot, be sure you're communicating at the right cadence on the right channel with the right message. The last thing you want is for someone to unsubscribe based on one-too-many emails or a deal that's irrelevant to them.

Understand your target audience

To fully understand what customers want, operators should consider that loyalty programmes and brand loyalty have very different meanings and market penetrations globally. Therefore, it's important to know your audience first, before spending time and resources on something that just isn't going to work.

Convenience is key

No one is likely to be loyal to a brand if they have the most complicated booking system. Providing a great customer experience, which includes factors like helpful customer service, an easy-to-navigate website, and a user-friendly booking

“No one is likely to be loyal to a brand if they have the most complicated booking system. Provide a helpful customer service, easy-to-navigate website, user-friendly booking path”

path, can compel people to return to your website the next time they're making travel plans.

Don't forget Gen Z!

Gen Z has yet to begin thinking about travel loyalty, so there's a huge market waiting to be tapped. Criteo's research shows that young travellers don't think about travel loyalty yet. In fact, only 25 per cent of respondents in the 15-24 age bracket are members of a loyalty programme compared to 43 per cent in the 65+ age bracket.

Rising prominence of mobile apps

According to Criteo's research, any travel advertiser with a booking

App saw 33 per cent of bookings come through mobile and 27 per cent of bookings come through their Apps. Since Apps are becoming a preferred method of purchase for many travellers, they could amplify travel reward programmes.

(The views expressed are solely of the author. The publication may or may not subscribe to the same.)

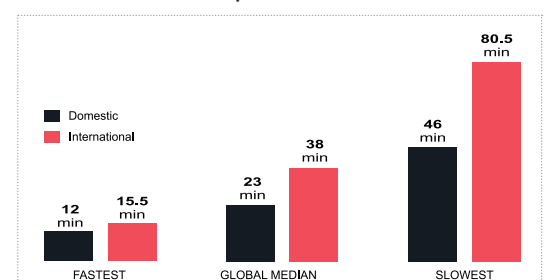


Michele Iozzo
Managing Director –
Middle East & Africa, Criteo

Business travellers exit fast

- ❖ Business travellers are known for their expertise in navigating airports and saving time. The new data further confirms this. Blacklane's business account travellers exit the airport after domestic arrivals in a median time of 17 minutes. All other travellers have a median exit time of 24 minutes – a 41 per cent increase.
- ❖ For international arrivals, business travellers leave the airport in a 30-minute median time. All other travellers take 39 minutes, 30 per cent longer.

Median Time to Exit Airports Worldwide



Source: Blacklane



A haven of business and leisure

A prominent go to MiCE destination for business and events, the Westin Mina Seyahi Resort and Marina and Le Meridien Mina Seyahi Resort and Marina complex lures travellers with myriad offerings.

TT Bureau

Featuring two of the most elite 5-star properties in one complex, it offers 512 of the most elegant rooms and suites with seven meeting rooms and a ballroom with exclusive parking and much more on offer.

The complex, located on the pristine Jumeirah beach, is a few minutes

away from the business precincts which consist of media and internet city apart from others. Also, it is closer to leisure areas such as the Walk JBR, Emirates Golf Club, and Mall of the Emirates.

An ideal retreat

Overlooking the exceptional views over the Arabian Gulf, the 5-star resort Westin Dubai Mina Seyahi Beach Resort and Marina offers 292 rooms.

The adjacent Le Meridien Mina Seyahi Beach Resort and Marina on the Jumeirah coastline offers 220 guest rooms.

Loyalties and agents

The success of the property depends on the number of return guests and agents who will book them in. Tolga Lacin, Cluster General Manager of the complex explains their importance. "Agents

are very important since we have a high number of leisure guests who book through agents, and large number of corporate travellers who have their own bookers. Marriott Bonvoy, our loyalty programme, is a great incentive tool that offers many benefits on property, and with third parties such as airlines, etc. Apart from this, we promote the properties through online/offline

marketing, viz. through website, social media, radio, events and activations, workshops and travel show."

Source markets

Middle East plays an important role mainly for travellers from the UAE and KSA. Russia, Germany and UK are the other source markets and recently the complex has seen an increase in the number

of Indian families. What lures travellers are great outdoor facilities and the large ballroom which is a perfect for weddings and social events, etc.

