

# BOTT

## Business of Travel Trade

TOURISM | MICE | HOSPITALITY | AVIATION | LIFESTYLE

[BOTTINDIA.COM](http://BOTTINDIA.COM)

# G2 Ignites भारत 2023 INDIA India's Tourism Wave





# 33 Countries in 1 Pass

## Eurail Global Mobile Pass



### Book Passes and Seat Reservations

Rail Europe now enables the travel industry to sell seat reservations to their customers holding Eurail passes through TBO website.

### All in one app, the Rail Planner App

Plan your journey, keep track of your trips and show mobile tickets straight from your device.

### Paper-free, always in your pocket

Your Eurail Pass is precious, but you don't need to worry about losing or damaging it.

### Quick and easy ticket inspection

Simply add journeys from the in-app planner to your mobile pass before you board, then show your mobile ticket to the inspector in just a few taps.

### In-App User Guide

Refer FAQs and the user guide in the app.

**For bookings and more details, please contact us at**

**[raileurope@tbo.com](mailto:raileurope@tbo.com)**

**tbo.com**  
TRAVEL SIMPLIFIED



# Naturally Yours



MAYFAIR Spring Valley, Guwahati sets a new landmark for luxury nestled in the lap of nature in Guwahati, Assam, India - the gateway to the mystical and magical North East. Just a short drive from magnificent national parks of Kaziranga, Manas and Pobitara while being in close proximity to the banks of the mighty Brahmaputra and surreal Shillong, this opulent resort is certain to immerse you in a delightful experience.



### Editor

Priyanka Saxena Ray

### Director-Business Development

Gunjan Sabikhi

gunjan@bottindia.com

### Design Director

Rajesh Chhetri

### Consulting Editor

Aishwarya Srivastava

### Social Media Correspondent

Pallavi Sharma

### Mumbai Correspondent

Shreya Shimpi

### Contributing Writers

Sapna Vaid

Megha Rai

### 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,

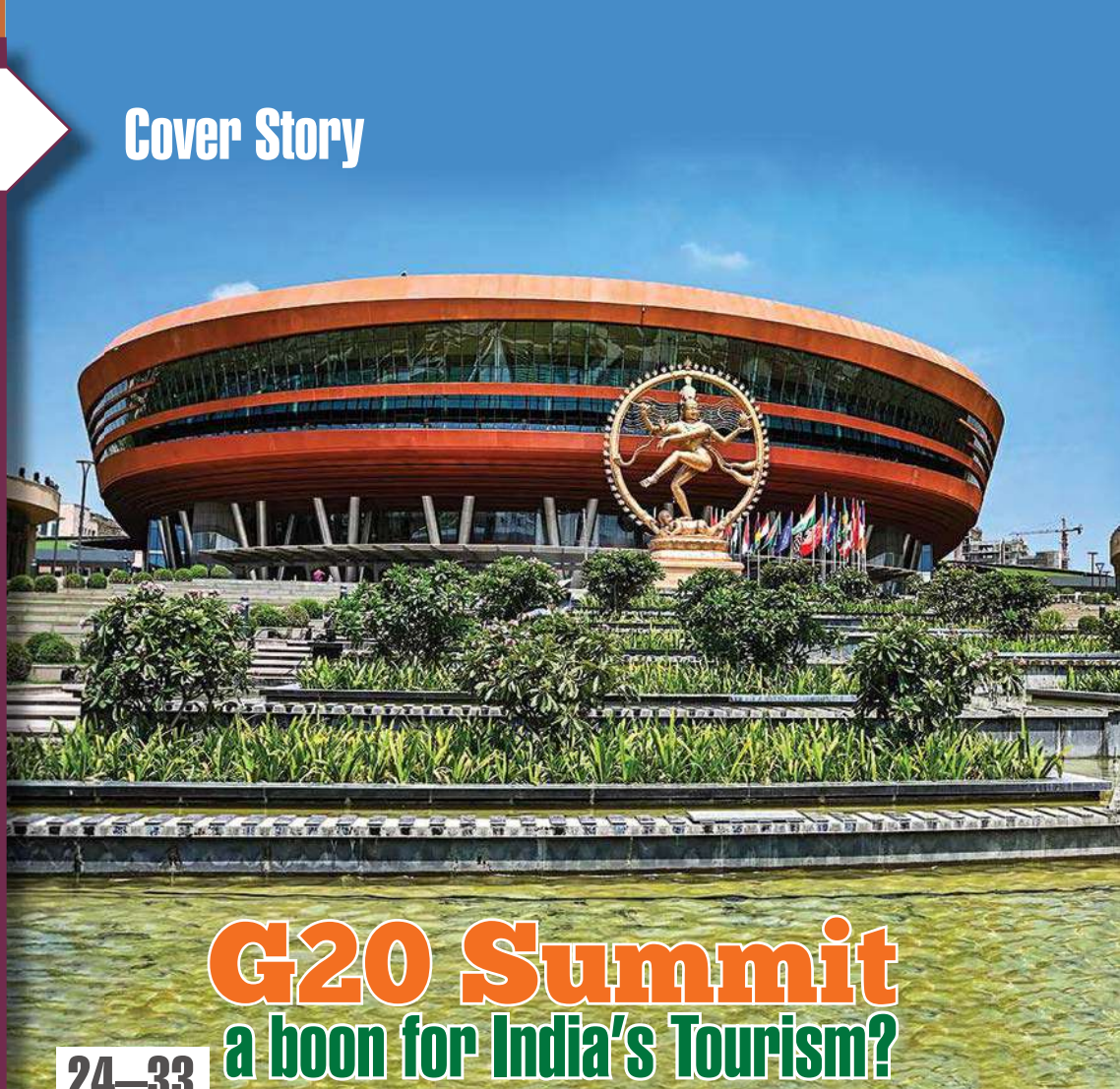
Anand Niketan,

New Delhi: 110021

Email: info@bottindia.com

Phone: 011-8800437575

RNI/DELENG/2019/1343884



## G20 Summit a boon for India's Tourism?

24-33

The G20 Summit's impact goes beyond just immediate gains. The event has set the stage for a cascading effect, positioning India not just as a cultural or heritage destination but also as a preferred spot for leisure and MICE (Meetings, Incentives, Conferences, and Exhibitions) tourism. BOTT spoke to leaders of travel, tourism, hospitality and MICE sectors to know their views.

Short News.....	8 & 10
India for you – Minister Speaks .....	12
IATO President Speaks .....	16
Events and More: Deccan Odyssey restarts.....	34-35
Fly Global: IndiGo Exclusive .....	36-37
IATO Chapter Chairmen Speak .....	40-42
Industry Insight: Pronab Sarkar .....	44
Events and More: STIC Group turns 50 .....	48
Horoscope .....	52
Fly Global: Air India growth story .....	54

**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.



NEXUS DMC

ONE WORLD.ONE DMC™

**When You See This ....**

**You Will Have the Same  
Feelings You Had**

**When You Saw  
The iPhone -  
for the First Time**

What iPhone did to our lives, it changed it forever.  
**Nexus** will now change your life forever, don't touch  
it, don't use it, if you want to live in the stone age!  
Don't be Nokia or Blackberry! **Join the revolution!**

[www.nexusdmc.com](http://www.nexusdmc.com)





From the

*Editor's  
Desk*

Dear Readers,

**T**he recent G20 Summit in India was not only been a significant event for global diplomacy but has also cast a spotlight on India's vast tourism potential. As the world leaders converged on Indian soil, the nation's rich tapestry of culture, heritage, and natural beauty was showcased to a global audience, reaffirming India's position as a premier travel destination.

The ripple effects of the summit are already palpable. The Indian tourism sector, which faced unprecedented challenges in the wake of the pandemic, is now witnessing a resurgence. International arrivals are on the rise, and there's a renewed interest in exploring the diverse landscapes and experiences that India offers. From the serene backwaters of Kerala to the majestic forts of Rajasthan, from the snow-capped peaks of the Himalayas to the pristine beaches of Goa, India's tourism palette is as varied as it is vibrant.

This renewed focus on tourism couldn't have come at a better time. The 38th IATO Convention taking place in Aurangabad can act as a catalyst for industry stakeholders, tour operators, and travel enthusiasts to come together and discuss, deliberate, and chart out the future course for Indian tourism. From what we have heard, the convention promises to be a melting pot of ideas, innovations, and collaborations, further giving a fillip to the tourism sector.

However, the onus is not just on industry events and conventions. It's a collective call to action. Every stakeholder, from the government to tour operators, from hoteliers to local artisans, has a role to play. It's time for a united front, where we promote India's destinations not just as travel spots but as experiences, stories waiting to be told, and memories waiting to be made.

In this edition of BOTT Magazine, we also take you on a journey to New Orleans, which is a city where history, culture, and modern vibrancy come together in a beautiful symphony.

Furthermore, our exclusive interviews with key figures like the tourism minister, the head of NexusDMC, Head of Global Sales IndiGo and the Principal Secretary of Assam Tourism offer deep insights into the current trends and future trajectories of the travel industry. Stay with us as we navigate the ever-evolving world of travel and tourism, one story at a time.

Happy Reading!

**Priyanka Saxena Ray**  
priyanka@bottindia.com





**EXPERIENCE  
KAZAKHSTAN IN  
ITS BEST SHADE!**



Embrace the magic  
of winter

**LOVE**

**KAZIN**  
DMC

Kazakhstan's leading DMC since 2015



Ready to chase the snowflakes?

  
**kazakh  
tourism**  
NATIONAL COMPANY

**ALMATY**  
& Beyond

**CORPORATE OFFICE**

M2/32, DLF Phase II, Gurugram,  
Haryana - 122002, India.  
0124-4200130  
kaz@kazindmc.com  
www.welovealmaty.com

**OUR OFFICES**

- Almaty
- Baku
- Dubai
- Minsk



Scan here to access the website



## PM Modi inaugurates YashoBhoomi convention centre

Prime Minister Narendra Modi launched the first phase of the International Convention and Expo Centre (IICC), YashoBhoomi, in Delhi's Dwarka on his birthday (September 17). YashoBhoomi is going to be one of the world's largest MICE (Meetings, Incentives, Conferences, and Exhibitions) facilities with a project area of over 8.9 lakh square metres and a total built-up area of more than 1.8 lakh square metres. The main auditorium is the plenary hall for the convention centre and is equipped with a seating capacity of around 6,000 guests.



## ITC Hotels signs Welcomhotel Kalimpong

ITC Hotels announced the signing of Welcomhotel Kalimpong resort under a management agreement with Pravez Constructions Private Limited. This 70-key greenfield upper-upscale project, spread over 4 acres will offer plush rooms with spectacular views of the Himalayas and the valley, an all-day dining restaurant, a lounge, a bar and a specialty restaurant along with ample recreational facilities. The resort shall offer over 15,000 sq. ft. of indoor and outdoor event spaces.

## Signum Hotels and Resorts expands footprint in Haryana

Signum Hotels has announced entry to Haryana with Signum Cityscapes Royal Jewel located in the heart of Hisar. The property is currently operational and has been acquired under a management agreement. Situated in the city of Hisar, Signum Cityscapes Royal Jewel offers 25 well-appointed guest rooms, a rooftop multi-cuisine restaurant, and a banquet hall with a capacity to accommodate up to 250 guests.



## Cordelia Cruises turns two

Cordelia Cruises is thrilled to announce its second anniversary, marking two years of cruising to create unforgettable experiences. In two years of operations, Cordelia Empress has sailed 1,25,000 nautical miles — that's over half the distance between Earth and the Moon. The Cruise ship has proudly brought a unique blend of Indian hospitality and top-tier amenities to over 4,00,000 passengers. It has ambitious plans to expand their fleet and enrich their offering.

## Vistara announces direct flights between Mumbai and Frankfurt

Vistara has announced direct, 6x weekly flights between Mumbai and Frankfurt, starting from 15 November 2023. This new route is in addition to Vistara's 6x weekly service between Delhi and Frankfurt which has been getting good response since its launch in February 2021. The airline will operate its Boeing 787-9 Dreamliner featuring a three-class cabin configuration, offering the choice of travelling in Business, Premium Economy, and Economy cabins.





# DEUTSCHE BAHN

# Rail Europe



Travelling on the Deutsche Bahn network in the ICE (Intercity-Express) trains is the fastest & most comfortable way of travelling that links nearly all major German cities at hourly or two-hourly intervals & go also to Switzerland, Austria, Belgium, France, The Netherlands & Denmark.

From  
**€ 25\***  
per person

**Berlin – Cologne**  
4h16

From  
**€ 25\***  
per person

**Frankfurt – Munich**  
3h10

From  
**€ 43\***  
per person

**Berlin – Frankfurt**  
4h08

From  
**€ 25\***  
per person

**Stuttgart – Zurich**  
2h47

From  
**€ 43\***  
per person

**Nuremberg – Vienna**  
4h36

\*Segment Fees applicable on bookings.

