

BOTT

Business of Travel Trade

TOURISM | MICE | HOSPITALITY | AVIATION | LIFESTYLE

BOTTINDIA.COM



DUBAI

Gears to Welcome the World

دبي



Ultimate Family Break

Including

- ✓ 4 Nights Accommodation
- ✓ Daily Breakfast
- ✓ Return Dubai Airport Transfers by Private Vehicle
- ✓ Half-Day City Tour on SIC
- ✓ Desert Safari with BBQ Dinner on SIC
- ✓ Visit to At the Top, Burj Khalifa (Non-Peak Hours Only)
- ✓ Visit to Museum of the Future with Transfers by Private Vehicle
- ✓ 1 Day/2 Parks Ticket to Dubai Parks and Resorts with SIC Transfer

Starting From

US\$525

per person*

Remarks: Rates are based on DBL/TWN sharing basis. Rates and offers are subject to change without prior notice and are subject to availability. Tourism Dirham Fees are not included. Valid until 15th June 2023.* T&C apply.

Ottala International Pvt. Ltd.

Mumbai (Registered Office & Corporate Headquarters) : 022 6720 5000

Ahmedabad: +91 93761 20982

Hyderabad: +91 40 4020 0301

New Delhi: +91 11 4151 5885

Bengaluru: +91 80 4165 6324

Indore: +91 731 4911 374

Pune: +91 20 4002 6960

Chennai: +91 44 4555 8582

Kochi: +91 75938 63903

Nasik: +91 253 231 0044

Coimbatore: +91 99527 17750

Kolkata: +91 98301 19561

For Enquiries & Bookings, please contact any of our offices.



Get More with **RezLive.com**



500,000+

Hotel & Apartment
Rooms Worldwide



20,000+

Directly Contracted
Preferred Hotels



45,000+

Sightseeing items &
over 5,000 Tours in 500 cities



5,000+

Transfer Options in Over
900 Airport and City Locations



Start **Earning Points** From Today*

An Exclusive Loyalty Program of **RezLive.com**



for

Digital Payments



Book Multiple Times
with Single Top Up



Instant Refund on
Booking Cancellation



No Online Payment
Gateway Charges

We are looking forward to
meeting you



01-04 MAY 2023

Location: **Dubai World Trade Centre**

Hall: **Travel Technology**

Booth no: **TT1050**



CONTENTS

Editor

Priyanka Saxena Ray

Director-Business Development

Gunjan Sabikhi

(gunjan@bottindia.com)

Consultant-Business Development

Ruden Dias

(ruden@bottindia.com)

Consulting Editor

Aishwarya Srivastava

Social Media Correspondent

Pallavi Sharma

Mumbai Correspondent

Shreya Shimpi

Contributing Writers

Sapna Vaid

Megha Rai

Design Director

Rajesh Chhetri

Circulation & Desk

Ashish Sarthak

Vishal Maurya

Published and Printed by
Rai Umraopati Ray on behalf of
More Media Pvt. Ltd., B6, Ground Floor,
Kalkaji, New Delhi - 110 019

BOTT House

Top Floor, E-40,

Anand Niketan,

New Delhi: 110021

Email: info@bottindia.com

Phone: 011-8800437575

RNI/DELENG/2019/1343884

Disclaimer:- All information is derived from sources we consider reliable. It is passed on to our readers without any responsibility on our part. Opinions/views expressed by third parties in abstract or in interviews are not necessarily shared by us. Material appearing in the book cannot be reproduced in whole or in part(s) without express permission from publisher. The publisher reserves the right to refuse, withdraw or otherwise deal with all advertisements without explanation. All advertisements must comply with the Indian Advertisements Code. The publisher will not be liable for any loss caused by any delay in publication, error or failure of advertisement to appear.



14

The 12th edition of the 'Great Indian Travel Bazaar' (GITB) Jaipur was jointly organised by Ministry of Tourism, Government of India along with FICCI and Tourism Department of Rajasthan. The event recently concluded amidst great turnout and success



20

Smt. Gayatri Rathore, Principal Secretary Tourism, Government of Rajasthan talks about the various initiatives that the state tourism board is undertaking to boost tourism infrastructure and attract more inbound tourists.

QuadLabs aims to achieve substantial growth and expansion by targeting emerging markets such as Asia, Africa, and Latin America. Gaurav Chiripal, Chief Executive Officer, QuadLabs Technologies shares more.



22

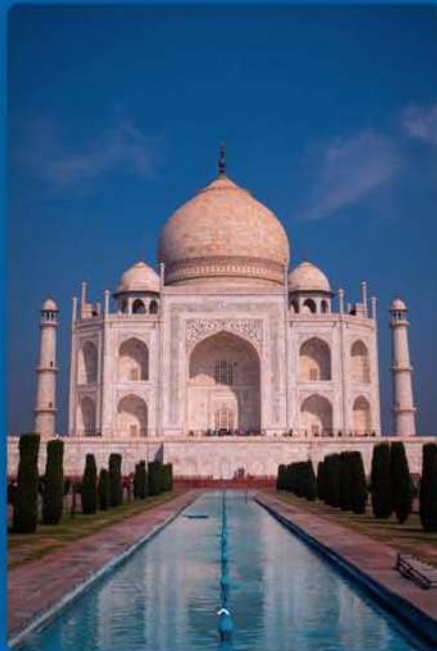
A recent survey conducted by BOTT Travel Sentiment Tracker, involving 10,500 Indian Travel Agents and Tour Operators, has revealed interesting insights into Thailand as a preferred destination for agents and tourists both.



40

Short News.....	8 – 12
Events & More	14 – 18
Destination Focus.....	24 – 28
Industry Insights	30 – 33
Beyond Boundaries.....	44 – 48
Hospitable Hotels	50 – 51
Astro Speak	52 – 53

Visit India Year 2023



*Happy to be in service since 1986
Sincere thanks to all our overseas and Indian supporters
- Swagatam Team*



Specialist in :

Cultural and Study Tours
ECO Tours
Pilgrimage Tours
Soft Adventures

Luxury Trains
Honeymoon Packages
Special Interest Tours
Meeting and Incentives

Backwater Tours in Kerala
Wild Life Tours
Ayurveda Package Tours
Event Management

www.swagatamtour.com

E-mail : sales@swagatamtour.com

STT Swagatam Tours Pvt. Ltd.

301, Keltron Chamber, 18/7, Arya Samaj Road, Karol Bagh,
New Delhi - 110005 (India)

Ph. : +91-11-25444000, 91-11-28758001-03 Mob. : 9811102111

Email sales@swagatamtour.com



From the
*Editor's
Desk*

Dear Readers,

Back from GITB and rushing off to ATM, it's been a hectic end of the month but one can't complain as this is exactly what we were all missing. The Great India Travel Bazaar in Jaipur, where BOTT was the Premier Media Partner, was a great show that saw a huge turnout of industry stakeholders from the inbound market. Taking place after a hiatus of three years, the show was very well organised with 280 International Buyers and around 300 Indian Exhibitors. From the Palaces and Forts of Rajasthan to leading Hospitality Chains, Airlines and State Tourism Boards, GITB 2023 offered a great platform to meet, network, explore business opportunities and have a great time enjoying Rajasthani hospitality.

Now its time to go international – yes, its ATM time. The Arabian Travel Mart this year is ready to welcome the global travel, tourism and hospitality community to the UAE from Monday, May 1 to Thursday May 4, 2023. The 30th edition of the show will host over 2,000 exhibitors, representatives from more than 150 countries and an anticipated 34,000 attendees. Taking place at Dubai World Trade Centre (DWTC) in collaboration with the emirate's Department of Economy and Tourism (DET), the theme of the show this year rightly focusses on 'Working Towards Net Zero'. ATM 2023, just like previous years, will once again provide a forum in which participants can forge new connections, share knowledge and showcase innovations with the potential to expedite the global travel sector's journey towards decarbonisation.

So as we get ready to network, sit back and enjoy going through our BOTT May ATM Special Issue that offers you interesting inside glimpses into the GITB Jaipur, the wild side of India, some must see and must-do activities in Dubai and few in-depth interviews, all aimed at enhancing your knowledge on what Brand India has to offer.

Happy Reading!

Priyanka Saxena Ray
priyanka@bottindia.com



MAXIMIZE EFFICIENCY, SWITCH FROM EXCEL SHEETS TO MID-BACK-OFFICE CLOUD SOLUTION

- ✓ Booking consolidation
- ✓ Cross Sell and Upsell
- ✓ Fulfillment and Ticketing
- ✓ Refunds and Amendments
- ✓ Client Management
- ✓ Supplier Management
- ✓ Revenue Management
- ✓ Tax Management
- ✓ Payables and Receivables
- ✓ Bank and BSP Reco
- ✓ Financial Accounting
- ✓ Reports & Analytics

The screenshot displays the 'Manager Dashboard' for 'Universal Travel'. The dashboard includes a sidebar with navigation links: Administration, Booking Management, Client Management, Finance, Reports, and Report an Issue. The main content area features three summary cards: Total Sales in Current Month (\$25,649), Pending Bookings (108), and Pending Service Requests (23). Below these is a 'Booking Queues' section with tabs for 'My Bookings' and 'Enquiry Queue'. The 'Enquiry Queue' is further divided into 'Pending Ticket Issuance', 'Unconfirmed', 'Pending Refunds', and 'Pending Payment'. A table lists booking details with columns for Booking Ref, Client Name, Booking Date, Trip Date, Services, Destination, and Status. The table contains five entries, all with a status of 'Pending'. A 'Create New Booking' button is at the bottom left, and a 'View All' link is at the bottom right. On the right side, there is an 'Activities' calendar for March 2022 and a 'New Activity' button. The bottom left corner of the dashboard area says 'Powered by QuadLabs #ReshapingTravel'.

BOOKING REF	CLIENT NAME	BOOKING DATE	TRIP DATE	SERVICES	DESTINATION	STATUS
UT8806	Shishir Tour & Travels	12 Jan 2022	15 Mar 2022	Flight	DXB	Pending
UT8812	Patty Granderson	23 Jan 2022	22 Mar 2022	Flight	DXB	Pending
UT8816	Shizue Finnerty	28 Jan 2022	03 Mar 2022	Flight	DXB	Pending
UT8822	Guillermo Klutts	28 Jan 2022	10 Mar 2022	Flight	DXB	Pending
UT8836	Ressie Molinari	29 Jan 2022	11 Mar 2022	Flight	DXB	Pending



*New Registrations till 31st May 2023



www.Konnnect.Travel | +91 124 663 6999
info@quadlabs.com

Powered by
QuadLabs
#ReshapingTravel

Tourism Minister addresses concerns of industry stakeholders

In light of the upcoming 1st Global Tourism Investors' Summit, an interactive session was held with the Hon'ble Minister for Tourism, Culture & DONER Sh. G Kishan Reddy and industry stakeholders from the tourism and hospitality industry to deliberate on their concerns and suggestions. The outreach Roadshow was held in New Delhi on April 26, 2023 as part of a series of sustained engagements with travel industry. "During my interaction, we received suggestions related to skilling initiatives, swift approval process for projects, simplification of existing processes, and I assured them of all possible assistance from the ministry. Also highlighted that under the Hon. PM Shri Modi's leadership, the entire government is focussed on addressing the issues faced by investors and urged them to consider greater investments in tourism and hospitality sector," said the honourable Minister.

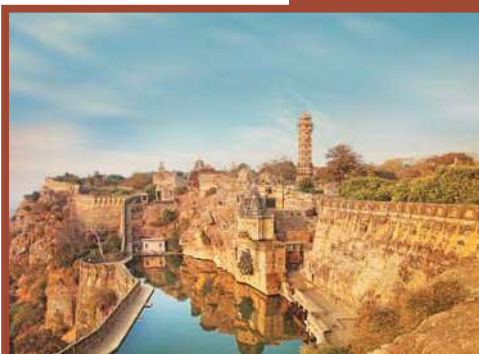


Ms. V. Vidyavathi to be new Secretary, Ministry of Tourism, appointed as OSD

Ms. V. Vidyavathi, IAS, Director General, Archaeological Survey of India has been posted as Officer on Special Duty, Ministry of Tourism in the rank and pay of Secretary to the Government of India. The officer will take over as the Secretary, Ministry of Tourism vice Shri Arvind Singh, IAS upon his superannuation on May 31st, 2023. Ms. Vidyavathi is a 1991 batch Karnataka cadre officer.

IRCTC Puri Gangasagar Bhavya Kashi Yatra to begin from April 28

Indian Railways will operate Bharat Gaurav Tourist Train for upcoming 'Puri Gangasagar Bhavya Kashi Yatra'. This rail tour package will begin from Pune on April 28, 2023. The nine nights and 10 days tour will conclude on May 07, 2023 at Pune. During the journey, the boarding and deboarding is available at a few selected railway stations. The tour will showcase important religious destinations of Puri, Kolkata, Gaya, Varanasi and Prayagraj. A total of 750 passengers can travel in this train. The train has three categories of coaches – one 2ND AC coach, three 3rd AC coaches, and 7 Sleeper Class coaches.



Rajasthan govt plans to develop 23 old airstrips on PPP mode

The Rajasthan government is planning to develop 23 old airstrips on a public-private partnership mode where chartered and smaller flights can land, Tourism Minister Vishvendra Singh said recently. Addressing the G20 Tourism Expo in Jaipur, he also exhorted all participants to go back as 'ambassadors of Rajasthan tourism'. "Under the guidance and leadership of Chief Minister Ashok Gehlot, we are planning to put out 23 old airstrips on a PPT (public-private partnership mode) where chartered flights linkage can be provided directly," said the tourism minister.



**RELAX AND
UNWIND
IN THE LAP OF
NATURE**

FORTUNE
SUMMER
Escapes

Book Direct With Us
and unlock benefits

₹ 15% off on Best
Available Rates*



Complimentary
Breakfast



Complimentary
Wi-Fi

Offer valid from April 15 - June 30, 2023

Opening Soon

Aligarh | Amritsar | Hoshiarpur | Kanpur | Khajjiar
Siliguri | Tiruppur | Vivek Vihar (New Delhi)

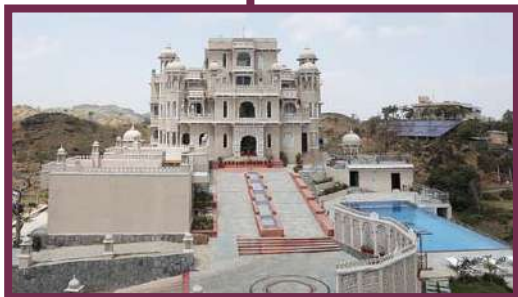
Book Now on itshotels.com/fortunehotels
Or Call 24x7 Toll Free **1800-102-2333, 1800-419-6444**



*T&C Apply

Fortune Hotels inks a new alliance in Khajjiar, Himachal Pradesh

Fortune Hotels, a member of ITC's hotel group announced the signing of an operating agreement for a hotel in the picturesque hill station of Khajjiar in Himachal Pradesh. This is the upscale hotel chain's 5th hotel in the scenic State of Himachal Pradesh. This existing property has been undergoing an extensive renovation programme and is set to open its doors in the first quarter of FY 2023-24. It promises to be a delightful retreat for travellers seeking memorable experiences amidst the pristine Himalayan ranges.



Renest Hotels & Resorts launches 'Renest Kumbhalgarh'

Renest Kumbhalgarh is conveniently located just 3 km away from the UNESCO heritage site of Kumbhalgarh Fort and provides guests with a luxurious stay amidst a serene setting. With a lush green lawn, inviting seating areas, and excellent connectivity via road, railways, and airways to major cities in the country, this property is a perfect choice for discerning travellers. Renest Kumbhalgarh boasts 34 exquisite keys, including seven different room categories.

ITC Mughal becomes first hotel to be awarded LEED Zero Water Certification

ITC Mughal is the first hotel globally to be awarded the LEED Zero Water Certification by US Green Building Council. This is in line with ITC's commitment to scale newer heights in creating a Climate Positive and Future Tech Enterprise. The certification verifies net zero goals and the certification signals market leadership in the built environment. As part of its efforts to be self-sufficient, ITC Mughal has been following a sustainable process which ensures that water requirements for its buildings and processes are met by capturing rainwater and treating it for appropriate consumption.