QuickFacts

- 1872 sqm – Kids Club with extensive outdoor play area and indoor soft play area
- 7 meeting rooms and 1 ballroom with dedicated entrances and valet & Spa with 11 treatment rooms

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Personality of the Month

A charismatic leader

Having first served in the armed forces of the United Arab Emirates, Rifaat Salih Sabet, now, Cluster General Manager of Golden Tulip Al Jazira Hotel and Resort in Ghantoot, is sailing towards success in the hospitality sector.

 Shehara Rizly

Serving the nation

An Iraqi national by birth, Sabet and his family lived in Al Ain right throughout his life. He completed education and moved on to working for the nation. Enlisting to serve in the army in the technical branch in 1979, Sabet had the opportunity to receive the training, which acted as a foundation throughout his career.

Perfect opportunity

Sabet was head hunted by Sheraton and given all the training necessary for the hospitality industry. This was a totally unexpected line of work, which also became a great turning point in his life. It opened more opportunities for him in the trade as he joined Hyatt Regency and Bustan heading as Director Sales and Marketing. The charismatic gentleman was once again head hunted by His Excellency Mohamed Bin Bandoq as Director Sales and Marketing this time in Ghantoot or as Sabet says in 'Abu Dhabi' due to the close proximity to both emirates. He served in Golden Tulip Al Jazira as Director Sales and Marketing from 2002 to 2010.

Charming persona

Joining the team back in 2016 after a five year gap this time as Cluster General Manager of the most sought after resort destination in the United Arab Emirates, the two properties have seen an increase in guests and a whole new line of activities. The one located in Ghantoot consists of the hotel with 84 rooms in different categories and 30 bungalows or villas in a separate area secluded and much



“One of the most motivating factors is being recognised for the contribution made towards the company. If there is security in the finances, employees then serve wholeheartedly”

revered by families especially from the GCC where the families can freely enjoy the beautiful pool, private beach stretch, one of the longest in the pristine area.

Achieving success

Sabet believes in setting standards, mentoring and motivating a team of different nationalities spread over three separate properties. His careful attention to detail and keen eye to spot the markets and clientele has made him not just a team player, but an enchanting personality who works towards obtaining profits for the management whilst ensuring that the team is also kept content to better serve the customers. He states, “One of the most motivating factors for any human being is when he or she is recognised for the contribution made towards the

company or the property in this case, if they are secured in their finances, they automatically become happy and are ready to serve wholeheartedly.”

Fascinating lessons in life

Discipline and training in the military designs a person to go beyond the limits to ensure that the customer is kept happy right throughout the stay. He mentions that the key markets such as Russia, Germany and the UK enjoy the property, especially the bungalows as it is the perfect getaway to enjoy and unwind just a few minutes from the city in one of the lush green areas in the vicinity. The beach club in the property draws most crowds in winter from all emirates and the GCC region as well.

Relationships sans profits

Sabet believes that the

success to any business is through maintaining good relationships with partners and stakeholders. He states that travel agents and tour operators play an integral part in promoting the property and participation in international travel trade exhibitions provides the perfect platform for business. 



QuickFacts

- Ghantoot hotel consists of 84 rooms in different categories and 30 bungalows
- Sabet served in Golden Tulip Al Jazira as Director Sales and Marketing from 2002 to 2010



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Mashallah, Salalah!

The Khareef season is a busy time in Salalah as it is one of the most visited destinations by GCC travellers who like to soak in the lush greenery. SalamAir recently flew down agents from Abu Dhabi along with hotel partner, Millennium Salalah. Here's what the agents had to say about the destination...



Mudassir Dhanse
Country Manager - UAE
SalamAir

“Salalah attracts many people from other parts of Oman and the Gulf region during the monsoon or Khareef season, which spans from July to September. For this reason, SalamAir has started its flights from Salalah to Abu Dhabi to accommodate the growing number of visitors to this amazing city. Our seasonal flights from Abu Dhabi to Salalah will stop on September 6. Salalah is a good option for leisure, relaxation and breathtaking holiday.”



Hesham Youssef
Director of Sales and Marketing -
Millennium Resort Salalah

“Our partnership with SalamAir provides us with a way to grow our businesses by acquiring new customers and reaching new market segments. It is more than just a promotion. When carried out at a strategic level, partnership marketing can be expansive and deliver its full potential. Strategies will involve all elements of the marketing mix and thus have an impact on a company's overall marketing message and its advertising programmes.”



