

GLOBAL

DESTINATIONS

A Guide to the world of Hospitality, MICE and Tourism

- Hong Kong • HKIA • AWE • ITB Berlin • Frankfurt
- Karlsruhe • JW Marriott, Pune • Ethiopian Airways



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Dear Friends

It was during IMEX, Frankfurt that I met the dynamic C. K. NG, Executive Director, Airport Operations of Airport Authority Hong Kong (he recently retired and has been appointed as Chairman, AsiaWorld-Expo) and the charming Irene Chan, CEO, AsiaWorld-Expo along with the team. What caught my attention was the term 'City Airport to Airport City' and the enthusiasm with which C. K. NG talked about it drew my attention. Add to this the recent acquisition of AsiaWorld-Expo (AWE) by Airport Authority Hong Kong. Visiting Hong Kong I was pretty impressed by the vision.

Hong Kong International Airport (HKIA) aims to improve the passenger experience and the strategy is to make the airport into a well-developed city through a three-pronged development strategy - Infrastructure, Innovation and Destination. Lots of developments like SKYCITY, expansion of AWE, budget to luxury hotels, implementation of new technology are in the pipeline and by 2024 visitors will see a different airport.

In our cover story we have done a focus on HKIA, AWE, Hong Kong SkyCity Marriott Hotel and Plaza Premium Lounge. Also interviews with Vivian Cheung Kar-fay, Executive Director, Airport Operations, HKIA and Dorothy Tan, COO, AsiaWorld-Expo.

As an every year ritual travel fraternity from 180+ countries will grace the city of Berlin to attend the world's largest travel trade show, ITB Berlin. Now in its 54th edition its still THE show to attend. Having been to many global travel shows right from WTM, London to IMEX, Frankfurt to ATM, Dubai and PATA at numerous locations, ITB, Berlin still fascinates me – for its sheer size and variety that they are able to bring to its visitors. From just 9 exhibitors from 5 countries in 1966 the show today attracts 10,000 Exhibitors from 180+ countries and around 170,000 visitors. The new HOME OF LUXURY by ITB at the Marshall Haus of Messe Berlin, and in partnership with loop and Luxury Hotel & Spa Management will be providing an exclusive platform for this growing travel market for the first time.

Recently Tigist Eshetu has taken over as Ethiopian Airlines, Regional Director, India Sub-Continent from Tadesse Tilahun. When we met her she was all excited on her new assignment and coming to India. The airline is all set to launch flights from Addis Ababa to Chennai. The first flight is scheduled for April 1, 2020. This will be Ethiopian Airlines fourth destination after Mumbai, Delhi, and Bangalore. Last October they launched flights from Addis Ababa to Bengaluru.

Martin Wacker, Managing Director, KME Karlsruhe Marketing and Event GmbH on his recent visit to Mumbai enlightened us that , the city of Karlsruhe became the first and only German city – and one of 17 worldwide – to be included in the international UNESCO Creative Cities Network as a city of media art. The digital light art festival SCHLOSSLICHTSPIELE Karlsruhe – as a cooperation of ZKM Center of Media Arts and Karlsruhe Marketing and Event GmbH – brings one of the largest media art works to the heart of the city. The festival takes place every year in August and September and has attracted 1.7 million people to Karlsruhe in the past 5 years. For this reason the SCHLOSSLICHTSPIELE are also part of the UNESCO City of Media Arts.

Apart from that India Summer Days Karlsruhe is fast turning out to be one of the largest India festivals in Germany. Spread over two days with fascinating music and dance performances add to that a colourful bazaar and culinary delights it attracts around 15,000 visitors every year. About 30 partner companies and exhibitors from the fields of tourism, hotel business, yoga and ayurveda centers and industry present their services.



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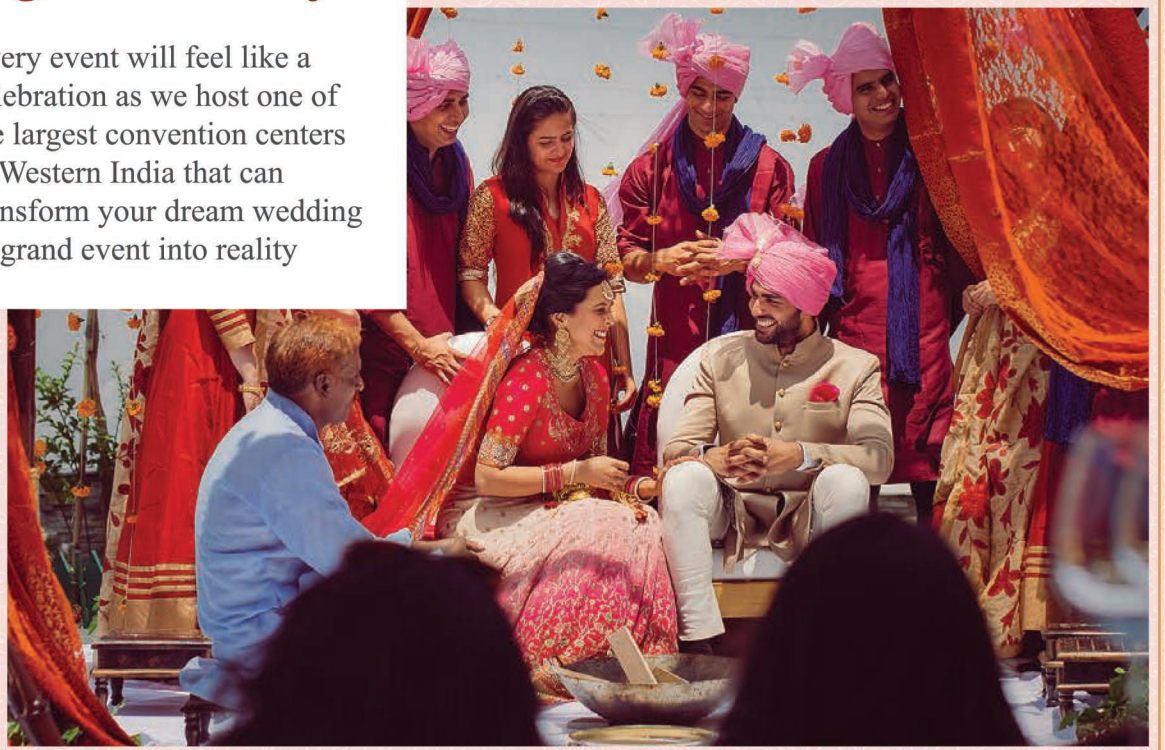
Annual Subscription Rates - India: Rs. 900; Overseas: US\$ 60 (Rates include airmail charges).

Printed and Published by Chandragupta Amritkar on behalf of Global Features B-701, Customs Colony, Military Rd, Marol, Andheri(E), Mumbai-400 059 and Printed at Sumangal Press Pvt. Ltd. "Sumangal" G-8 Cross Road "A", Near Marol Bus Depot, MIDC, Andheri (East), Mumbai - 400 093.

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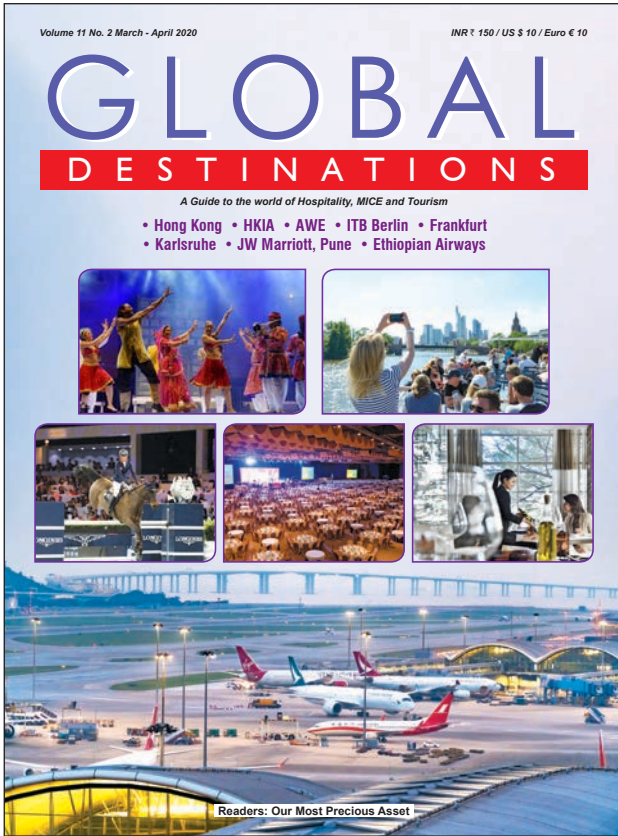



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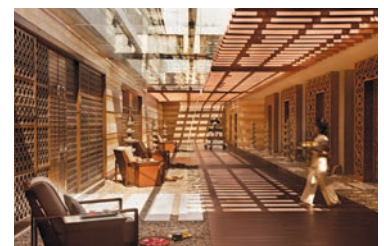
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It's with great pride that we share Express Inn, Nashik, one of India's leading hotels was recently felicitated The National Tourism Award – 2017-18 in the best Three Star Category Hotel across India.

The award was presented on World Tourism Day. It was a double bonanza for us as this year India was hosting the official celebrations of World Tourism Day with the theme 'Tourism and Jobs: a better future for all'. So Mr. Zurab Pololikashvili, Secretary General, World Tourism Organization was also present at the National Tourism Award ceremony.