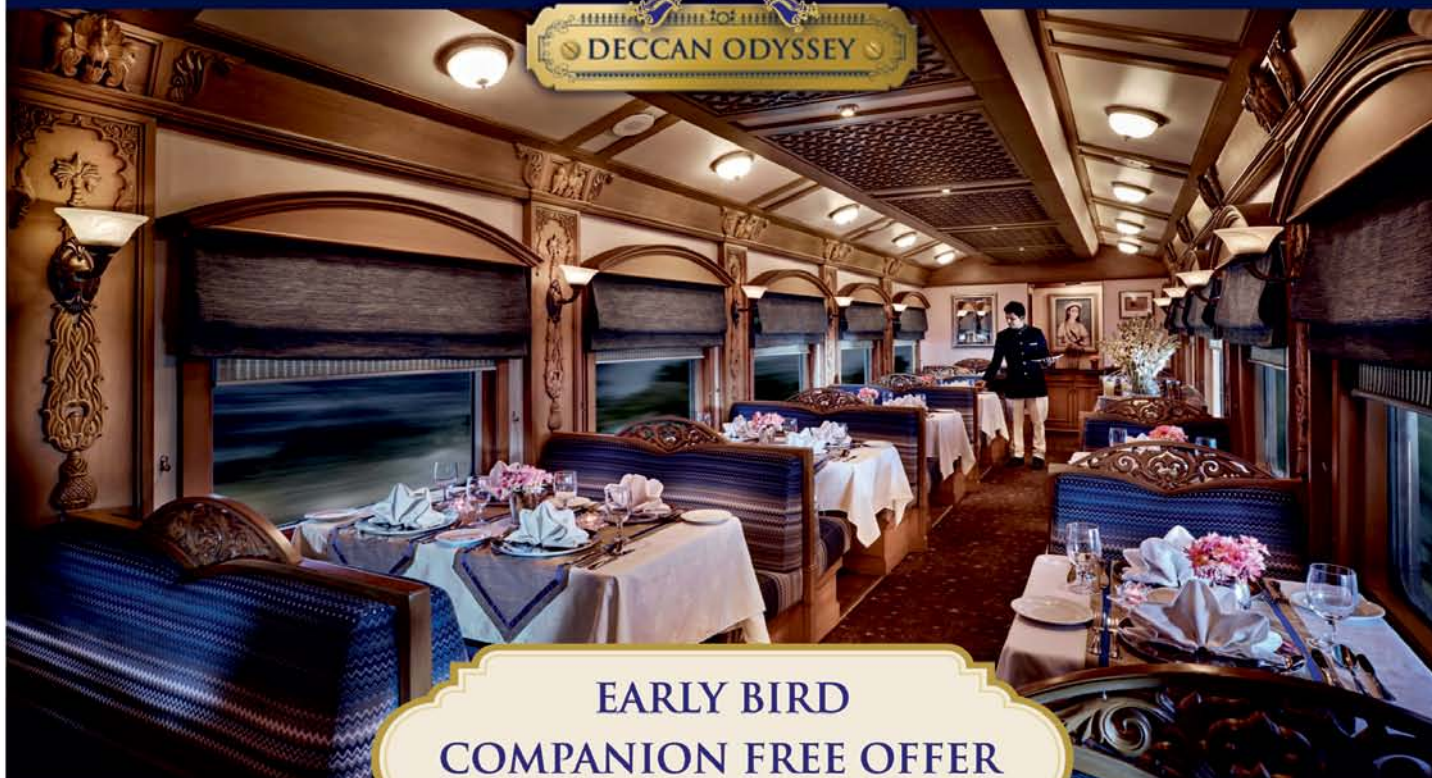
Niraamaya Wellness Retreats opens in Kannur, Kerala

Niraamaya Wellness Retreats has signed a management contract to operate and manage Vaidekam Ayurveda Healing Village. This will be the milestone addition of their 5th wellness retreat in Kerala making them the largest wellness provider in Southern India. The new collaboration is their 2nd managed property in Kerala; all set to open its doors in June 2023, with a promise of an authentic Ayurvedic healing experience.

Raga Svara launches cohort-based Yoga Retreat in Rajkot, Gujarat

This Retreat goes beyond just teaching different Yogasanas and offers a complete experience that addresses the physical, mental, and spiritual aspects of Yoga. This newly launched Retreat is a seven-day program that includes six nights of stay, and aims to leave guests feeling revitalised, rejuvenated, and reconnected with themselves. The cohorts will be undertaken every Saturday, commencing from April 22, 2023.





EARLY BIRD COMPANION FREE OFFER

GIFT YOUR COMPANION A FREE HOLIDAY

JOURNEYS TO EXPLORE



MAHARASTRA SPLENDOUR

8D/7N

Mumbai • Nashik • Ellora Caves • Ajanta Caves •
Kolhapur • Goa • Sindhudurg • Mumbai

~ Departure Dates ~

Year 2023 : 16th Sep, 07th Oct, 04th Nov, 09th Dec
Year 2024 : 13th Jan, 21st Sep,
12th Oct, 09th Nov, 14th Dec



MAHARASTRA WILD TRAIL

8D/7N

Mumbai • Ellora Caves • Aurangabad • Pench
(Ramtek) • Tadoba • Ajanta Caves • Nashik • Mumbai

~ Departure Dates ~

Year 2023 : 14th Oct
Year 2024 : 4th May, 11th May

Call : +91 82877 95986 | Email: rail@therailjourneys.com | Website: www.traindeccanodyssey.com

Offer valid on bookings made till 30th June 2023



Nakul Anand receives the Hall of Fame Award

The coveted Hall of Fame Award of Global Hospitality Awards 2023 was presented to Nakul Anand, the Executive Director of ITC, in acknowledgment of his exceptional contributions to the hospitality sector. Mr. Anand has revolutionized the industry through his innovative 'Responsible Luxury' initiative, transforming ITC Hotels into a leading pro-sustainability green hotel chain. The International Hospitality Council, in association with the International Institute of Hotel Management (IIHM) and under the guidance of Dr. Suborno Bose, organised the International Hospitality Day (IHD) as well the Global Hospitality Awards 2023.



Jyoti Mayal receives the 'Inspirational Hospitality Leader' Award

The prestigious 'Inspirational Hospitality Leader' Award of Global Hospitality Awards 2023 was presented to Mrs. Jyoti Mayal, President, TAAI in recognition to her abundant and noteworthy contributions to the hospitality sector. She is a dynamic leader who is constantly fighting for women equality issues, skilling and numerous critical matters relevant and crucial to the travel and hospitality industry. The International Hospitality Council, in association with the International Institute of Hotel Management (IIHM) and under the guidance of Dr. Suborno Bose, organised the International Hospitality Day (IHD) as well the Global Hospitality Awards 2023.

Cleartrip augments its hotel offerings; unveils 'Premium Getaways'

In a bid to strengthen its hotel business, Cleartrip, a Flipkart Company has unveiled – Premium Getaways, offering unmatched luxury travel experiences. Currently, this service has been introduced in partnership with over 40 hotels across 25+ destinations. Over the next 6 months, the coverage will be across 500+ Hotels covering all major tourist destinations. These handpicked suites of holiday packages are available at highly competitive prices and equipped with superior services.

Premium Getaways
by cleartrip



OTOAI in association with Visit Britain hosts Training & Update meet

The Outbound Tour Operators Association of India (OTOAI) took a 40-Member delegation (including Outbound Tour Operators and Media) to the British High Commission in New Delhi on April 20, 2023. The purpose of the meet was to apprise its members and media on the latest developments taking place in the UK, some fresh places to see and the most important was the Visa situation. Ms. Christina Scott, British Deputy High Commissioner to India, said, "The forecast for 2023 is that we are back to 90% of our 2019 arrivals and 2024 is going to be even better."

Excellent response received for Germany Travel Mart 2023 in Essen

At the conclusion of the 49th Germany Travel Mart (GTM) in Essen, the German National Tourist Board (GNTB), as organizer, can report an extraordinarily positive response. According to an on-site survey of suppliers during the event, 90 per cent were satisfied/very satisfied with the way the GTM went. The next GTM will be held in Chemnitz, Germany, April 21-23, 2024.





Fly to **London** via Muscat from India

With convenient connections from **08 cities in India**

Delhi | Mumbai | Bengaluru | Kochi | Chennai | Kozhikode | Goa | Jaipur

Contemporary luxury in **First Class Suite**

Our **First Class** private suite offers an unmatched level of personalized attention and absolute serenity. Each of 8 individual suites comes with modern rich palettes and opulent materials. Trimmed using luxurious upholstery, soft leather and finished with warm mahogany, to create a truly inviting ambience.

Your luxurious **First Class** experience includes:

- Exclusivity and convenience when checking in
- Access to the First Class lounge
- Fully on demand à la carte menu
- Quilted duvet, silk trimmed sleep pillows
- Cotton sleeper suit / slippers
- Amouage unisex amenity kit
- ARIA on-demand entertainment
- Fully flatbed seat

Enjoy baggage allowance of:

50kgs - Check-in baggage | **14kgs** - Two hand bags of 7kgs each

Visit omanair.com to book, buy or check-in online
or call: +91 22 62729000 | +91 1149970000

The 12th Great India Travel Bazaar brings tourism & hospitality industry together in Jaipur

India's G20 Presidency, under the visionary leadership of Hon'ble Prime Minister Shri Narendra Modi, coinciding with celebration of Azadi Ka Amrit Mahotsav – Amrit Kaal, is likely to boost India's tourism sector in a big way, said Shri Arvind Singh, Secretary, Ministry of Tourism, Government of India, while delivering his key note speech on the inauguration session of 12th edition of the 'Great Indian Travel Bazaar' (GITB). GITB, which just recently concluded in Jaipur was jointly organised by Ministry of Tourism, Government of India along with FICCI and Tourism Department of Rajasthan.

Priyanka Saxena Ray

Sharing his thoughts further, Shri Arvind Singh said, "India's G20 Presidency has offered unparalleled opportunities to tourism sector. We are already in the middle of G20 Presidency and next meeting in Kashmir - India's crown jewel is likely to bring huge tourism inflow in India, thus helping India gain credence on the world tourism map."

"As a part of India's G20 Presidency, India will receive more than One Lakh foreign delegates this year and they will be able to witness the variety richness and diversity of our culture including monuments and festivals. We have also been making concerted efforts to promote inbound tourism recognising

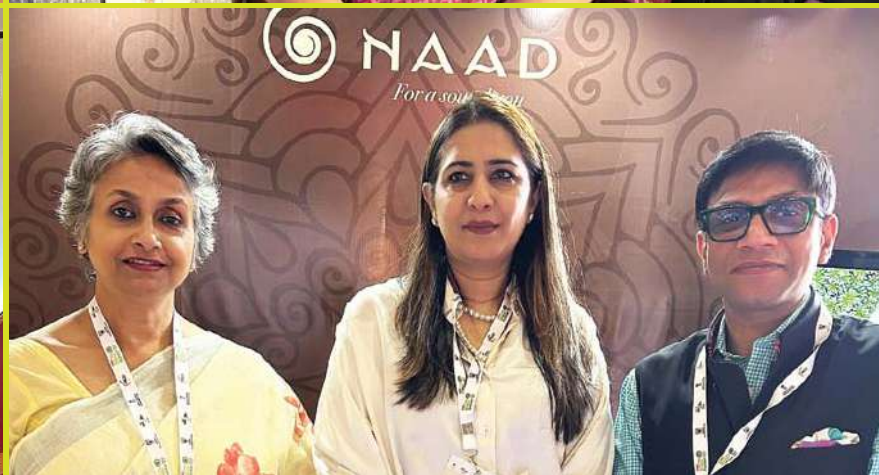
its potential as a key driver of economic growth and employment generation and we are in the process of taking further steps to increase the inflow of tourists into the country. GITB – conceived, launched and nurtured by the trio of Chief Secretary of Rajasthan Government Smt. Usha Sharma, Past President of FICCI Dr. Jyotsna Suri and former Tourism Secretary of Rajasthan Smt. Mira Mehrishi is one of such platforms that add strength to our efforts," he added.

Stressing upon the potential of tourism for job creation, Smt. Usha Sharma, Chief Secretary, Rajasthan said that Tourism sector generates a large number of jobs and create ample employment opportunities which played

a major role in assigning Industry status to the sector. "Some people think that tourism is a glamorous sector, whereas the truth is that the sector provides huge job opportunities. And, we endeavour to fully utilized its potential. For this purpose, Rajasthan government has accorded industry status to the tourism in the state. The move will help us attract much more investment," she said.

Describing GITB as a "Perfect example of Public Private Partnership", Smt. Gayatri Rathore, Principal Secretary – Tourism, Art & Culture, Government of Rajasthan said that GITB aims to boost inbound tourism in India while providing a strong platform to tourism stakeholders for exchange of ideas and networking to





GITB 2023: Industry Reactions

"I'm very happy with the turnout. It is taking place after a gap of three years, otherwise this would have been the 15th edition and it has always taken place in Jaipur, which an exception of one year. As mentioned earlier, the G-20 presidency has really helped us. Also, this is the Visit India year so there is a lot of impetus being given to tourism, and therefore I find that there is a huge amount of interest already in India. While this year may experience a slow traffic, I am confident that the numbers will increase hugely in the coming year."

Dr. Jyotsna Suri,
Past President, FICCI & CMD,
The LaLiT Suri Hospitality Group



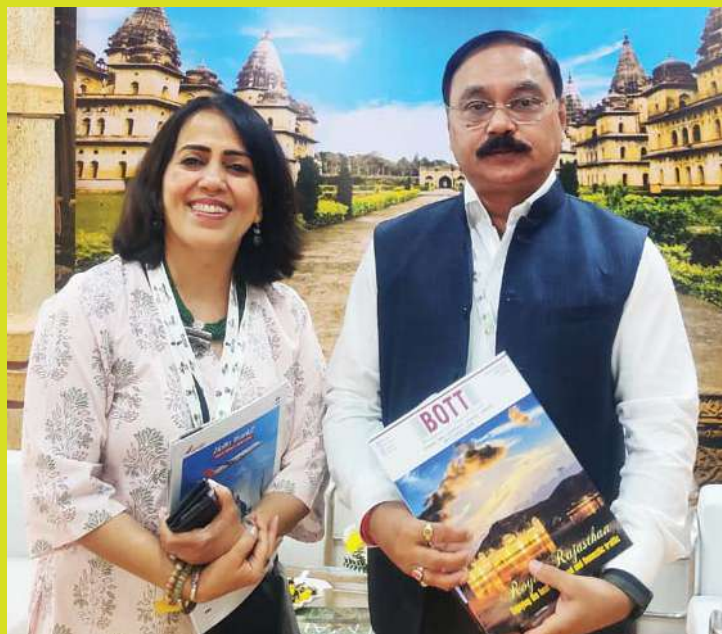
understand the market expectations.

"Rajasthan government has taken plethora of revolutionary initiatives to boost tourism in the state – from full industry status to launching of Rural Tourism Policy and Film Promotion Policy – with budgetary support. These steps are bound to not only provide boost to tourism but also will create a large number of job opportunities," she said.

Delivering his address at GITB inaugural session, Shri Dharmendra Singh Rathore, Hon'ble Chairman,

Rajasthan Tourism Development Corporation said, "During Covid, our Bhilwara model saved the life of people, in the same way, our Hon'ble CM has provided a booster dose to tourism sector by giving it an industry status. With hospitality as our core and easy policy to back us, hotels are opening in rural areas, which are providing impetus to job creation in villages of Rajasthan."

Appreciating the support of both Union Ministry of Tourism and Rajasthan Govt's Tourism



Department in his Welcome speech Shri Dipak Deva, Chairperson, Tourism & Culture Committee of FICCI said, "We are reminded of tourism's enormous potential to drive economic growth and foster sustainable development in India and beyond promoting responsible and inclusive tourism that respects local communities their cultures and the natural environment is imperative. GITB provides a unique platform for tourism stakeholders to connect, collaborate and create new opportunities for growth and development."

Stressing that it was not two but three creators of GITB, Dr. Jyotsna Suri, Past President, FICCI & CMD of The Lalit Suri Hospitality Group said, "We three - Smt. Usha Sharma, Smt. Mira Mehrishi and myself conceived and launched GITB. Today it has become a hugely respected event for inbound tourism. Members of the tourism industry along with several states will

GITB 2023: Industry Reactions



"The last quarter has seen a very good business according to most travel agents, achieving almost 60-70 per cent of the business of pre-covid levels, which is a quite heartening development for the industry. We are hoping that the trend would carry forward. Everyone seems to be extremely bullish for the coming season. We are cyclic industry and we are on the upside now. While the meetings at GITB have been great but personally, for me, what has been heartening is that the last time I met so many agents or my industry colleagues was in 2019 – so meeting them after 4 years was truly satisfying and fulfilling."