Ashraf Vellengal Valanchery
President, Al Ain Indian Travel
Traders Association, DFRE

“The trip was wonderful and informative. It was worthwhile to promote Salalah as a family destination in this region especially in Junjulaug (Khareef). The destination is bestowed with rich nature and history of frankincense. We can promote this destination as there is good connectivity including SalamAir and other airlines with attractive airfares. We had a memorable time witnessing the scenic greenery during the boating trip.”



Nooraladian Mahmoud Al Masri
Corporate Travel consultant - Hala
Travel Management - MoFA - Abu
Dhabi, DFRE

“Salam Air is a budget (low-cost) airline, affordable that meets the expectations. The Millennium Salalah is the perfect place to stay and highly recommended as it's near markets and attractions. It's a great combination if you are traveling from GCC, in a short duration flight with a family-friendly hotel that offers a holistic service. I would recommend a family to book a villa with privet pool access, and for a group of friends to book the deluxe rooms.”



Sami Mustafa
Office in Charge
Kanoos Travel

“Salalah is bestowed with nature at its best. We were amazed by the beauty and diverse nature, the city showcased, along with the warmth that was shared by the Omani people. Our stay couldn't be complete without the excellent service and accommodation by Millennium Salalah. I would absolutely recommend Salalah for couples and families.”



Younus Meleth Puthoor
Executive Director - Al Moued Travel

“We would like to convey our sincere thanks for the trip, which we really enjoyed. The whole city turns green during Khareef and attracts visitors from all around the world. It was a great trip and the facilities provided were exemplary. We will surely recommend it to our trade colleagues and friends.”



Safaa Ahmad Majzoub
Ticketing & Holidays Executive
Bin Ham Travel

“Finally, my wish of visiting Salalah was fulfilled. The three-days trips was by organised SalamAir. The group experienced a great time with the best amenities. I can vouch for the fact that this is the best place in the Middle East. The netizens here exude warmth. Also, the tour guides were very friendly and cordial with us. The place was celebrated with long

beaches and mountains. We saw several interesting places like Mughsail, Wadi Darbat, Mirbat, a few of the 'Ayn's. the museum, local frankincense souk, etc. Millennium Resort was the best place to stay. The staff showcased excellence in hospitality.”



Zainul Abid Tharakan Thodi
Holiday Supervisor - Akbar Holidays

“The trip, which was arranged by SalamAir and Millennium Resort, was memorable. The climate allows the city to grow some vegetables and fruits like coconut and bananas. There are many gardens within the city where these vegetables and fruits grow. As we all know Salalah is an attractive tourist place and visiting this place was helpful for me to provide information to my clients. The flight was on time and well-trained crew provided good service. Millennium Resort is an eco-friendly property, with its surroundings and staff exhibited good hospitality. Marneef cave and Wadi Darbat were the most beautiful places visited during this trip.”



Anis Esuf Mulla
Holiday Supervisor
Al Tayar Travel

“It was an amazing trip organised by SalamAir. The trip highlighted the strong areas of the city. Also, the weather, green mountains, beaches, big port, archeological sites, festivals & exhibitions made it an unforgettable destination for bleisure. The agents gained an amazing experience.”



Basheer Karumbil Mikacha
Senior Travel Consultant - Nirvana
DFRE

“The fam trip to Salalah was terrific. The naturalist, accommodation, sightseeing and everything was wonderful. Our tour guide and driver were helpful and cordial. For us, it was truly a trip of a lifetime and I thank SalamAir and its team for making it possible for us.”

FactFile

- Millennium Resort has the biggest wedding venue with bridal room – over 1000 guests in ballroom
- Millennium Salalah is a unique city resort concept in Oman -(Resort located in the city and having leisure facilities)
- Family oriented resort preserving Oman's culture and traditions (Alcohol-free hotel; kids' club and separate spa and recreation facilities; restaurants with family areas)
- SalamAir offers special seasonal daily flights from Abu Dhabi to Salalah



Where the guest lives life king size

Palladium Hotel Group, a prominent Spanish hotel chain with a portfolio of 50 hotels in over six countries such as Spain, Mexico, Dominican Republic, Jamaica, Italy and Brazil, broadens its market for the Middle Eastern traveller. **Sandra Polo**, Asia & MEA Commercial Director, talks about their plans.

 TT Bureau

Could you update us with a brief of the Group and the many brands that it represents?