The award was received by our Chairman and Managing Director Mr. Narayan Shelar and Director Mr. Vikas Shelar at the hands of India's Union Tourism Minister, Hon. Prahald Singh Patel and Secretary General, World Tourism Organization, Mr. Zurab Pololikashvili. The event was also graced by the presence of Vice President of India, Hon. Venkaiah Naidu.



This has been feasible largely due to our dedication to service quality and constant product innovation. We continue with our global commitment to the cause and promotion of responsible and sustainable tourism practices in the hospitality industry.

This gives us an occasion to again thank all our staff, associates, service providers and most importantly our guests. We take this opportunity to reassure our commitment to maintain our service and quality standards.



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ITB Berlin 2020: New Hall on Luxury

As an every year ritual travel fraternity from 180+ countries will grace the city of Berlin to attend the world's largest travel trade show, ITB Berlin. Now in its 54th edition **Chandragupta Amritkar** previews this global event.

Having been to many global travel shows right from WTM, London to IMEX, Frankfurt to ATM, Dubai and PATA at numerous locations, ITB, Berlin still fascinates me – for its sheer size and variety that they are able to bring to its visitors. From just 9 exhibitors from 5 countries in 1966 the show today attracts 10,000 Exhibitors from 180+ countries and around 170,000 visitors

ITB Berlin features a clear, logical structure: Along with the familiar geographic organization according to destinations, the hall layout is also arranged in segments which correspond to the most important touristic topics. Segments covered include – Countries & Regions, Adventure Travel, Responsible Tourism, Business Travel, eTravel World, Gay & Lesbian Travel (LGBT Travel), Hospitality, ITB BookAwards, Cultural Tourism, Luxury, Medical Tourism, MICE Forum, Career Center, Travel Technology, Youth Travel & Economy Accommodation.

This year ITB is adding a new exhibition area for luxury providers.

The luxury market is reporting strong growth: according to a recent survey by statista, luxury travel currently accounts for 14 per cent of tourism sales worldwide, equivalent to 750 billion euros this year. With its new HOME OF LUXURY by ITB at the Marshall Haus of Messe Berlin, and in partnership with loop and Luxury Hotel & Spa Management will be providing an exclusive platform for this growing travel market for the first time.

As the name suggests, the 'New Home of Luxury Tourism' is more than simply an exhibition area for the luxury market. Individual topics will be assigned to different living areas, as in a private house, where 'New Luxury' can be experienced under the heading 'Back to Nature'. The Garden, The Terrace, The Library and The Lounge are where providers and buyers of luxury products can congregate in a special, almost private atmosphere,



hold meetings, meet for pre-arranged individual talks, lunch together, take part in networking sessions, and round off the first day with drinks after work. The Friday of ITB will be an 'open networking day', which will invite exhibitors and trade visitors to meet exclusively at the HOME OF LUXURY by ITB and give them the opportunity to establish contacts and follow trends outside the Marshall Haus and everywhere at ITB Berlin.

A new handbook entitled Basic Information and Perspectives on Luxury Tourism - Customer Behaviour - Paradigm Shifts - Market Trends - Best Practices examines the phenomenon of luxury tourism from numerous perspectives, with a special focus on the trends that will dominate the luxury

market in the future, as well as offering concrete advice to luxury providers. Its authors are the publisher Prof. Roland Conrady, Head of the ITB Berlin Convention, David Ruetz, Head of ITB Berlin and Marc Aeberhard, Luxury Hotel & Spa Management Ltd., all of whom are involved with the ITB Berlin Convention.

Indian Pavillion

The Ministry of Tourism, Government of India regularly participates in major international Travel Fairs and Exhibitions – the largest participation being at ITB-Berlin. This year the theme is 'Find the Incredible You'. The stall will be spread over 705 Sq. Mt. (Double Decker) with nearly 65 exhibitors. There will also be a dedicated activity area for cultural performances, yoga, mehndi demonstrations etc.

ITB Buyers Circle

The ITB Buyers Circle is a membership for serious buyers with a background in leisure, business travel or MICE. For decision makers with a significant budget looking to sign deals, negotiate pricing and packages and find new products and partners.

Members benefit from onsite services - A free ticket for ITB Berlin and ITB Berlin Convention, Participation in the ITB Speed Networking on the 2nd day of the trade show, Separate Meeting Rooms are at your disposal at the Marshall-Haus, Work space with free Internet access, trade journals and newspapers, Refreshments and relaxation area in the ITB Buyers Circle Lounge.

ITB Berlin 2020 will be taking place from Wednesday, 4 to Sunday, 8 March

ITB Berlin Statistics

- 6 Continents
- 180 + Countries
- 1,000 Qualified Top Buyers
- 10,000 Exhibitors
- 113,500 + Trade Visitors
- 160,000 Visitors in total
- 160,000 Square meters
- 7 Bn. Euro Turnover



Had a good business meeting in Frankfurt? Then add some nights to your stay and enjoy our city!



Frankfurt, the metropolis in the heart of Europe, is more than a city of trade fairs, it is also a city of culture, superb shopping opportunities and typical German cosiness. Experience German history in one of Europe's most international cities.

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Tourismus+Congress GmbH
Frankfurt am Main

“Our aim is to show Indian travellers the beauty of our city”



Anke Haub

Frankfurt is a global hub for commerce, culture, education, tourism and transportation. Messe Frankfurt is one of the world's largest fair grounds and has many global fairs including the Frankfurt Motor Show and the Frankfurt Book Fair. Tourists will be fascinated by the old town with its half-timbered houses,

the cathedral, the museum embankment and the Goethe House etc. With more than 30 museums, Frankfurt has one of the largest variety of museums in Europe (remember most Frankfurt museums are closed on Mondays).

Frankfurt is also an incredibly green city, featuring a vast number of parks, gardens, forests and green belts. All of these green spaces are well suited for a walk, a hike or a cycling tour. One of my first features on Frankfurt way back in 2003 was Palmengarten Frankfurt's world-class botanical garden.

Frankfurt is a great place for children with quite a few children's theatre performances and many child-friendly museums. The multi-functional Eisporthalle, built in 1981, offers ice skaters over 9,000 square metres of ice, featuring two variably sized indoor rinks and an outdoor skating area that also includes a short track for speed-skaters. Then there's the Frankfurt Traffic Museum in Schwanheim. Kids will enjoy EXPERIMINTA Science Center where everyone becomes a little explorer. It has more than 130 experimental stations from physics, mathematics, technology and computer science that invite you to try them out.

There are plenty of Indians already settled in Frankfurt region. For Indian IT and software companies, Frankfurt is considered the "Gateway to Continental Europe" and in the greater Frankfurt region most of the key players of the Indian high-tech, outsourcing, software and IT industries have opened offices.

With the first ITB India scheduled in April in Mumbai many cities across the globe will be eyeing the Indian market. And Frankfurt which has already been quite successful is looking forward to its participation at ITB India. We interacted with **Anke Haub, Manager Tourism Marketing for India** on their plans for ITB India and the Indian market. *Excerpts*

It's great to know that Frankfurt tourism is participating in the first ever ITB India. What is the main aim of your participation?

Frankfurt is very well known for business with all the big trade fairs and congresses. Our aim is to show Indian travellers the beauty of our city and that we are also a leisure destination. Frankfurt offers a lot of cultural attractions with its 60 museums to different themes and high class special exhibitions like van Gogh or Rembrandt. So it could be a perfect idea to combine business and leisure through adding a few nights to your business trip.

Are you planning to form a pavilion with select participants from your region?

As the ITB India is held for the first time Frankfurt will be part of the German pavilion to promote mainly the city. If Indian travelers want to stay longer in our region I will help them with information about the main attractions in the region and how to combine a perfect city break with landscape experience.

What are your major steps to boost tourism, especially MICE?

We work since many years with Indiva Marketing as a Frankfurt representation in India. They are close to Indian trade and press and organize in-house events and newsletters for us. Once per year we participate personally on a roadshow or workshop to get in touch with the Indian partners. For this year we plan to add in-house trainings in the offices of important tour operators in New Delhi, Mumbai and one more city together with Deutsche Bahn (German railway company).





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What makes Frankfurt stand out from other German destinations?

Frankfurt is easy to reach because of its central position in Europe and Germany. The airport is fourth biggest in Europe and the biggest in Germany. Daily flights with Lufthansa and Air India allow Indian travelers an easy connection between Frankfurt and many Indian cities. Once there you will feel the relaxed mode in



the city: many green areas, the pedestrian zone beside the river, farmers markets with regional food and beverage. Who prefers cultural experience can visit one of 60 museums for example the Städel museum with the old painters or MMK with its outstanding collection of modern art.

Who's getting hungry can choose between regional food like green sauce with boiled eggs or one of many Indian restaurants located in any part of the city. As many Indian love vegan and vegetarian food we also offer a big number of specialized restaurants.

For shopaholics Frankfurt offers a big range of shops. The Zeil, Frankfurt's premier pedestrian promenade, ranks amongst Germany's most profitable shopping streets. Here, department stores, retail chains and specialty shops lure visitors to a leisurely shopping spree beneath spreading sycamore trees. Those with a more exclusive taste will find what they are looking for close by in Goethestrasse or Neue Rothofstrasse. Featuring everything from

Armani to Versace, these streets are home to luxury labels and top designer brands from all across the globe.