### Onboard Services:

☒ Air Conditioned Carriages ☒ Reclining Seats with Folding Tables ☒ Trolley Service with Beverages

**Remark:** Above rates are based on per person per way, rates are subject to change without prior notice. \*T&C Apply



## Ottila 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

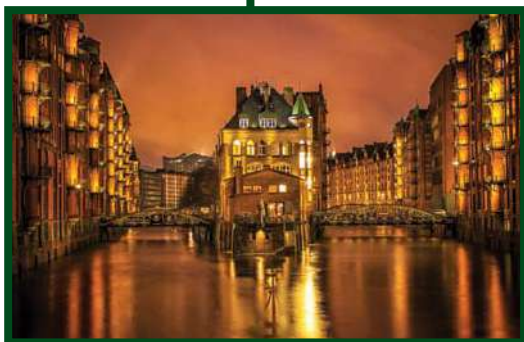
Kolkata: +91 98301 19561

For Enquiries & Bookings, please contact any of our offices | Website: [www.ottila.com](http://www.ottila.com) | B2B Portal: [www.ottila.net](http://www.ottila.net)



## Jamaica sees big prospects in India market

The Jamaica Product Exchange (JAPEX), an industry trade show hosted annually by the Jamaica Hotel and Tourist Association (JHTA), in association with the Jamaica Tourist Board (JTB), has concluded in Montego Bay, with all signals pointing to strong arrival numbers from across the globe. Jamaica says that they see big prospects in the India market and are looking at opportunities to build traffic out of India.



## GNTB relaunches its global flagship campaign for sustainability

According to analyses by IPK, potential guests ranked Germany third out of 27 countries in terms of climate protection and sustainability. The German National Tourist Board (GNTB) is taking advantage of this positive attention and is now presenting its global campaign for sustainability "Simply FEEL GOOD" with numerous sustainable travel ideas. The central element of the GNTB campaign is a landing page at [www.germany.travel](http://www.germany.travel).

## Cheval Collection ties up with Black Coffee by Café Younes

Cheval Collection has signed a lease agreement with Black Coffee by Café Younes to operate the restaurant space at the group's Cheval Maison - The Palm Dubai property. The outlet will be open to both guests and non-residents, ensuring a lively connection with the local community. The café will offer a full-service including breakfast, lunch & dinner from till late. Guests of the property will be able to book a bed and breakfast rate with breakfast at the café included.



## Mammoth Lakes Tourism invests \$100,000 to preserve lakes

Mammoth Lakes Tourism (MLT) has announced a new fundraising campaign committed to cleaning up the region's lakes in partnership with Clean Up The Lake (CUTL). Every dollar raised over the next four years (up to \$100,000) will be matched by MLT. Starting this week, volunteers from CUTL will be initiating a full-scale cleanup and aquatic invasive species survey of Lake George's 2-mile circumference working with volunteer scuba divers, free divers and kayakers to remove fishing debris, and plastic pollution and understand other threats to the environment.

## Myanmar announces visa on arrival for Indian citizens

Myanmar has introduced visas on arrival for Indian and Chinese tourists, aiming to welcome foreign visitors and their spending. The trial period's start date will be announced soon, allowing visa holders to explore all sites except restricted areas for security reasons. Previously, citizens of India and China needed to apply for tourist visas online or at a Myanmar embassy.





Bahrain

# UNLEASH YOUR INNER SPEEDSTER

in the heart of the Middle East

Reserve your tickets for an unforgettable experience.  
Get yours before they're gone!



SCAN TO  
KNOW MORE





# Shripad Yesso Naik

## ‘India is emerging as a Global Tourism Powerhouse’

*At FMITC 2023, the Minister of State for Tourism said that India is creating a conducive environment for the tourism sector to contribute to economic growth, environmental protection, and social well-being in a sustainable manner.*

Rai Umraopati Ray



The G20 initiative, according to Shripad Yesso Naik, Union Minister of State for Tourism, Govt of India, has set the stage for India to bask in the limelight. He confidently stated, “G20 Initiative has set the stage for India to become one of the favourite international destinations for world travellers.” The global fraternity, it seems, is finally recognising India’s rich culture, heritage, and natural beauty.

While the international scene is abuzz, Naik also heaped praises on domestic tourism, noting its resilience in challenging times. “Equally, domestic tourism has saved the day for India’s Travel & Tourism sector. We encourage our people to explore the beauty and diversity of India through programmes like Dekho Apna Desh,” he proudly proclaimed at FMITC 2023 (Fairview

Media International Tourism Conclave), Goa.

A noteworthy mention was made of the government’s initiatives in promoting river and coastal tourism. “River & Coastal Tourism is on the rise due to several policy initiatives of the government. It is the next big thing for India’s travel and tourism sector,” Naik announced, pointing towards uncharted territories waiting to be explored.

The magnification of the country’s airport infrastructure hasn’t gone unnoticed. He heralded the rise in air travel and emphasised, “With the augmentation of airport infrastructure all across the country, there has been an unprecedented rise in air travel, opening tourism opportunities for a number of destinations.”

Naik also delved deep into the

health and wellness tourism sector. The numbers spoke volumes. Over 1.4 million medical tourists flocked to India in the past year, placing the nation on the global map as a top medical tourism destination. Beyond the figures, Naik’s plea resonated with many: a collective effort towards a more sustainable and holistic approach to tourism.

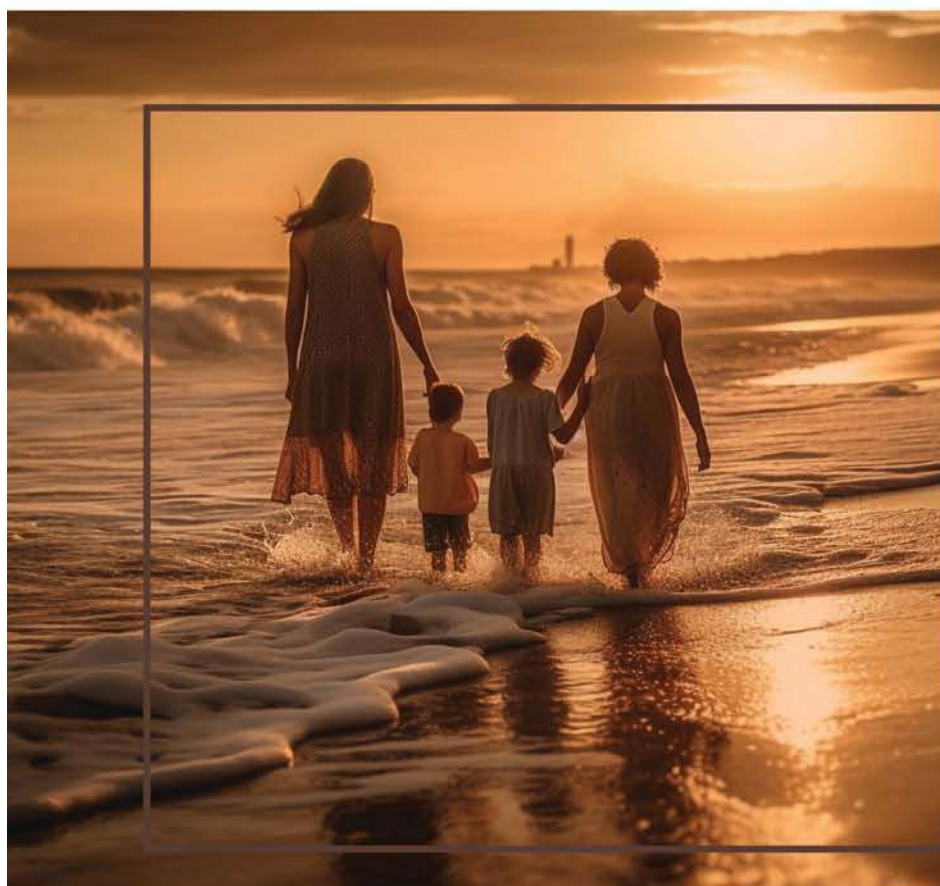
His commitment to sustainability was clear. “India is creating a conducive environment for the tourism sector to contribute to economic growth, environmental protection, and social well-being in a sustainable manner,” he elaborated. Amplifying this sentiment, Naik highlighted the nation’s strides towards the Sustainable Development Goals through numerous activities and strategies.

One such pivotal move is the Ministry of Tourism’s ‘Travel for LiFE’ programme, conceived to induce behavioural changes among tourists and businesses alike. “The programme holds tremendous significance for promoting India’s G20 priority of Green Tourism under the Tourism Working Group,” stated Naik.

Drawing attention to G20’s meet at Goa which talked about Green Tourism, Naik praised, “The Goa Roadmap for tourism as a vehicle for achieving the Sustainable Development Goals is a pioneering global effort.”

His vision concluded with an ambitious goal, aiming for the tourism sector’s contribution to touch a USD 1 trillion GDP by 2047. It’s a testament to India’s potential and a call to action for the world to recognise its ascendancy in the tourism landscape. ■





## ESCAPE & UNWIND

Embark on  
unforgettable journeys

FORTUNE  
*Escapes*



*Opening Soon*

Aligarh | Candolim (Goa) | Corbett | East Delhi | Hosur | Kanpur | Kevadia | Siliguri | Tiruppur

Unlock Exclusive Offers and Benefits  
Book Directly on [itshotels.com](https://itshotels.com) or call 24X7 Toll Free 1800-419-6444



# Discover Assam

## Where Ancient Traditions meet Natural Splendour

*Assam, located in India's scenic Northeast, is a vibrant state renowned for its rich cultural heritage, diverse wildlife, and the world-famous Assam tea. Its unique blend of picturesque landscapes, ancient temples, and warm hospitality makes it a must-visit destination for travellers. Kumar Padmapani Bora, Secretary, Tourism Department, Government of Assam and MD, Assam Tourism Development Corporation shared more at FMITC 2023 Goa.*

**Rai Umraopati Ray**

### What recent developments has your state made in terms of tourism infrastructure?

Assam is actively investing in large-scale tourism infrastructure projects, both through public-private partnerships and private capital injections. Tourism is now a pivotal development sector, qualifying for the state's mega incentive schemes. This also aligns with our industrial policy, which recently conferred industry status on tourism. With investments of 100 crore or more, which promise specific employment figures, we offer tailored incentives. Several prominent hospitality brands are entering our market, with advanced agreements already in place for locations like Kaziranga. Furthermore, in Guwahati, we're receiving numerous hotel applications. The state is also launching various infrastructure projects beyond popular tourist spots, aiming to make Assam an all-season destination. Additionally, we've introduced a new homestay policy focusing on community involvement and have received overwhelming responses. This enables visitors to experience authentic rural stays, especially where large-scale hospitality infrastructures might be absent. Assam's

policy specifically identifies tour operators as one of the twelve sectors eligible for industry benefits. A detailed incentive scheme is in the pipeline, which specifies the support tour operators will receive, based on certain criteria like owning a fleet of vehicles.

### Connectivity has been a challenge in northeastern states. What measures are being taken to address this?

We're collaboratively working with the central government to enhance connectivity, particularly roadways. Assam's government has launched a scheme subsidising airline operations to boost air travel. Since September 1st, we've expanded flight services to regions like Barak Valley and Dibrugarh, while also initiating new connections to places like Kaziranga. We're focusing on intrastate connectivity and offering financial support to airlines for such routes.

### What is this year's core tourism focus – domestic or international?

Both. Post-COVID, Assam saw around one million domestic tourists last year – a significant 575% surge compared



**Kumar Padmapani Bora,**  
Secretary, Tourism Department, Government  
of Assam and MD, Assam Tourism  
Development Corporation

to the previous fiscal year. Assam welcomed almost 10% of the Northeast's total tourists, which is a monumental achievement for us. We're equally keen on both domestic and international tourists.

### Any message for Gen Z and Millennial travellers?

Assam offers a diverse range of attractions, from wildlife and religious sites like Makamaika to national parks and sanctuaries and river tourism in the Brahmaputra. Beyond famous locations like Kaziranga, Assam boasts hills, plains, and waterfalls. The remarkable growth in tourism reflects our hospitable nature and diverse offerings. Additionally, with the introduction of tourist police, we aim to boost tourist confidence further. The 575% growth testifies to the rising trust in our state's beauty as well as safety. Assam is peaceful and constantly evolving, with tourism as a prime focus. We warmly invite all to experience our state's beauty and hospitality. ■







**EBIX CASH**

  
**THE RAIL JOURNEYS**  
A Luxury Initiative by Ebix

**JOURNEYS HAVE RESUMED!**

**WELCOME ABOARD**

**BECAUSE THERE ARE TIMES, WHEN  
THE JOURNEY IS THE DESTINATION.**

**PRICELESS JOURNEYS, REASONABLY PRICED**

A part of the Ebix Group, The Rail Journeys allow you to experience India in a different way. You visit scenic locales to historical destinations to harigage ones while being on the train.

The journey itself is an experience.

---

For attractive deals, call us at: +91 82877 95986, +91 98738 44455

Write to us at: [rail@therailjourneys.com](mailto:rail@therailjourneys.com)

[www.therailjourneys.com](http://www.therailjourneys.com)



# 38<sup>th</sup> IATO Convention

## will focus on 'Responsible Tourism'

*The 38<sup>th</sup> IATO Convention is taking place in Chhatrapati Sambhajnagar (Aurangabad) from September 29 – October 1, 2023 and IATO President Rajiv Mehra, along with his team, has left no stone unturned in their preparations to make this a grand event, like always. Amidst the strains of inventory and connectivity, the city too is rolling out the red carpet to welcome the huge IATO delegation. Here's a look at some of the highlights of the Convention this year and a quick look back at the work done by the association for the benefit of its members – as shared by the President himself.*

### BOTT Desk



Rajiv Mehra,  
President, IATO

### Special highlights of the IATO Convention this year

The theme of the Convention this year is Inbound Tourism and Emerging Sustainable Trends. This theme has been chosen as India focuses on Responsible Tourism leading to Inclusive Growth. Health, Hygiene, Safety and enriching destination development and experiential tourism are a concomitant of emerging sustainable trends. Incredible India has bounced back after the wrath of Covid. The G20 Presidency has put the spotlight on India and it is now time capitalize on the opportunity and take the Inbound Tourism to its glory of the past – all these

factors make this year's IATO convention different.