Each hotel in Palladium Hotel Group has an extensive culinary offer and a wide range of services, with exclusive options to

make each stay a unique experience. It boasts key Spanish hotel properties, such as Hard Rock Hotel Ibiza, Hard Rock Hotel Tenerife and Ushuaia Ibiza Beach Hotel. Recent additions to the company include the new brand Bless Collection Hotels with its two properties: Bless Hotel Madrid and



Sandra Polo
Asia & MEA Commercial Director
Palladium Hotel Group

Bless Hotel Ibiza. The brand is a pioneer in hedonist luxury and specialises in exclusive services, advanced technology in all areas and outstanding

Are there any specific brands that cater to the Middle East market?

Yes and they are as follows: Only YOU Hotels,

the relationship very much between quality to price, considering the high standards of its offer and its personalised options that guests may enjoy.

“Our offers and services are all centred around our guests. We offer exclusive experiences that adapt to each segment depending on each brand and destination”

features like signature restaurants and sky lounges. In addition, the four-star Palladium Hotel Costa del Sol, situated in the idyllic beach town of Benalmádena, is Palladium Hotel Group's third opening this year and its first hotel in the south of Spain.

TRS Hotels, Ushuaia Unexpected Hotels, Bless Collection Hotels.

In promoting these properties how will the agents benefit?

With regards to the agents, Palladium Hotel Group is a company that considers

Agents will be able to offer a wide range of options for almost every and each client. Our offers and services are all centred around our guests. We offer exclusive experiences that adapt to each segment depending on each brand and destination.

QuickFacts

■ **50 hotels in six countries:** Spain, Mexico, the Dominican Republic, Jamaica, Italy and Brazil



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BurJuman Arjaan by Rotana & Jumeira Rotana voice 'Save Life, Give Blood'

BurJuman Arjaan by Rotana and Jumeira Rotana in collaboration with Dubai Blood Donation Centre organised a blood donation drive under the slogan of 'Save Life, Give Blood' as part of reassuring their commitment towards the community. The 5-hour campaign raised awareness and resulted in gathering more than 40 colleagues and employees from Burjuman Business Tower who had the courage to be a blood donor. **Ulrich Hoffmeister**, General Manager



for BurJuman Arjaan and Jumeira Rotana, said, "Rotana Earth, which is Rotana's global corporate sustainability platform, helps us to reinforce a sense of social responsibility and understanding amongst the colleagues as to why we constantly strive to participate in all the community and society events." BurJuman Arjaan by Rotana and Jumeira Rotana are strongly committed to social welfare and supported several community and environmental initiatives.

RwandAir & EmQuest hit a 6

One of the key networking events is the annual EmQuest Cricket Mania, which witnessed many travel agents coming together to share their common interest in a friendly match of cricket.

TT Bureau

It was the second consecutive year that RwandAir sponsored the EmQuest Cricket Mania event recently with other partners such as Turkish Airlines, Seychelles Tourism Board, Millennium Hotels Dubai, Flexible Autos, etc. The two day event saw a total of about 800 participants from the travel trade



QuickFacts

- Two-day event saw a total of about **800** participants from the travel trade which included players, spectators, etc
- Other partners were Turkish Airlines, Seychelles Tourism Board, Millennium Hotels Dubai, Flexible Autos

which included players, spectators, etc. EmQuest Cricket Mania is a large-scale event that showcases the conglomeration of travel management giants. Built on the success of the previous year, EmQuest, a division of Emirates returned with their annual

cricket championship tournament, EmQuest Cricket Mania 2019, for all Sabre users across the UAE.

Kanoo Travels were announced as the winners of EmQuest Cricket Mania 2019 and dnata emerged as the runners up.

Timothy Njihia, Area Manager, RwandAir, stated, "This partnership is very important to us as it is a top-of-mind brand awareness to the travel trade, with trade engagement in order to strengthen partnerships between stakeholders." 

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WTM London, Senior Director, Simon Press

What is the theme for WTM London 2019?

Ideas Arrive Here is going to be a recurring theme from 2018. For WTM London 2019, we're expanding our notion of this concept through Innovative Perspectives, New Possibilities and Inspiring Fresh Thinking.

The event is known for being a key hub for creation in the travel industry, in addition to the business deals and ideas that fuel the industry.

What is new for WTM London 2019?

This year WTM London 2019 is extending its reach throughout the travel industry our newest launches.

Travel Week will be the seven day travel celebration over the week of WTM London. This is going to allow travel professionals and enthusiasts to come together to raise awareness on how big the travel sector really is.