India is a huge market and has enormous potential, but still largely untapped. What will be your strategy?

As the overnight stays from India are continuously increasing, we will continue our strategy of promoting Frankfurt in a mix of online marketing, Indian representation through Indiva marketing and personal participation on workshops, roadshows and in-house trainings. We expect with our participation at the very first ITB India to strengthen our presence for Indian travelers.

What about FAM events?

Every year Frankfurt is host for organized press trips and FAM trips for travel agents to show the diversity and main attractions of the city and of course the culinary experience.

How about tapping the Indian film industry or Bollywood romancing and what support mechanism do you have?

We would be very interested in having the Indian film industry in our city! We would support with organizing any needs to make their stay and work as comfortable as possible.



The Frankfurt Card

Planning to visit Frankfurt, then don't forget to get your Frankfurt Card that offers free travel on all public transport in Frankfurt including Frankfurt International Airport (FRA). This travelcard is available for one or two days and offers up to 50 % discount on city tours, museum admissions and further attractions.

Individual Tickets 2020/2021	Group Tickets 2020/2021 (Upto 5 persons)
1-Day Ticket € 11.00	1-Day Ticket € 23.00
2-Day Ticket € 16.00	2-Day Ticket € 33.00

Discounts to the Palmengarten (Botanical Gardens), 20% discount on admission to the MAIN TOWER, Rebstockbad, Titus Therme and Brentanobad (water parks), 20% discount on motorised city tours, public city walks, airport tour, river cruises and Segway Tours, discounts on admission to Alte Oper (Old Opera), Schauspiel, Oper Frankfurt (Frankfurt Opera), Schauspiel Frankfurt (Playhouse Frankfurt), The English Theatre and Papageno Musictheater at Palmengarten, discount on admission to the Frankfurt Zoo, Blacklight Minigolf and Indoor Go-Kart Circuit. Apart from this various discounts are available at participating restaurants and participating retail stores.

In you are planning to travel through the Rhine region then opt for The RheinMainCard that offers attractive discounts at over 70 recreational and cultural establishments, while at the same time providing holders with free and unlimited use of the the Rhine-Main Transport Association (RMV) throughout the entire RMV area of operations. The charges are 29 € for Individual travelers and 46 € for groups of up to five persons for two consecutive days. Remember travel on long-distance trains (IC, ICE) requires separate tickets. Also many museums are closed on Mondays.





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Karlsruhe – UNESCO City of Media Arts



It was again at the behest of my good old friend Martin Wacker, MD, KME Karlsruhe Marketing and Event GmbH that I made sure to pay a visit to Stuttgart meets Mumbai - a two day wine festival – organized annually in Mumbai. Not only was this an opportunity to spend some quality time with him but also get some insights into the latest happenings in one of my favourite cities in Germany.

This year was no different as Martin Wacker talked passionately about his city, “ Recently Karlsruhe became the first and only German city – and one of 17 worldwide – to be included in the international UNESCO Creative Cities Network as a city of media art. Its truly a matter of pride for us.“

Karlsruhe is a city in which media art is part of life in its various forms: work and leisure time, as well as public and institutional spaces, offer citizens and guests the opportunity to immerse themselves with diverse innovative practices as visitors, participants, or even as contributors. As a booming IT location, Karlsruhe has an excellent and broad-based reseau of universities and research. This net and a historic cultural infrastructure of exceptional diversity for a city of its size combine with a flourishing cultural and creative economy.



Martin Wacker with Shreeguru Dr. Balaji També

Some of the highlights include

- As a member of the worldwide UNESCO network of cities, the city of Karlsruhe sees culture and creativity as a motor of urban development and, by joining the network, as a mandate to promote media art projects that are also oriented towards the 17 goals of the United Nations' Agenda 2030 for sustainable development.
- "Media art is part of Karlsruhe's DNA. The title is both a distinction and a mission at the same time.", Lord Mayor of the City of Karlsruhe, Dr. Frank Mentrup
- The digital light art festival SCHLOSSLICHTSPIELE Karlsruhe – as a cooperation of ZKM Center of Media Arts and Karlsruhe Marketing and Event GmbH – brings one of the largest media art works to the heart of the city. The festival takes place every year in August and September and has attracted 1.7 million people to Karlsruhe in the past 5 years. For this reason the SCHLOSSLICHTSPIELE are also part of the UNESCO City of Media Arts.
- The globe light art installation "Kaskade" by the Karlsruhe light artist Rainer Kehres is also a visible sign of media art. The 99 globes installed in a matrix, which can be individually controlled, also radiate with recurring light effects and messages from the town hall balcony into the city and the whole world.



India Summer Days

Karlsruhe has been playing a pivotal role in bringing closer exchange between the city and India – Maharashtra in particular. This has been thanks to initiatives taken by Martin Wacker and his team for over a decade. Then in 2017 they had a brainwave and decided to launch the first India Summer Days which was a grand success and guests experienced the great diversity of Indian culture and tradition in an authentic way. The 1st India Summer Days saw the presentation of a piece of India under the motto “Baden-Württemberg meets Maharashtra“ – in the heart of Karlsruhe.

Within a span of three years the event has become quite popular and is ranked as one of the largest Indian festivals in Germany. “This year both tourism and Dr. Tambe will be back for this all important event which attracted more than 15,000 visitors. India Summer Days provides one an opportunity to embark on a journey through the culture of India, learn about the art of yoga in workshops and learn the secrets of Ayurveda from internationally experienced and renowned teachers,” said Martin Wacker.

Some highlights of India Summer Days Karlsruhe

- Since 2017 the India Summer Days attract around 15,000 visitors every year and welcome them to Karlsruhe.
- Fascinating music and dance performances are held over two days. Add to this a colourful bazaar, culinary delights and a flavour of Indian culture make it a truly special experience.
- In cooperation with Santulan, visitors can experience the power of Yoga and Ayurveda. The world’s renowned expert Shreeguru Dr. Balaji També himself and his team also teach the Indian science of healing with music and mantras.



- About 30 partner companies and exhibitors from the fields of tourism, hotel business, yoga and ayurveda centers and industry present their services
- Close cooperation with Maharashtra, Goa and West Bengal marked the authenticity of the India Summer Days Festival in recent years. The circle of partner countries is to be expanded annually.
- Extensive side programme throughout the City of Karlsruhe
- Its held under the patronage of Minister President of the State of Baden-Württemberg and supported by Consulate General of the State of India for Southern Germany

“The India Summer Days will take place on 18 and 19 July 2020. We are looking for partners from the fields of tourism, hotel business, yoga and ayurveda centers and industry who bring a splash of India to Germany and present their companies and services at the India Summer Days Festival in Karlsruhe. It would be an excellent branding exercise for them,” said Martin Wacker.



18th and 19th of July 2020
Karlsruhe, Germany

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(45,000 visitors)

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music

dance

show

Yoga

bazaar



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When my dear friend Girish Sehgal moved over as GM, JW Marriott Hotel Pune and I met him on one of my visits to Pune we felt that ITB Berlin would be one of the best platforms to promote globally his wonderful property. I had seen him at his best (even in looks - amazingly handsome) during his stint as GM, Taj Faluknuma Palace and his passion to his profession. He has an extensive international experience across the U.S.A., Bahamas, Canada, Maldives U.A.E and naturally India. Apart from global hospitality exposure his experience in healthcare and services industry will certainly be a boon for the hotels. In an in depth interview with Global Destinations, **Girish Sehgal, General Manager, JW Marriott Hotel Pune** opens up on various aspects of the hotel. Excerpts



Girish Sehgal

With so many brands and top-notch hotels in Pune, how do you position JW Marriott?

JW Marriott is one of the most recognized & established brand in India and we take great pride in having set the benchmark for luxury in terms of services and experiences for business and leisure travellers in Pune, over close to a decade now. With time and evolving trends, more brands have entered but that only challenges us to push our own boundaries and continue our tradition of excelling at delighting our discerning guests. At JW Marriott Hotel Pune, we believe that cultivating enriching experiences deepen and shape our guests' passion-filled journeys. And this core philosophy supported by our passionate and skilled associates ensures that we retain our leading position not just in Pune but are recognized internationally as well!

You have the largest assortment of meeting and event spaces including the largest ballroom in Western India, how important is MICE and weddings?

With sprawling meeting spaces, including indoor and outdoor venues stretching out to 40,000 square feet, JW Marriott Pune as stated, stakes claim to have one of the largest convention centers in Western India. This also includes 13,000 sq. feet of Ballroom space along with a pre-function area of 10,000 sq. feet that can transform your dream wedding or MICE events into a reality. To support the entire process, hotel's in-house certified wedding specialist and skilled event planners constantly ideate on the concepts to deliver on their promise of making weddings & MICE events at the hotel, a truly special occasion. The team has handpicked decorators, event planners, AV teams, gifting & packaging experts



and specialty florists to orchestrate a spectacular event.

Whether a pangat setting or sajan kot, we customize the finer details of your big day to bring to life each of your wishes and fantasies with an exclusive access to The Wedding Studio – a bespoke offering in Pune. It offers all the services and amenities to help families plan their dream wedding with flawless execution in order to meet their discerning tastes and desires.

At JW Marriott Pune, we believe it is our flawless execution and service that makes us the preferred choice of luxury brand for outdoor wedding catering facilitates. A dedicated team with decades of dynamic experience orchestrates different wedding occasions as they understand the significance of elegant setups, stunning décor, lighting arrangements and culinary offerings.