Ashish Vohra,
Founder & CEO,
Justa Hotels & Resorts

GITB 2023:
Industry
Reactions

"The show this year has been very well organized and looks to be filled up with meetings. Everybody around is in the middle of some Meetings. Moreover, it has come back into action after three years. All our partners, whoever we met around us the whole day today, all seemed satisfied and hopeful. They are quite confident that now in the coming season, inbound should bounce back and should come back to normalcy. I think the time is right and it is also a good opportunity for international inbound to recover. Overall, I think it's been quite positive."

Dhananjay Saliانkar,
Head – Sales & Marketing,
Fortune Hotels & WelcomHeritage



hattisgarh Tourism B



be showcasing their wide spectrum of numerous versatile and unique products."

Drawing a comparative picture, Shri Shailesh Pathak, Secretary General, FICCI said, "Green tourism will hugely increase incomes of villages around tourist destinations across India. For every Rs. 10 lakh investment in manufacturing, 45 jobs are created, compared to 78 jobs in the tourism sector."

Shri Randhir Vikram Singh, President, Indian Heritage Hotel Association & CMD, Hotel Castle Mandawa delivered the Vote of Thanks.

On the occasion, a 'Knowledge Paper' prepared by FICCI and Nangia Anderson titled 'Inbound Tourism in India – Unlocking the Potential' was also released.

The report highlights the present scenario of inbound tourism in India, the initiatives being undertaken by the Central & various State Governments to boost the sector, various niche tourism products introduced by Government of India, India's G20 Tourism priorities and Vision 2047 with respect to tourism sector.

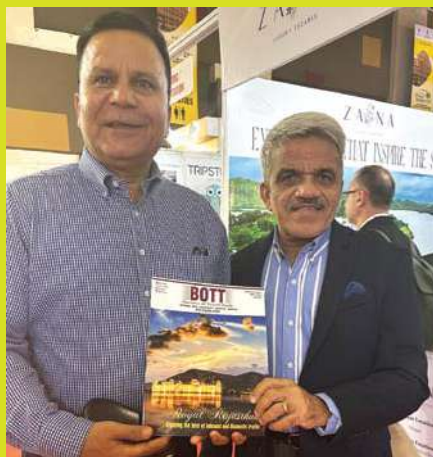
During the inaugural of GITB, several dignitaries, including Ambassador of Republic of South Korea to India His Excellency Mr. Chang Jae-bok, government officials from Union Tourism Ministry and Government of Rajasthan, besides industry leaders from Hotel & Restaurant Association of Rajasthan (HRAR), Indian Heritage Hotels Association (IHHA)



GITB 2023: Industry Reactions

"GITB, it's been a good show this year. There have been continuous meetings – all the tables are occupied with meetings on, so it looks good. Sends out a positive message that all is well and business is coming back. We don't want to be too optimistic. Last year business bounced back to only about 45 – 50%. This year we will be happy if it bounces back to 80% and 2024 is when we hope to cross the 2019 level – we were fairly well-established before the pandemic so we are hopeful that next year will be all about growth and expansion."

Prithviraj,
Director,
Eastbound

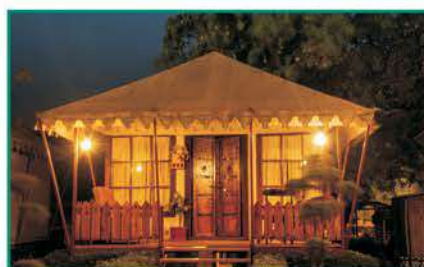
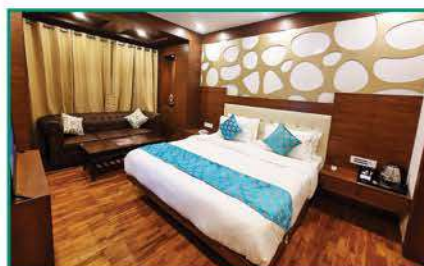


and Rajasthan Association of Tour Operators (RATO) were also present.

The GITB, one of the biggest events of inbound tourism in India, is being organized simultaneously with the G20 Tourism Expo.

Being held after a gap of three years, GITB will witness over 11,000 B2B meetings of 283 tour operators from 56 countries, including 150+ from G20 countries, with the representatives of Tourism Boards from 10 states namely – Chhattisgarh, Kerala, Karnataka, Odisha, Madhya Pradesh, Punjab, Tamil Nadu, Uttarakhand, and Uttar Pradesh, apart from Rajasthan along with more than 290 Indian Exhibitors.

The premier tourism event is supported by leading national and regional associations- Hotel & Restaurant Association of Rajasthan (HRAR), Indian Heritage Hotels Association (IHHA) and Rajasthan Association of Tour Operators (RATO). ■



List of Affiliates

RAJASTHAN

- Hotel Park Ocean, Jaipur
- Anuraga Palace, Ranthambore
- Bamboo Saa Resort & Spa, Udaipur

KHAJURAHO

- Hotel Chandela

VARANASI

- Shree Shivay Experiential Dining
- Om Vilas Luxury Cottages

KERALA

- The Travancore Heritage, Kovalam
- Blue Jelly Luxury Houseboat, Alleppey
- Vibe Resort, Munnar

GOA

- Regent Laguna Anjuna Beach

PUDUCHERRY

- Le Pondy Beach Resort

UTTARAKHAND (MUSSOORIE)

- Oyster Villa, Barlowganj
- The Hillcrest, Camel Back Road



Pratibha Arora
 Founder Director
 Pals Hotel and Marketing Solution
www.palshotels.in

pratibha@palshotels.in, palshotelmarketing@gmail.com
 +91 98101 10007
 +91 93120 80007

C-23, 2nd Floor, Gulmohar Park, New Delhi - 110049

Experience Rajasthan: Culture, Heritage, Hospitality, and

'We are confident that the international tourist footfall in Rajasthan will increase this year. Meanwhile, domestic tourism has been robust, with tourists visiting the state throughout the year', says Smt. Gayatri Rathore, Principal Secretary Tourism, Government of Rajasthan.

Priyanka Saxena Ray

Please share with us the recent initiatives that Rajasthan Tourism has undertaken to enhance its tourism infrastructure.

In recent times, Rajasthan Tourism has shifted its focus to improving infrastructure facilities. A substantial budget has been allocated to develop tourist facilities, including roads and accommodations for budget-conscious travellers. We are concentrating on areas with significant footfalls from religious and spiritual tourists. For instance, we have developed circuits such as the Krishna Circuit, Heritage Circuit, and Desert Circuit. Tourist sites within these areas, be it religious or natural wonders, are being linked and developed into a cohesive product. With end-to-end connectivity and the Rajasthan Tourism app, information is easily accessible. Our presence on YouTube and social media platforms further aids in information dissemination. There are several effective tourism policies and promotions are in place, such as single-window clearance and the tourism unit policy. These allow for streamlined project approvals and enable investors to access concessions from various government departments.

Rajasthan is well-known for weddings and MICE (Meetings, Incentives, Conferences, and Exhibitions). Are there any specific initiatives in place for this market?

Destination weddings are our biggest MICE events, and we have organised numerous events aimed at attracting wedding planners and managers from both domestic and international markets. This has led to an increase in weddings taking place in Rajasthan, particularly among those seeking a luxurious, royal experience in our forts and palaces. We are actively promoting Rajasthan as a premier wedding destination.

Are there any plans to build more convention centres in other parts of Rajasthan?

Our honourable Chief Minister has expressed the desire to develop large

Gayatri Rathore,
Principal Secretary Tourism,
Government of Rajasthan



Adventure Await



convention centres and exhibition halls in cities like Jodhpur, Ajmer, and Udaipur. We are exploring partnerships with private developers through public-private partnership models, wherein the government can provide land and establish a revenue-sharing arrangement. We have requested district collectors to identify suitable land and have invited interested parties to visit our tourism website for further information.

As a woman, how would you rate Rajasthan for

women solo travellers in terms of safety?

We have been receiving many inquiries about solo women travel, and with the diverse experiences Rajasthan offers, I believe it is a perfect destination for women solo travellers. However, regardless of whether one is traveling in Rajasthan or anywhere else in the world, it is essential to follow basic safety precautions. Book accommodations and activities through verified agents, use app-based services, and plan meticulously. If you adhere to these

safety protocols, Rajasthan is a fantastic destination for women traveling solo.

Could you share some information about luxury train services in Rajasthan?

The Palace on Wheels, our luxury train service, recently resumed operations after the pandemic, and the response has been overwhelmingly positive. We are hopeful that the upcoming season will continue to see a high demand, especially following the GITB (Great Indian Travel Bazaar) event. ■

QuadLabs Innovates Sustainable, AI-Powered Solutions for Evolving Travel Industry

'QuadLabs envisions substantial growth and expansion over the next five years by targeting emerging markets, driving product innovation, forging strategic partnerships, expanding our customer base, attracting and retaining top talent, and promoting social responsibility', says Gaurav Chiripal, Chief Executive Officer, QuadLabs Technologies.

Priyanka Saxena Ray

How does QuadLabs plan to grow and expand over the next five years in emerging markets and new partnerships?

QuadLabs aims to achieve substantial growth and expansion by targeting emerging markets such as Asia, Africa, and Latin America. The company plans to invest in understanding the needs of local markets, adapting their products and services accordingly, and establishing a strong local presence. This approach involves setting up offices, hiring local talent, and forming partnerships with local stakeholders.

QuadLabs has always focused on innovation, building technology that helps customers optimize their businesses and scale up with limited resources. The company has established strong partnerships with industry leaders worldwide and is currently building an extensive reseller network in various countries to reach out to travel agents in need of technology.

Over the next five years, QuadLabs envisions growth by driving product innovation, forging strategic partnerships, expanding its customer base, attracting and retaining top talent, and promoting social responsibility. They will remain agile and adaptive to market changes, customer needs, and technological advancements to ensure sustained success in the dynamic travel technology industry.

Gaurav Chiripal,
Chief Executive Officer,
QuadLabs Technologies

What significant travel trends does QuadLabs anticipate, and how will it capitalize on them to maintain its competitive edge?

QuadLabs consistently monitors emerging travel trends and leverages its technological capabilities to stay ahead in the market. Some current trends include:

- **Personalized and experiential travel:** Travelers increasingly seek unique and personalized experiences that extend beyond traditional tourist attractions. QuadLabs enables customers to leverage its technology capabilities to offer personalized travel recommendations, curated itineraries, and immersive experiences catering to individual preferences and interests, such as culinary tours, cultural exchanges, and off-the-beaten-path adventures.
- **Digital transformation and seamless travel experiences:** Technology continues to shape the travel industry, with an increased reliance on digital platforms for booking, planning, and managing trips. QuadLabs heavily invests in cutting-edge technology solutions, such as artificial intelligence, to streamline travel processes, enhance customer experiences, and provide seamless end-to-end travel solutions across various touchpoints.
- **Bleisure travel:** The concept of combining business trips with leisure activities, known as “bleisure” travel, is gaining popularity among business travelers. QuadLabs’ business travel solution, Travog, already caters to this trend by offering customized bleisure travel options, extending business trips to incorporate leisure activities, providing business travel perks, and delivering seamless booking and management tools for both business and leisure components of a trip.

What initiatives and strategies is QuadLabs implementing to promote responsible and eco-friendly travel solutions?

As travelers prioritize sustainability and responsible travel practices, QuadLabs is implementing strategies to promote eco-friendly travel solutions for both consumers and businesses. Their technologies provide detailed carbon emission reports on airlines and hotels, enabling customers to evaluate and reduce their carbon footprints. The company also supports eco-friendly accommodations and initiatives that benefit local communities.

What key technology developments is QuadLabs working on to improve the overall customer experience and streamline operations for partners?

QuadLabs believes in the power of ever-evolving technology and innovation. The company continuously works on improving user experience, using algorithms to analyze customer preferences and behavior, offering personalized recommendations, and dynamically pricing travel products to provide competitive rates. Their online system helps customers scale up quickly with minimal investments.

Additionally, QuadLabs’ contact center automation solutions have provided more than 35% savings to customers, and their robotic solutions have reduced human errors by over 70%. These developments improve the overall customer experience and streamline operations for partners.

How does QuadLabs plan to harness AI and data analytics for personalized experiences, and what challenges are foreseen in implementing these technologies?

QuadLabs is rapidly adopting AI in the travel industry, developing multiple modules that help customers forecast seasonal demands and book forward contracts accordingly. Their recommendation engines focus on “showing what the customer would buy” rather than “showing what the customer searches.” Some of these technologies are still evolving, and QuadLabs expects them to become more accurate over time.

Currently, QuadLabs is experimenting with ChatGPT and BART to explore how they can develop meaningful products to assist customers using these emerging technologies. Implementing AI and data analytics in the travel industry presents challenges, such as ensuring data privacy, refining algorithms for accurate personalization, and integrating these technologies seamlessly with existing systems. QuadLabs plans to overcome these challenges by staying up-to-date with advancements in AI and investing in research and development.

What lessons has QuadLabs learned from the COVID-19 pandemic, and how will these insights inform future strategies to ensure resilience and long-term success?

The COVID-19 pandemic has taught QuadLabs and the travel industry that resilience is crucial, as the industry can bounce back from global events sooner or later. Travel companies now understand the importance of technology and how it can be a savior in catastrophic situations.

In response to these insights, QuadLabs will continue to invest in R&D and build futuristic technology. The company will also maintain close collaboration with customers and partners, helping them work smarter and more efficiently. By prioritizing innovation, adaptability, and strategic partnerships, QuadLabs aims to ensure its resilience and long-term success in the ever-changing travel industry. ■

Exploring the Wild side of India

The continued existence of wildlife and wilderness is important to the quality of life of humans.
-Jim Fowler

India is a country rich in natural resources, including flora and fauna. It is brimming with nature's abundant offerings and there is nothing that is not available in our country to make the environment lush green and breath-taking. For travellers who are nature enthusiasts and love to spot wildlife, India is a heavenly destination as it plays host to various wildlife sanctuaries and national parks, which are home to a large number of wild animals. Here's a look at some of the Wildlife Sanctuaries and National Parks in India, which are a haven for wildlife enthusiasts.

Shaily Tandon

Wildlife sanctuaries and national parks are protected areas where wildlife lives in complete seclusion and mutual harmony. There is no exterior disturbance or hindrance by anthropogenic activities, humans can only move inside these areas with prior permissions. There are different zones of these protected area- Core zone, buffer zone, restoration/reclamation zone and stable cultural zone. Humans do not intervene the core zone and the buffer zone, these two are the virgin zones where animals stay in peace without any human activity. National parks and

wildlife sanctuaries offer tours and trips for travellers to visit and explore avenues of Indian wildlife. These safaris not only take you on a wildlife journey but can also prove to be a life changing experience for anyone. Here we bring you a list of wildlife sanctuaries and national parks which are a must visit in India –

Gir National Park (Gujarat)

Gir Forest National Park is situated in the state of Gujarat approximately 65 km South East of Junagarh District. It is one of the best destinations in the entire world to spot Asiatic Lions roaming freely all around. It covers a

total area of 1412 sq. km, the core zone of the park covers 258 km where human entrance is restricted. Not only Asiatic Lion, a variety of animals and birds can be spotted in Gir National Park-Deer, Hyenas, Jackal, leopards, Sambar etc. Gir National Park attracts thousands of visitors every year, tourists take on the wildlife safaris to see the natural setting and some of them get lucky enough to spot the Asiatic Lion.

Corbett National Park (Uttarakhand)

Located in the state of Uttarakhand, Jim Corbett National Park is popularly known as Corbett National Park. It



is one of the most popular national parks in India and a favourite of many tourists. The national park covers total area of 520.8 sq km. The park was created in 1936 to protect Bengal Tigers because hunting of the species was at peak during that period. Now, Corbett National Park is best for spotting Bengal tigers, it is their natural habitat and they live in the region fearlessly. Various safaris are available to take you around the park; tourists can visit in groups and can spot the Bengal Tigers. The national park is so beautiful that visitors get impressed by its charm, there are resorts located inside the national park where tourists can stay and enjoy the beauty of Uttarakhand.