Besides the theme, this year, there will be new flavour at the Inaugural Ceremony. The Business Sessions will focus on the latest topics – states deliberating on their destinations and potential tourism benefits – their booths too will depict new tourism features and the motivational talks. Besides these there is IATO Run, Networking Luncheons and Dinners providing opportunities of business with pleasure.

The focus points of the convention will be revamping of Marketing & Promotional Strategies, Destinations, Niche Tourism areas, last mile connectivity, investment in tourism infrastructure and coordination between the tour operators and the other stakeholders like the Hotels and Airlines in particular and the onsite marketing of tourism sites of Maharashtra through our well-crafted Post Tours. Through this Convention, we would amplify the awareness of Aurangabad with the presence of our strong band of tour operators and their onsite marketing of Aurangabad Tourist Sites.

### IATO Major Achievements

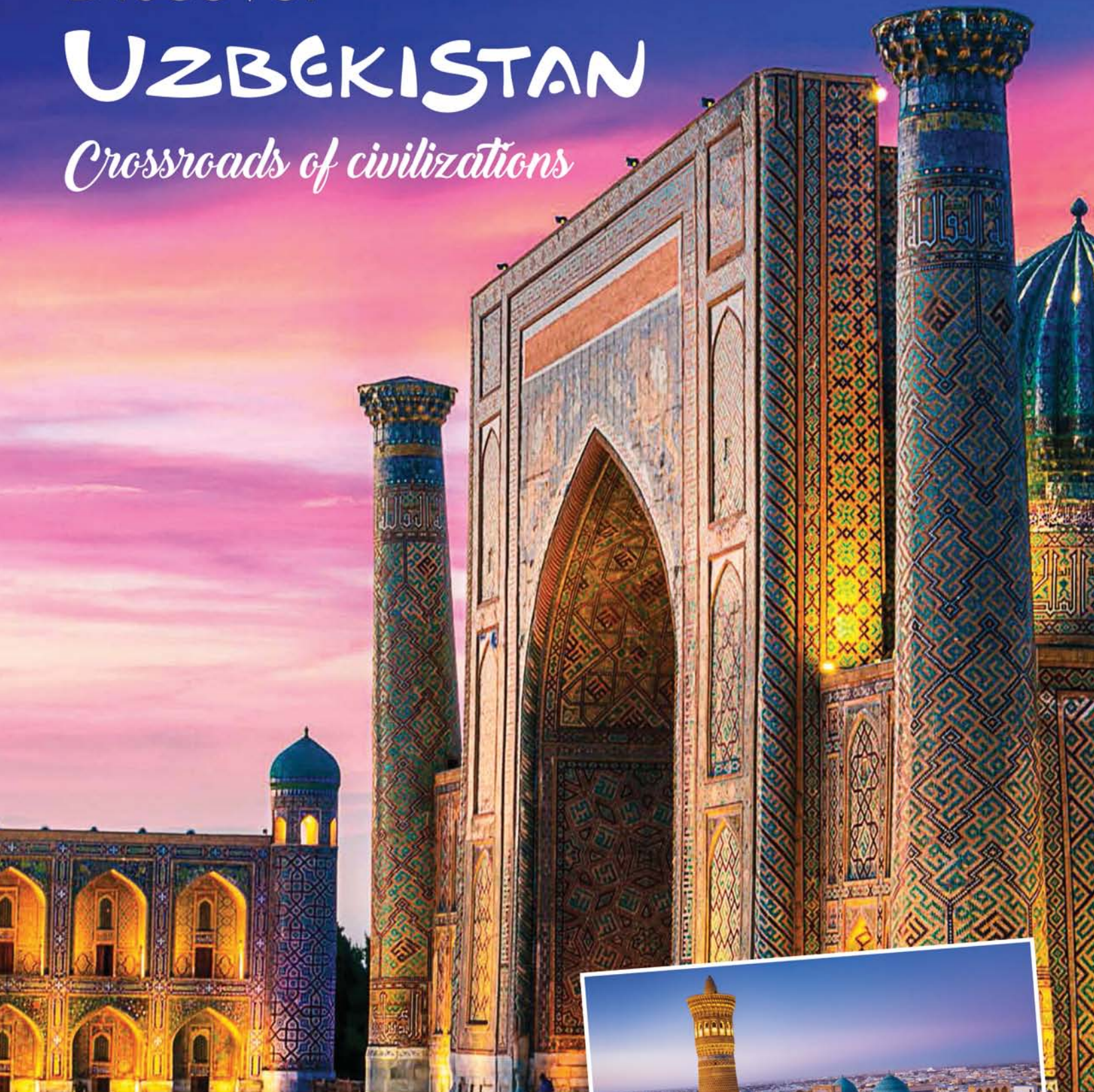
- The Withdrawal of GRAP Order: The matter was taken up by IATO with His Excellency Lt. Governor of Delhi keeping Secretary, Tourism, Govt. of India requesting that all BS IV tourist coaches, tempo travellers, Toyota Innova etc. having All India Tourism Permit may kindly be allowed to ply in Delhi and NCR so that we are able to provide services to tourists especially foreign tourists to avoid any negative publicity about our country abroad.

- Resolved the problems being faced by foreign tourists in Russia in making payment for e-Tourist Visa fee on line.
- On December 26, 2022 IATO requested Mr. Rakesh Kumar Verma, that balance sheet of 2019-20 may kindly be accepted for renewal of MoT recognition till March 2023 for all who are due for renewal or want to apply afresh as their MoT recognition has already expired. On the OM dated 17th January 2023, MOT GOI decided that the Annual Turnover of 2019-20 would be accepted under recognition of Ministry of Tourism.
- IATO got special promo code rates for the members from Taj Hotels, ITC Hotels, and Sterling Resort. We are also in touch with Lemon Tree Hotel and The Leela Hotels and hope soon they will also offer special rate for IATO Members.
- IATO wrote to Shri Vinay Kwatra, Foreign Secretary, Ministry of External Affairs regarding problems being faced by foreign tourists in making payment for e-Tourist Visa fee on line. This was immediately resolved.
- IATO was in touch with Ministry of External Affairs, Government of India that for all tourism related services, services of IATO Active Members, who are recognised by the MoT, Government of India are to be utilised. Ministry of External Affairs has accepted our request that tenders will be invited from IATO Active Members, who are recognised by the Ministry of Tourism Government of India. ■



# Discover UZBEKISTAN

*Crossroads of civilizations*



For more information, please contact:

**Tourism Committee at the Ministry of Ecology, Protection of  
Environment and Climate Change of the Republic of Uzbekistan**

**Email:** [info@blinkbrandsolutions.com](mailto:info@blinkbrandsolutions.com) | **Phone:** +91 98350 69443

**Add:** 107B, Amir Temur Street, Tashkent, Republic of Uzbekistan



# 'This year's IATO convention will be important for Inbound Trade'

*The 38th IATO Convention is taking place at a time when the world is singing praises of India for hosting a remarkable G20 Summit and showcasing the cultural vibrancy of India to global leaders. As BOTT spoke to IATO Office Bearers and EC Members, they all unanimously agreed that destination India could benefit a great deal from this positive publicity, therein bringing more inbound tourists to India. Here's an overview of the Convention details, special highlights of the event, the G20 surge and plans to bring in more inbound tourists into India.*

Priyanka Saxena Ray

## Rajnish Kaistha, Sr. Vice President, IATO

We are going into 38<sup>th</sup> IATO convention with very positive mindset and are upbeat on inbound tourism to pick up full stem by next year. Our motive is to offer great



takeaways for our members from the various stakeholders, be it hotels, cruise companies, centre and state Govt machinery. There shall be whole range of various deliberations over two days.

We have 2 reasons for looking into a small city like Aurangabad for our convention. First off to bring Ajanta and Ellora – the first two UNESCO heritage sites of India since 1983 on the world tourism map. And secondly

help Maharashtra Tourism to realise its full tourism potential. There have been connectivity issues, not enough inventory and absence of quality transport, but with our determination and with local support we have overcome the challenges.

For the Inauguration we are looking at around 900 people in total to attend followed by around 600 delegates to stay with us over the two-days sessions.

IATO run has always been very popular with all age groups participating actively and enthusiastically. This year also we have planned a 5km IATO Run for all and prizes in many categories along with certificate of participation for completing the run. It's not a race but bonding among our members and for cause of sustainable tourism.

We have organised many fam tours ranging from same day excursions to three-days trip and all are fully booked. So much so that we had to open an extra fam tour for Ellora caves for our members. Most of our members who haven't been to Aurangabad will get to see not only Ajanta and Ellora but also visit Shirdi, Nashik vineyards etc.

Our convention shall bring more tourists to Aurangabad and surrounding areas thus helping the local economy at grass root level.

## Ravi Gosain, Vice President, IATO

Under the G20 presidency India got much desired positive coverage worldwide and I personally believe if someone wants to visit any country the

first thing comes in mind of a traveller is great history, culture, image and present situation. India government used G20



opportunity to showcase India's heritage wealth to the world by organising business meets at all important tourists' locations, many delegates after their scheduled meeting visiting heritage sites, enjoyed local cuisine, bought local handicrafts and cloths etc. All these activities generated good publicity for India not only in print and electronic media but also in social media. This will surely help inbound tourism in one or another way in forthcoming inbound season.

This year's IATO convention will be important for inbound trade because it seems in this coming season, we will have a normal business after two years.



Hills are  
**CALLING**  
and so are we...

*Safe*  
**HEAVEN ESCAPES**

Validity:  
20<sup>th</sup> Sep -31<sup>st</sup> Oct, 2023  
\*Offer not valid on blackout dates



### Category Upgrade

Enjoy Upgrades to next room category  
for eligible bookings\*



### Dinner On Us

Enjoy a complimentary dinner when  
you book your stay\*



### Kids Dine Free

Children below the age of 12 can dine  
for free when accompanying with their  
parents\*

Avail the benefits when you book your stay at

- Sarovar Portico, Dehradun
- RS Sarovar Portico, Palampur
- Marigold Sarovar Portico, Shimla
- Rosefinch Sarovar Portico, Bhimtal
- Seyfert Sarovar Premiere, Dehradun
- NatureVilas Sarovar Portico, Manali
- Presidium Sarovar Portico, Dalhousie
- Madhuban Sarovar Portico, Mussoorie
- The Vaishnodevi Sarovar Portico, Katra

### GET IN TOUCH

For Booking and queries call: +91 9915775011

Corporate Office: Global Foyer, 504, 5th Floor, Golf Course Road, Sector 43,

Gurugram – 122009, Haryana Telephone.: +91 124 6632500

www. Sarovarhotels.com | Toll free number: 9338000049

\*T&C APPLY



So, we thoughtfully decided to work on theme which resonate the present situation and help delegates to build their business roadmap for the future. After much deliberations IATO Executive committee settled on convention theme as "Inbound Tourism and Emerging sustainable trends". There has been lot of ups and down in last couple of years in tourism globally and India was no different, however with resilience and hard work we are bouncing back and growing steadily amidst of changing trends. During our convention we will discuss about these trends in inbound tourism to make our business sustainable in years to come. We have invited eminent personalities among the government and various stakeholders to brainstorm on different subject relevant to inbound, so our delegates can look forward to have meaningful discussions, power packed networking and some relaxed moments with industry colleagues.

IATO is working very closely with MoT, Government of India and finding solutions for member's requirements. We are glad to have some of our international trade show participation with the support of MoT, which will be a big relief for inbound operators as there was a huge demand for promotions and marketing through these tradeshows. We are still pursuing MoT for regular roadshows in overseas markets, aggressive overseas marketing and publicity campaigns, fam trips for tour operators and other stakeholders etc. MoT is being quite supportive to most of IATO's demand however I personally think it needs more attention from the PMO in respect of appropriate budget allocation and out of the way support to take India as prominent tourism destination in the world. I think this is the time government has to push tourism with all strength and I am sure it will be a milestone for India's growth. Tourism will be one of the major contributors to 5 trillion economy which is the dream of our prime minister. I am happy that MoT is working on new Incredible India portal and because IATO is part of the committee, I can confidently say that it will be world, class once completed.

## **E M Najeed, EC Member, IATO**

The G20 presidency and summit can provide several opportunities for India, including the potential to boost tourism. Hosting the G20 summit has



given India significant global visibility. As world leaders and international media converge in the country, it offered an excellent platform to showcase India's diverse culture, heritage, and tourism attractions.

Preparing for the G20 summit involved infrastructure development, including the construction or renovation of hotels, transportation facilities, and conference venues. This infrastructure improvement can benefit the tourism sector in the long term, making India a more attractive destination for tourists. Hosting such a high-profile event necessitates increased security measures. The improved security infrastructure and procedures can provide a safer environment for tourists, which can attract more visitors. The G20 summit brought together leaders from major economies, business executives, and policymakers. This created opportunities for India to position itself as a destination for business conferences, conventions, and meetings, thereby attracting business tourists.

Going forward, the Indian government and tourism industry can create special G20-themed tourist packages and

promotions. These packages can include visits to summit-related venues, historical sites, and cultural experiences. India can collaborate with other G20 member countries to promote tourism exchanges. Bilateral agreements and partnerships can encourage tourists from these countries to visit India.