We aim to show the impact of travel VIPs coming to London for the first week of November, due to them coming for WTM London. We want to extend our hand to the industry, without taking full ownership. More information about Travel Week is due to be launched shortly, so watch this space!

BorderlessLive is the brand-new event where content where creative thinkers, worldwide brands and destinations from across the globe will come together for a festival style exhibition and conference.

On Friday 6 and Saturday 7 September, WTM London will be launching this one-of-a-kind event, in

partnership with influencer-marketing agency Traverse, where we will be presenting how the nature of the industry has changed and where it will be moving to next.

On the first day of the show (Monday 4th), we will be increasing networking opportunities at senior level by introducing an invitation only Leaders Lunch.

What else can we look forward to at WTM London 2019?

The year ahead will see the return of the International Travel & Tourism Awards, Travel Forward and the dedicated regional Inspiration Zones.

The International Travel & Tourism Awards celebrate the success of national, regional and city tourist boards and recognise outstanding private sector companies and individuals. Showcasing the best in class of the global travel & tourism industry at the new London venue, Magazine London on Tuesday 5 November 2019. There are still some sponsorship opportunities available for our awards so do get in touch with the team if you're interested.

Travel Forward is the travel technology event co-located with WTM London and will take place on 4-6 November 2019 at ExCeL London. The second Travel Forward conference, exhibition and buyer programme is due to once again inspire the travel and hospitality sectors with next-generation technology.

The Inspiration Zones within each region will continue to connect exhibitors through engaging new ideas whilst focusing on current and future concepts. We are continuing to reshape our conference programme to incorporate the expansion of the Ideas Arrive Here theme.

Show dates and location

Monday 4 November 2019:

10:00 - 19:00 (invite only)

Tuesday 5 November 2019:

10:00 - 18:00

Wednesday 6 November 2019:

10:00 - 18:00

ExCeL London, Royal Victoria Dock, 1 Western Gateway, London E16 1XL

Key figures for WTM London

£3.5billion
in business deals

50,000
senior travel professionals

11,000
buyers

5,000
exhibitors

3,000
media

180+
countries and regions

FIVE
stages hosting
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content

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Expatriates form an astounding 45 per cent in ME. Due to the high percentage, the number of visiting friends and relatives, commonly known as VFR, are also surging. **Ejaz Kazi**, General Manager, E-Travel & Tours, Oman, highlights how Tune Protect caters to this segment via Travel Visit Assurance Plan.

Do you recommend a specific plan like Visit Assurance or is a general travel assurance plan adequate? What does this plan cover?

Tune Protect's Travel Visit Assurance Plan provides protection in the event of medical assistance required while visiting family or relatives. This plan covers a period for a minimum stay of 30 days up to 90 days. It covers a complete spectrum of expenses that could arise like unexpected illness and accidental injury, while the traveller is visiting or during an extended period of time. The plan

provides for accidental and sickness medical reimbursement, accidental death and permanent disablement, emergency medical evacuation, repatriation of mortal remains and even 24/7 emergency assistance.

What if the traveller is accompanied by a spouse and a child?

The Tune Protect Travel Visit Assurance takes care of an infant, as free coverage is afforded for one accompanying 'named' infant per person 10 per cent applicable benefits of the stated limits. The spouse and the

children will have to go in for a separate Travel Visit Assurance Plan.

Is there only one type of Travel Visit Assurance Plan that fits all?

Tune Protect Travel Visit Assurance Plan comes in two variants depending on the country of arrival as well as age. The Gold Plan covers up to 75 years and The Gold Plus Plan covers up to 85 years. Some key elements to the plan are the accidental and medical reimbursements, as also, the evacuation and repatriation benefits.

“Tune Protect's Travel Visit Assurance Plan provides protection in the event of medical assistance required for the visiting family or relatives. It covers for a period of a minimum stay of 30 days, up to 90 days”



How important is the Emergency Medical Evacuation benefit?

For the VFR segment, it is critical to be covered for emergency medical evacuation as well as repatriation. Medical treatments in a visiting country can be very expensive. Emergencies come unannounced and it is

better to have the VFR well covered.

How has Tune Protect's Travel Visit Assurance cover helped your business?

Tune Protect have about ten clearly differentiated travel assurance products. These help us to cater to different types of travellers

coming into Oman or travelling from Oman, worldwide. And in addition to the other travel protection products, we cover additional activities such as golf, adventure during their stay in Oman. Through our partnership with Tune Protect, we are able to provide extremely important value-added services.