Chinaar Wildlife Sanctuary (Kerala)

Chinaar wildlife sanctuary is located in the Idukki district of Kerala. The wildlife sanctuary covers a total area of 90.44 square km. The sanctuary itself is an arcade of beauty, located in

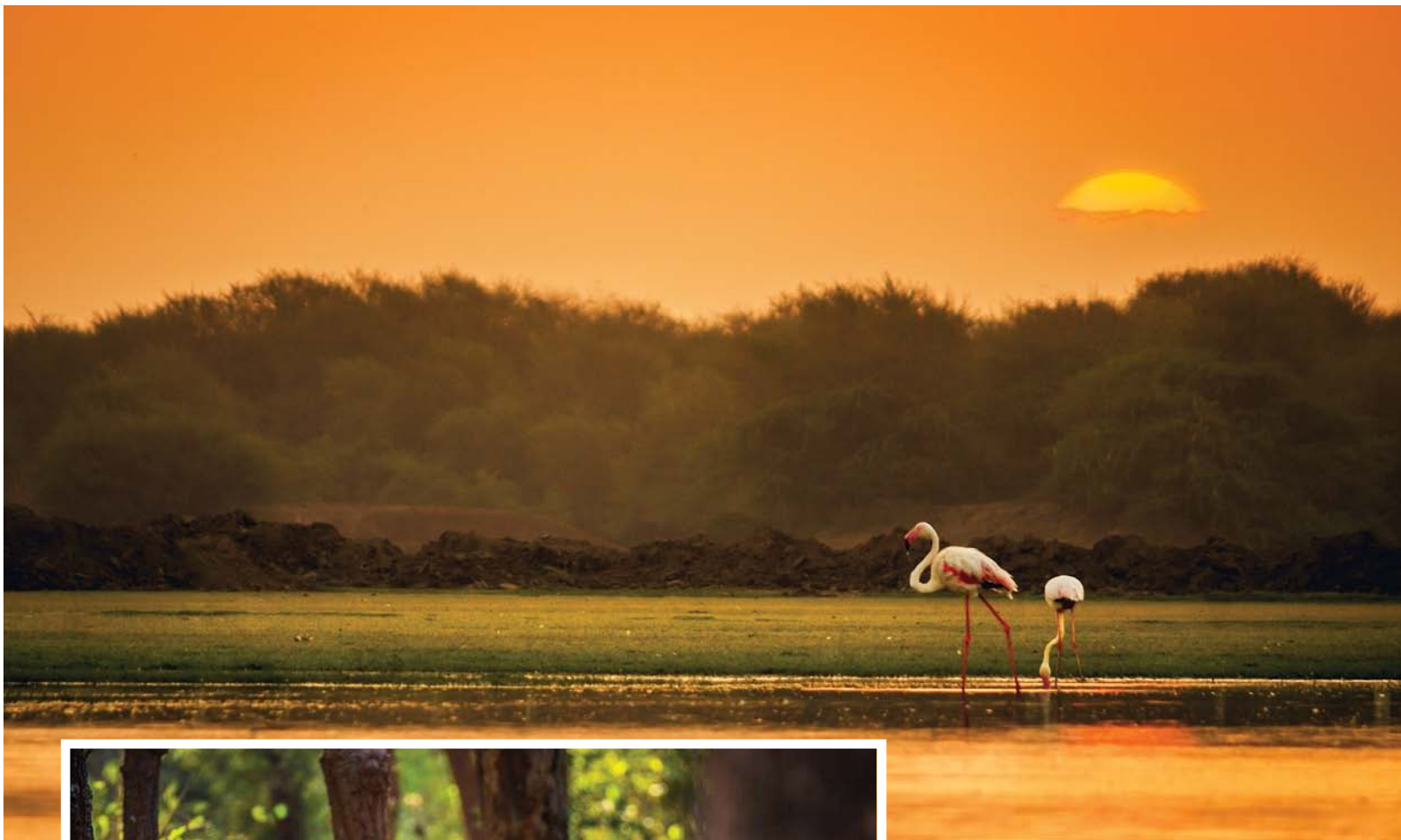


the state of Kerala, it has a wonderful aura of natural beauty combined with endemic flora and fauna. The sanctuary is home to various species which are not found anywhere else- gaur, tigers, sambar deer, common langur, bonnet macaque, hanuman monkey and many more. Travellers can visit the wildlife sanctuary only with permits to visit with safaris. While travelling in the safaris, tourists can have amazing opportunity of spotting the animals along with

witnessing some of the most exquisite floral species of the planet.

Ranthambore National Park (Rajasthan)

Ranthambore National Park is situated at the junction of the Aravalli and Vindhya hill range in the Sawai Madhopur District of Rajasthan. Established in the year 1957, the park covers an area of approximately 400 sq Km. It is one of the finest habitats



Periyar National Park (Kerala)

Situated in Kerala, Periyar National Park is popularly known as Periyar Tiger reserve, it is one of the 48 tiger reserves in India where natural habitat for tigers is conserved. Established in the year 1982, Periyar Tiger reserve covers a total area of 925 sq km. Periyar National Park is one of the most beautiful places in the entire country; many mountain peaks are located inside the park which makes it even more beautiful. The topography consists of steep and rolling hills which are thickly wooded. Many animal and plant species can be observed there- gaur, sambar, wild pig, Indian giant squirrel, Travancore flying squirrel, jungle cat, sloth bear, lion-tailed macaque and a lot more. It is like a heaven for travellers who love to appreciate the beauty of the nature by closely observing its fervours.

Kaziranga National Park (Assam)

Kaziranga National Park is situated in the state of Assam and is the only natural habitat of the endangered One-Horned in the world. It is one of the most visited national parks in India, the



for animals, they live in natural settings where animals are free to move around and live without any intervention. Visitors can visit the national park through safaris, they might get lucky to spot animals near water bodies, as the park incorporates numerous tiny water bodies. It is also very easy to reach the destination, the nearest airports are Kota and Jaipur, it is also convenient to reach through roads, it is 362 km from Delhi.

Bandhavgarh National Park (Madhya Pradesh)

Bandhavgarh National Park is one

of the most popular national parks in the entire country. Located in the state of Madhya Pradesh, the national park covers a total area of 400 sq. kms out of which 105 km is the core area where no human activity is allowed. Bandhavgarh National Park was the former hunting preserve of the Maharaja of Rewa because of presence of abundance natural diversity. The park was established as a protected zone in 1968 strictly banning all the hunting activities. Bandhavgarh National Park is a famous natural hub for White Tigers, it is the best place to enjoy an exquisite journey into the natural habitat.

National Park provides a lot of options to tourists for visiting and exploring the nature. The National Park covers a total area of 430 sq. km, being home to many other endangered species. Thousands of tourists visit Kagizarnaga National Park every year to spot one horned rhinos, the area also has numerous options of accommodation, many hotels, resorts and guest houses are located just outside the park. It is very convenient to take round of the entire park, there are various tour packages and safaris available providing a lot of opportunities to the travellers.

Sariska National Park (Rajasthan)

Sariska National Park is situated in Alwar district of Rajasthan. Established in the year 1955, the National Park attained the status of tiger reserve in the year 1978 following the tiger project. The National Park covers a total area of 273.8 sq. km. The major attraction of the park is the Bengal Tiger. Other species which reside inside the park are Indian

leopard, jungle cat, caracal, striped hyena, Indian jackal, chital, sambhar etc. The national park is also very popular for the floral diversity present inside; it is heaven for people who visit the national park to spot animals as well as distinct plant species.

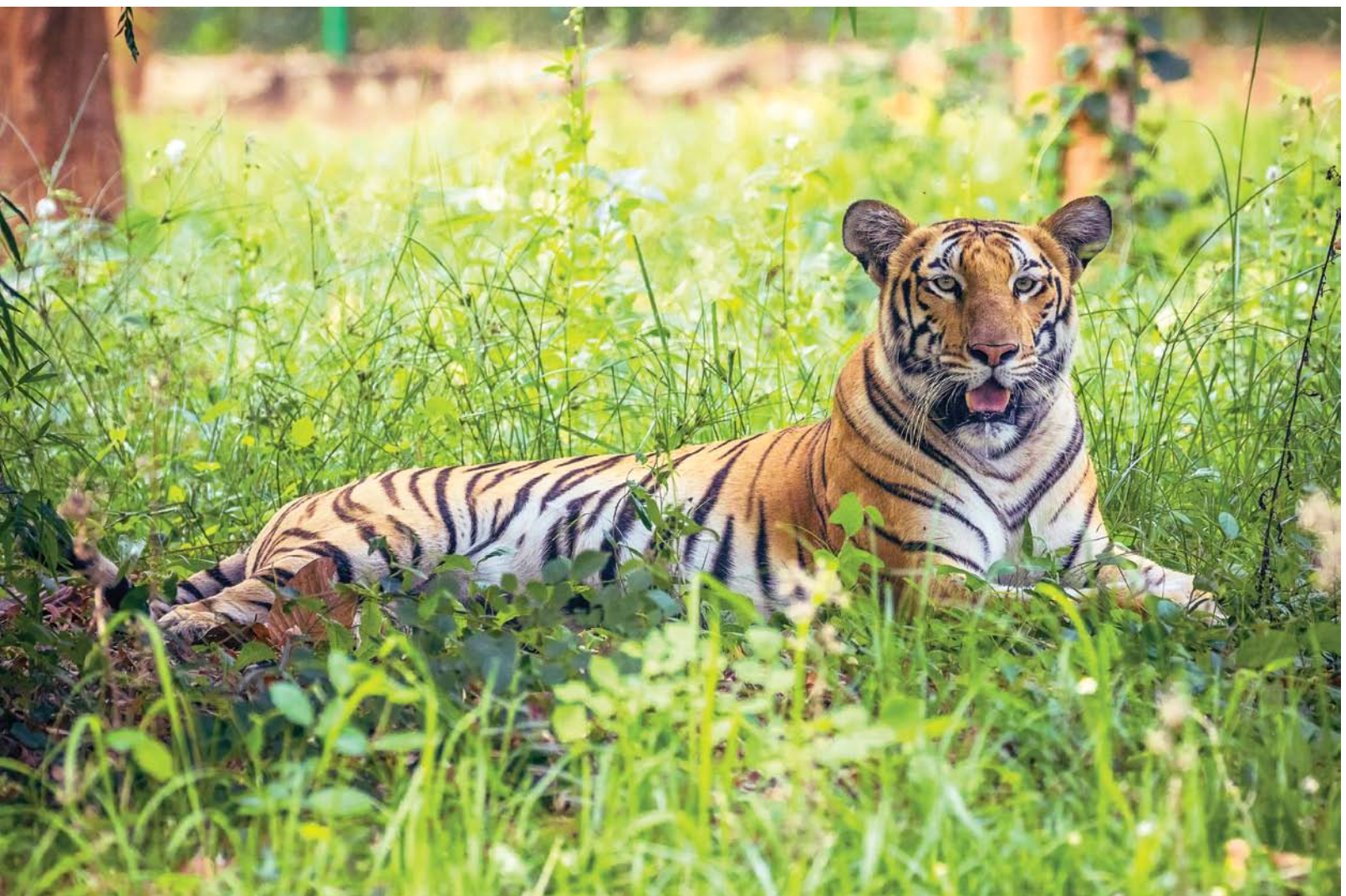
Kanha National Park (Madhya Pradesh)

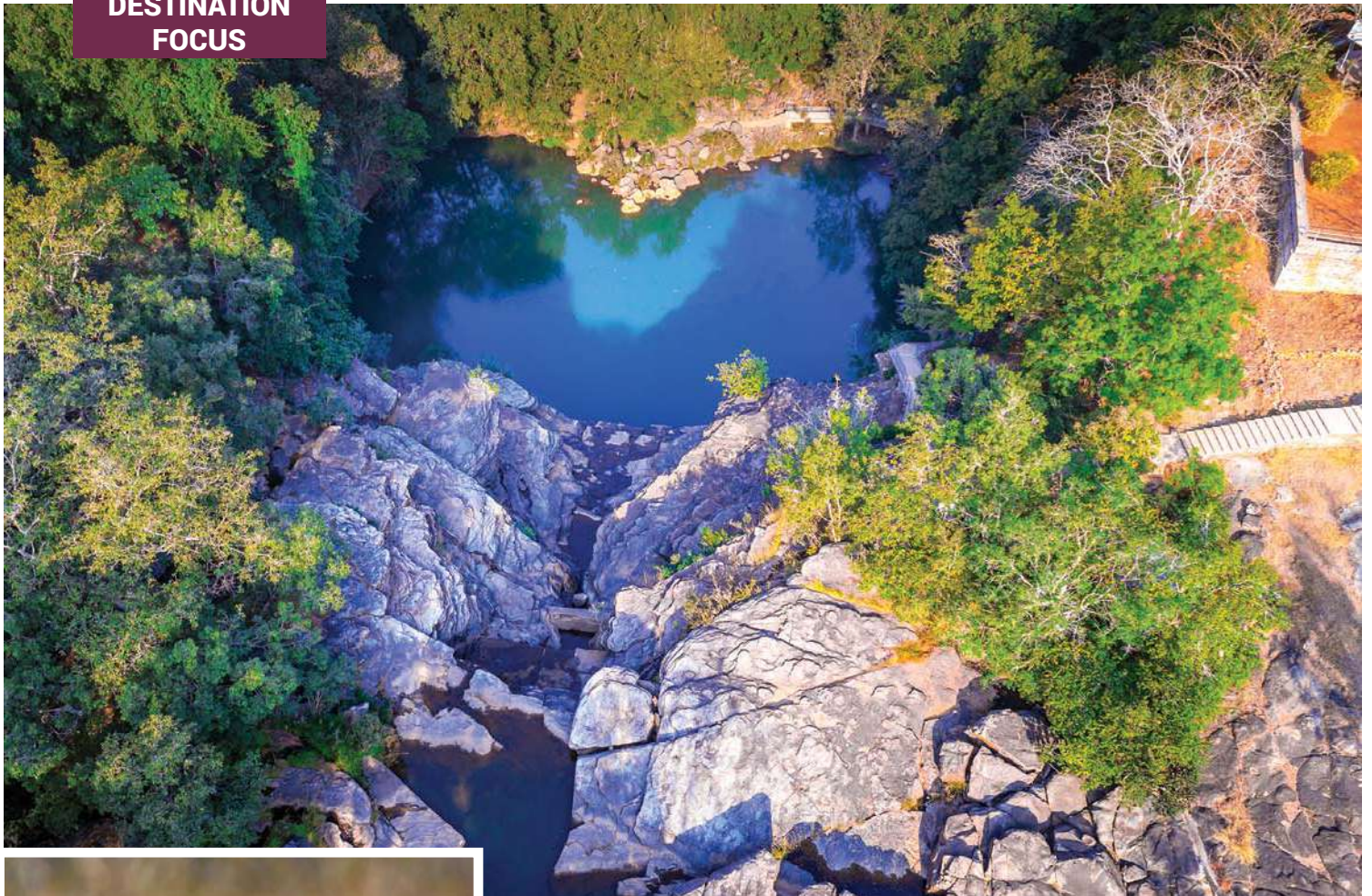
Kanha National Park is located in Madhya Pradesh. Established as The National Park in the year 1955, it covers a total area of 940 sq km. Witnessing population of Bengal tigers, the park attained the status of Tiger reserve in 1973. Bengal tigers are spotted inside the park in substantial number. They are all tracked by wildlife experts, illegal activities are strictly banned inside the park and the wildlife lives in a very peaceful setting. It is one of the most popular places amongst the wildlife enthusiasts, there are safaris available which take visitors on a tour of the National Park and many get lucky to spot the wild Bengal tiger. Other species

residing in the conserved area are - spotted deer, sambar, barking deer and the four-horned antelope.

Bhadra Wildlife Sanctuary (Karnataka)

Bhadra Wildlife Sanctuary is located in the Chickmagalur district of Karnataka. The wildlife sanctuary covers a total area upto 492.46 sq. km. Bhadra Wildlife Sanctuary is a biodiversity hotspot. It is one of the most beautiful places in the country that has lush green surroundings, most of the area consists of dry deciduous forest, moist deciduous forest and semi evergreen forests. The wildlife sanctuary also incorporates phenomenal variety of plant species, it supports more than 120 plant species and various herbs and shrubs. The wildlife sanctuary has also attained a status of tiger reserve under the project tiger, it is home to Bengal Tigers where they live freely in the conserved area. Other wildlife species present in the area are- elephant, gaur, sloth bear, wild boar, black leopard, jungle cat, jackal,





wild dog, sambar and many more. Tourists can avail the park tour facilities with the assigned safaris.

Manas National Park (Assam)

Located in the Jyoti Gaon district of Assam, Manas National Park is a UNESCO World Heritage site. It is also a tiger reserve, a biosphere reserve and an elephant reserve. It was declared a sanctuary in 1928 with an area of 360 sq km. The National Park is home to endemic special like Bengal tiger, Asiatic Elephant and many floral species. The setting of the park is immensely beautiful; the climate remains moderate throughout the year making it a spectacular destination for tourists. The National Park also witnesses heavy rainfall during the months May-September. It is very convenient to visit the national park and take a tour of the park. There is everything available which can impress a wildlife enthusiast and a nature lover.