## **Manoj Matta, EC Member, IATO**

Indian inbound has slowly been recovering post Covid and until now we are not even at 50% of pre-Covid levels, though the official data differs and our ministers claim something else but the fact can be checked through ASI monuments ticket sales numbers as the inbound tourists coming in would have visited ASI monuments as well.

Having said this, the G20 Presidency and the G20 Summit have definitely been a boon for India. During this, four G20 Tourism working groups were formed to promote sustainable and inclusive



tourism beside identifying several themes. The number of delegations India received have attributed to surge in demand for accommodation as well as transportation and to cater to the need of these events, our government did liberalise its schemes to some extent to allow transport operators buy new vehicles specially the luxury ones. These meetings and delegations have





# HOLIDAYS AT ANANTA



Ananta Hotels and Resorts is emerging as the leading choice for vacations in India. Each resort is unique in its own way but the grandeur, hospitality and culinary impeccability is constantly impressive. Making a promise of service excellence delivered by our attentive staff, all our resorts make for excellent choices for your holiday. Spread across acres of lush greenery, the resorts encompass speciality restaurants to pamper your palate, complemented by a host of wellness and recreation facilities.

EXPERIENCE PEACE AND TRANQUILLITY AT ANANTA HOTELS AND RESORTS.

## CALL FOR ATTRACTIVE PACKAGES

ANANTA HOTELS AND RESORTS

+91 14 1354 0500

crs@anantahotels.com

www.anantahotels.com

Udaipur | Pushkar | Ranthambore | Gir | Jaipur | Bundi | Jawai | Goa | Ajabgarh\* | Jaisalmer\*



contributed towards country's economy. The leaders of these countries have been to different parts of the country from East to the West and from North to the South and have seen our infrastructure, this has enhanced the World's confidence in India. We shall soon see investments coming in from overseas to various sectors and tourism shall not be an exception.

We can turn this G20 opportunity into bringing more inbound tourists to India by emphasizing on bio-fuel i.e., the Sustainability Theme which is the need of hour. World leaders have seen a great connectivity, world class infrastructure and beautification of various cities / towns and international media has also shown this all over. This positive image of India needs to be capitalized. Now, we are being recognized as world's fastest growing economy, it is high time we start attracting global investors and business travellers by doing specific target marketing. We need to effectively launch publicity campaign in potential source markets highlighting newly identified 50 tourism destinations and emphasize on Green Tourism. Courtesy G20, lesser-known Archaeological site of Dholavira in Gujarat and peace in J&K are known worldwide.

### Deepak Bhatnagar, EC Member, IATO



Plenty of buzz has been created with India at the helm of the G-20 Presidency

and I am sure that the buzz will have positive and fruitful impact on the overall positioning of India as well as in tourism sector, especially the four Tourism Working Group Meetings, which were held prior to the main summit and were very successful. I hope the Government of India and the Ministry of Tourism will cash in on the buzz and aggressively push the marketing efforts to ensure all the investments we have made result in good business in terms of incoming tourists, and the revenue generated thereon, which has suffered hugely due to pandemic.

### Ashok Dhoot, EC Member, IATO

As we all can see the international delegation that visited India was made a part of the rich cultural vibrancy of India



and offered various forms of tourism experiences, such as Cruise Tourism, Gastronomy Tourism, Sustainable Tourism, Rural Tourism, Adventure Tourism, Leisure Tourism, Spiritual Tourism, Medical Tourism and many more. The various experiences that were offered during the visit have aroused a curiosity among many nations to visit India and experience the unsung stories which are no less than any other foreign destination to offer. The major step of acceptance of Indian Rupees on the international platform as one of the

trading currencies by various nations has made the Indian Rupee stronger and easier for the tourists to spend in India. Also, the digitalisation steps, which have been adopted and will play a major role.

### Zia Siddiqui EC Member, IATO

The G20 Summit in India has had a transformative impact on the nation's tourism sector. As global leaders convened



on Indian soil, the world's attention was drawn to the country's rich cultural, historical, and natural offerings. This international spotlight has significantly elevated India's profile on the global tourism map, showcasing it as a premier travel destination. The summit not only highlighted India's diverse attractions but also emphasized its capability to host large-scale global events. The ripple effects of the G20 are set to boost inbound tourism, positioning India as a must-visit destination for travelers worldwide. I am confident that the positive momentum generated by G20 Meetings and Summit will help bring in more tourists into India. Going forward, India can collaborate with other G20 member countries to promote tourism exchanges. Bilateral agreements and partnerships can encourage tourists from these countries to visit India, thus increasing the tourist inflow in the country.. ■



# Andaman & Nicobar Island

*Experience the New World*

**The Most Beautiful Part of the Country  
Crafted by Nature**

## **ABH ANDAMAN**

**A DMC for Andaman & Nicobar Island**

M: +91 9313057165, 9599298884, 9650089965

Email: [info@abhtourism.in](mailto:info@abhtourism.in) | Web: [www.abhtourism.in](http://www.abhtourism.in)



Approved by Ministry of Tourism, Govt. of India



# G20 Summit

## ignites India's Tourism Revolution

*The G20 India Summit 2023 has emerged as a beacon of hope for India's travel and tourism sector, casting a global spotlight on the nation's vast potential as a premier tourism destination. With the G20 representing over 70% of global tourism, its leadership in transforming the sector is pivotal. The summit has provided India with a unique platform to showcase its rich cultural heritage, diverse landscapes, and advanced infrastructure.*

*The ripple effect of the summit is evident. There's a palpable surge in both domestic and international tourism. The increased footfall and the resultant spending have given a much-needed boost to the travel, hospitality, and related sectors.*

*Moreover, with India's elevated profile as a tourist destination post the summit, Indian travel companies have a golden opportunity. They can now tap into the global market more effectively, offering unique and diverse travel packages that showcase the best of India.*

*The G20 summit's impact goes beyond just immediate gains. The event has set the stage for a cascading effect, positioning India not just as a cultural or heritage destination but also as a preferred spot for leisure and MICE (Meetings, Incentives, Conferences, and Exhibitions) tourism. BOTT spoke to leaders of travel, tourism, hospitality and MICE sectors to know their views –*

Compiled by Priyanka Saxena Ray and Gunjan Sabikhi



**G Kishan Reddy,**  
Union Minister of Tourism,  
Govt. of India

"PM Narendra Modi directed us to showcase India to the world as part of G20 presidency. I recall him saying that, each part of India has its own uniqueness, heritage, beauty and culture and that our G20 meetings should not be confined to the national capital alone. We are happy we could showcase the rich cultural heritage and immense tourism potential of our country."

"The G20 Tourism and SDGs Dashboard is a concrete outcome of the G20 Tourism Working Group and a



**Rakesh Kumar Verma,**  
Additional Secretary, Ministry  
of Tourism, Govt. of India

reference tool for all. It offers a wealth of knowledge and showcases best practices, all aimed at steering the tourism industry towards greater sustainability, resilience, inclusivity and reflects the collective commitment of the global community under India's G20 Presidency."

**Jyoti Mayal,**  
President, TAAI

"G20 discussions and resolutions have paved the way for significant economic reforms, ensuring a more



robust and resilient economy, which in turn boosts the travel sector. The spotlight on India has led to an influx of foreign investments, especially in the tourism sector, rejuvenating the industry and ensuring its growth. One of the most significant outcomes has been the introduction of e-visas. The launch of SDG Dashboard serves as a comprehensive online public platform, amalgamating the collective knowledge of the G20 Tourism Working Group."

**Rajiv Mehra,**  
President, IATO

"G20 represents over 70% of Tourism worldwide. Their Leadership





in the transformation of the sector is decisive. The G20 Tourism and the SDG dashboard will offer valuable insights and actionable knowledge. There are several ways in which the sector in India could benefit from hosting the G-20 Summit in 2023: Increased Tourism, Improved Infrastructure, Business Opportunities, Promotion of Indian Culture and Cuisine, Global Partnerships, Increased Business Events, Government Initiatives, Raising India's Tourism Profile & Sustainable Tourism Practices."

**Ajay Prakash,**  
**President, TAFI**



"India's Presidency of the G20 has been a spectacular success, focussing the attention of the world on the values, culture and achievements of our glorious civilisation. The numerous international meetings held across the country, including the TWG meetings have been extensively attended by delegates from across the world, bringing into prominence the myriad destinations and the opportunities for developing tourism in hitherto lesser-known regions. There is no looking back now as India assumes

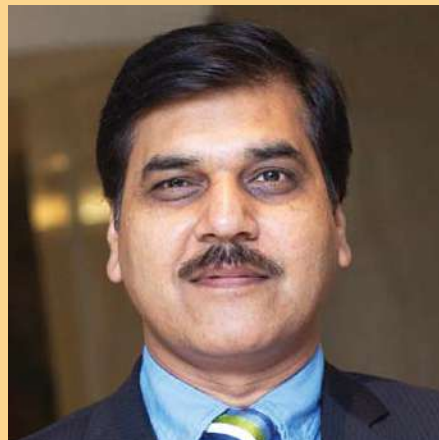
its rightful place as a true global leader and the Indian tourism industry takes a quantum leap into the future."

**P.P. Khanna,**  
**President, ADTOI**



"The G20 Summit in Delhi marks a golden era for Indian tourism. As leaders gather, the world's eyes turn to our nation, unveiling its rich tapestry of culture and heritage. This global spotlight will not only enhance our international image but also pave the way for a tourism boom, solidifying India's position as a must-visit destination. The G20 Tourism and SDG Dashboard dashboard offers insights into sustainable tourism practices and also provides a platform for knowledge exchange, collaboration, and growth."

**Amaresh Tiwari,**  
**Vice Chairman, ICPB**



"Hosting the G20 Summit and events related to it all year round has given India increased visibility on the global stage. This has led to a recognition of India as a major player in the global economy, which in turn has attracted more

international events and conferences to the country. In preparation for major G20 events, there has been a push for infrastructure development in the country. This includes the development of world-class convention centres, hotels, and transportation facilities, which are essential for the MICE industry."

**Riaz Munshi,**  
**President, OTOAI**



"The G20 Summit in Delhi has ushered in a new chapter for India's global outreach. As the world's leaders convene here, it's a testament to our nation's growing influence and potential. This gathering not only strengthens our diplomatic ties but also amplifies India's allure as a top travel destination. The future of outbound tourism looks brighter than ever."

**Subhash Goyal,**  
**Chairman, Stic Group**



"India has become the centre of attention for the whole world not only because of G 20 but also because it is one of the fastest growing economies in the world, The Digital Revolution and



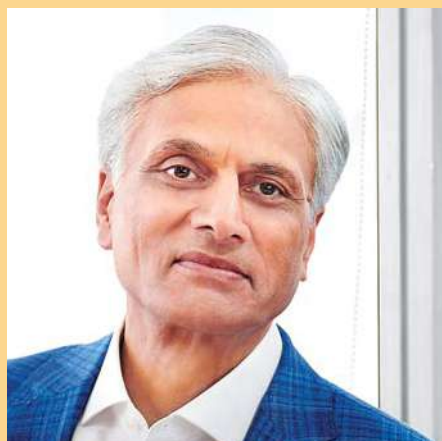
the moon landing has really enhanced the image of India. The whole world is fascinated about our Incredible country. We need to do the following to cash in on this demand. Increase flights into India by more than 50 per cent followed by aggressive Digital and Social Media Marketing in all the G 20 Countries. We must also appoint marketing agents in all G-20 countries."

**Ankush Nijhawan,  
Co-Founder, tbo.com**



"India's role in the G20 is a testament to our nation's potential on the global stage. As we showcase our vibrant culture and heritage, the world will turn its eyes to us with renewed interest. I am optimistic that this spotlight will invigorate our inbound market, drawing travellers from across the globe to experience the wonders of India."

**Ajay Bakaya,  
Managing Director, Sarovar  
Hotels and Resorts**



"The G20 Summit 2023 has provided a major boost to India. It has enhanced the image of our country on a global platform and has overall been a positive

development for the country. The smaller events that kept taking place all through the year in various parts of India showcased our country well. However, if we need to keep the tide up in future and make the most of events such as these for our tourism sector, the Government needs to come out with better policies that will help in the growth of Tourism."

**Sanjay Kumar,  
CEO & President, ITQ**



"The G-20 Summit 2023 spotlight in India will likely bolster its Travel, Tourism, and Hospitality Sector. The potential for increased foreign direct investment, networking, and partnerships with global stakeholders is significant. This can lead to collaborations with global travel agencies, hotel chains, and airlines, enhancing the range of services. The policymakers and delegates attending these meetings could become valuable long-term advocates for Indian tourism. Additionally, policy discussions during the summit may lead to traveller-friendly policies and sustainability initiatives, further benefiting the sector. The G20 Summit will likely generate a surge in business and leisure travellers. This influx of visitors can have a direct positive impact on hotels, restaurants, tour operators, and various other segments of the hospitality industry. Given the industry's historical path, it's fitting to state that, post-Covid-19, the G20 Presidency represents the most significant uplift for the travel and tourism sector. The timing of the Presidency couldn't be more opportune, aligning with the sector's eagerness to embrace innovations for its prosperity. Thanks to this, India's inbound tourism

has been presented with an opportunity for expansion and advancement."

**Praful Khosla,  
Executive Vice President,  
Bird Group**



"India has received great attention and recognition with the G20 presidency and by organising such a grand and fabulous summit in Delhi showcasing India's culture and focusing on the theme One Earth, One Family, One Future. It's a big success and achievement for our country. It is also an important event showcasing the delegates our heritage, tourism sites, airports, hotels, and infrastructure."