Whipping up a unique culinary extravaganza, guest can enhance their occasions with curated menu by award winning chefs who specialize in street food of Mexico, flavors of Middle East, Indian Royal Vegetarian, authentic classics of Italy, robust flavors of North West Frontier, signature pastries and desserts to Continental, American and other cuisines. Be it a shimmering in metallics, multi-tiered floral or brightly colored, couples can opt for making a statement as our Executive cluster pastry chef can provide designer cakes based on requests.

Moving on to the MICE industry, Pune is emerged as the leading engineering city of the country with Telco, Bajaj, Kinetic, Cummins, Siemens, Bharat Forge, Alfa Laval, Atlas Copco, Sandvik and Thermax expanding their infrastructure. With the setting up of software companies and professional institutions in Pune, the city has assumed a multi-cultural personality. Being centrally located between Pune Airport and the Mumbai Pune Expressway, JW Marriott Pune, the best five star hotel, features luxury amenities, integrated eco-friendly enhancements and is awarded with LEED Gold certification.

The spacious ballroom space & pre-function space offers a large convention centre dedicated for events like medical conferences, town halls, automobile launches, exhibitions, annual day with advanced technology set ups like cluster, fish bone, and classroom. JW Marriott Pune curates every event with perfection by offering impeccable and intuitive service & innovative



culinary offerings by award winning in-house maestros creating a memorable experience. Meeting rooms feature seamless state-of-art technology like high speed Wi-Fi, wireless & paperless flip boards, high speed internet up to 100mbps and much more can be facilitated.

Hotel has successfully curated outdoor catering events for Yoo Villas, Panchshil Realty, Indian Premier League, Cummins India Pvt Ltd, Poonawalla Group, Dermacon, Indian Super League, Mercedes Benz, Finolex and other multinational corporation & HNI's of Pune ranging from 20 to 20,000 guests. Experience these palatable flavors customized to suit your occasion based on latest food trends like Healthy Snacking, Sustainable Food, Vegan, Snack From The Sea, Sugar Free, Lifestyle Bowls and much more, creating more focused menus with select, but innovative offerings with "To-Die-For" menus.

JW Marriott Pune provides access to one of the largest venues for hosting convention in Western India, hotel is a sought-after destination for the MICE audience, given that MICE & weddings are an integral part of our hotel.

F&B is vital. How do you take care of the gastronomy of your guests?

The hotel continues to give life to the city's fine dining scene with a plethora of exotic food and beverage options offering distinctive cuisines, emerging as the best F&B destination in Pune. Every outlet at the hotel offers unique dining experience from Spice Kitchen, the all-day dinning that features an award



winning buffet spread for breakfast, lunch and dinner besides an a la carte menu. The restaurant serves International as well as Indian cuisines and has one of the most sought after Sunday brunches in the city.

Pune Baking Company is the city's favorite deli where one can find some of the most delectable home-made desserts, chocolate creations, breads and bakery products on display. It's an ideal spot to catch up over a cup of latte with friends or over a book plucked out from our wide collection; Pune Baking Company also sells retail products such as gourmet coffees, teas, chocolates and more.

Nestled on the first floor is Shakahari, a celebration of the ancient Indian practice of vegetarianism offering Pune a taste of various and truly mouth-watering Vegetarian cuisine which is multi-cultural and uniquely showcases the diversity from across the length and breadth of our nation. Alto Vino, on the other hand is for those seeking an authentic Italian fine dining experience. Chef Christian Huber, who hails from North Italy, dishes out his expertise, evident in the delectable antipasti's, pastas, pizzas, risottos and seafood dishes the menu has on offer. The Hotel also boasts of an exclusive whisky lounge- Bar 101, which has been honored Gold Certification by the Whisky Bars of the World. The bar features an exhaustive list of 101 single malts along with an impressive collection of cigars. Paasha, the open-air rooftop lounge located on the 24th floor of the Hotel has truly elevated Pune's nightlife to a whole new level. Adorned with majestic arches, the lounge serves a sumptuous array of North West Frontier cuisine. A well-stocked bar that serves classy and innovative cocktails coupled with captivating lounge music makes Paasha without doubt, a place where you must be seen if you are in Pune. Paasha also was recently acclaimed with the title of "Top 52 Restaurants and Bars by Marriott Bonvoy. Mi-A-Mi, the uber chic nightclub is the ideal nightspot for all age groups.



Bhuralal Prajapati, Indian Chef

Which are the property's key target markets?

While JW Marriott Hotel Pune caters to the residents from Pune through our F&B outlets, Mi-A-Mi and Quan Spa with some guests frequently visit from Mumbai and neighbouring cities as well, the hotel serves as a luxury destination to guests visiting the

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city for business purposes from across India and the world. Apart from these guests, we also have some of most recognizable names from in and around Pune city hosting top-notch weddings, with their guests flying down from destinations.

What about long staying guests?

With the duration of long staying guests extending beyond weeks and sometimes months, it is important for a hotel to offer them all the amenities and services to make them feel comfortable in the duration. Since these guests stay for a longer duration, hotels customise the packages for each guest. Hotels are now making the stay more home-like with simple home-style food and even going to the extent of making the room or suite resemble your home as much as we can. It's not just the stay, our top-notch service associates and concierge ensure that the guests are provided with a plethora of options to keep them engaged and entertained during their leisure time. The premium luxury Pavillion mall is interconnected to the hotel allowing guests to shop & explore in their free time. After all, our guests remember experiences and we want their stay with us to be a memorable one.

Your SPA is well known. What makes it unique?

Offering our guests the opportunity to soothe their mind and body, what makes the Quan Spa so very distinctive is 13 treatment rooms until 2 am allows guests to indulge in a wide range of luxurious therapies, Ayurveda treatments, body scrubs & wraps, couple's massage, facials, fitness counseling, lap pool, steam room



and therapy baths along with the state-of-the-art facilities like 24/7 fitness centre, a salon for grooming facilities & a temperature controlled pool. It was a crowning moment for the spa when our Director of Spa bagged the Spa Manager of the year award at the International Hospitality Expo held in 2019.

Having been GM for some of the best luxury hotels worldwide do you see any new trends in luxury travel and/or luxury hotels?

As a hotelier and a General Manager, I've always focused on providing unique dining and stay experiences to delight guests giving them a better sense of the place and cuisine. With an increasing mindfulness on wellbeing and a rising demand for vegan, gluten-free, dairy free and those adopting a Keto diet, the need for healthy food has never been more important. In response



to an increased consumer demand, hotels are now exploring new recipes and developing healthy menus that do not compromise on portion size, flavours or cuisine. We are looking towards improving our sustainability by sourcing local ingredients and creating zero-waste kitchens. These are coupled with fitness sessions including Yoga for a balanced and wholesome wellness routine.

With a rise in income, guests today are exposed to premium luxury on their travels abroad and expect the same when in India. Luxury hotels will further improve on how personalized and detailed an experience can they offer to their guests. Rather than what a luxury hotel can offer, the priority has changed to what they want their guests want to experience. The rising appetite to travel and live a life of luxury has increased with time and this is expected to further rise in the coming years making the current sentiment regarding the hospitality industry, one that inspires confidence. Providing guests with an immersive city culture experience is paramount as guests carry back memories and experiences with them.

Apart from these, on a global scale, sustainability is the need of the hour. As part of our efforts we are concentrating on reducing our carbon footprint and attempting to go plastic free without diminishing the experience and standards that our guests are used to.

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HKIA and AWE – Dedicated to make City Airport into an Airport City



As HKIA aims to improve the passenger experience, the strategy is to make the airport into a well-developed city through a three-pronged development strategy - Infrastructure, Innovation and Destination. Lots of developments like SKYCITY, expansion of AWE, budget to luxury hotels, implementation of new technology are in the pipeline and by 2024 visitors will see a different airport feels **Chandragupta Amritkar** who was recently invited to Hong Kong by HKIA and AWE

It was during IMEX, Frankfurt that I met the dynamic C. K. NG, Executive Director, Airport Operations of Airport Authority Hong Kong (he recently retired and has been appointed as Chairman, AsiaWorld-Expo) and the charming Irene Chan, CEO, AsiaWorld-Expo along with the team.

What caught my attention was the term ‘City Airport to Airport City’ and the enthusiasm with which C. K. NG talked about it drew my attention. Add to this the recent acquisition of AsiaWorld-Expo (AWE) by Airport Authority Hong Kong. Irene Chan felt it would be a great idea if I visit Hong Kong when the Disney’s Musical ‘The Lion King’ will premiere in Hong Kong as a part of the international tour. We all felt it would be a good idea.

Co-ordinating with the efficient PR teams - Cathy Cheung, Karen Kwok, Tiffani Lau from Hong Kong International Airport (HKIA) and Rita YIP and Tracy Lau from AsiaWorld-Expo (AWE) we narrowed down on the visit arriving on 5th January. They organized my stay at the Hong Kong SkyCity Marriott Hotel that is directly connected to AWE via a footbridge making it convenient for guests, visitors and exhibitors with events and convention related business.

Arriving early at the airport Kylie Cheung, Director of Marketing Communications, Hong Kong SkyCity Marriott Hotel had organized a limo pick up from the airport. The hotel staff greeted me at the hotel entrance and I was taken directly to my room.