Dalma Wildlife Sanctuary (Jharkhand)

The state of Jharkhand has much to offer in a variety of segments, including

the travel and tourism contributions, which can be found in abundance in the region. A popular one amongst them is the Dalma Wildlife Sanctuary, which is best known for forest tourism and wild elephants – both of which can be found in abundance in the state. Lying in the catchment area of Subarnarekha River and adjoining Purulia District of West Bengal, this wildlife sanctuary is spread over an area of 193.22 sq. km.

The forests here at the Dalma Wildlife Sanctuary comprises mostly Dry Mixed Deciduous with few Dry Peninsular Sal, the main tree species being Terminalias, Jamun, Dhaura, Kendu, Karam etc. The sanctuary is very much favoured by the Elephants primarily because of availability of water, even during summer. 'Dalma Haathi' or the 'Elephants of Dalma' is a known and quite fearful term in the Jamshedpur-Puruliya region. Other animals in addition to elephants include Leopard, Barking Deer, Mouse Deer, Sloth Bear, Monkey, Giant Squirrel are abundant here. Established in 1975 and inaugurated by Sanjay Gandhi, the Dalma forest is home to a horde of animals, birds and tree species as well. ■



“ IMMERSE YOURSELF IN COLOURFUL CULTURES & FIND ADVENTURE AS YOU TRAVEL ACROSS WITH ”



ASIA HEALTH RESORT AND SPA
DHARAMSHALA (MCLEOD GANJ)



YU HOTEL
GOA



LA CABANA BEACH & SPA RESORT
GOA



SOUL VACATION
GOA



GRAND UNIARA
JAIPUR



MANDAWA HAVELI
JAIPUR



RAMADA BY WYNDHAM
JAIPUR NORTH



VIBE 21- LUXURY 02 BEDROOM VILLA
JAIPUR



SHINSHIVA AYURVEDASHRAM
(TRIVANDRUM) KERALA



VEDIC VILLAGE SPA RESORT
KOLKATA



CASTLE MANDAWA
MANDAWA



SRM HOTELS
(RAMADA PLAZA GUINDY-CHENNAI,
KATTANKULATHUR-CHENNAI, TRICHY, TUTICORIN)



ARANYA VILAS- A NATURE RESORT
UDAIPUR



COMFORT INN
UDAIPUR

Stay With Us!!

sales@numenhospitality.com

+91 8766294953 / 9999213145 / 9313360323/ 8800337193

Hike in TCS will severely damage Outbound Travel from India

The Indian Government's decision to increase the Tax Collected at Source (TCS) on overseas travel bookings has caused quite a stir in the tourism industry. The move is expected to have a significant impact on the cost of booking overseas travel through Indian tour operators. It is widely believed by the tourism fraternity that the increase in TCS by the Indian government would increase the cost of overseas travel bookings done through Indian tour operators and will cause loss to the government in the longer run. BOTT spoke to few industry leaders in outbound sector to understand how damaging this hike in TCS will be –

Priyanka Saxena Ray

What is TCS?

TCS is a tax levied by the Indian government on the sale of certain goods and services. The tax is collected at the time of sale by the seller and is then remitted to the government. TCS is levied on various items such as luxury cars, jewellery, and overseas travel bookings.

Increase in TCS on Overseas Travel Bookings

The government has now decided to increase the TCS (Tax Collected at Source) on foreign remittances under the Liberalised Remittance Scheme (LRS). As a result, TCS on remittances for booking overseas travel packages will be hiked to 20% from the existing 5%. However, foreign education and medical treatment will not attract the hiked TCS.

Impact on Indian Tour Operators

Indian tour operators are likely to be the most affected by this increase in TCS. Tour operators generally work on a commission-based model, where they earn a commission on the total cost of the trip. The increase in TCS means that the total cost of the trip will increase, which, in today's competitive world, will force the customer to look for cheaper avenues elsewhere. It will lead them to explore booking options from overseas tour operators.

Once the cost will go up, customers will have to pay more for their trips, which may make overseas travel less accessible for some people. Moreover, customers may start exploring other options for booking their trips, such as booking directly with airlines or hotels, or through foreign tour operators. This could lead to a decline in business for Indian tour operators, which could have wider implications for the tourism industry as a whole.

BOTT spoke to few industry leaders in outbound sector to understand how damaging this hike in TCS will be and here is what they had to share –

Jyoti Mayal
President, TAAI

“Local Tour operators are already collecting 5% TCS on the services provided by them compared to the FTOs who are not required to charge any such taxes. Now, due to this additional huge levy of TCS, the services and packages provided by the Indian travel companies shall become costlier compared to the services and packages



provided by the FTO which will result in shifting of local business in favour of FTO. This will not only affect the tour operator industry run by Indian entities but also the Indian Government due to the reduced earnings. The FTO's are neither bound to levy GST nor the proposed TCS. This will result in loss of direct taxes and indirect tax collection. With the implementation of an additional tax like GST and TCS, more and more travellers shall start adopting the practices of booking directly overseas and through online portals. The Aviation industry is already in turmoil and the tourism too is getting affected due to such

factors. The further increase in the TCS Rates will further aggravate the situation.

Not just that but currently, the Indian travellers book through their known travel agents and operators who are members of renowned Indian travel Associations. These Associations keep a strict check on any unethical practices and encourage their members to not book global hotel & tourism products which are unsafe. Once Indian travellers, to save the TCS & GST book directly with global companies, then that will run the risk of exposing Indian travellers to unethical, harmful and unsafe practices of global vendors."

Vasudha Sondhi
Managing Director
Outbound Marketing

“Increasing the rate of TCS from 5 per cent to 20 per cent is going to push up the cost for the buyer and will make international travel expensive. This will negatively affect the mid-market traveller for sure. As it is we are not seeing the budget and mid-market travellers as yet in large numbers due to the appreciation of dollar and Euro against the rupee. However, there are provisions where credit can be collected against tax paid but that will still make this increase a shock for travellers and travel agencies. The TCS on overseas tour programs should have been totally scrapped.”



Vikas Jain
Chief Financial Officer
Tbo.com

“TCS will render Indian travel companies uncompetitive. In absence to force compliance of proposed TCS provisions on ‘Foreign Entities’ (i.e. Foreign agents, suppliers and websites), coupled with lack of restrictions permitting an Indian traveller to make direct payments (Credit card/Cash on arrival Payments or any other similar mode) to foreign entities, huge volumes of business will shift to such Foreign Entities. Industry is already suffering with identical issues as foreign entities are booking holidays for Indian travellers without collecting GST, rendering



the cost of the package of Indian travel agent higher and uncompetitive.

Another repercussion will be unemployment and forced business closure. The proposed increase in TCS amount, will lower business volumes, marginalise expenses, scaling down or worse shutting down of businesses. Eventually this will lead to widespread job losses.

Lastly, for end-travellers, this hike will lead to increased cash flow issues since the refund if any for the TCS can be claimed only while filing of annual tax returns.”

Alternatively, to aid and support the effort to track payments for foreign tour packages abroad, government can:

- i. In order to strengthen the PAN database, PAN may be linked to passport to monitor foreign travel abroad.
- ii. Provisions of TCS may be made applicable to cases where PAN is not provided by the customer and transaction are not undertaken through normal banking channels.
- iii. Enforce TCS provisions on Foreign Entities.
- iv. The rate of TCS should be considerably lowered to 0.5/1 per cent where customer provides PAN and where customer does not provide PAN, respectively.

Riaz Munshi
President, OTOAI

“The proposed increase in rate of TCS to 20 per cent on the overseas tour packages has potential of impacting the business of the Indian travel agents in a big way. The proposed increase in TCS would increase the cost of overseas travel bookings to be done through Indian tour operators and giving undue advantage



to foreign tour operators. Reduction in business, in a post-pandemic world would lead to further loss in employment in an already reeling sector. With the rising costs, Indian tourists would be tempted to get the tour booked through foreign service providers or encourage cash transactions – this is not just loss for the tour operators but also potential loss of GST revenue to the Government.

Deductions, filing the TCS for travel bookings, amendments & cancellations & their subsequent reconciliation by the travellers will lead to multiple discrepancies. This will create potential for numerous small value litigations and those which will in turn threaten the credibility of the travel fraternity and also the tax administration.”

Ajay Prakash

President
TAFI

“The unexpected increase in TCS from 5 per cent to 20 per cent caught the industry unawares! If it’s implemented from July 1, it will devastate the outbound tourism business. All our representations and meetings have had no effect and Indian agents and tour operators will find it impossible to compete with overseas companies or online booking sites. It’s not feasible to impose the same conditions on a company that’s not registered in India and is not subject to Indian taxation laws so, with the combination of GST and TCS, the Indian agent will end up being a whopping 26 per cent more expensive for the identical package!

We appreciate the government’s need to expand the tax net and to nab tax evaders, but that purpose could have been fulfilled with the existing 5 per cent - which we had all come to terms with - and with making PAN mandatory for all foreign travel bookings. We had also proposed a reasonable threshold of 10 lakhs below which the TCS should not be collected, that request has also been ignored. So, fingers crossed, our members shall still attempt to compete globally – but with one hand tied behind their backs!”



K.D. Singh

Founder and President
TravelBullz

“The increase in TCS rate is definitely a bit of a dampener. While this may not affect short-haul destinations to a greater degree, this will become a big challenge for the long-haul destinations and luxury tourism. This will also encourage people to go for cash payments, using OTAs and other alternative



means of payments, which is counter-productive. This is going to be a difficult period for travel agents especially people working in the long-haul and high-end destinations.

A travel agent cannot become a collection point for taxes. In the longer run, it will be a loss of revenue for the government including GST. Consumers will go for foreign OTAs which are beyond the reach of Indian tax rules. We hope this is reversed as soon as possible as this is a big jolt to the industry.”

Subhash Goyal

Chairman
STIC Travel Group

“We are greatly disappointed that the TCS (Tax Collected at Source) has been increased from 5 per cent to 20 per cent on outbound luxury package tours. This will affect the people who travel abroad for holidays very badly as the cost will become very high, almost prohibitive, as

it is the airfare have become very expensive and this tax will make their budget go array. This may perhaps force people to request their friends and relatives abroad to book hotels and packages for them overseas directly, thus depriving an Indian tour operators and travel agents of their earnings.”



Guldeep Sahni

MD, Wledon Tours
Travels

“TCS was implemented to track those who don’t pay taxes and spend money on travel. Its purpose is to tap tax avoiders and the hike from earlier 5 per cent to now 20 per cent by tour operators and online portals present only in India has caused quite a stir in the sector, and rightly so. If the intension is to tap untapped tax payers, why not make Pan Number mandatory for travel overseas and that number



must be collected by the immigration officer at the airports. If the intention is to tap through tour operators, let there be a fixed sum of ₹1000 as TDS or TCS on every traveller. Compliance of TCS returns etc is cumbersome and we have to shell out thousands of Rupees to CAs for implementation. Also, this does not cover those who book directly from online portals of hotels, operators, etc. on simply giving credit card guarantee or paying by credit cards. Some also pay on arrival. Why this discrimination? We have no issues on 20 per cent TCS if this is applicable on every way of booking. Tour Operators who streamline business collecting taxes and create jobs are being punished and will finally have to shut shops. This will create millions of job losses in the tourism industry. Post covid, there was an expected demand of more than 30 million pax keen on travelling overseas, who would have utilized the seat inventory of various airlines and airport facilities, cabs etc. – thereby generating employment. All of that has been affected by this hike.”

Madhavan Menon
Chairman & MD,
Thomas Cook (India)

“The proposal in the Union Budget 2023, to increase the rate of TCS from 5 to 20 per cent for purchase of overseas tours & overseas remittances other than education will significantly increase the upfront cash outflow for end customers. It will drive more of these customers to use alternate channels that are outside the domestic tax net. We urge the Government to reconsider this.”



Jay Bhatia
Vice President, TAAI

“Currently Indian travel and tour companies distribute global travel products to Indian travellers. With the introduction of the proposed measure, the product sold from India will likely become almost 15 per cent - 20 per



cent more expensive at the time of booking when booked through Indian travel and tour companies. (3-5 per cent margin, plus the 5 per cent GST as is applicable and now additionally the proposed TCS). This will make Indian travel and tour companies definitively lose a vital source of business as Indian travellers consequently will seek to book directly with foreign entities such as global travel e commerce companies, hotels and airlines and tourism products companies. This permanent loss of business will lead to job losses of Indian employees and also the resultant losses of income tax and GST revenue for the government. Once this business is displaced from Indian micro, small and medium travel and tour companies it will never shift back which will lead to likely dissolution of many travel companies in India.”

Shravan Bhalla
Vice President, OTOAI

“The proposed hike in TCS will severely impact the business continuity of many Indian micro, small and medium enterprises, which are slowly struggling to get back on their feet after the pandemic blow. There are more than 60000 small and medium scale travel companies in India with an estimated 10-15 lakh employees base – the complication and hike caused by rise in TCS will lead to loss of business, cost of compliance, litigations while creating an environment of distrust and will cause many Indian micro, small & medium travel & tour companies to kneel, which are already reeling under the threat of globally funded e-commerce players.

Also, Travel Companies who undertake corporate bookings usually allow a window of 2-3 months for the final and complete payment to be made. Thus, the tour operator will have to pay the TCS out of his own pocket which will result in blocking of funds, which is still reasonable at 5 per cent, but by fourfold increase of TCS to 20 per cent the financial burden will break the back of any TO.

Further, upon subsequent cancellation of the bookings the reversal of the TCS will be a challenge. Collecting TCS on cancelled bookings is not practical. This will result in blocking of funds and cost for the TO over and above the compliance cost.” ■



Unveil Nature's Splendor: Chandra Prabha's Enchanting Wildlife

Nestled in the Chandauli district near Varanasi, the Chandra Prabha Wildlife Sanctuary

is a hidden gem showcasing the splendor of nature, dense forests, and mesmerizing waterfalls. Known for its picturesque landscapes, this sanctuary is a haven for wildlife enthusiasts, nature lovers, and adventure seekers alike. Once a habitat of the majestic Asiatic Lion, Chandra Prabha is now a thriving ecosystem for a variety of flora and fauna.

The Chandra Prabha Wildlife Sanctuary, spread across an area of 78 square kilometers, is a treasure trove of natural beauty. As you enter the sanctuary, the verdant greenery and thick forests transport you to a world of serenity and tranquility. The dense foliage is interspersed with streams and rivulets, creating an enchanting atmosphere that captivates the senses.

One of the most striking features of the Chandra Prabha Wildlife Sanctuary is its picturesque waterfalls, which become even more resplendent during the rainy season. The Rajdari and Devdari waterfalls cascade through the lush green surroundings, creating a spectacular sight that is a feast for the eyes. The gushing waters, combined with the refreshing scent of wet earth, create an invigorating experience for visitors.

Apart from its stunning landscapes, the sanctuary is also a hotspot for adventure travel. With numerous caves and mountains dotting the region, it offers ample opportunities for trekking, caving, and rock climbing. The sanctuary's rugged terrain and undulating hills provide the perfect setting for adrenaline-pumping activities, making it an ideal destination for thrill-seekers and adventure enthusiasts.

The Chandra Prabha Wildlife Sanctuary is home to an array



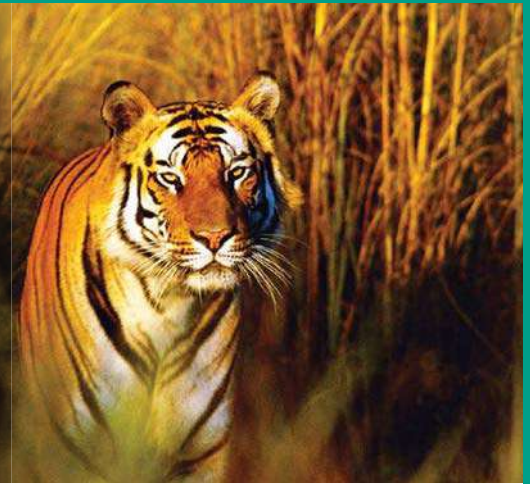
of wildlife species, including leopards, black bucks, cheetals, sambhars, wild boars, wild cats, and wild foxes. The sanctuary's diverse habitat supports a thriving ecosystem, making it a perfect destination for wildlife safaris and bird-watching excursions. As you traverse the sanctuary's winding paths, you may catch glimpses of these magnificent creatures roaming freely in their natural habitat.

In addition to its flora and fauna, the Chandra Prabha Wildlife Sanctuary also boasts a rich cultural heritage. The nearby villages provide a glimpse into the traditional lifestyle of the local communities, with their age-old customs and practices. Visitors can interact with the villagers and learn about their unique culture, adding a distinctive dimension to their experience in this serene paradise.