**Vasudha Sondhi,  
Managing Director, Outbound  
Marketing**



"The G20 sessions over the past year have taken place across diverse destinations throughout India, showcasing the vast and varied landscapes, cultures, and experiences our nation offers. This extensive exposure has brilliantly highlighted the true tourism potential of India, painting it in an incredibly favorable light. The



positive impact and ripple effect of these sessions will undoubtedly resonate, influencing travel trends and decisions in the forthcoming months and years.”

**Rajnish Kaistha,**  
**Sr. Vice President, IATO**



“The G20, comprising 20 countries and the EU, represents 80% of the gross world product and 75% of international trade. The G20 summit in India is being conducted on a grand scale, directly overseen by the PMO. Tourism played a pivotal role throughout the G20 year, with various tourism group meetings held across the nation, effectively showcasing the diverse and premier tourism offerings of India. Such exposure to Indian tourism and hospitality is expected to yield positive outcomes, attracting a significantly higher number of quality foreign tourists in the near future. It’s crucial not to lose focus on this momentum. The government must intensify their efforts with timely and aggressive marketing in international markets to achieve the desired results.”

**Ravi Gosain,**  
**Vice President, IATO**



“G20 summit in New Delhi will indeed

play a milestone in India’s promotion to the world. The visibility what India is getting right now in all international media is awesome and I think after the summit world will see a different India. There are lots of cleaning drives and some new structures for beautification of New Delhi and I hope this will remain intact in future. Delhi is a gateway to India and will get good impression of new India. I’m sure this will benefit all of us in tourism and hospitality sector.”

**Rajeev Kohli,**  
**CIS, CITP, DMCP, Joint**  
**Managing Director, Creative**  
**Travel**



“The G20 has brought the spotlight on India. Especially given our recent space successes. But it’s not going to benefit tourism at all for the very simple reason that the G20 is not news in overseas consumer media. We had many amazing opportunities to take advantage of. We should have had an industry wide plan to get some benefits. We didn’t. So, who’s going to be grown up and take responsibility for that?”

**Rajat Sawhney,**  
**Senior Vice President, ADTOI**  
**& CEO Rave Tours & Travels**

“G20 Summit will be a game changer and has brought a spotlight on India. The series of meetings and yearlong activities have given a big boost to the industry and its allied sectors. The industry has demonstrated to the world its expertise to manage an event of such magnitude by hosting the delegates of G20. India is now on the forefront and already gaining much popularity for its



Wedding, Medical and MICE Tourism. This event will catapult India into one of the major tourism nations in the world. The Tourism Industry (Travel & Hotels) will definitely get a big boost due to the G20 summit. Bharat Mandapam in New Delhi being the venue is an architectural marvel and is the latest jewel in modern Indian design and infrastructure and a gift to MICE /Exhibition tourism in India. It is a great opportunity to showcase our Culture, Food and warm Hospitality.”

**Jay Bhatia,**  
**Vice President, TAAI**



“The world is watching India as global leaders are coming to India for the G-20. This is initiating ideas and India’s Atithi Devo Bhava attitude to the world. Global leaders during the G-20 have travelled across India and have seen the warmth and beauty of India along with its hospitality. Further with G-20 presidency with India a lot of information on India Tourism, Culture and Heritage has been advertised globally which is attracting tourist from all parts of the world into India. We are sure that 2023-24 shall be a year of India welcoming global tourist. Due to



the inbound movement upscaling the Indian TTH sector shall not only bloom but also help in boosting the economy multi-fold. This shall assist in growth, prosperity and development as a whole in increasing India's foreign exchange revenues as well."

**Prateek Hira,  
President & CEO – Tornos &  
Indian Frontiers**



"G20 is an opportunity to assert India's soft power, not only among G20 nations but the entire globe. World has realised the power that India is. The most powerful nations unanimously have realised and declared that India is the next economic and social power that India is. Being from the tourism industry, I see G20 opening up a new chapter of Indian tourism. The world would want to see India more than it ever did and so would the lingering negative perception of India change, making it a preferred destination among travellers."

**Mahendra Vakharia,  
Managing Director,  
Pathfinders Holidays,  
Ahmedabad**

"The Tourism Industry (Travel & Hotels) will definitely get a big boost due to the G20 summit. It is a great opportunity to showcase our Culture, Food, the warm Hospitality & shopping. The focus of the world is on India since some years now due to the big stride our country is making in various fields – and hosting a very prestigious event as the G20 which manages 80% of the World GDP, can have a very positive and



big impact for the Tourism both directly & indirectly."

**Sunil Gupta,  
Chairman – IATO Northern  
Region and Director, Travel  
Bureau, Agra**



"The G20 meetings have proven to be a game-changer for India's inbound tourism, particularly in the aftermath of the devastating impact of the COVID-19 pandemic. The country required a significant boost in media coverage to signal that it was open for safe travel once again, and the G20 meetings provided just that. Holding these meetings at India's most iconic sites and cities has not only showcased the nation's cultural richness but also left an indelible mark on the delegates and media who attended. The impact has extended beyond the immediate media coverage. The noticeable investments and enhancements made to the cities and sites that hosted the G20 meetings have yielded lasting improvements. For instance, take Agra, a city where I reside. The city has undergone a remarkable transformation, becoming cleaner and more beautified since

its role in hosting the G20 gathering. Furthermore, the ripple effect of these events has boosted revenue streams for numerous stakeholders within India's tourism industry. This, in turn, has fostered job creation and encouraged the improvement of essential tourism infrastructure."

**Nishith Saxena,  
Founder & Director, Cruise  
Professionals**



"G-20 Summit 2023 in Delhi is a great opportunity for us to showcase Bharat in its great opulence which would help in promoting tourism & in turn help the hospitality sector to grow. We should also use this opportunity to convey the great spending capacity the Indian tourist has whether travelling within India or overseas and get to a point where most countries start providing visa on arrival to all Indian passport holders. If this is achieved, it could lead to a two-way exchange of tourism & travel amongst all the G20 countries."

**Rahim Aslam, Founder &  
Consultant, One Above**

"The G-20 Summit 2023 in India holds great promise for outbound travel from India and also promote Inbound to India. Firstly, it elevates India's global profile, fostering confidence among Indian travellers to explore international destinations. Improved diplomatic relations and trade agreements resulting from the summit may lead to visa relaxations making travel more attractive for Indians. Additionally, the summit's economic impact could potentially lead to increased disposable income, encouraging more Indians to venture





abroad for leisure and business travel. Overall, the G-20 Summit 2023 is poised to significantly boost our outbound and Inbound travel."

**Rajeev Nangia,**  
**COO, TRAC Representations**



"G20 is a very big platform which is being watched worldwide. I personally feel that it provides us with a great opportunity, especially for India, to present the rich wealth of diversity, Indian products and services, and most importantly tourism aspects like heritage, culture, cuisine. Also, it's a great platform to showcase the world class hotels that we have, as most of our Delegates who are coming for G20 will be hosted in these properties. It's a very big opportunity for travel and tourism not only at this point of time, but also for the future, as our VIP guests will carry back home memories of our warm hospitality, our traditions, our culture and our history. So, through this G20 platform we can reach out to global audiences if we use the media properly to propagate travel and tourism, with regards to what India has to offer."

**Sandeep Dwivedi,**  
**Senior Industry Professional**



"The G-20 Summit 2023 in India stands as a potential game-changer for the Travel, Tourism, and Hospitality Sector. This international gathering is poised to capture the attention of global tourists and investors, presenting a unique opportunity. With the G-20's considerable economic sway accounting for 60% of India's foreign tourism, its significance cannot be overstated. The government has set an ambitious target of USD 56 billion in forex earnings, primarily driven by the tourism sector, with a goal of generating 140 million tourism-related jobs by 2030. The G-20 Presidency is viewed as a pivotal milestone in achieving this objective. In my view, with the right nurturing and support, these initiatives have the potential to yield enduring and more pronounced results. To sum it up, I see the G-20 Summit 2023 as a catalyst for growth in India's tourism and hospitality sector, driving increased tourism, investments, partnerships, and essential infrastructure development."

**Bjorn DeNiese,**  
**Managing Director, Mayfair Elixir**

"I think the travel, tourism and hospitality sector has tremendously benefited from the G20 happening in the country. It's great that there has been a holistic approach to the planning and the committees have been working extremely hard and diligently to ensure India as a whole is well showcased. It is also very heartening to see how much of exposure the Northeast of India has also received. States, cities and towns have had the opportunity to bring out the best in terms of culture, food and



hospitality in the most innovative and mesmerising ways and each has done exceptionally well."

**Gagan Katyal,**  
**Vice President – Sales and Strategy, Ananta Hotels & Resorts**



"The G20 Summit 2023 has given India a chance to impress the world leaders with our hospitality and infrastructure. This will encourage tourists to look at India as a developed tourist destination offering world class facilities and experiences. The whole country is involved so it's a holistic growth rather than sectoral growth. Hotels, transportation and related services will gain from this visit and the effects there after. It's a huge marketing for INDIA."

**Anil Agarwala,**  
**Managing Director, Tathastu Resorts**

"The rich culture and heritage of India has for years attracted tourists over the world. And with the G20 meetings held at top tourist destinations across the country, it has bought India on the





Global tourist map. Tathastu Resorts was privileged to host a welcome meal when the G20 delegates visited the Pench forest in Central India. The G20 meetings have also augmented cooperation among government and private sectors to increase high-end traveller footfalls.”

**Dr. J K Mohanty,  
MHCIMA, Managing Director  
Swosti Group (Hotels-  
Resorts-Travels)**



“India’s G20 Presidency can be a game changer for the tourism industry. G-20 Summit provides an opportunity for India to showcase its culture, heritage, and tourism offerings to a global audience. India will receive significant international attention including world leaders, diplomats, and international media during the summit which can generate significant interest in India as a travel destination. Increased visibility can lead to a surge in international tourism arrivals, as travellers may be inspired to explore India after the event.

Hosting the G-20 Summit can position India as a desirable destination for (MICE) events. The hospitality sector, including hotels and conference centres, can benefit from an influx of

business travellers attending the summit and related events. This can lead to increased foreign direct investment (FDI) and business collaborations, which in turn can result in more business travellers visiting India as well as more foreign currency earnings.”

**Mohammad Ali,  
Senior Director of Sales –  
Meetings & Events, Accor  
Hotels**



“I Believe its pivotal moment for the nation to successfully organise the G20 summit and the stunning arrangements done by the Government is incredible. More than 200 meetings held in 60 cities showcased the country’s ability to host large conventions & events & this will certainly boost the confidence of International travellers to bring more large conferences in India & this will directly benefit to our Tourism & Hospitality sector.”

**Ashwni Kumar Goela,  
General Manager, Radisson  
Blu Plaza Delhi Airport**



“We hope to see more such delegations and international MICE

moving towards India. Any international MICE and delegation look for infrastructure and with the way we have been able to seamlessly hold G20 meetings across various states in India, this will surely add boost to the large format expo and convention in India.”

**Kunal Shanker,  
General Manager –  
InterContinental Chennai  
Mahabalipuram Resort**



“The G-20 Summit 2023 in India is poised to significantly benefit the Travel, Tourism, and Hospitality sector in several ways. Firstly, it will enhance India’s international image, attracting more tourists intrigued by the host country. Secondly, the influx of foreign delegates and business travellers will boost demand for hotels and conferencing facilities. Thirdly, the event can stimulate infrastructure development, improving travel logistics and overall visitor experience. Finally, the summit’s exposure to India’s rich culture, history and heritage can attract cultural tourists, contributing to the sector’s growth.”

**Shuvendu Banerjee,  
General Manager, Crowne  
Plaza New Delhi Okhla**

“The entire world is looking towards India and the G20 presidency, which could be a game changer for India’s Travel & Hospitality Industry. With state heads, delegates and international press travelling to 60+ cities for several meetings, we have an opportunity to convert all the attendees into spokespersons for India’s spirit of





'Atithi Devo Bhava'. This also puts in the spotlight many beautiful yet not so popular tourist destinations on the global map."

**Sharad K Upadhyay,**  
**General Manager – Crowne**  
**Plaza Greater Noida**



"The summit has brought about mass awareness and at the global level. More than 200 events have been organised in the country from Kashmir to Bangalore in the run up to the summit, showcasing the unique culture and places of interest to our foreign guests which has been widely covered in the media. Hosting such events requires meticulous planning and top most safety and security capabilities. India has demonstrated that it's a great and a safe place to visit."

**Amit Rana,**  
**General Manager, Holiday**  
**Inn New Delhi International**  
**Airport**

"The G-20 Summit 2023 in India presents a remarkable opportunity for the country's Travel, Tourism, and Hospitality sector. Hosting such a prestigious event not only highlights India's prowess in



organizing large-scale gatherings but also promotes its diverse cultural heritage and tourist attractions on a global stage. This increased exposure can attract more international tourists, boost investments in infrastructure, and drive innovation in the industry."

**Davinder Juj,**  
**General Manager, Eros Hotel**



"The message of the Summit "One Earth, One Family, One Future" has immensely uplifted the image of our country on every platform. By inviting G20 delegates to different parts of the country we have acquainted the world them with the tourism potential of these destinations. This is an opportunity for all hospitality verticals, travel companies and aggregators to showcase the best of what India has to offer. I believe the event will give a much-needed boost to both leisure and business travel, ultimately generating revenue for our industry."