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Travelport's blockchain solution for hotels

Travelport has announced the development of a blockchain solution to enhance the hotel commission reconciliation process. Working with IBM Services and BCD Travel, as well as a number of high-profile hotel chains, the blockchain technology solution aims to optimise hotel commission processing on a distributed ledger by managing reconciliation, tracking and accounting for commission payments owed from hotel chains for services purchased by travellers via booking agencies. **Ross Vinograd**, Senior Product Director, Travelport, said: "Blockchain technology applied to commission reconciliation has the potential to deliver real ROI to both a travel agency and the hotel. Our aim is to put the lifecycle of a booking on the blockchain and we believe doing so will drive transparency, trust, and ultimately booking volume." **Kurt Wedgwood**, IBM Blockchain Leader-Travel, added: "Eliminating the hours spent addressing dollars in dispute or the timeliness and accuracy of information allows all focus on travellers."



Cozmo Travel opens its 30th branch in the UAE



Cozmo Travel, a leading travel management company owned by Air Arabia group inaugurated its 30th branch in the United Arab Emirates. The sixth branch situated in Dubai Investment Park (DIP) was inaugurated by **Shalini Rajan**, Head of Sales and Cargo of Air Arabia. According to **Jamal Abdunazar**, CEO, Cozmo Travel, "The opening of our new and sixth branch in Ramla Mall, Dubai is yet another milestone in realising our vision of becoming the leading travel agency in the Middle East. The new office will serve as a strategic location in Dubai, along with other major locations that we already operate from". "More outlets will be opened in Ajman, Ras Al Khaimah, Dubai, and Abu Dhabi and will expand its global service to Egypt, Jordan, and Oman in 2019", he added. Headquartered in Sharjah, Cozmo travel offers customised travel solutions for independent and corporate travellers and has branches in seven emirates. The company presently offers services from 11 branches.

Emaar seals deal with China's BNA

Emaar signed a memorandum of understanding (MoU) with Beijing New Aerotropolis Holdings (BNA) recently to jointly develop a business and tourism complex, integrating retail, entertainment, office, hotel hospitality, convention, sport, art and lifestyle functions in a one-stop solution. Emaar and BNA will work closely to develop diversified collaboration and actively accelerate the sharing of resources, in order to boost the vigorous establishment of the important Aero-Economic Area of Beijing Daxing International Airport. This MoU also opens up a new spectrum of opportunity to bring Emaar's iconic project and premium lifestyle to China. Emaar is a leading global property developer and provider of premium lifestyles based in Dubai, UAE, and present in 13 countries. Emaar develops master-planned communities and lifestyle destinations on a global level. The group has a land bank of 1.6 billion square feet in the UAE and key international markets, including Downtown Dubai, Dubai Marina, and the Emaar's new ground-breaking development, Dubai Creek Harbour. Emaar has strong income-generating assets, with over 915,000 square metres of rental income assets and 19 hotels and resorts, including Emaar Properties, Emaar Malls, Emaar Hospitality and Emaar Entertainment.



Middle East golfers discover Thailand

The Tourism Authority of Thailand (TAT) organised the fifth Thailand Golf Travel Mart (TGTM) 2019 from August 6-9. The event attracted a contingent of 116 top golf tour operators from 24 countries. The Middle East had a contingent of avid golfers from the UAE who were specially flown in for the event.



Formula 1 Grand Prix in Sochi

Sochi is all set to make way for one of the most important events in the calendar, the famous Formula 1 VTB Grand Prix, which is scheduled to take place from September 27 to 29. The city hosted its first Formula 1 Grand Prix in 2014.

TT Bureau

The circuit is 5.848 kilometers long and is located within Sochi's Olympic Park. Visitors can

marvel at the architecturally eye-catching venues that were built for the 22nd Olympic Winter Games 2014 and 11th Paralympic Winter Games. Sochi



has also been a host city for the 2018 FIFA Football World Cup. Sochi is known as the 'Jewel of the Black Sea Coast' and impresses with its beautiful landscapes, warm azure waters of the Black Sea and many leisure activities for the tourists. The resort city

has so much to offer and is suitable for many different travel requirements. In winter, Sochi offers great possibilities for skiing and as soon as the snow is gone, people can enjoy by climbing up the high mountains of the Cauca-

sus. The city of Sochi has more than 200 days of sunshine in a year, which offers an opportunity to discover nature. Beside the amazing countryside, Sochi offers various leisure activities and many interesting events.