Chinese fine dining restaurant – NUVA

My afternoon lunch was arranged by AWE at their Chinese fine dining restaurant – NUVA that is located on Level 2 of AWE. After having a nap I crossed the footbridge to NUVA. Being a vegetarian they had organized a full vegetarian meal. The view from my table was wonderful as NUVA offers 180-degree sea views. NUVA is inspired from the word Nubivagant, which originated from

Latin words “nubes” (cloud) & “vagrant” (wandering) to mean wandering in the clouds.

For lunch they served me Steamed Wild Mushroom Dumplings Flavoured with Truffle Paste, Double-boiled Cabbage with Black Mushroom and Bamboo Piths, Wok-fried Bean Curd with Matsutake, Tossed Noodles with Termite Mushroom and finally the desert - Sweetened Bean Curd Flavoured with Osmanthus. The menu is a celebration of authentic Cantonese cuisine. I also collected my Lion King ticket from the restaurant.

Disney's musical THE LION KING

In the evening I proceeded to experience the euphoria of Disney's musical THE LION KING. Located in the AsiaWorld-Expo, Arena (an indoor arena that can accommodate 4,000), specially set up in Theatre-Mode. In spite of being a fortnight old the show was literally packed to capacity and I feel was a roaring success.

The musical witnesses Simba, the young lion cub and heir to the throne but manipulated by his evil uncle Scar who is also



“The whole aim is to make our airport more efficient and tech savvy”

In an exclusive Interview with **Vivian Cheung Kar-fay, Executive Director, Airport Operations, HKIA** she highlighted quite a few pointers to how the HKIA is going tech savvy and about the aviation institute. **Excerpts**

HKIA is planning a transformation from city airport to ‘Airport City’. What is the idea and concept?

The aim is to integrate the airport with many functions surrounding it, turning it into a much bigger entity – an Airport City. It’s a three-pronged development strategy represented by three key words:

Infrastructure, Innovation and Destination.

On the Infrastructure front apart from a series of expansion projects we are planning a three-runway System. As you know future airports will focus on innovation. HKIA has been investing in new technologies to enhance services and operational efficiency. Covering approximately 25 hectares of land, SKYCITY is one of the largest commercial projects in Hong Kong and is set to transform Hong Kong International



Airport from a city’s airport into an Airport City. The SKYCITY will consist of retail, dining, entertainment, offices as well as hotels.

Can you throw light on the three-runway system?

As the airport is edging closer to the full capacity of the existing two-runway system, there is an urgent need for HKIA to expand into a three-runway system otherwise it will not be able to cope with the traffic demand. From here, one can reach half of the world’s population in just five hours’ flying time. The three-runway system of HKIA will strengthen Hong Kong’s status as an international aviation hub and generate tremendous economic benefits.

What steps have you taken to make it a Smart Airport City?

We have certainly become more technology driven employing the latest technology to elevate travellers’ airport experience including biometric scanners using facial recognition, CCTV

projects, Robots to do service/delivery, smart check-in kiosks etc.

Also our airport’s free mobile app – HKG My Flight –provides real-time flight information and boarding alerts, indoor wayfinding aids with augmented reality, airport parking booking, and in-app translation of airport signage into nine languages. If the app is paired with MyTAG, the smart luggage tag developed by us, it will notify arriving passengers when their baggage is ready to be collected at the baggage reclaim.

I would also like to highlight our Autonomous Electric Tractor (AET). Its with great pride that I share we are the world’s first airport to roll out AET in live operation environment. With lidars sensors, cameras and GPS technology, AET can avoid obstacles autonomously and safely, further enhancing the airport’s operational efficiency.

We also conduct a Technovation Conference every year. The whole aim is to make our airport more efficient and tech savvy.

Heard a lot about your Aviation Academy.

Yes we are very proud of it. The rapid growth of the aviation industry is creating ample employment opportunities with a diverse array of job duties and skill requirements. We offer a wide range of aviation training to the airport community and members of the general public interested in the aviation industry.

We have entry level courses for crew, catering services, ground handling etc. We have a one year intern course. One of our popular course is ATC training as we get students from across the globe. Our master’s course in aviation management is quite popular. We sponsor a few seats every year which includes course fee, stay and air ticket. This year we had 2 seats from India. This helps them advance their career. I think if you are keen on aviation we would like to welcome you to attend one of our courses and get a feel of the industry.



Vivian Cheung Kar-fay

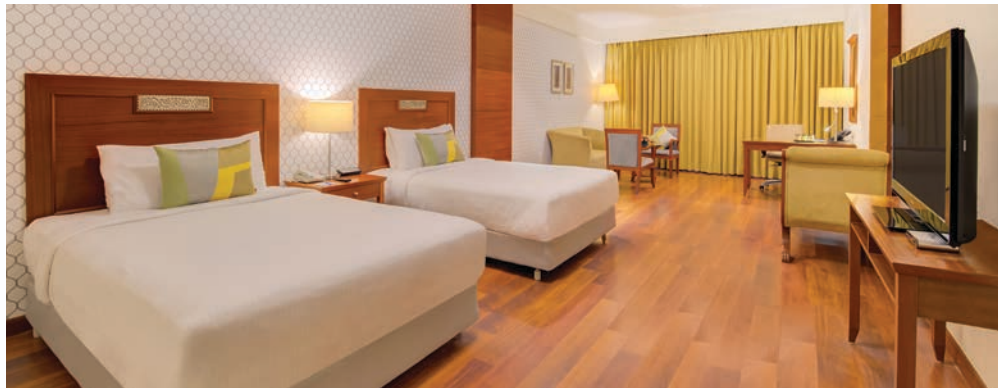
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The Elite Grand Hotel enjoys the distinction of being the only hotel in Chennai to offer an unbelievable 28,750 sqft of Meeting & Event space spread across 10 halls, offering flexibility to suit groups from 15 to 2500 in various configurations. The Elite Grand Hotel has 178 rooms and suites which are finished with an enchanting blend of contemporary design. The colours, textures and furnishings of each guest room have been carefully chosen to provide a sophisticated and welcoming ambience. The Elite Grand Hotel with its rich decor presents an attractive venue to host an enchanting wedding, a stylish trade show, a magical themed event or a regal corporate event.

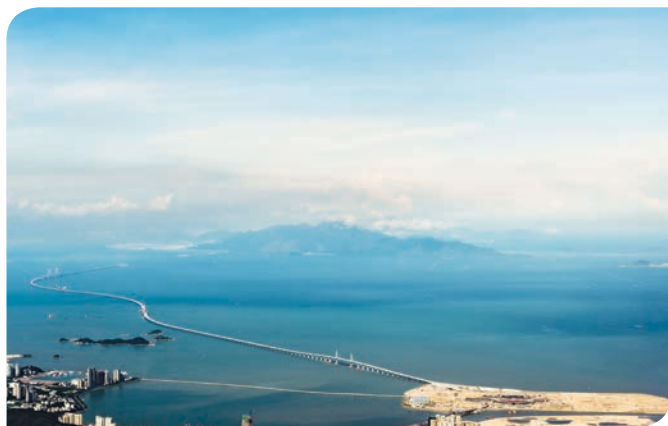
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responsible for his father's death but blames it on young Simba. Fleeing his homeland Simba is taken care by his new friends (whose comedy gets applause). Under Scars rule (who becomes the king) the kingdom becomes drought-stricken. Simba, now an adult meets his childhood friend and sweetheart, Nala, who encourages him to return to the kingdom and fight back for justice and become the ruler.

The audience appreciated the show's costume and puppetry designs and was in awe, watching the animals - elephants, rhinos etc. Most audience members experienced the animal parades closely. The venue is so large that two large screens were set up on either side of the stage to project close-ups of the actors. I was regularly switching to and fro between screen and stage. I was informed that the touring production had 100 + cast from 20 nationalities and it holds the title of the 3rd longest running Broadway show.

HK-Zhuhai-Macao Bridge HK Port

The next day morning I proceeded to meet Karen Kwok - our first meeting venue HK-Zhuhai-Macao Bridge (HZMB) HK Port. Right next to the hotel is the bus stop and my meeting place was



just a stop away. Public transport in Hong Kong is excellent but the problem is exact change is required to travel on buses and trams. So an Octopus card is the most convenient way to pay as the amounts get deducted whenever your commute.

The HZMB links three major cities Hong Kong, Zhuhai and Macau cutting down travel time. The 55-km HZMB, comprising the 12km Hong Kong Link Road, 29.6km Main Bridge and 13.4km Zhuhai Link Road, is the longest bridge-cum-tunnel sea crossing in the world.

Entering the two-storey HZMB Passenger Clearance Building (PCB) that has retail shops, F&B outlets, ATMs etc. There is also a visitor centre and HKIA check-in service counters. PCB is an energy efficient and environmentally friendly infrastructure and there is abundant natural light.

Operating 24 hours a day it will take only 40 minutes to travel the distance of approximately 42km from Hong Kong Port to Zhuhai Port and Macao Port. There are 3 mainstream and popular options to get between Macau and Hong Kong, 2 ferry options (TurboJet

and Cotai Water Jet) and 1 bus option. "Using the HZMB link is not only faster but also more economical. The bus service runs 24 hours a day and it takes just 40 minutes. Also we are planning to link the airport building with HZMB, so for our airline passengers it would be easy," said Karen Kwok.

The HKIA

Using a special entry pass Karen took me into the airport premises.