Chandra Prabha Wildlife Sanctuary is a must-visit destination for nature lovers, wildlife enthusiasts, and adventure seekers. Its captivating landscapes, thrilling activities, and diverse wildlife make it a perfect getaway from the hustle and bustle of everyday life. Whether you're seeking solace amidst the beauty of nature or looking to embark on an adrenaline-fueled adventure, the Chandra Prabha Wildlife Sanctuary promises an unforgettable experience that will leave you yearning for more.

For more details, log on to:
<https://www.uptourism.gov.in/>

Discover Suhelwa: Majestic Tigers Amidst Untamed Wilderness



Embark on an enthralling journey into the heart of the Indian wilderness at Suhelwa Wildlife Sanctuary. Located in the Sravasti, Balrampur, and Gonda districts of Uttar Pradesh, this captivating sanctuary is home to some of the most exotic wildlife, including the majestic tiger. With its dense forests, rich biodiversity, and unique connection to Nepal's Mahadevpuri forest, Suhelwa offers an unforgettable experience for nature enthusiasts, wildlife lovers, and adventure seekers.

Sprawling over an area of 452.77 square kilometers, Suhelwa Wildlife Sanctuary is a vital habitat for tigers in Uttar Pradesh. The sanctuary's lush vegetation and abundant prey provide the ideal environment for these apex predators to thrive. A visit to Suhelwa promises an exhilarating opportunity to catch a glimpse of these magnificent creatures in their natural habitat, making it a must-visit destination for wildlife aficionados.

Suhelwa Wildlife Sanctuary shares a unique connection with the Mahadevpuri forest in Nepal. The forests are connected through a series of wildlife corridors, enabling the free movement of animals between the two regions. This transboundary link fosters genetic diversity and strengthens the ecosystem, making Suhelwa an essential refuge for various wildlife species.

The sanctuary is home to a diverse range of fauna, including deer, nilgai, and wild boar. As you venture deeper into the forest, you may come across herds of these graceful creatures grazing or foraging for food, offering a fascinating insight into their behavior and habits. The sanctuary's rich habitat also attracts numerous migratory birds, transforming it into a bird-watcher's paradise during the migration season. The melodic symphony of bird calls adds a magical touch to the sanctuary's serene ambiance.

Apart from its diverse wildlife, Suhelwa Wildlife Sanctuary is known for its breathtaking landscapes. The verdant forests,

interspersed with meandering rivers and streams, create a picturesque setting that is sure to leave visitors spellbound. The pristine environment, untouched by urbanization, offers a serene escape from the hustle and bustle of daily life. The sanctuary's tranquil beauty allows visitors to connect with nature, rejuvenating their minds and souls.

Suhelwa Wildlife Sanctuary also provides ample opportunities for adventure and exploration. The sanctuary's rugged terrain, dotted with trails and pathways, is perfect for trekking and hiking excursions. Visitors can also embark on guided wildlife safaris, providing an up-close and personal experience with the sanctuary's diverse fauna. These thrilling activities promise a memorable encounter with the untamed beauty of Suhelwa's wilderness.

In conclusion, Suhelwa Wildlife Sanctuary is an enchanting destination that offers a perfect blend of natural beauty, diverse wildlife, and thrilling adventure. Its unique location, rich biodiversity, and unparalleled landscapes make it an ideal getaway for nature lovers, wildlife enthusiasts, and adventure seekers alike. Whether you're in search of solitude amidst the serenity of the forest or yearning for an adrenaline-fueled escapade, a visit to Suhelwa Wildlife Sanctuary promises an experience like no other.

For more details, log on to:
<https://www.uptourism.gov.in/>



Chambal's Hidden Gem: Gharial Encounters and Timeless Heritage



Discover the unparalleled beauty and rich biodiversity of the Chambal Wildlife Sanctuary, a pristine refuge located along the banks of the Chambal River in Uttar Pradesh, India. Renowned for its thriving population of the endangered Gangetic dolphins, this sanctuary offers visitors a unique opportunity to experience the natural and historical heritage of the Chambal Valley. With its untouched landscapes, diverse wildlife, and ancient history, Chambal Wildlife Sanctuary is an enchanting destination for nature lovers, wildlife enthusiasts, and history buffs alike.

The Chambal Wildlife Sanctuary is a vital sanctuary for the elusive and endangered Gangetic dolphins. Known for their distinctive snout and playful behavior, these aquatic mammals are a rare sight in the wild. The sanctuary's clean and unpolluted waters provide an ideal habitat for the dolphins, making it one of the few places where these magnificent creatures can be observed up close. A visit to Chambal offers an extraordinary opportunity to witness these charismatic animals in their natural environment, creating a truly unforgettable experience.

Nestled along the banks of the Chambal River, the sanctuary boasts an incredible array of flora and fauna, providing a haven for numerous wildlife species including and majestic Gharials. The river's undisturbed ecosystem supports a thriving community of aquatic life, including freshwater turtles, gharials, and mugger crocodiles. The surrounding forests teem with an assortment of avian species, making the sanctuary an excellent spot for bird-watching excursions. As you explore the sanctuary's diverse habitats, you'll be captivated by the

incredible array of wildlife that calls Chambal home.

The Chambal Wildlife Sanctuary also offers visitors a unique glimpse into the region's rich historical heritage. The Chambal Valley is steeped in history, with its ancient temples, medieval forts, and archaeological sites bearing testament to the region's fascinating past. The sanctuary's proximity to the ancient city of Bateswar, known for its cluster of over 200 temples, provides an added dimension to the visitor experience. As you delve deeper into the Chambal Valley, you'll be transported back in time, immersing yourself in the intriguing stories and legends that have shaped the region.

A trip to Chambal Wildlife Sanctuary is incomplete without a leisurely boat cruise along the tranquil waters of the Chambal River. These guided cruises offer unparalleled views of the sanctuary's picturesque landscapes and abundant wildlife. As you glide along the river, you'll be mesmerized by the breathtaking beauty of the Chambal Valley, with its dramatic ravines, verdant forests, and ancient ruins.

In conclusion, the Chambal Wildlife Sanctuary is a magical destination that offers visitors an unforgettable journey into the heart of India's natural and historical heritage. Its thriving population of Gangetic dolphins, diverse wildlife, and captivating landscapes make it a must-visit destination for travelers seeking a serene escape amidst the wonders of nature. Embark on an adventure to the Chambal Wildlife Sanctuary and create memories that will last a lifetime.

For more details, log on to:
<https://www.uptourism.gov.in/>



Uttar Pradesh

UTTAR PRADESH TOURISM

U.P nahi dekh
toh India nahi dekha.

Once in a
lifetime opportunity
to participate in making

“Uttar Pradesh a Global
Religious Tourism Hub”

NATIONAL DESIGN COMPETITION



Grab the opportunity to
**WIN CASH
REWARDS.**



WELCOME
GATES

CITY
SIGNAGE

CITY
LOGO

For more details, log on to
<https://www.uptourism.gov.in/en>

Très 2023 successfully concludes its Fifth Edition boosting Experiential Tourism

Très 2023, an international trade event aimed at promoting experiential tourism in India, recently concluded its fifth edition on April 20-21 at Andaz Delhi. The by-invite event showcased 60 of the most exclusive properties and travel concepts from India, Sri Lanka and Nepal, in the experiential and luxury segment.

BOTT Desk



Attended by over 50 foreign travel operators from countries such as the UK, France, Australia, New Zealand, Italy, USA, Germany, and more as well as over 250 registered buyers from niche travel companies, Très 2023 successfully brought the travel community diaspora under one roof.

The showcase was supported by Uttar Pradesh Tourism as the Lead Sponsor and Madhya Pradesh Tourism and Rajasthan Tourism as the Associate sponsors. Shri Sheo Shekhar Shukla, Principal Secretary, Tourism and Culture, Govt of Madhya Pradesh, comments, "This is our third year supporting Très; at Madhya Pradesh Tourism, we have a clear-cut vision to promote responsible, authentic circuits and we feel our aims align. Très brings the perfect audience for us to showcase the various wildlife and heritage products we

want to promote to the domestic and international traveller." Yuvraj Padole, Deputy Director, Events and Marketing, Madhya Pradesh Tourism Board, adds, "The panel session 'The Changing Narratives of Wildlife in Central India' powered by Madhya Pradesh Tourism gave a platform to all our lodges in Madhya Pradesh to lead and voice their expertise to a mix of international and domestic buyers."

Anju Chowdhary, Regional Tourism Officer, New Delhi, Government of Uttar Pradesh says, "With bespoke one-to-one appointments between buyers and sellers and workshops, talks and panel sessions that deepen insights into the destination offerings, Très offers a fantastic platform for stimulating travel into and within the country for shared industry growth."

"We deeply believe that the subcontinent is a global destination for leisure, luxury, and inspirational travel

that offers a unique diversity and is magnificent and transformational in its offering. And Très is a resolutely focused translation of this confidence in travel offerings, one we share with the travel trade at large," says Sowmya R Vijaymohan, Director, Très.

The show received an overwhelming response from overseas as well as domestic travel companies and the hotelier community. "Très has once again proven to be an exceptional platform with an outstanding line-up of business meetings. With the recent improvement in the tourism industry and the projected growth of inbound tourism, Très 2023 has given us the confidence to showcase our offerings and expand our partnerships and markets. We look forward to participating in the next edition of Très," remarks Shilendran Mohan, Vice President, CGH Earth Experiences. ■

JÜSTA LUXÉ



A blissful
EXPERIENCE
awaits you

*with a perfect blend of opulence,
comfort, and modernity*



jüSTa Birding, Dharamshala



jüSTa Cliffend, Mashobra - Shimla



jüSTa Sajjargarh, Udaipur



jüSTa Mukteshwar, Uttarakhand



jüSTa Rasa, Rishikesh



jüSTa Morjim, Goa

15 DESTINATIONS • 20 HOTELS • 614 KEYS

WELL-APPOINTED ROOMS & SUITES • MULTI CUISINE RESTAURANTS
VERSATILE BANQUETING AND MEETING SPACES • SPA & WELLNESS

jüSTa Luxé is a collection of luxury hotels and resorts that promises to offer its guests a unique experience that cannot be found anywhere else. The brand prides itself on the individuality of each property, with no two locations alike.

9590 777 000 | book@justahotels.com | www.justahotels.com

Thailand Shines as Top Tourist Destination for Indian Travel Agents and Tour Operators

Rai Umraopati Ray

BOTT Travel
Sentiment
Tracker
Business of Travel Trade
BOTTINDIA.COM

Thailand has firmly established itself as a favored destination not only among the Indian travelers but within the trade community of travel agents and tour operators. With its enchanting beaches, bustling cities, and cultural richness, Thailand has carved out a niche for itself in the hearts of Indian tourists. A recent survey conducted by **BOTT** Travel Sentiment Tracker, involving 10,500 Indian Travel Agents and Tour Operators, has revealed interesting insights into this phenomenon. Like post Covid, 46 per cent Travel Agents & Operators get queries for 'unique travel experiences' kind-of-holidays to Thailand from their clients while a good 48 per cent of travel agents prefer to club three destinations of Thailand while putting together the holiday packages for their clients. Factors such as safety, streamlined visa processes, diverse holiday offerings, and favorable demographics have played a crucial role in boosting Thailand's popularity among Indian travelers.



Siriges-a-nong Trirattanasongpol,
Director at Tourism Authority of
Thailand (TAT) New Delhi Office

Says **Siriges-a-nong Trirattanasongpol**, Director at Tourism Authority of Thailand (TAT) New Delhi Office, "We are delighted by the findings of the BOTT Travel Sentiment Tracker survey, which highlights the growing popularity of Thailand as a premier tourist destination among Indian travelers. The survey emphasizes our commitment to providing a diverse array of experiences

to cater to the varied interests of Indian tourists. We are grateful for the support from Indian Travel Agents and Tour Operators in promoting Thailand, and we look forward to continuing our collaboration to ensure

that Thailand remains a top destination for Indian travelers in the years to come. Additionally, the survey results point to a shift in preferences toward unique travel experiences. We see this as an opportunity to further showcase the lesser-known facets of our beautiful country, while still offering traditional attractions that have always appealed to Indian tourists."

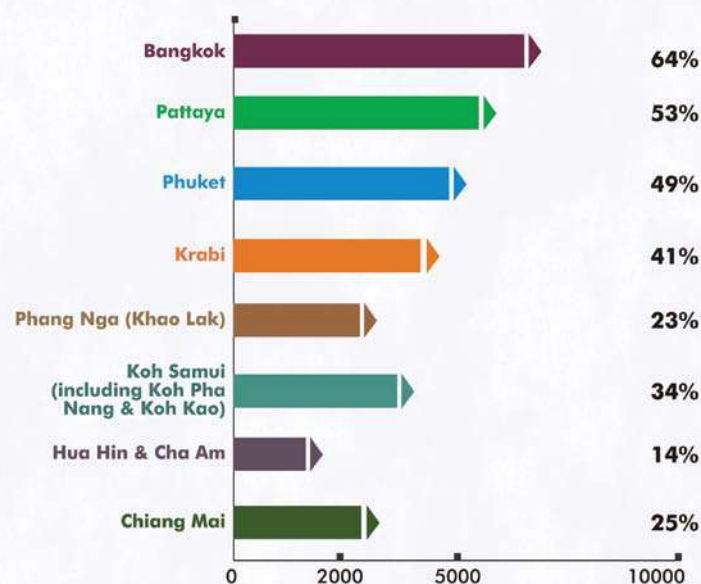
Raj Rishi Singh, Chief Business Officer, MakeMyTrip said, "Our goal is to offer exceptional experiences, and these results showcase the effectiveness of our efforts in promoting Thailand's



Raj Rishi Singh,
Chief Business Officer,
MakeMyTrip

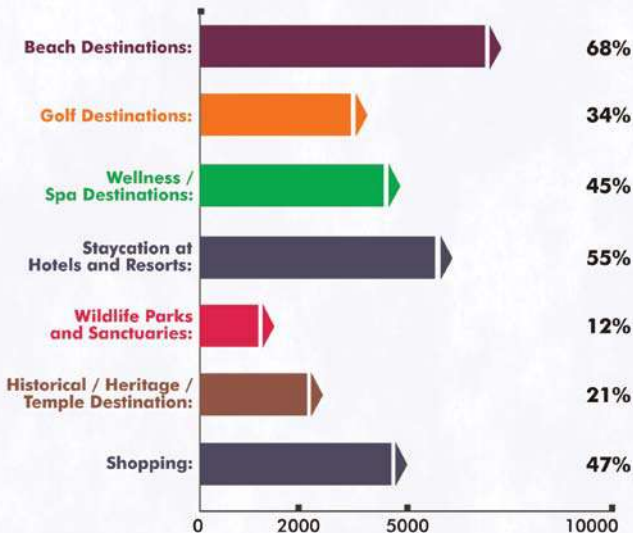
BOTT Travel
Sentiment
Tracker
Business of Travel Trade
BOTTINDIA.COM
FEBRUARY 2023

Q. What would be your preferred suggested destinations within Thailand?



Respondents: 10,500 Travel Agents & Tour Operators
Profile: Business Owners & Company Representatives
Survey Period: January & February 2023
*T&C

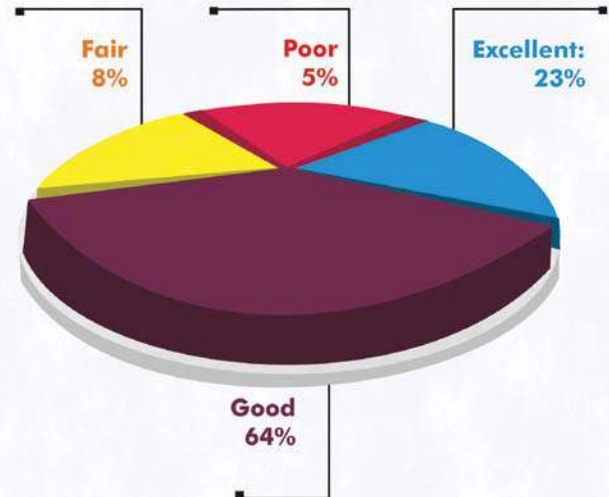
Q. What kind of Destinations your clients usually prefer for their Holidays in Thailand?
(can choose up to 3 options)



Respondents: 10,500 Travel Agents & Tour Operators
Profile: Business Owners & Company Representatives
Survey Period: January & February 2023
*T&C

f BOTTINDIA | BOTT_INDIA | BOTT_Tweets | in BOTTINDIA

Q. How have been your clients' experiences with the Visa on arrival process?



Respondents: 10,500 Travel Agents & Tour Operators
Profile: Business Owners & Company Representatives
Survey Period: January & February 2023
*T&C

f BOTTINDIA | BOTT_INDIA | BOTT_Tweets | in BOTTINDIA

diverse attractions. From pristine beaches to vibrant shopping destinations, we strive to cater to the evolving preferences of Indian tourists. We look forward to strengthening our collaboration with the Thailand tourism industry to sustain this momentum."