**Gorav Arora,**  
**General Manager, Jaipur**  
**Marriott Hotel**

"The G-20 Summit 2023 is indeed a great opportunity for India's Travel,



Tourism, and Hospitality sector to benefit in several ways. Firstly, hosting such a high-profile event attracts a significant number of international delegates and tourists to the country. This influx of people has led to increased demand for accommodation, transportation, and other hospitality services, thereby boosting the sector. Secondly, the G-20 Summit has provided a platform for India to showcase its rich cultural heritage, unique landscapes, and tourist attractions to the world."

**Pankaj Saxena,**  
**General Manager, Radisson**  
**Blu Pune Kharadi**



"The G-20 Summit of 2023, with India at its centre stage, presents a remarkable opportunity to invigorate the Travel, Tourism, and Hospitality Sector."

As India garners more attention and fosters a favourable global image, we can expect a surge in international tourists drawn to our vibrant culture, historical heritage, and diverse geographical attractions. This heightened interest is poised to drive increased investments in



infrastructure, enhancements in tourism services, and an upswing in job creation, thereby catalysing economic growth and development within this crucial sector.”

**Neeti Sharma,  
Director, Intrepid Marketing  
and Communications**



“The G20 Summit 2023 has propelled India on the international map as a country to reckon with. With multiple dignitaries and delegates gracing the Indian shores, it is going to be a momentous period for India with the tourism and hospitality partners putting their best foot forward. The Summit will also enhance existing service levels which in turn will only add value to domestic tourism. The world is vying for the Indian tourist today and the international delegates of the Summit will engage with noteworthy elements to boost tourism from India into their countries.”

**Rohit Walter,  
Vice President – Sales and  
Operations (NI), Concord  
Exotic Voyages**

“G-20 is like window to the world for India. World that includes global media is showcasing India as never before. India is showing itself as luxury and safe destination with vivid culture along with modernisation. In short it is new India which is also carrying its rich legacy



and history beautifully on to its new path.”

**Tekla Maira,  
Luxury Sales Consultant, And  
The Story Continues**



“With over 30 countries experiencing India it will be an eye opener to India’s infrastructure and capability of handling events of such stature. From the well-appointed airports to hotels and cuisines offered India is all set to shine in every aspect!! We truly live up to being Incredible India!”

**Ather Yameen Narwari,  
Chapter Chairman – J&K,  
TAAI**

The G20 presidency provides a strong platform for India to promote its agenda of developing sustainable/green tourism practices. The G20 presidency could not have come at a better time for India, especially its tourism sector. India is witnessing a revival of inbound arrivals and domestic travellers. We must capitalise on the G20 to achieve pre-Covid-19 numbers and, perhaps, even exceed



them this year, and lay out the long-term agenda for promoting sustainable tourism globally.

**Sanjay Datta,  
CMD, Airborne Travels**



“The G20 summit in Delhi (Bharat) shall act as a catalyst for tourism in India – ‘AtithiDevo Bhava’ will showcase India as never before; the mileage and post summit benefits shall ensure a robust growth of tourism to India.”

**Durgesh Chaddha,  
Director Sales & Marketing,  
Ahilya Experiences**



“Hosting the G-20 Summit attracts



attention from global leaders, business executives, and media outlets. This heightened visibility can pique the interest of potential tourists who may decide to visit India, leading to a surge in inbound tourism. As India showcases its cultural heritage during the summit, it can spark interest in cultural tourism. Hosting the G-20 Summit can provide a significant economic boost to the host country."

**Mahendra Singh Rathore,**  
**President – RATO (Rajasthan**  
**Association of Rajasthan) and**  
**Co-Chairman, IATO Rajasthan**  
**Chapter**



"The summit will garner extensive international media coverage, putting India in the global spotlight. This exposure can boost the country's image as a safe and welcoming tourist destination, encouraging more people to visit. The presence of high-profile delegates and business leaders during the summit can create opportunities for the hospitality sector to host conferences, meetings, and corporate events in the future. Hosting the G-20 Summit can encourage cultural exchange and diplomacy."

**Ranjana Sharma,**  
**CEO, Trav n Tours**  
**International**

"India is making huge efforts to emerge as a Global MICE destination. G20 summit will serve as an important forum for developing policies to promote responsible and sustainable tourism. G20 in India is expected to



push the growth of the tourism sector to the magnitude of 15 million inbound tourists in 2024, contributing more than \$30 billion in earnings."

**Gita Chaudhry,**  
**Founder & Owner, Terra Tales**  
**Hotel Marketing**



"The Presidency of G-20 Summit 2023 has definitely brought attention to Travel Tourism and Hospitality sectors

of India. It's giving big time boost to various tourism segments like Sustainable Tourism, Eco Tourism, Wellness, Spiritual, Cultural and Heritage Tourism. India is known for maintaining the peace and projecting the same in the Summit, we have all the reasons and platform to attract tourists to our country."

**Burjis Mehta,**  
**President, SKAL Club of**  
**Bombay**



"The G20 summit has been a beacon, illuminating vast business prospects and long-term opportunities. Our hospitality sector is rebounding, with hotel chains experiencing a remarkable rise in ARR. Concurrently, airfares in summit-hosting cities have surged to unprecedented heights. Furthermore, short-haul destinations are witnessing a boon, underscoring the summit's expansive impact on global travel and commerce." ■





# The Deccan Odyssey

## relaunched by MTDC and Ebix

*The Deccan Odyssey luxury train is all set to make a comeback after a gap of nearly four years from September 23, 2023, and is refurbished in an exquisite way which promises a royal and memorable experience to its guests. The train shall embark on its journey from Mumbai (CSMT) and will have New Delhi as its final destination covering various destinations such as Udaipur, Jodhpur, Vadodara and Agra on its seven nights and eight days trip. The inauguration run took place on September 21, 2023 from CSMT Platform no.18.*

**Shreya Shimpi**

The flag off was done by Maharashtra Assembly Speaker Rahul Narwekar in the presence of Girish Mahajan, Minister of Tourism - Maharashtra, Government of India; Radhika Rastogi-Principal Secretary, Tourism, Government of India; Shraddha Joshi, MD, Maharashtra Tourism Development Corporation. The inaugural run was done between CSMT and Panvel.

The MTDC has partnered with Ebix which shall be managing the operations of the Deccan Odyssey for the next five years.

The entire train has been refurbished with glass doors, magnificent upholstery, majestic décor and kitchen equipment. Sustainability has been one of the key points of focus with glass bottles being used instead of plastic, induction cooking, low carbon emission and many new additions. The train offers four Presidential Suites, two dining restaurants, a conference room with a Business Centre, a spa, a bar and many more amenities. The train is all set to redefine luxury which reflects the culture and heritage of our country impressively.

The package includes a stay, dining and sightseeing for all the seven nights and eight days. There are six varied itineraries to choose from which traverse through the heart of the country giving the travellers a glimpse of the architecture, arts, culinary landscape, history, culture and nature as well as the vineyards and the countryside of India. These include the Indian Odyssey

covering Ellora Caves, Vadodara, Udaipur, Jaipur, Agra, and Sawai Madhopur on its way from Mumbai to New Delhi.

The other itineraries are 'Maharashtra Wild Trail', 'Maharashtra Splendour', 'Heritage Odyssey', and 'Cultural Odyssey' which includes Gwalior Orchha, Khajuraho, and Varanasi. All these journeys are for seven nights and eight days and the travellers can choose them based on their preferences. The two restaurants 'Utsav' and 'Waavar' serve delectable and mouth-watering dishes served in fine cookware sourced from all over the world including the best sourced from the length and breadth of our country. The spa offers some great therapies and treatments designed to relax the mind, body and soul. There is a gymnasium as well as a conference coach which is well-equipped to conduct meetings. The paintings which are a part of the décor are sourced from NGOs. The refurbishment has given the train a splendid facelift and the attention to detail is outstanding. Some of the noteworthy features include fire-redundant curtains, anti-allergy, anti-dust carpets, wooden flooring and glass doors. Train journeys are magical and nostalgic and this brand-new avatar makes this sojourn a royal one in every possible way.

**BOTT spoke to Shraddha Joshi, MD at Maharashtra Tourism Development Corporation in an exclusive chat and here is what she had to say –**

"We are very glad at the response that



**Shraddha Joshi,**  
**MD at Maharashtra Tourism Development Corporation**

we are getting. During the refurbishing of the train, we have modified some itineraries also. We have adopted a responsible tourism approach and we are happy to relaunch it. MTDC has its resorts and components like aquatic tourism. This is a different component which also attracts the international audience and talks about luxury. In a package of seven nights and eight days, people can see various cultures and explore different cuisines and heritage. We are taking them to various sites like Ajanta Ellora, Tadoba, Sindhudurg and Konkan areas. Not only Maharashtra, we shall be taking them to other parts





**Chandrashekar Jaiswal, General Manager, Maharashtra Tourism Development Corporation (Left) and Arun Kundu, Senior Vice President, Ebix (Right)**

of the country as well like Delhi, Jaipur, Varanasi, Khajuraho etc. Once they are on board there is no need to check-in and check-out. Throughout the journey, they can enjoy five-star facilities or even more. They can see many aspects of tourism.” Speaking about the USP of The Deccan Odyssey she added, “Other trains are usually restricted to one state. If we see the train ‘Palace on Wheels’ it is about the tourism of Rajasthan. Here we are taking them to places in Maharashtra as well such as Goa, Rajasthan, Delhi and Gujarat. We have added certain green components such as induction cooking and responsible tourism practices like the use of glass bottles. The coat over the curtains makes it heat-resistant. Biotanks have been added to the toilets. Paintings have been procured from organisations where the orphanage kids have made the

paintings. We are also creating counters for selling them not to create profit but to support the orphanages. This train is very important to us because we are showcasing our state and our country to an international audience. It is taking us to the international level and we are glad about it.”

### **Chandrashekar Jaiswal, General Manager, Maharashtra Tourism Development Corporation**

“It’s a pleasure to be back on our coveted luxury train The Deccan Odyssey and I should say that this train has been refurbished this is the 2.0 version now and it has given a second life to this train and we are grateful that we have got a wonderful operator-The Ebix company. Naveen and Mr Kundu have been doing great work together.

Our Managing Director at MTDC, Shri. Shraddha Joshi Sharma, our Principal Secretary Shri. Radhika Rastogi and our Project Officer Akhilesh Shukla have been very crucial in doing all the things. We are sure that the train will make possible the exploration of the reach tourism repository of Maharashtra to each and everyone, especially the international travellers and that is why it is an Odyssey-A journey to be taken for a lifetime.”

### **Arun Kundu Senior Vice President, Ebix**

“We are the operators of The Deccan Odyssey and we have won the bid to operate it for the next five years. We have refurbished the entire train and added a new lease of life to this train. We have changed the décor, upholstery, kitchen equipment, interiors in the room, linen, toiletries, washrooms etc. we have almost changed everything possible without interfering with the security protocol of the train. We are now starting from 23rd September from Mumbai CST which will be a week-long trip culminating in Delhi. That day evening again, it will start from Delhi for a week-long trip coming back to Mumbai on 7th October. A few months from now i.e., September, October and November are a bit slow as we are just restarting the train. January onwards up to 2026 we have bookings. We are almost full-on certain dates that we are sold out of certain programmes. We wish and hope that things will get better with each passing week and people will like what we have rebuilt and renovated”. ■





# Wherever you go in India, you can go by IndiGo

*While Indian aviation has grown at an impressive (passenger) CAGR of around 13 percent in the 7 years pre covid we are still a highly underpenetrated country currently in terms of both domestic and international air travel. In order to bridge this gap, IndiGo has expanded its presence already to 81 destinations in India and 32 destinations overseas. The airline, undoubtedly, is on an unstoppable growth trajectory, adding new routes and entering exciting codeshare agreements to expand its reach far and wide. Vinay Malhotra, Head of Global Sales, IndiGo, shares some interesting insights about the airlines –*

Priyanka Saxena Ray

## What are IndiGo's strategic goals for the next 5 years?

We have defined three strategic pillars of Reassure, Develop and Create to support our growth plans as we are looking to double in size and scale by the end of this decade. We will continue to develop on the domestic network and reassure an unparalleled connectivity – with a goal to extensively serve India – this is part of our purpose of giving wings to the nation, by connecting people and aspirations, something that we have lived by since our inception and which we at IndiGo will continue going forward. Wherever you go in India you can go by IndiGo and that's our philosophy - India by IndiGo.

While Indian aviation has grown at an



**Vinay Malhotra, Head of Global Sales, IndiGo**

under the “create” pillar. We fly to a diverse set of destinations—Srinagar in

*“We have a pending order of approximately 480 aircraft, which will be delivered between today and the end of this decade. In addition, we recently placed a firm order for 500 Airbus A320 Family aircraft. With this addition, IndiGo's order-book has almost 1000 aircraft yet to be delivered well into the next decade.”*

impressive (passenger) CAGR of around 13 percent in the 7 years pre covid we are still a highly underpenetrated country currently in terms of both domestic and international air travel. In order to bridge this gap, IndiGo has expanded its presence already to 81 destinations in India and 32 destinations overseas.

Another important part of our future is the Internationalization which falls

the North, Cochin in the South, Jodhpur in the West and Silchar in the East. The sheer size of India and the demographics, in combination with the unparalleled network of IndiGo, allows us to have a very rich international scope.