Opened in July 1998 HKIA has already won 80 + "World's Best Airport" awards. The airport connects to 220 destinations worldwide through 120 airlines. With just 78,000 staff the airport handled 71.5 million passengers and 4.8 million tonnes of cargo and airmail moved in 2019.

HKIA is well connected to the city by numerous public transport services. The quickest way to and from the city is Airport Express. The Airport Express Shuttle-bus (connecting to major hotels) is a complimentary add-on service provided exclusively for Airport Express and High Speed Rail passengers. Then there are the public buses, taxis, hotel coaches etc. "Apart from this there are coach services right from the airport to surrounding cities like Macau," said Karen.

The airport has plenty of facilities/services including Airline/Private Lounges, Airport Courier Service,

Baggage Packing and Wrapping Service, Battery Recharge Service, Charging Facilities, Children Play and TV Areas, Complimentary Shower Facilities, Frequent Visitor e-Channel and Smart Departure, Electric Vehicles, Health and Medical Services, Hotel and Travel Agent Counters, Money Exchange & Banking Services, Nursing Rooms, Police Reporting Centers, Self-Check-in, SIM Card & Pocket Wi-Fi as well as Wi-Fi & Internet Access

But what caught my attention was the variety of 24-hour shops and dining outlets. HKIA has 230 shops and 60 restaurants. The food court is quite popular and serves several vegetarian options. We had our lunch at the food court before proceeding to meet Vivian Cheung Kar-fay, Executive Director, Airport Operations.



Hong Kong SkyCity Marriott Hotel

In the evening I decided to have a tour of the hotel. In the lobby apart from Kylie met up with Michael Muller, GM, SkyCity Marriott and his team Stephen Tse, Director of Marketing and German Yan, Director - MICE. We had a small but interesting interaction before Kylie took me on a hotel tour.

The Hong Kong SkyCity Marriott Hotel located on Lantau Island and directly connected to AsiaWorld-Expo and just a 28-minute



train ride to city centre has 658 guest rooms either facing the sea or golf course. It is quite a popular for transit passengers with long layovers, those who have an early morning flight (with frequent shuttle service to airport terminal) as well as for business and trade visitors.

My room was quite spacious (*vis-à-vis* those in downtown). The hotel has numerous categories of rooms - deluxe, premier, suites, presidential suite and rooms with executive lounge access. The room has excellent block out curtains in case you want to sleep in the day after a long flight. There's also a chaise lounge to relax or for a quick nap. The bathroom has a full-size shower with 'Thann' toiletries. All rooms at the SkyCity Marriott are soundproofed though one can see the planes land from select rooms. I also liked the idea of an international adapter in the room, just in case guests forgot to bring one.

For gastronomy the hotel has - Man Ho Chinese Restaurant serving contemporary Cantonese, Velocity Bar & Grill, SkyCity Bistro is the all-day dining restaurants with an open kitchen, Java+ serving coffee, pastries, cakes, on-the-go-snacks etc, The Lounge in the lobby is ideal for an afternoon tea service.

I really liked the executive lounge with great views and good food options including lots of salads and veggies. The Lounge also has TV monitors updating guests on latest flight information.

For MICE the hotel has 14 event rooms spread over 13,670 sq ft. The pillar less Grand Ballroom can be divided into 3 separate rooms, accommodating up to 650 guests. The Grand Ballroom is equipped with multi-purpose LED lighting with an LCD projector boasting 10,000 ANSI lumens. The MICE Centre is in a separate building – opposite the hotel thus giving exclusivity. The Grand Ballroom is also a popular wedding venue.

The hotel has a 24-hour Fitness Center, 25-meter indoor heated swimming pool and an award-winning boutique spa – Quan (I promised to experience it during my next visit).

Post tour we proceeded for a wonderful Indian dinner prepared by Indian Head Chef, Santhosh C. Subramanian. The variety of Indian dishes – starters to main course - that he presented (including a very authentic and tasty wada sambar) made me suggest Kylie that she should announce an Indian food festival and give an opportunity to localities to relish some great Indian cuisine.



Santhosh C. Subramanian



The Tech Savvy Plaza Premium Lounge

Some of the best private lounge worldwide are the Plaza Premium Lounges - the world's first independent airport lounge concept. They are quite popular in India too where they have presence in several cities. Being headquartered in Hong Kong, it was but natural for me to experience the lounge. Co-ordinating with Maggie Leung, Senior Manager, PR & Corporate Communications and Polly Wan, Senior Marketing Manager, Greater China, Plaza Premium Group I decided to visit one of their new lounge at the departures level of HKIA.

Located near Gate 35, Level 6, Departures this lounge is quite tech savvy. For the first time they have introduced QR code scanning by your smartphone to place orders (this truly gets rid of the queuing hassles inside a busy lounge) of made-to-order dishes that you want and will be delivered to your seat. This lounge has a seating capacity of 109 guests with floor-to-ceiling windows so guests can see airplanes in close proximity. It also has 9 private shower cabins ideal for guests with a few hours' layover. Polly Wan highlighted their Smart Traveller Global Airport Reward Programme where you earn points for every lounge entry via Smart Traveller app and then redeem them at the lounge.

The other new lounge is located near Gate 60, Level 7, departures and can accommodate up to 154 guests. This lounge provides Lavazza specialty coffee experience by either paying for a classic type of coffee or a slow coffee. The pricing for both lounges is 1 Hour: HKD 320; 2 Hours: HKD580; 5 Hours: HKD780 per adult and the prices include in-lounge dining, 30-min shower and 10-min massage.



Photo courtesy Plaza Premium Lounge

"It's the only venue in Hong Kong that can host 360-table banquets for up to 5,000 guests"

The next day morning I proceeded to AWE. Having already been impressed by the size of AWE when I went for Lion King event, I was looking forward to catching up with the AWE team. Jointly owned by Hong Kong SAR Government and Airport Authority Hong Kong, AsiaWorld-Expo opened its doors in December 2005. Within a span of 14 years it has become a world-class venue in Hong Kong, offering over 70,000 square metres of rentable spaces. Located right next to the Hong Kong International Airport and at the centre of an extensive and efficient air, land and marine transport network. It boasts an in-venue MTR station - the Airport Express. Infact AWE was kind enough to give me two Airport Express tickets so I can experience the journey and also visit the city. To get more insights about this venue **Chandragupta Amritkar** spoke with **Dorothy Tan, COO, AsiaWorld-Expo. Excerpts**



Dorothy Tan

What is so unique about AWE?

We have Hong Kong's largest and most versatile indoor seated Arena - a purpose-built entertainment Arena with a 14,000 capacity. That's where you saw Lion King. We have 10 ground-level, column-free exhibition halls featuring a ceiling clearance of 10 - 19 metres. We have a 70,000 Sq.Mt of rentable spaces for exhibitions, conventions, concerts, sports and entertainment events. It's the only venue in Hong Kong that can host 360-table banquets for up to 5,000 guests. We are also just 1-minute transit via the Airport Express to in-venue AWE Station.



For both exhibitors and visitors we are surrounded by many world-class attractions, including Hong Kong Disneyland, Citygate Outlets, Lantau Island's Giant Buddha and Ngong Ping 360 Cable Car. Over 30,000 hotel rooms available within 30 minutes travelling time of the venue.

What about venue services?

One of the best in the world. Our column-free layout enhances space utilization thus providing convenient access and easy loading and unloading of equipment and materials. Visitors can leave their baggage with the friendly and efficient Concierge Team, who will forward it on to AsiaWorld-Expo and put it in complimentary storage for the first hour. Self-service locker service is available at a nominal price. We are able to provide comprehensive ICT services, including underground servicing, data systems, telecoms and wireless LAN.

On the culinary front we are capable of handling all dietary requirements, such as vegetarian, Halal, Jain, and kids' meals,

as well as thematic dishes with corporate branding. We have a track record of serving Michelin-starred culinary creations to over 1,000 VIPs at a world-renowned sporting event, and regularly staging large-scale banquets with over 300 tables. We have lot of F&B outlets including our NUVA restaurant.

What type of events have you organized?

We have successfully hosted 300+ mega events catering to almost 4 million visitors. Our world-class exhibitions and conferences include ITU TELECOM WORLD 2006, Global Sourcing Fairs, Asia Fruit Logistica, Jewellery & Gem expo etc. Large-scale corporate events include NU SKIN Greater China Regional Convention, TEDx Conference, Samsung China Forum, Hexagon (HxGN) LIVE and HSBC CEO conference etc.

How do you view competition with Hong Kong Convention and Exhibition Centre (HKCEC)?

There's no competition. Infact we complement each other especially during a few International events like the Jewellery & Gem expo that spans across two world-class venues - AWE and HKCEC. Both venues contribute to Hong Kong's growth.

What about expansion plans?

That's on the agenda. Also SKYCITY will be a major integrated development offering a gross floor area of up to 350,000 square metres making it the largest retail complex in town with shopping alleys, an array of diverse dining options, advanced entertainment facilities and more hotels.



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India Hotel Market Review 2019

2019 was good; well, sort of. A strong start, weak spring, decent mid-summer, slow Q3, terrible October, stupendous November and a blessed December. It ended with all-round growth and a merry note – but also a foreboding sense of what 2020 might be, after Q1.