Exclusive packages are available at oursochi.com and for booking inquiries contact res@oursochi.com or call +971 4 282 9119.

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Turkish enters codeshare with Poland's LOT

Turkish Airlines and LOT Polish Airlines, the largest airline and flag carrier of Turkey and Poland respectively, announced the enhancement of their current codeshare agreement with additional destinations both from Turkish Airlines' and LOT's flight network.

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Turkish Airlines, flies to more countries and international destinations than any other airline in the world, currently operates to more than 300 international passenger and cargo destinations in total, in 124 countries. Having carried a record nearly 9 million passengers in 2018, LOT Polish Airlines currently offers convenient travel on its 111 routes worldwide, including long-haul direct connections to the USA, Canada, China, Japan, South Korea, Singapore, India and Sri Lanka.

The joint flights will offer fast and convenient con-



nections for customers leaving Istanbul, the biggest Turkish city and also an important flight hub in the world, to Warsaw and beyond. Passengers will also enjoy both domestic and international connections from Istanbul. Moreover, taking into account the complementary structure of timetables of both carriers

and agreement working reciprocally, it will allow both airlines' customers to enjoy seamless connectivity in their respective hubs. LOT Polish Airlines and Turkish Airlines passengers have also benefit of accruing and redeeming miles in their respective loyalty programmes, Miles&More and Miles&Smiles on

all flights of both carriers. "As the airline that flies to most countries in the world, we are glad to include new destinations into our codeshare agreement with LOT Polish Airlines. For a long time, we have been in mutually beneficial relationship and close co-

operation with LOT Polish Airlines. We believe that, this enhancement will improve our already good relations and take our commercial cooperation to the next level. With the introduction of joint flights on several destinations in Poland, Turkey, Middle East and Africa,

passengers would enjoy more travel alternatives through the combined flights. By this chance, I would like to thank Milczarski, his team and our team for their efforts in making this agreement possible. Without a doubt, this agreement will help increasing the commercial and tourism ties of our countries," said **Bilal Ekşi**, Turkish Airlines' Deputy Chairman & CEO.

"The enhanced partnership will improve connectivity and travel experience," said **Rafal Milczarski**, CEO & President, Management Board, LOT Polish Airlines.

Through this enhanced partnership, Turkish Airlines and LOT will reciprocally add their flight codes on below flights in addition to Istanbul-Warsaw:

From Warsaw	From Istanbul	
Krakow	Ankara	Bahrain
Gdansk	Izmir	Beirut
Szczecin	Adana	Baghdad
Poznan	Antalya	Dubai
Wroclaw	Dalaman	Kuwait
Katowice	Amman	Budapest
Rzeszow	Cairo	Johannesburg

GoAir makes a landing with Al Naboodah

The Dubai-Kannur service, launched by GoAir is in collaboration with Al Naboodah, a major player in Dubai. Spokespersons from the two companies share details on the potential of business and leisure in the two cities and how the entities can gain from the partnership.

TT Bureau

Kannur is said to be one of the most lucrative destinations for travellers for both business and leisure. **Arjun Dasgupta**, Vice President -- International, GoAir, stated that according to their research there are 2.5 million Indian nationals working in the UAE and one million of them

are from Kerala. In addition to this, the destination itself offers many attractions to tourists, both locals and expats, living in the UAE.

Dasgupta reiterated, "There are three basic pillars at GoAir which are convenience, punctuality and affordability. We have a very convenient time slot as those who will fly out from Dubai at 00:20 will reach Kannur at 05:35. Currently, the starting price for one way is AED 385. We will be adding two more routes in the GCC region, which is Kuwait and Dammam in KSA in August. We at GoAir commenced operations in 2005 and



are celebrating 13 years in the airline industry with 51 aircrafts, 285 flights to 24 domestic destinations and six international destinations, which currently include Muscat, Phuket, Male, Abu Dhabi, Bangkok and Dubai."

Nasir Jamal Khan, CEO, Al Naboodah Travel, stated that the partnership will help to ensure that the travel and tourism sector in both countries will benefit by this alliance as Kannur is both a business and leisure destina-

tion. "We are excited to be collaborating with an esteemed airline like GoAir. As we know the launch of GoAir from Dubai to Kannur means that it will connect to some of the most popular destinations in India and we look forward to

better serving our customers. We aim to constantly provide an exceptional experience for our travellers, whether tourists or businessmen, by offering affordable rates combined with high standards of service."