HIGHLIGHTS

Key Destinations and Packages

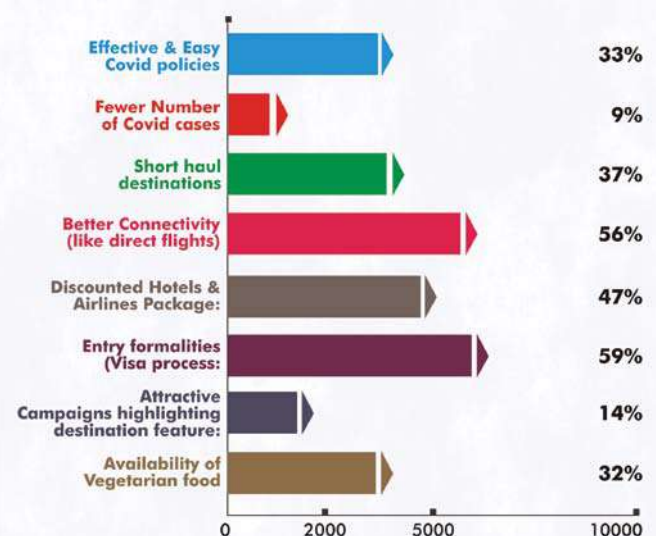
The top five destinations in Thailand, as preferred and suggested by Travel Agents and Operators, are Bangkok (64 per cent), Pattaya (53 per cent), Phuket (49 per cent), Krabi (41 per cent), and Koh Samui (34 per cent). Chiang Mai (25 per cent), Phang Nga (Khao Lak) (23 per cent), and Hua Hin & Cha Am (14 per cent) follow closely behind. These figures indicate that while major cities like Bangkok and Pattaya remain popular choices, other areas, such as the pristine beaches of Phuket and the natural beauty of Krabi, are also gaining traction among Indian tourists.

Regarding holiday packages, 48 per cent of Travel Agents and Operators recommend three destinations in Thailand, 36 per cent prefer two destinations, 9 per cent suggest more than three destinations, and 7 per cent focus on one destination. These preferences show that Indian travelers are increasingly interested in exploring multiple facets of Thailand, seeking diverse experiences in different locales.

Perception of Safety

A sense of safety is crucial for any international destination to

Q. What influences your decision to suggest an International Holiday Destination to your clients? (can choose up to 3 options)



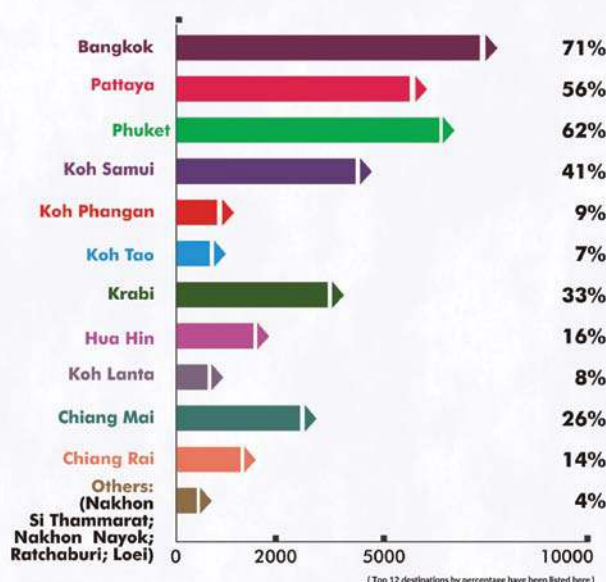
Respondents: 10,500 Travel Agents & Tour Operators
Profile: Business Owners & Company Representatives
Survey Period: January & February 2023
*T&C

f BOTTINDIA | BOTT_INDIA | BOTT_Tweets | in BOTTINDIA

BOTT Travel Sentiment Tracker

Business of Travel Trade
BOTTINDIA.COM
FEBRUARY 2023

Q. Which destinations are preferred by your clients currently?



Respondents: 10,500 Travel Agents & Tour Operators
Profile: Business Owners & Company Representatives
Survey Period: January & February 2023
*T&C

f BOTTINDIA | BOTT_INDIA | BOTT_Tweets | in BOTTINDIA

flourish as a tourist attraction. According to the BOTT survey, an overwhelming 71 per cent of Travel Agents and Operators consider Thailand to be a very safe destination for their clients, with an additional 23 per cent regarding it as safe. Only a small minority perceive Thailand as moderately unsafe (4 per cent) or unsafe (2 per cent). These results highlight Thailand's successful efforts in maintaining a secure environment for its visitors, contributing to its growing popularity among Indian tourists.

Visa Process

Ease of visa processing is another critical factor that influences a destination's appeal to international travelers. The Visa on Arrival process in Thailand has garnered positive reviews from Indian visitors, with 64 per cent rating their experience as good and 23 per cent describing it as excellent. Streamlined visa formalities make Thailand a more attractive choice for Indian tourists, especially when compared to destinations with more complicated or time-consuming visa processes.

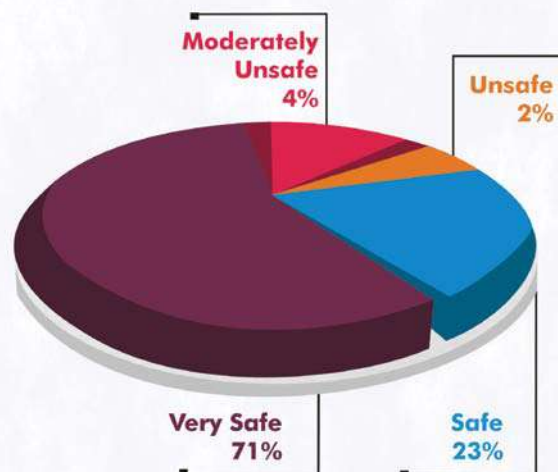
Preferred Activities and Experiences

Thailand offers a range of experiences to cater to the diverse preferences of Indian travelers. Beach destinations are the most

BOTT Travel Sentiment Tracker

Business of Travel Trade
BOTTINDIA.COM
FEBRUARY 2023

Q. According to you how safe and secure is Thailand as a tourist destination for your clients?



Respondents: 10,500 Travel Agents & Tour Operators
Profile: Business Owners & Company Representatives
Survey Period: January & February 2023
*T&C

f BOTTINDIA | BOTT_INDIA | BOTT_Tweets | in BOTTINDIA

popular choice, preferred by 68 per cent of clients. Staycations at hotels and resorts follow closely behind, attracting 55 per cent of clients, while shopping destinations in Thailand appeal to 47 per cent of clients. This diversity in offerings ensures that Thailand can cater to a broad spectrum of traveler interests, from relaxation seekers to avid shoppers.

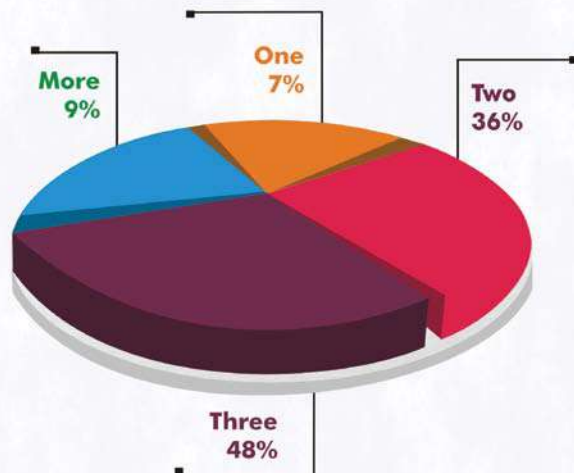
Demographic Profile

The demographic profile of Indian travelers interested in visiting Thailand is quite varied. Millennial travelers lead the pack, representing 47 per cent of this group. DINK (Double Income No Kid) couples follow at 38 per cent, with family groups making up 34 per cent of the cohort. Honeymooners account for 26 per cent of interested travelers, and 14 per cent are looking for long-term stays. Thailand's ability to cater to the needs and preferences of such a diverse demographic further solidifies its status as a preferred destination among Indian travelers.

Queries for Unique Travel Experiences

As the travel landscape evolves, tourists are increasingly seeking unique experiences alongside traditional sightseeing options. The BOTT survey reveals that 46 per cent of Travel Agents and Operators have received queries for distinctive travel experiences in Thailand. In contrast, 31 per cent continue to receive regular holiday inquiries. This shift in preferences underlines Thailand's potential to offer offbeat experiences

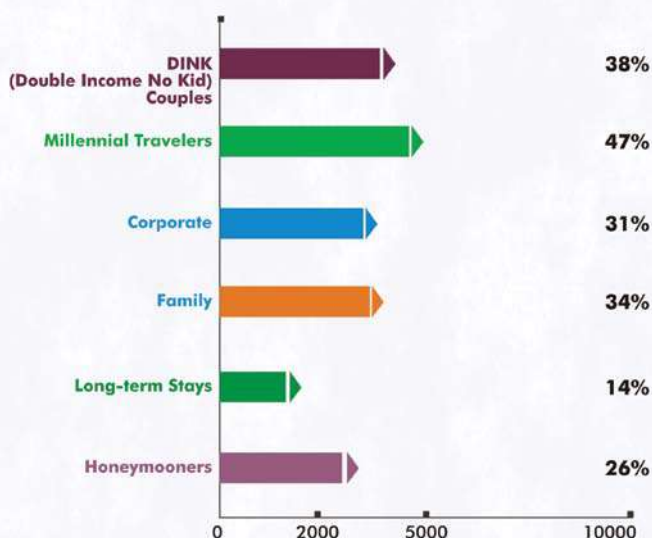
Q. How many destinations in Thailand do you usually package for your clients?



Respondents: 10,500 Travel Agents & Tour Operators
Profile: Business Owners & Company Representatives
Survey Period: January & February 2023
*T&C

f BOTTINDIA | BOTT_INDIA | BOTT_Tweets | in BOTTINDIA

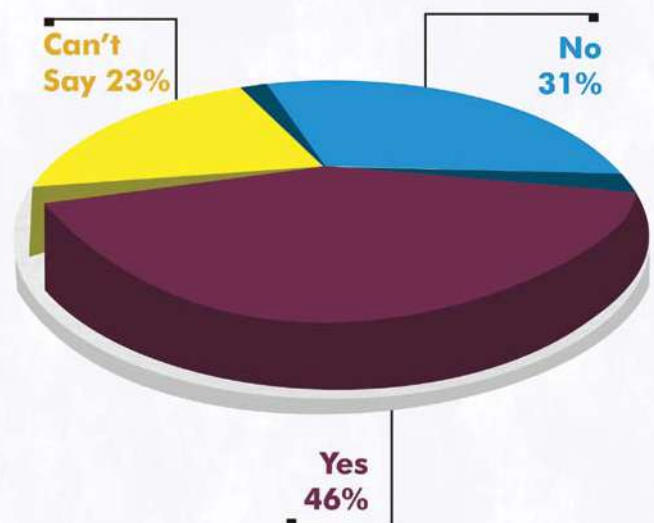
Q. What kinds of clients do you get with an interest to travel to Thailand?
(can choose up to 2 options)



Respondents: 10,500 Travel Agents & Tour Operators
Profile: Business Owners & Company Representatives
Survey Period: January & February 2023
*T&C

f BOTTINDIA | BOTT_INDIA | BOTT_Tweets | in BOTTINDIA

Q. Do you get queries for 'unique travel experiences' kind of holidays to Thailand?



Respondents: 10,500 Travel Agents & Tour Operators
Profile: Business Owners & Company Representatives
Survey Period: January & February 2023
*T&C

f BOTTINDIA | BOTT_INDIA | BOTT_Tweets | in BOTTINDIA

that cater to the evolving tastes of Indian travelers, further enhancing its attractiveness as a destination.

Factors Influencing Recommendations

When recommending international holiday destinations to their clients, Travel Agents and Operators consider several factors. The top three factors identified in the survey include visa formalities (59 per cent), better connectivity (56 per cent), and discounted hotels and airline packages (47 per cent). Thailand's strong performance in these areas bolsters its position as an ideal choice for Indian tourists.

The destination's ability to offer both traditional and unique experiences ensures that Thailand remains an attractive option for Indian travelers seeking new adventures. As the tourism industry continues to evolve, it is likely that Thailand will further solidify its status as a premier tourist destination for Indian travelers in the years to come. ■

Dubai Unveiled: Architectural Splendor Meets Cultural Mosaic

Embark on an unforgettable journey through Dubai, where awe-inspiring architecture, thrilling adventures, and cultural treasures create an unparalleled experience.

Rai Umraopati Ray





Home to a breathtaking skyline, architectural wonders and cultural richness, Dubai is a veritable playground for those seeking modern marvels and luxurious experiences. Yet, beyond its glitzy veneer, this city also reveals a rich cultural heritage, offering travelers a unique opportunity to explore a diverse and captivating melting pot of traditions. In this two-part article, we will take you through the top 15 must-do and must-see experiences in

this thriving metropolis.

7 Must-Do Experiences in Dubai

● Soar above the city in a hot air balloon

Experience the stunning aerial view of Dubai's skyline and desert landscapes by taking a sunrise hot air balloon ride. Float over the dunes of the Dubai Desert Conservation Reserve and keep an eye out for the indigenous wildlife. A hot

air balloon ride is a once-in-a-lifetime experience that will leave you with unforgettable memories.

● Dine at the luxurious Burj Al Arab

No visit to Dubai is complete without dining at the iconic Burj Al Arab, known as the world's most luxurious hotel. Enjoy an exquisite meal at one of its many high-end restaurants, such as the underwater-themed Al Mahara or the sky-high Al Muntaha. For an extra special experience, book the extravagant Sky



Tea at the Skyview Bar, which boasts breathtaking panoramic views of Dubai's coastline.

● Explore the Palm Jumeirah

Dubai's most audacious architectural marvel, the Palm Jumeirah, is a man-made island in the shape of a palm tree. Home to luxury hotels, private villas, and high-end shopping centers, this landmark is a testament to Dubai's innovation and ambition. Take a leisurely stroll along the Palm's crescent, indulge in some retail

therapy, or dine in one of its many fine-dining restaurants.

● Dive into adventure at Aquaventure Waterpark

Aquaventure Waterpark, located on the Atlantis, The Palm resort, offers a fun-filled day for all ages. With a variety of thrilling water slides, a lazy river, and the region's largest aquarium, the waterpark is a must-visit destination. For the brave-hearted, try the Leap of Faith, a near-vertical waterslide that catapults you through a

shark-infested lagoon.

● Ski in the desert at Ski Dubai

The surreal experience of skiing indoors in the heart of a desert city is a must-do in Dubai. Located in the Mall of the Emirates, Ski Dubai is an indoor ski resort with five slopes, a snow park, and a colony of real-life penguins. From skiing and snowboarding to building snowmen and enjoying hot cocoa, Ski Dubai offers a magical winter wonderland experience.





● Cruise along the Dubai Creek

A traditional wooden dhow cruise along the Dubai Creek provides an authentic glimpse into the city's rich history. As you glide along the water, you'll see the city's old trading ports, bustling souks, and ancient architecture. Complete the experience with a delicious dinner onboard and enjoy the illuminated skyline of Dubai at night.

● Unleash your inner adventurer with a desert safari

A desert safari is an unforgettable way to experience Dubai's untamed natural beauty. Venture into the desert on a thrilling 4x4 dune bashing adventure or ride the waves of the sand on a sandboarding excursion. As the sun sets, enjoy a traditional Bedouin-style dinner beneath the stars, complete with live entertainment, henna painting, and camel rides.