The positives

- Largest ADR jump and second largest RevPAR growth, in amounts (Rs. 167 and Rs. 155 respectively) in the last ten years;
- Five Key Markets with Occupancy (Occ) above 70%;
- Three markets with Lux-UpperUp ADR in the 9ks (only one last year), and Goa Lux-UpperUp ADR crossing 11k;
- Up-UpMid and M-E ADR grew smartly;
- Significant GST reduction removing the industry from the “sin” bracket,
- Widening supply diversity.

Hyderabad, Bengaluru, Gurugram and Chandigarh were the main call-out markets, with double-digit RevPAR growth. Delhi did well too.

The “same store” data is more satisfying; this provides 2019 performance for hotels that were included for reporting analysis in 2018. 69% Occ, with ADR of Rs. 6,198 are distinctly superior numbers showing that hotels are clearly doing better once operations are stable and have had more time to penetrate markets. These numbers feel even better when compared to the same store results for 2018 (compared to 2017), i.e. Occ gain of 2 pts and ADR gain of about Rs. 200.

The issues

- Goa continues to slacken;
- Chain-affiliated supply growth (7.8k rooms) was the slowest in ten years;
- All India M-E Occ suffered de-growth (-0.7pts) for the second year running;
- All India Up-UpMid Occ grew only 0.5 pts;
- Jet Airways failed, causing business and financial damage.

Further, increase in Foreign Tourists Arrivals (FTA) for 2019 (336k visitors) was the lowest in the last seven years. Growth in number of e-visas granted was 558k, the slowest Y-o-Y increase since start of this scheme. Ahmedabad (aside from Goa) is a major concern, dropping RevPAR by 7.3%

Supply

In macro numbers – supply crossed 150k rooms; rooms sold per day, corresponding to this supply, is a little short of 97k rooms. Supply share outside the Key Markets has risen to 34%, with over 3,500 rooms added in 2019.

As the market matures, more independent hotels are taking chain affiliations (in 2019, 29 hotels with over 1,700 rooms). At the same time, 51 hotels with nearly 3k rooms were de-flagged; of these, 5 hotels with over 650 rooms are either shut down or in the process of rebranding. The remaining de-flagged hotels had an average size of only 41 rooms – is this a pointer that hotels need a minimum scale even for domestic brands to be effective? Note that operating data for the de-flagged hotels is included in

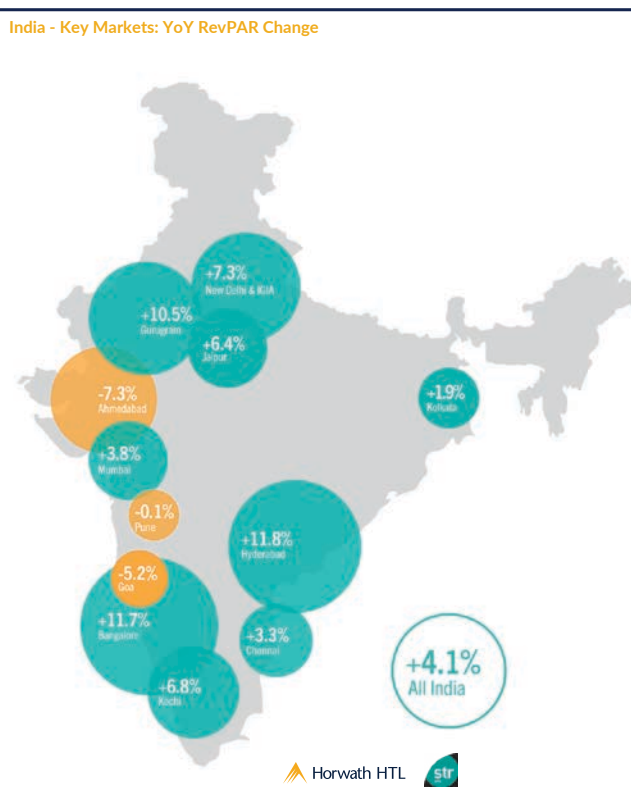
the results, to the extent they have continued participation with STR.

Bengaluru remains the lead city, in terms of inventory, followed by Mumbai and Delhi (both running neck and neck). Bengaluru is expected to stay in the lead over the next 4-5 years with several projects underway. Mumbai and Delhi will gain demand (and hopefully ADR) as their convention centres open in 2020 / 2021; lack of meaningful supportive hotel inventory will benefit existing hotels in the short term but could prove a limitation for the convention centres in the medium and longer term – however, there are no announced plans for addressing this challenge.

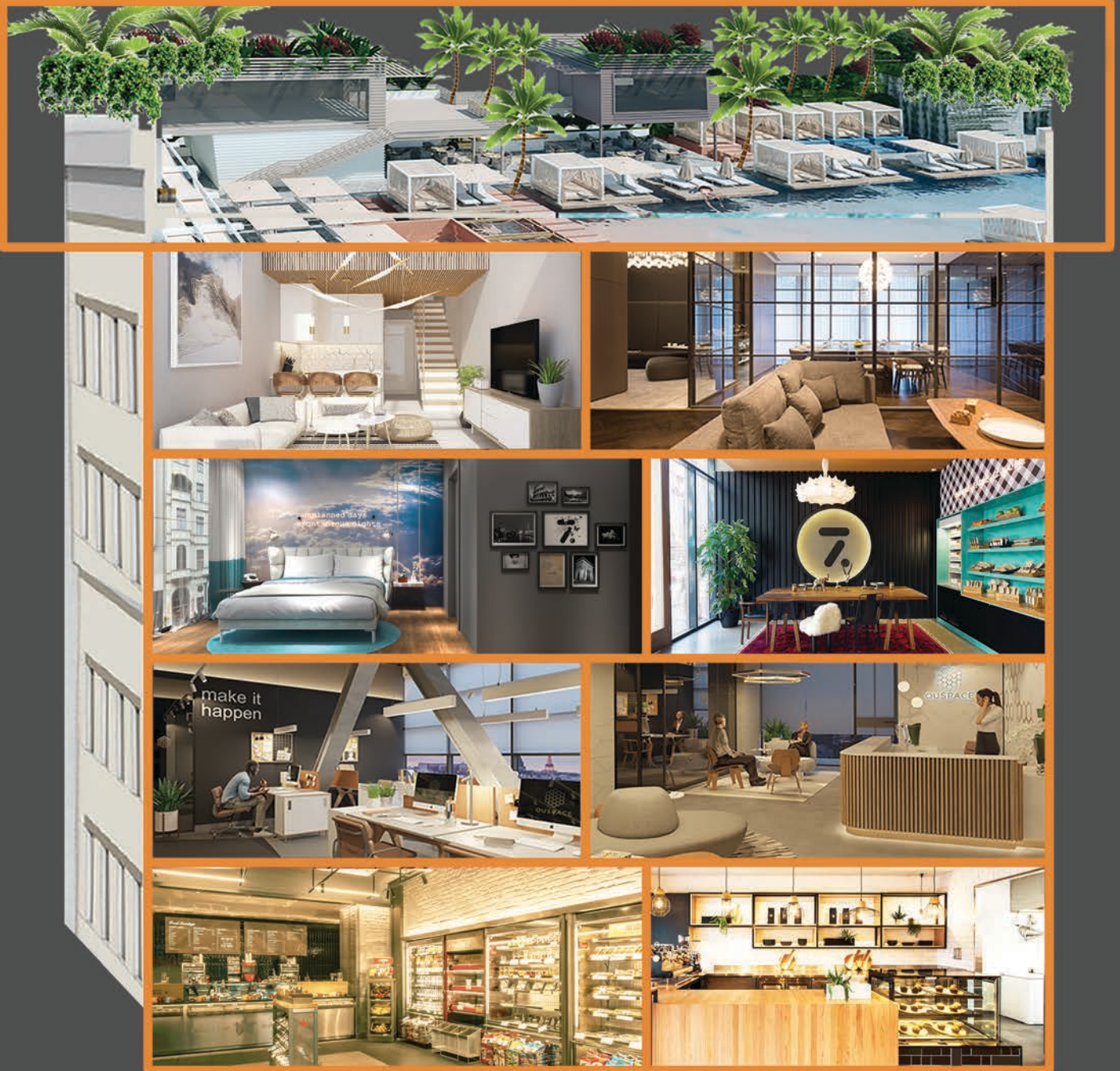
Highlights

- Occ for Mumbai, Delhi, Gurugram and Hyderabad was 70%+; Mumbai and Delhi led the way, with 77.1% and 74.8%.
- All other Key Markets, except Ahmedabad and Kochi were at or above 65%.
- All India ADR was agonisingly short of 6k. Only Mumbai achieved 8k ADR, with Goa dropping below to join Delhi in the 7k level.
- Udaipur is the lead city, with 11k ADR.
- Bengaluru led ADR growth, up by Rs. 502; Hyderabad did well too, up Rs. 461.
- From RevPAR perspective, Mumbai is close to 6.5k, ahead of Delhi by about 1k, which itself leads Bengaluru and Gurugram by about 1k. Bengaluru, Gurugram and Hyderabad grew by over Rs. 400. Sadly, Goa dropped closer to 5k. Ahmedabad dropped to the bottom at 2.6k.