QuickFacts

- 2.5 million Indian nationals working in the UAE
- 24 domestic destinations served along with 4 international destinations, which will very soon increase up to six

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► Mazagan Beach & Golf Resort

Morocco

Kerzner International Holdings, the owner of the iconic Atlantis Resort and Residences, ultra-luxury One&Only Resorts brand worldwide and Mazagan Beach & Golf Resort, announced the promotion of **Sergio Pereira**. Pereira has been designated as General Manager of Mazagan Beach & Golf Resort, where he will be responsible for the overall operation and strategic development of the award-winning destination resort as well as leading the Mazagan Team to continue to create unrivalled guest experiences, and further the development of colleagues to be future leaders.



► Westin Mina Seyahi Complex

Dubai

Bhaves Rawal has been appointed as Director Offsite Business Development at the Westin Mina Seyahi Complex. A passionate professional with over 19 years experience in the industry with luxury hotels, he has won many awards and accolades in his portfolio. He was responsible for establishing an entirely new division in the previous property which generated a new line of revenue. In his new role, he will be responsible for two properties in one complex and has many plans to attract more weddings and MICE business. His forte has been as a strategic leader in monitoring the development and implementation of departmental strategies.



► Millennium Al Barsha, Millennium Atria Business Bay and Millennium Montrose Executive Apartments

Dubai

Millennium Al Barsha and Millennium Atria Business Bay hotels and Millennium Montrose Executive Apartments announced the appointment of **Hossam Nabil** as Cluster Director of Sales and Marketing. Joining the Millennium from Crowne Plaza Deira, Nabil is an Egyptian national who brings a wealth of more than 22 years of UAE hospitality experience to his new role. He has held senior sales and marketing positions with global groups such as InterContinental Hotels Group (IHG), etc.



► Millennium Hotels and Resorts

Dubai

Millennium Hotels & Resorts Middle East and Africa has appointed **Haiham Assem** as Regional Associate Director of Marketing & Communications for the Middle East and Africa. The appointment comes as part of the company's new commercial strategy to support the rapid growth and expansion. Assem will oversee the portfolio of 11 brands, 42 hotels with 14,000 keys in addition to 10 hotels are due to open in 2019 and 35 hotels in the pipeline across the region. Assem has over 11 years of extensive marketing experience. He will be focusing on driving Millennium Hotels & Resorts brand equity and developing the marketing and communications.



MOVEMENTS

► Rotana Capital Centre

Abu Dhabi

Kamal Haider has been appointed Executive Assistant Manager at Capital Centre Arjaan by Rotana. Bringing with him more than 22 years of experience in the industry, Haider has held key managerial roles in several internationally renowned hotel chains. Prior to this, he held the role of Director of Rooms at Centro Capital Centre. He was also a part of the pre-opening team at The Westin in Cape Town, South Africa, along with Director of Front office at five-star Amwaj Rotana, Dubai.



► Rotana Capital Centre

Abu Dhabi

Sam Shmayyes has been appointed as the Director of Sales for Rotana Hotels Capital Centre. Shmayyes obtained his bachelor's degree in Administration of Hotel & Tourism from ST Clement University, Syria. He has been working with Rotana for over 10 years and has been involved in three hotel pre-openings. He has shown outstanding growth and quickly moved up the ranks within the company. His last role was Assistant Director of Sales for Centro & Arjaan, Capital Centre.



► Amadeus

Abu Dhabi

Amadeus has appointed **Rajat Bhutani** as Sales Director - Abu Dhabi and Al Ain, to support Amadeus customers in shaping the future of travel. With more than 26 years of experience across several markets in the GCC and Asia, Bhutani will apply his expertise to strengthening Amadeus' position as a leading provider of technology solutions for the travel sector. He will promote the company's value-based propositions to customers focusing on business growth and working closely with Amadeus airline customers in particular.



► Media One

Dubai

Anu van der Sande joined the Media One Family as Head of Marketing & Communications. A resident in Dubai for the past 5 years, van der Sande moved to the city as an intern completing her Bachelors in Business Administration in hospitality from Hotelschool The Hague, The Netherlands. Starting with Marriott back in 2014, she started off as an intern and continued her career within the group to Marketing Manager before joining Media One.





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HIGHLIGHTS

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For Sponsorship, contact:

Mr Arun Roberts

arun.roberts@cii.in / 9843740508

For Exhibition, contact:

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