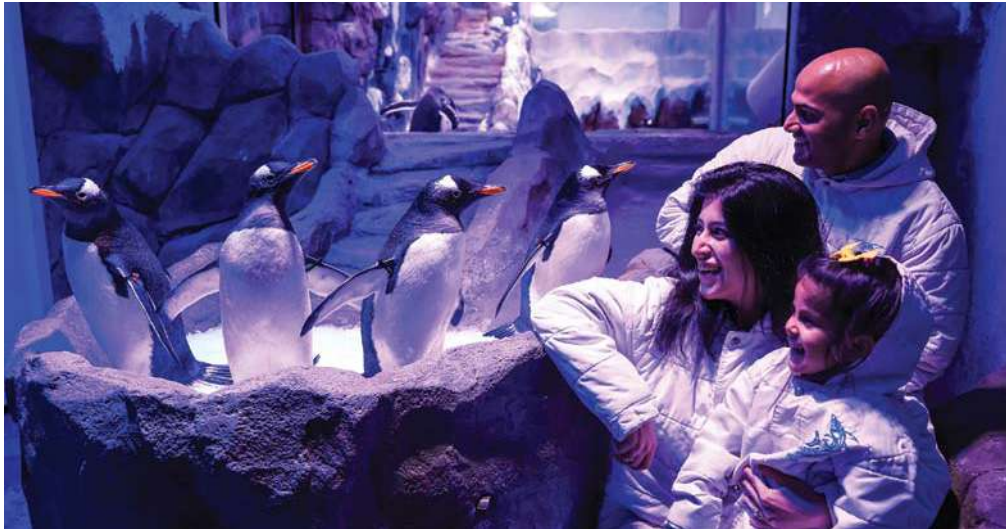
7 Must-See Destinations in Dubai

● Burj Khalifa

Standing at a staggering 828 meters, the Burj Khalifa is the tallest building in the world and an iconic symbol of Dubai. Take a high-speed elevator ride to the At The Top observation deck on the 148th floor for breathtaking panoramic views of the city. Make sure to visit the Dubai Fountain at the base of the tower, which comes alive with synchronized water, light, and music shows every evening.

● Dubai Mall

The Dubai Mall is more than just a shopping destination; it's a sprawling entertainment complex that houses over 1,200 shops, an ice-skating rink, an underwater zoo, and the mesmerizing Dubai Aquarium. Spend a day exploring the mall's array of high-end and high-street shops, or simply wander through the many themed zones that showcase different cultures and architectural styles.



● **Al Fahidi Historical Neighborhood**

Step back in time at the Al Fahidi Historical Neighborhood, one of Dubai's oldest and most culturally significant areas. With its traditional wind-tower houses and narrow alleyways, this heritage site offers a glimpse into the city's past. Explore the many museums, art galleries, and cafes tucked away in this charming district, or sign up for a guided walking tour to delve deeper into its history.

● **Jumeirah Mosque**

The Jumeirah Mosque, one of Dubai's most beautiful and iconic religious sites, is a must-see attraction for its stunning Islamic architecture. Open to non-Muslims through the "Open Doors, Open Minds" program, this mosque offers a unique opportunity to learn about Emirati culture and religion. Make sure to catch one of the guided tours, which provide valuable insight into Islamic practices and customs.

● **Global Village**

The Global Village is a multicultural extravaganza that brings together the best of food, shopping, and entertainment from over 90 countries. Wander through the various country pavilions to explore different cultures, sample exotic cuisine, and discover unique souvenirs. Enjoy live performances, thrilling rides, and colorful fireworks displays, making for an unforgettable evening.

● **Miracle Garden**

The vibrant colors and incredible floral displays of the Miracle Garden make it a must-see attraction in Dubai. Home to over 150 million flowers arranged in intricate designs, this 72,000-square-meter garden is a feast for the senses. Don't miss the record-breaking floral sculptures, such as the life-size Airbus A380 and the 18-meter-high floral castle.

● **The View at the Palm**

Enjoy incomparable views of one of

Dubai's most talked about landmarks at The View at The Palm. Located 240m high, the observation deck presents never seen before 360-degree panoramas of Palm Jumeirah alongside the sparkling waters of the Arabian Gulf and Dubai skyline in the distance. The View at The Palm is located on level 52 of The Palm Tower, which also houses a café, a creative exhibition that showcases the development of the island, interactive aquarium-themed tunnels and a gift shop.

Opened in April 2021, approximately 15 years after Palm Jumeirah opened, the view has direct access to the Nakheel Mall, a popular shopping centre with a great range of restaurants and entertainment. It is also situated close to Atlantis, The Palm Resort. In 2022, the venue further elevated expectations for sky-high experiences with the opening of The Next Level. At 250m above ground, the private, barrier-free viewing space has clinched the title as Palm Jumeirah's highest vantage point. ■



TRULYY INDIA

DISCOVER AN AWE-INSPIRING AND REGAL STAY



17
PROPERTIES



800+
KEYS



8
CITIES

Trulyy India stands out for its opulent properties amid stunning locations, with 17 luxury heritage and boutique resorts and hotels strategically placed throughout Rajasthan and Gujarat.

OUR DESTINATIONS

UDAIPUR | KUMBHALGARH | JODHPUR | JAIPUR | JAISALMER | RANTHAMBHORE | SASAN GIR | JAWAI
CALL NOW: +91-9328-016-886/7 | +91-79-2397-7600 WWW.TRULYY.IN

Radisson Blu Palace Resort Udaipur

'Post-pandemic, intimate gatherings have become a niche segment'

Radisson Blu Palace Resort, Udaipur, is strategically located amidst the breathtaking views of Fateh Sagar Lake and is home to one of the largest pillarless ballrooms in the region. The property's multipurpose indoor and outdoor event spaces make it an ideal wedding destination for majestic sundowner weddings and other prominent events. Additionally, the palace offers capacious event spaces with mesmerizing views that perfectly compliment wedding shenanigans and other related ceremonies. Mr. Somesh Agarwal, MD, Radisson Blu Palace Resort Udaipur, shares more.

BOTT Desk



Somesh Agarwal,
MD,
Radisson Blu Palace Resort Udaipur

How has the destination wedding market evolved during the post-pandemic phase?

The wedding industry has undergone huge disruptions since the onset of COVID-19. From smaller guest lists to intimate ceremonies, the market has adapted to the new operational norms. As people prefer to celebrate their special day in serene and picturesque locations away from the hustle and bustle of the city, destination weddings have become all the more popular. There has been a

shift from only big-scale weddings to mid-scale ones, as more and more couples opt for private celebrations. The trend of destination weddings is thus gaining popularity and is giving major wedding goals to people nowadays.



In the post-pandemic times, intimate gatherings have become a niche segment and their demand is significant but remains at an exclusive scale. However, it's an undeniable fact that India is all about big fat weddings. They are legendary for their complexity, diversity and scale. Ever since last year, the pandemic's effect started reducing and grand weddings have made a comeback. The grandeur of luxurious Indian weddings is increasing rapidly.

In your opinion, what are the key areas of hospitality that will bring good business and success for hotels in 2023?

Hospitality encompasses multiple aspects, and food holds a prime position in creating memorable experiences for customers. People's food choices have evolved over time, and they are open to experimenting with fusion cuisines. Hotels can capitalize on this trend by adding multiple restaurants and F&B

outlets on the premises to offer a wide variety of food choices to customers. This will not only diversify culinary offerings for guests but also attract localities to visit and experience the properties' unique offerings. With this strategy, hotels can scale their businesses and become the go-to destination for world-class hospitality as well as exceptional culinary experiences.

Corporate business is another promising area for the hospitality industry. With the pandemic-induced WFH trend, employees were working remotely. Hence, after a two-year hiatus, corporates are keen on hosting offsite activities, trainings, meetings, conferences, etc. and are looking for innovative ways to connect deeper with their workforce and ensure their well-being.

After having tasted the contribution of domestic, will hotels in India continue to run after Inbound business?

India had always been a popular destination for inbound business in the pre-pandemic times. Today, the recovery trajectory for hotels varies from property to property. In the current scenario, the leisure market is a key focus area for industry players, specifically for staycations, daycations and workations. With new opportunities from the G20 presidency and the gradual revival of international travel, the Indian hospitality industry is now eyeing to expand its horizon for both inbound and outbound travel. Additionally, the focus of the hospitality industry in India should be on having a diverse clientele and promoting foreign tourism. This will not only generate employment and contribute in revenue generation but also bring foreign exchange to India and provide us an opportunity to showcase our rich and diverse cultural heritage at a global forum. ■





Tarot Card Reading is the art and science which helps understand the present status and the future course. It helps to apply course correction, if required. Tarot Card can be used for shaping Career, Health, Finance, Business,, Relationship, Marriage, Match-making, etc. Ms. Richa Srivastava, a renowned Tarot Card Reader conducts exclusive Tarot reading under the banner - Tathaastu. Here are her predictions for April 2023.

Know what your stars say about May 2023



March 21 – April 20

You, Aries, have a lot of opportunities this month. Keep an eye out for great deals at work if you want to take full advantage of it. You may initially feel as though you are under excessive pressure or that you are moving in the wrong direction, but try not to let these self-doubts rule your life. May is lucky month for Aries, so make sure you don't miss out on any opportunities. In the second half of the month, all of the panic, anxiety, self-doubt at work, etc. will start to subside. After this month's 12th, the benefits of your diligence and hard work will become apparent.



April 21 – May 21

There is a significant focus on your holistic health this month and if you were off to a rocky start, don't fret as mid-month, many of the issues you're facing will hopefully start to show potential for resolutions. Medicine is the key theme as you're on a journey to figure out what healing means to you, especially as you experience monumental changes in who you are.



May 22 – June 21

If your plans don't work out, give up on them! Yes, give up because if your plans are encountering a lot of opposition, this means that these plans will not benefit you in the long run. In addition, the Gemini health horoscope can cause discomfort in the middle of the month because you'll experience some minor discomfort, such as a fever, cold, backache, etc. around the 17th of the month. The love life of Gemini natives may take on new significance in their horoscope for May 2023. In the first half of the month, your partner will show signs of growing in love and paying attention to everything you say.



June 22 – July 22

You are a water sign, so everything is up for grabs. You long for intense emotional intimacy and will not accept anything less. The truth is that you have frequently compromised in the past, only to discover that a relationship cannot survive on a shaky foundation. You've been able to overcome the obstacles that once prevented you from pursuing your happiness by recognising this pattern and working on your self-love. Coupled Cancerians are actively pursuing their interests and hobbies as they realise that happiness can only be found within.


July 23 – August 21

A good monthly horoscope for Leo zodiac signs is predicted for May. The natives will prosper in all spheres, in business, in romance, in education, etc. Your health horoscope is also present, and this month is probably free of illnesses for you. However, the second half of this month may bring on minor gum or throat infections. Aside from that, your career will thrive under the May 2023 horoscope. Therefore, if you are considering making a significant change to your field or career, May is the time to do it. Additionally, you will be praised for your work performance. Leos who are married can breathe easy. In the May 2023 horoscope, your marital relations would be wonderful.


August 22 – September 23

Your current major theme is "transition." Virgos will discover that the winds of change are assisting them in moving to a better place after experiencing chaos and commotion. Harmony and peace will return. You will be able to hold space for one another rather than getting sucked into the drama thanks to the lethal dose of kindness and compassion. Others might need to let go during this period. Letting go of a previous behaviour or connection that has served its purpose in your life. Get comfortable being here. Try mindfulness and meditation. Know that the Universe has your back no matter what takes place.


September 24 – October 23

For the Libra May horoscope 2023, neither the good nor the bad are too extreme. Although you will experience highs and lows in the same month, perseverance is the secret to success. This month, zodiac signs of Libra can anticipate a gradual transition in their career from high to low, and vice versa. Financial gains will be made, but this month's savings will be depleted by equally taxing expenses. Although there may be delays if you have applied for a new job somewhere, your professional progress is shown in your monthly horoscope for May. In May, international students will have a good time.


October 24 – November 22

You are absolutely correct if you feel that something is about to change because this month's lunar eclipse falls on your sign. This indicates that you are undergoing some significant changes that have been building for a while in your sense of self and relationship with your body. Your efforts (or lack thereof) are starting to bear fruit. But please keep in mind to treat yourself nicely. Often, such significant changes come after grief. Have faith that you can get everything you want and more.


November 23 – December 22

Sags, smile because your May monthly horoscope predicts a lot of exciting and uplifting outcomes. Everything in your life will go according to plan. Since Saturn is in your third house, nothing can prevent you from succeeding in your career. Positive news will be shared with you, and coworkers will compliment you. Expect it all in your Sagittarius horoscope, whether it's a promotion, salary increase, or better position. The career and love horoscopes for Sagittarius are compatible. Your relationship with your spouse will be calm, and your marriage will be successful.


December 23 – January 20

If possible, please plan more enjoyable activities for the upcoming month. Spend more time this spring doing the things that bring you joy, whether that's going on a romantic date night with yourself or someone you love, supporting your neighbourhood florist to decorate your home, or treating yourself to a lavish feast. Never undervalue the importance of having fun. These moments provide the anchor for your life that you might be looking for. Your life should be grounded in enjoyment, not just obligations.


January 21 – February 19

Aquarians who struggle with concentration will have a difficult May 2023 according to their horoscope. In addition, every aspect of your life will be put to the test, including your health, finances, career, love life, relationships, etc. Your superiors at work will put a lot of pressure on you. They'll give you fresh tasks or challenges that are essential for you to succeed. Additionally, due to Saturn's placement in the first of their horoscopes, that native who is already successful in their business may experience lower profit and slower growth. The unfortunate placement of Ketu and Saturn in your May 2023 horoscope will also negatively affect your love and relationship horoscope.


February 20 – March 20

Please take a moment to genuinely smell the flowers. It's time to use your imagination and spice up your daily routines. If you're feeling particularly uninspired and bored, come up with some ideas that inspire you to live a life that inspires you. Maybe all you need to do is change the colour of your sheets or rearrange some pieces of furniture. Move things around because there is a lot of static energy in space! Most importantly, make an effort to spend more time outside in the sunshine and discover new areas of your neighbourhood.

#First Opinion



"In our company, we have already crossed the pre pandemic business figures and from what I can see, 2023 is going to be an even better year, Business wise. While it may not be a bumper year as 2022 was but it will still keep the business afloat and will keep the momentum going. Post Covid, consumer preferences have evolved and tourism trends have seen a visible shift. With domestic travel having gained immense momentum during Covid, people today are looking for unique accommodation options – non hotel stays. There is a growing demand for private bungalows, homestays, farm stays, small boutique properties and with this demand, supply too has gone up."

Deepak Narula, Managing Director, GRNconnect



"Ebix's entire establishment in India, particularly in the travel sector, aims to invest in all MSMEs, bringing them together across various travel group sectors. This includes services such as basic ticketing, inbound services, transport management, meetings and events, and rail tourism. Instead of corporatizing them, Ebix's objective is to empower these MSMEs in India by providing adequate capital, human resources, and learning and development opportunities. By offering a platform for these businesses to express themselves and operate autonomously, Ebix seeks to create a friendly and empowering environment for Indian MSMEs."

Naveen Kundu, Managing Director, EbixCash



"In the past few years, there has been a significant increase in the adoption of travel technologies such as artificial intelligence, machine learning, and data analytics. These technologies have helped travel companies to personalise their offerings, provide seamless customer experience, and optimize their operations. Overall, the travel technology industry is constantly evolving hence it is difficult to predict which trend will dominate in the coming years. However, it is clear that travel companies that invest in the latest technologies and focus on providing a seamless and personalised travel experience are more likely to succeed in the already competitive space of travel industry."

Jaal Shah, Group Managing Director, Travel Designer Group



"Mauritius is picking up very well and this year we hope to reach the pre-Covid levels. We are very happy that Air Mauritius is re-starting flights from Delhi – twice a week – Thursday and Sunday from May 4, 2023; Vistara has already commenced operations, five times a week from Mumbai from March 26, so things are looking fine. Most of the hotels in Mauritius, during Covid, utilised the time to renovate and are now ready to welcome the surge in tourists."

Vivek Anand, Country Manager – India, Mauritius Tourism Promotion Authority



"The region of Dharamshala and the surrounding area, along with Amritsar, has become an increasingly popular destination for tourists seeking a wide range of inclusive experiences and activities suitable for all age groups. Whether it's an adventure, local culture, spiritual journeys, wildlife exploration, or exclusive tea-tasting experiences, this region offers something for everyone. Moreover, with the addition of several new properties, the destination now offers an array of luxurious accommodations to choose from, ensuring that guests can enjoy the utmost comfort during their stay. Additionally, the increased number of direct flights offered by Indigo Airlines has made it an even more convenient and attractive option for visitors this summer."

Siddharth Jain, Director, Chalo DMC LLP

Hello World!

DAILY. DIRECT. NON-STOP.



UK & EUROPE
9 Cities
78x Weekly Flights

ASIA-PACIFIC & AUSTRALIA
11 Cities
110x Weekly Flights

AMERICAS
7 Cities
61x Weekly Flights

MIDDLE EAST & AFRICA
10 Cities
171x Weekly Flights



NON-STOP EXPERIENCES. NON-STOP CONVENIENCE.



Best of Indian hospitality
with **warm meals**



Convenient arrival
and departure **times**



Comfortable seats
with **extra legroom**



Frequent Flyer benefits under
our Star Alliance Program



MAYFAIR Tea Resort, Siliguri