Courtesy: STR and Horwath HTL India



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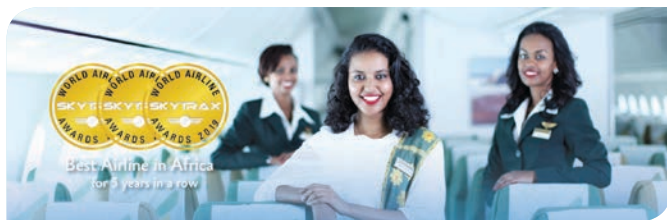
“We are all set to launch flights from Addis Ababa to Chennai”

It was at a glittering function hosted by Ethiopian Airlines to award and recognize top performing passengers and cargo agents in India that Tadesse Tilahun (the outgoing Regional Director, Indian Subcontinent) introduced me to the incoming RD Tigist Eshetu. I was informed that she was the first lady RD in India since Ethiopian Airlines began its Indian operation in 1966. With nearly 20 years of experience she has served the Airline in various positions in Operations, Cargo, Manager Pricing and Area Manager Zambia before arriving into India. After Graduation and various Management Degrees, she completed her MBA in Business Administration from Lincoln University, USA. Her rich, varied and long standing experience will certainly help towards elevating Ethiopian Airlines operation in the Indian Sub-Continent. In an exclusive Interview with Global Destinations **Tigist Eshetu, Ethiopian Airlines, Regional Director, India Sub-Continent.** Excerpts

Firstly congrats on becoming the RD of Indian sub-continent. How is the feeling?

Thanks. I am all excited to come to India. It is a very challenging assignment - Route expansion in terms of both cargo and passenger service will be on priority. Within a few months of my joining we are all set to launch flights from Addis Ababa to Chennai. The first flight is scheduled for April 1, 2020. This will be our fourth destination after Mumbai, Delhi, and Bangalore. Last October we launched flights from Addis Ababa to Bengaluru.

From Chennai our esteemed guests will get a chance to experience our Dreamliner aircraft. Within Africa - if you are connecting to Nairobi, South Africa, Mount Kilimanjaro, Dar es Salaam – we will give you the fastest connections at a reasonable price.



How do you look at the Indian market?

Full of potential. We will aggressively promote digitalization, we will also try to further enhance quality of our customer services - over all we will do more to maintain our competitive position. Creating awareness about Ethiopia, conducting workshops, giving presentations and also educating the MICE traveller to make Ethiopia a business cum pleasure destination.

What will be your strategy for filling up your business class seats?

We have several corporate tie ups/agreements and most of them are business class travellers who are accustomed to our Inflight service, ambience, cuisine and comfortable seat pitch. We will continue to target this market and constantly upgrade our services. From feedback received, the personalized Inflight attention by our crew are praiseworthy.

How do you look at MICE?

Last year we organized several MICE groups from the Rotary, Medical tourism and some cargo groups who hopefully will



consider having their big gathering in Addis Ababa this year as well.

The Indian textile group is also holding an exhibition in Addis next month.

What about the F&B offerings?

My overall take is that our Indian guests are very sociable and food plays an important role. I found it unique that several Indians travelled as a family and most of them do not like to deviate from the Indian cuisine and are particular about vegetarian cuisine and Ethiopia is well equipped to cater to their needs. We have an Indian Chef positioned in our Catering facility in Addis Ababa who oversees the Indian cooking personally. Besides, on board our flights there are several varieties of vegetarian and non-vegetarian meals including Jain meals if specifically ordered in advance.

Ethiopia and beyond - what is the potential?

Given Addis Ababa is not only the capital city of Ethiopia, it is one of the major business centres in Africa with large number of important regional institutions like the Africa Union, UN agencies, the world bank as well as corporate businesses companies. This presents excellent prospects to our esteemed customers and business travellers to expand their network.

Ethiopia as a stopover?

The country is an excellent stopover hub since the airline gives free hotel accommodation if your stopover is over 8 hours. Besides, for shorter stopovers, we arrange free city sightseeing tours and coffee ceremonies. Passengers will have very productive time while enjoying the beautiful scenery of Addis Ababa. The Bole International Airport is bustling with activity and even offers spa services. For Business Class and Frequent fliers, the lounges at Addis Ababa airport are quite enticing.

How do you define - The New Spirit of Africa?

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“Competitive pricing and value for money”



I met **Manoj Dass, CEO, Tern Voyages Pvt Ltd** when he was working in Oman for a leading local travel agency. Pretty impressed by his efficiency, I always felt he will branch out on his own, though a bit surprised when he launched it in Chennai, India. Within a year he has created a niche for himself in this market - while one hand taking his clients (some leading film stars) to exotic destinations on the other hand catering to educational trips for school and college students. We caught up with this entrepreneur in Chennai. **Excerpts**

Congrats on completion of a successful year. How did the idea germinate?

My dream of creating a game-changing DMC in my country and passion for travelling lead me to quickly spot a vacuum in the industry. There was a gap in catering to a niche segment with a meticulous, personalised and bespoke approach that I knew I could easily fill. With my two decades of seasoned experience in handling travel arrangements for VIP clientele and my extensive network within then global travel industry, motivated me further to bring my dream to life. I focussed on 3 areas close to my heart - niche destination holidays for HNWIs, student tours and film tourism/ location management. No matter what backdrop that the travel agents are facing, I strongly believe if you offer genuine services with value for money proposition, you will always win your clients.

You have chosen Chennai as your headquarters. Why?

Chennai is my hometown, and is one of the fastest growing metropolitan cities in India. With the kind of Industrial growth in Chennai, I felt it could serve as a hub for us in the South India. We are headquartered in Chennai and have recently opened a branch office in Cochin. We have plans to set-up in key cities in India and are in talks to expand globally as well.

Which are your target destinations and what type of packages are most popular?

Tern Voyages is making its mark globally by offering a repertoire of travel services including domestic and international holidays, family vacations, group tours, honeymoon and romantic getaways, private celebrity and HNWI getaways, weekend breaks, ladies only tours, exclusive gentlemen trips, adventure and activity vacations, mother and child exclusive packages, film tourism and location management, to name a few. We focus on customizing packages to suit our clients needs and their budget and offer packages to all destinations across the globe. Our popular destinations are Bhutan, Maldives, Indonesia, Sri Lanka, Malaysia, Singapore, Thailand, Dubai etc. We have also handled clients for China, Europe and Africa.

What is the winning feature of Tern Voyages?

Our winning feature is fairly simple. Competitive pricing and value for money. We are keeping our overheads under control and instead of splurging on marketing, we are focussing on excellent

service standards. In addition to this, we also offer an exclusive service of our 24/7 on-tour virtual assistance.

How do you plan to take business and luxury travel to the next level?

In the past 12 months, we have serviced over 1000 customers to over 30 destinations, facilitated personal and official trips of over 20 film fraternity members and handled 3 film projects for overseas shoots. Our repeat clients and referrals within our first year of operations, bears testimony that we focussed on experiential travel, customer delight and value for money. Our customers itself have been our strongest marketing tool. We are also in process of making our signature brochure that highlights the best resorts in the world that suits our luxury traveller. This product will bring in more elite customers to us in the coming season.

How has the industry changed in the last decade and where is it headed?

The industry had a complete transformation in the last decade with the numerous OTA's that grew in a pace, and Airlines focus on the B2C segment etc. It has headed to dilute the industry revenue and more beneficiary to the end consumers. However, the increase in flight frequencies to/from India by different airlines, and the increase in demand for luxury products, keeps door open for people like us to offer our customized services for the luxury travellers.

Being just a year old you are already involved in CSR activities. Can you elaborate?

Oh yes certainly, that one thing is very close to my heart. After our successful first year completion, while thinking of what kind of thanksgiving activity we should do, we came up with an idea of giving opportunity to the underprivileged kids to experience their first flying experience. So we approached an orphanage who selected the most deserving 10 children from various age group along with 1 care taker. We flew them to Bangalore for a whole day sightseeing with lots of fun activities, and brought them back by night flight. My whole team was on ground to handle these deserving kids and make their day special. The theme of this thanksgiving gesture was “Everyone Deserves to Fly”, and we plan to continue this gesture year on year and give opportunities to many deserving children to fly.

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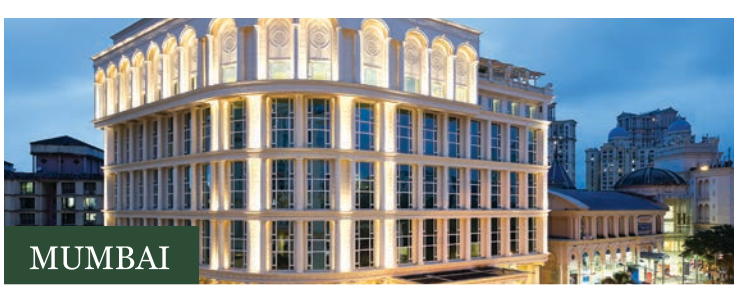
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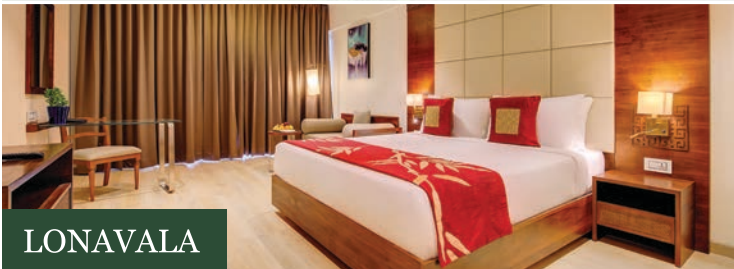
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