**How has the G20 Presidency and the G20 Summit been a boon for the Indian Travel,**

## Tourism and Aviation Industry?

India is one of the most vibrant aviation markets and is steadily increasing its global footprint. As India assumed the G20 presidency this year, both business and tourism experienced significant growth, primarily driven by the aviation & hospitality sector. This growth also increased India's visibility on the world stage and created numerous opportunities.

The Indian economy is expected to further grow from being the world's 5th largest today to being the 3rd largest before the end of this decade. For aviation specifically, the Honourable Prime Minister Modi has stated his mission to ensure that by 2030 India comes into her own on the world stage of aviation leadership by building cutting-edge infrastructure and developing India into a global aviation hub.

The Indian aviation market holds an immense untapped potential. Both domestic and international markets are projected to experience robust growth in the coming years. Currently, the percentage of Indian consumers flying, both domestically and internationally, remains relatively low, signifying ample room for market development. The G20 presidency provides a crucial opportunity to leverage this potential, further accelerating the growth of the aviation sector in India.

**How does the company**



## **plan to expand its route network domestically and internationally? Are there any new aircraft acquisitions or fleet expansion plans in the pipeline?**

IndiGo is taking a massive step in its international expansion strategy with the addition of six new destinations across Asia, and Africa. These exciting destinations are Nairobi, Jakarta, Tbilisi & Baku. On September 22 and 23, we commence flights to Tashkent and Almaty respectively.

IndiGo continues to add new destinations, routes, and frequencies, catering to the rising demand for international travel from, to and via India. IndiGo will also be resuming operations daily services from Delhi to Hong Kong in early October, further enhancing travel options for passengers. Our number of international destinations will grow from 26 to 32 and many other international routes are in the pipeline.

IndiGo has also been strengthening connectivity through its codeshare connections via Turkish Airlines, American

aircraft on damp lease operating on the Delhi-Istanbul and Mumbai- Istanbul sectors. We have a pending orders of approximately 480 aircraft, which will be delivered between today and the end of this decade. In addition, we recently placed a firm order for 500 Airbus A320 Family aircraft. With this addition, IndiGo's order-book has almost 1000 aircraft yet to be delivered well into the next decade. Our pending order book, structural cost advantages and our long-term relationships with our supply chain partners are our key assets.

We continue to remain very bullish about our future and this is reflected in our fleet order.

## **In what ways is IndiGo working to improve the overall passenger experience, from booking to disembarkation?**

Our primary goal is to unlock the full potential of air travel by improving accessibility and offering affordable fares. As India's leading carrier, we have always strived to provide hassle-free connectivity to even the remotest areas of the country at an affordable cost. With the adoption

revolutionary Three Point Disembarkation process which enables our customers to exit the aircraft faster than ever before. The new Three Point Disembarkation process serves from two forward and one rear exit ramp, making IndiGo the first airline in the world to use this process. We also launched 'Digital e-logbook' in 2022 to provide direct flight data transfer service to pilots from IndiGo systems to eGCA logbooks.

IndiGo is also the first airline in Asia to land its aircraft using the indigenous navigation system GAGAN. This is a huge leap for Indian Civil Aviation and a firm step toward Aatmanirbhar Bharat, as India becomes the third country in the world to have its own SBAS system after the USA and Japan.

## **What specific sustainability initiatives is IndiGo currently undertaking to reduce its environmental impact?**

IndiGo is committed to an ESG strategy that balances ambition and the practical limitations of the aviation sector. Our core target for 2023 has been related to emissions from jet fuel. IndiGo is working towards achieving its target to reduce the emissions intensity from the jet aviation fuel consumption by 18% between FY 2015 and FY 2023. The decarbonization plan has been focused on cutting fuel emissions and implementing carbon off-setting measures. IndiGo has already been recognized as being the airline with youngest fleet in the listing of airlines with more than 100 aircraft across the world.

Flight operations are also taking a number of initiatives to achieve this including single engine taxi, reduced flap landing and takeoff, descent profile optimization, weight reduction due to reduction in hold fuel and route saving among others.

As mentioned earlier, IndiGo has been granted Less Paper Cockpit (LPC) approval by the Directorate General of Civil Aviation (DGCA). This approval allows IndiGo to remove Technical Paper Manuals weighing 40 kgs from each aircraft cockpit of its Airbus fleet. As part of strengthening sustainable operations at Hyderabad, IndiGo has also deployed 7 new electric buses with zero carbon emissions at Hyderabad airport. ■

*IndiGo continues to add new destinations, routes, and frequencies, catering to the rising demand for international travel from, to and via India. IndiGo will also be resuming operations daily services from Delhi to Hong Kong in early October, further enhancing travel options for passengers. Our number of international destinations will grow from 26 to 32 and many other international routes are in the pipeline.*

Airlines, Air France, Lufthansa, Qatar Airways, Virgin Atlantic, Qantas and now also British Airways. IndiGo currently offers connectivity to 33 destinations in Europe, 5 destinations in the US and 1 in North Africa via Istanbul. Recently, IndiGo and British Airways have also signed a codeshare agreement to further boost connections between India and the UK.

With respect to fleet expansion, we have a proven financial model that has helped us achieve this stature. The new aircraft order's deliveries start only in 2030, allowing us plenty of time to evaluate all options and modalities on the financing of this order.

Currently, we have two Boeing 777

of DigiYatra at Kolkata, Delhi, Bengaluru and Varanasi, we're helping usher Indian aviation in to a digital first era.

Besides, IndiGo has also been granted Less Paper Cockpit (LPC) approval by the Directorate General of Civil Aviation (DGCA). This approval allows IndiGo to remove Technical Paper Manuals weighing almost 40 kgs from each aircraft cockpit of its Airbus fleet. Earlier this year, we introduced sensor technology for faster and accurate scanning of life vests on the aircraft. These vests require periodic checks to ensure adequate numbers are available on board, and that they are in serviceable condition.

Last year, IndiGo introduced a new



# Terra Tales

## Pioneering Sustainable Tourism in India

*The future shines brightest for destinations and establishments championing sustainable practices. For a wholistic and balanced approach, it is essential to follow a sustainable path. Gita Chaudhry, Founder & Owner, Terra Tales Hotel Marketing shares more.*

### BOTT Desk

#### Can you share the details of how many hotels and resorts Terra Tales currently represents?

Currently, Terra Tales proudly represents 13 distinguished hotels and resorts, including The Tamara in Coorg and Kodaikanal, O by Tamara in Trivandrum, Fazlani Nature Nest in Pune, The Terraces in Kanatal, Ranthambore Mount Valley Resort, and PL Palace in Agra. Our recent collaboration is with Tathastu, renowned for its specialisation in wildlife resorts. This partnership emerged during our explorations in Maharashtra and Central India, bringing us to unique locations like Tadoba, Pench, and Kanha. Moreover, we're excited about expanding to Bandhavgarh and Satpura. Our role is to promote these destinations to an audience that holds the animal kingdom in high regard and believes in an inclusive approach to tourism.

#### What considerations guide your decision to collaborate with a property?

Central to our philosophy is Responsible Tourism. We prioritize partnerships with properties that not only respect and nurture the ecosystem but also emphasise guest education. They should combine impeccable hospitality with enriching experiences. "Terra Tales", symbolising earthen stories, is our endeavour to present narratives centred around leisure, wildlife, culture, heritage, and wellness. Based in New Delhi, we collaborate with partners nationwide, promoting them on various platforms, both in India and abroad.

#### Your focus appears to be on unique, nature-centric properties rather than mainstream hotels. Is this intentional?

Absolutely. The current trend shows a substantial section of tourists seeking uncharted and pristine destinations, away from the customary city bustle. It's our mission to elevate such destinations, ensuring they thrive while retaining their inherent purity.

#### When do you foresee inbound tourist numbers returning to pre-pandemic levels?

Tourism is bouncing back rapidly. Travellers are exploring further than ever before, and I'm optimistic that the numbers will soon eclipse those seen before the pandemic.

#### Which market holds more significance for Terra Tales: Domestic or Inbound?

For us, the essence lies in aligning with our philosophy.



Gita Chaudhry,  
Founder & Owner, Terra Tales Hotel Marketing

While there's a notable increase in domestic guests venturing to our kind of destinations, we continue to engage with specific international segments with equal vigour.

#### Reflecting on 2023, how did it fare for business, and what are your aspirations for 2024?

2023 witnessed the rejuvenation of India's tourism and hospitality sectors, and our business thrived in this uplifting environment. As we step into 2024, we're eager to collaborate with more partners that align with our vision. Our dedicated team is ceaselessly working to make these ambitions a reality.

#### Any final thoughts or insights you'd like to share?

The future shines brightest for destinations and establishments championing sustainable practices. A balanced approach is essential. To truly flourish in the long run, embracing and promoting sustainability is non-negotiable. ■



# WILDLIFE ENCOUNTERS & TIMELESS HERITAGE AWAIT YOUR DISCOVERY

DURATION

7 NIGHTS

8 DAYS

## PLACES COVERED :

**BHUBANESWAR  
DHENKANAL  
BHITARKANIKA  
PURI - CHILIKA  
BHUBANESWAR**

### DAY 01



Arrival at  
Bhubaneswar

### DAY 02



Bhubaneswar -  
Dhenkanal

### DAY 03



Dhenkanal -  
Bhitarkanika

### DAY 04



Bhitarkanika

### DAY 05



Bhitarkanika -  
Puri

### DAY 06



Puri - Chilika  
- Puri

### DAY 07



Puri - Konark -  
Bhubaneswar

### DAY 08



Sightseeing &  
Dep transfer

**M: 9337115780 / 9938287027 | E: info@swosti.com | W: swostiindia.com**



swostitravel



# IATO Chapter Chairmen

## feel G20 popularity will help boost Inbound traffic

*The G20 India Summit 2023 has been instrumental in creating a positive stir about India globally. It has proven to be an exemplary platform to showcase India's rich cultural heritage, advancements in technology, infrastructure and economic growth to the world. The G20 meetings were held across various states which helped the visiting delegates explore and experience the beauty and diversity of India. Leveraging this golden opportunity, India has a chance to shine globally and strengthen its position as a preferred tourism destination, which will boost inbound tourism. In the light of the same, BOTT spoke to IATO Chapter Chairmen across various Chapters in India and here is what they have to say –*

**Shreya Shimpi**

**Dr. J K Mohanty,  
MHCIMA, Chairman – IATO,  
Eastern Region**

G20 Summit provided India with a global stage to showcase its economic growth, technological advancements, and cultural heritage. This will help improve its international image and



attract investments. G20 Presidency and G20 Summit will provide a significant boost to the local economy. The influx of world leaders, delegates, and media can stimulate tourism, hospitality, and related industries. It can also create opportunities for Indian businesses to engage with global counterparts.

India's G20 Presidency can be a game changer for the tourism industry. This G20

Presidency, will put a spotlight on several lesser-known tourism destinations and heritage sites in the country, bringing them to the forefront of the global tourism map. During this G20 Presidency India received significant international attention and media coverage. This increased visibility will create awareness and curiosity about India as a tourist destination, attracting potential tourists who may have previously been unfamiliar with the country. The G20 Presidency provides an opportunity to India to expand its narrative of inbound tourism with special focus and emphasis on sustainable / rural and adventure tourism. During the G20 summit, various cultural and heritage sites of the country were showcased to the visiting delegates and officials. This exposure can highlight the rich cultural heritage and diverse attractions of India, enticing tourists to explore these sites themselves.

**Prateek Hira,  
Chairman – IATO Uttar  
Pradesh Chapter**

G20 is an opportunity to assert India's soft power, not only among the G20 Nations but the entire globe - a lot of it has been achieved too! World has realized the power that India is. The most powerful nations have acknowledged India to be the next economic and social power. When one talks of economic



development, tourism figures on the top and tourism has

the power to catalyse the effort to make India a US\$ 5 trillion economy. Inbound tourism thrives on perceptions and notions. By hosting G20, India has been successful in changing the negative perceptions and notions about it that have loomed in the developed nations since long. We have showcased to the world leaders and the numerous delegations that visited India as a part of G20 meetings, how India has developed in the last decade of this 21st century in every field. The curiosity among intending tourists to visit India after getting all the positive news and updates is much more than it ever was, thus G20 becomes a soft-marketing of India as a destination. At the same time, it is imperative that we



strike when the iron is hot - So the time is now. We ought to plan our strategy well and without any delay, we need to go full throttle to market India abroad in a structured and a professional manner and consistency should be the keyword. This is important as the Government of India has shut its foreign tourist offices abroad and traditionally India has lagged in consistently marketing tourism.

### **Manmeet Singh, Chairman - IATO Punjab Chapter**

The theme of G20 in India was 'One Earth One Family, One Future', where the world becomes one. India, being



at the helm of affairs for G20 this time, has been recognized as the leader with positive and progressive attitude.

This summit will help in attaining Green & Sustainable Environment, accelerate progress on SDGs, digitalization and technological transformation and will give impetus to resilient growth of India. Balanced focus for Women Work force will not only give them their right positioning but also double the strength for India's growth. Conducive and positive environment means positive overall growth of all segments of industries including tourism.

India being the host country for G20 was a landmark development. The visits of heads of so many countries for this summit has not only helped in laying down strategies to achieve the objectives of this submit but also helped in their knowing India. The entire G20 event programmes were conducted in various

states, which has helped the different states on the whole to showcase their tourist products to the delegates who had visited them, which means overall growth of tourism on pan India basis. Their knowledge about different offerings of different states means more and more sharing with larger audience means more tourist visits.

### **Tsering Namgyal, Chairman - IATO Ladakh Chapter**

G20 has definitely helped India showcase its rich diversity and multi-cultural traditions. Post-COVID, this has been one of the major international events. With pre-summit meetings being held all over India almost throughout the year, I am sure the international participants and media will talk about India which I think will promote inbound



Tourism into our country in the days and years to come.

Ladakh was also on G20 map this year. One of the G20 pre-summit meetings was held in Leh earlier this year with nearly 70-80 international youth delegates from more than 20 countries coming to Ladakh. The summit which was held in Leh from 26th to 28th April 2023 showcased Ladakh as a favourable Himalayan Mountain destination with the delegates visiting various Monasteries, villages and the rich cultural traditions of Ladakh were shown to them.

Post G20 now, it is important that MoT Government of India should carry out a sustained international marketing strategy which should focus

on promoting special interest tours and niche tourism destinations of our country rather than focussing on already established tourism products. Our international diplomatic missions should stay in constant touch with the travel trade industry of their respective countries and organize promotional events regularly. Far East countries I think are a favourable emerging market for us so more aggressive efforts should be made in attracting inbound tourists from these countries.

### **Jitendra Kejriwal, Chairman – IATO Maharashtra and Dadra, Nagar Haveli & Daman Chapter**

The G20 Presidency and Summit can provide several opportunities for India, including the potential to boost tourism.



Here are some ways in which the G20 presidency and summit can be a boon for India's tourism industry:

**Global Visibility:** Hosting the G20 summit gives India significant global visibility. As world leaders and international media converge in the country, it offers an excellent platform to showcase India's diverse culture, heritage, and tourism attractions.

**Infrastructure Development:** Preparing for the G20 summit often involves infrastructure development, including the construction or renovation of hotels, transportation facilities, and conference venues. This infrastructure improvement can benefit the tourism sector in the long term, making India a



more attractive destination for tourists.

**Business Tourism:** The G20 summit brings together leaders from major economies, business executives, and policymakers. This creates opportunities for India to position itself as a destination for business conferences, conventions, and meetings, thereby attracting business tourists.

**Cultural and Heritage Promotion:** India can use the G20 platform to promote its rich cultural and heritage sites. Special events, exhibitions, and cultural programs can be organized to introduce international delegates and tourists to India's cultural diversity.

**Tourist Packages and Promotions:** The Indian government and tourism industry can create special G20-themed tourist packages and promotions. These packages can include visits to summit-related venues, historical sites, and cultural experiences.

**Enhanced Security Measures:** Hosting such a high-profile event necessitates increased security measures. The improved security infrastructure and procedures can provide a safer environment for tourists, which can attract more visitors.

**Pandian K.,  
Chairman - IATO Tamil Nadu,  
Pondicherry Chapter**

G20 Presidency and Summit could definitely be a boon for India in many



other aspects but not in terms of tourism unfortunately. This is because G20 unnecessarily increased the rates of hotel rooms, transport etc. I don't think

G20 will help in either enhancing tourism or bringing in more inbound tourists to India.

**R. Nandakumar,  
Co-Chairman - IATO Tamil  
Nadu Chapter**

The G20 Summit can serve as a catalyst for India to enhance its tourism sector by attracting more inbound tourists,



showcasing its cultural and natural treasures, and improving its global brand image. By effectively capitalizing the G20 Summit, India can establish itself as a premier tourist destination and reap the long-term benefits of increased tourism.

The Summit has given a global visibility for India tourism and through targeted strategic promotion of India can create a positive perception in the minds of international audiences. By stimulating collaborations with foreign tour operators through strategies like collaborative marketing campaigns, leveraging international networks, cross-promotion, and co-branding, India can create a compelling and unified image as a tourist destination.

The G20 Presidency can undoubtedly pave the way for cultivating partnerships with other countries and investors to jointly promote tourism. The foreign investment can lead to the development of better facilities, accommodations, and transportation, raising up the overall tourism experience.

The bilateral meetings and strengthening diplomatic ties can favour tourism-related agreements,

such as simplifying visa processes, collaboration on marketing campaigns, and encouraging cultural exchanges can significantly boost the tourism sector and attract more inbound tourists.

With combined efforts and actively involving the Government, various stakeholders and tour operators, India should effectively utilize the G20 as a stepping stone to improve inbound tourism.

**Debjit Dutta  
Chairman IATO West Bengal  
Chapter**

India's G20 Presidency is an opportunity for the country to showcase its potential as a global MICE and leisure destination. The Ministry of Tourism's efforts to facilitate inbound visitors will enhance the country's attractiveness to tourists and business travellers. I had the honour, pleasure and privilege of attending the 2nd Tourism Working Group under India's G20 presidency in Siliguri & Kurseong from April 1 - 3, 2023 where the five priorities introduced by India was endorsed. The two side events on April 1 & 2 were also extremely



interesting, with a focus on adventure tourism and its potential for achieving sustainable development goals. It's important to consider the benefits, issues, and challenges in promoting adventure tourism to ensure that it is done in a responsible and sustainable way. It was an absolute pleasure to have the opportunity to attend the event as a Special Invitee and be a part of such a wonderful experience. ■





الطيران العُماني  
**OMAN AIR**

# Fly Business Class

and experience luxury at its finest

[omanair.com](http://omanair.com)



# Pronab Sarkar

## ‘The resurgence in tourist arrivals is only 30-40% of the 2019 figures’

*Delving deep into India's evolving tourism landscape post-G20, Pronab Sarkar, MD Swagatam Tours and Immediate Past President, IATO shares valuable insights and potential strategies for revival.*

Priyanka Saxena Ray



Pronab Sarkar, MD Swagatam Tours and Immediate Past President, IATO

### How has the G20 Presidency and the G20 Summit benefited India?

The G20 Presidency and Summit has elicited overwhelmingly positive responses from both participating and non-participating countries. There has been a remarkable increase in awareness about India's role as a rapidly developing nation. Whenever we engage in discussions overseas, there is unanimous admiration for India.

### How can India capitalise on the G20 platform to attract more tourists?

During the G20 India Summit, tourism has been a focal point throughout the year, with various tourism group meetings held across the country, showcasing India's diverse tourism offerings. These events witnessed active participation from various countries, local Indian stakeholders, and the Government of India. The outcomes are promising, and we anticipate a long-term boost in inbound and MICE tourism.

### In your estimation, when will Indian tourism return to its 2019 levels?

Currently, the resurgence in tourist arrivals is only 30-40% of the 2019 figures. We've only managed to match the metrics of 2004 in terms of arrivals and foreign exchange, according to the Ministry of Tourism's Incredible India site and data from the Ministry of Commerce. While some predict the recovery by 2023, I view it in two scenarios. If the Government continues to support the tourism sector as it did pre-pandemic, recovery might be achieved by 2024-25. Without such backing, and if the tourism industry becomes self-reliant (Atmanirbhar), it could take 6 to 8 years to revert to 2019 numbers.

### What further actions, in your view, should the Ministry of Tourism undertake to achieve the target numbers?

The MoT should initiate international marketing campaigns in all our primary and emerging markets. The absence of tourist offices has diminished India's tourism visibility, giving other nations an edge. It's crucial to communicate that India welcomes tourists. I'd recommend the following actions:

- Promptly commence overseas advertising.
- Participate more in international tourism exhibitions, allowing stakeholders ample time for preparation.
- Organise roadshows in primary and emerging markets without delay.
- Reintroduce the MDA scheme for all tour operators registered with MoT.
- Release new tourism policies promptly.
- Establish a tourism committee that fosters public-private partnerships, holds regular meetings to address ongoing challenges, introduces simplified business practices, and launches a new investment policy.
- Expand the e-visa facility to high-expenditure countries such as Kuwait, Bahrain, and Qatar.

### How do you believe IATO can contribute to increasing tourist arrivals in India?

IATO should actively engage its members, motivating them to champion tourism promotion. It should also act as a knowledge partner with all government tourism entities, both at the state and central levels. ■

## DISCOVER THE ULTIMATE STAY EXPERIENCE at **Holiday Inn New Delhi International Airport**

just minutes from IGI Airport. Our 265 elegantly designed guest rooms and suites offer modern amenities like iPod docks, LED TVs, triple glazed windows, and ergonomic work areas.



### Indulge your taste buds at our award-winning on-site restaurants.



A haven for food connoisseurs, offering a diverse range of Indian delicacies and international selections. Open all day for breakfast, lunch, high tea, and dinner.



Bright, colorful, and contemporary, serving authentic Italian cuisine, including pizzas, pasta, and delightful gelato.



Enjoy round-the-clock in-room dining, relax at our spa & salon, stay active at the fitness center, and take a dip in our outdoor pool.

011 4222 2000 | [reservations@holidayinnndelhi.com](mailto:reservations@holidayinnndelhi.com)  
Visit us at: Asset Area 12 Hospitality District, Aerocity, New Delhi, Delhi 110037  
for an unforgettable experience



# OTOAI announces 5<sup>th</sup> Annual Convention in Nairobi, Kenya



*The Outbound Tour Operators Association of India (OTOAI) held a Press Conference on September 22, 2023 at The Hyatt Regency New Delhi to share details regarding its upcoming Convention in Nairobi, Kenya from November 24 – 27, 2023. This is the first time ever that a tourism convention is taking place in Kenya, which is an exciting destination.*

BOTT Desk



**R**iaz Munshi, President, OTOAI said, "This is a much-awaited Convention as it is taking place after a gap of three years and that too in a destination like Kenya, which is still undiscovered by many in India. Sarova Hotels & Resorts, a leading hotel group headquartered in Kenya is our official hotel partner for the convention. One Above, with its multiple offices across India and abroad, are going to be our ground handlers in Kenya during the Convention. I am confident that this is going to be a great Convention and I invite you all to come and be a part of it."

**Shravan Bhalla**, Vice President OTOAI and Convention Chairman shared, "Our supporting airline partner for the event is Air India from Delhi and Kenya Airways from Mumbai. We will open the registration for the Convention on September 27 and are

expecting 200 delegates to be part of our annual convention. Those travelling to Kenya will have to get a mandatory Yellow Fever vaccination 15 days prior to travel. We are thankful to our partners – Sarova Hotels and One Above, who have joined forces with us to make the event a success."

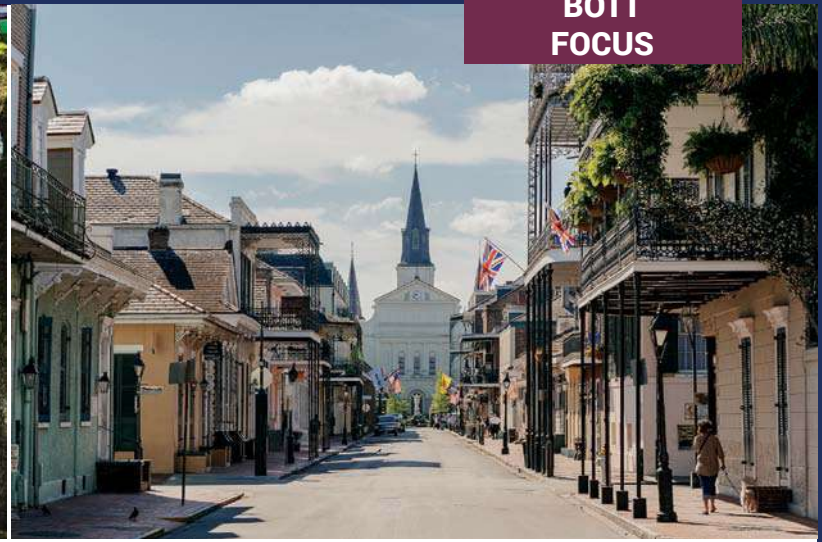
Ms. Mita Vohra, Director, Sarova Hotels & Resorts Kenya was present on the occasion and expressed excitement on receiving such a huge delegation of tour operators from India soon. Mr. Irshad Ali and Mr. Vishal Somaiya, Directors, One Above also participated in the Press Meet and showed great faith in Kenya as a destination and a perfect venue for the OTOAI Convention. During the Press Conference, an MoU was also signed between Ms. Mita Vohra and Mr. Shravan Bhalla to seal the contract

for the upcoming OTOAI Convention in Kenya.

The association has worked out an attractive package for the OTOAI delegates who would be attending the Convention. The cost for Active Members Ex Delhi starts from ₹82,999 +GST; the cost for Active Members Ex Mumbai starts from ₹79,999 +GST. There are also attractive Pre and Post FAM Trips covering regions of Nakuru, Mara and Shaba in addition to the experience in Nairobi on first come first basis. A non-refundable Registration Fee of ₹4999/- +GST will also be charged.

Meanwhile, details on Convention theme, Business Sessions, Speakers etc. along with a detailed program will be shared in a few days by the Association. ■





## Explore the Cultural Kaleidoscope of New Orleans

*Nestled in the heart of Louisiana, New Orleans is a harmonious fusion of history, culture, and modern vibrancy. Whether you're a history buff, a foodie, a music enthusiast, or a passionate traveler, New Orleans has something special for you.*

**M**usic fills the air in this multicultural and unique city, festivals add to life's joys, and cuisine is an art form. Every bite in New Orleans tells a story, from Café du Monde's sugar-dusted beignets to the rich flavors of gumbo and jambalaya. Music transcends being just an art form; it's life itself. Any day here, the city pulses with live music, from jazz to blues and everything in between.

New Orleans boasts diverse neighborhoods, each with its own charm. Stroll through the city admiring the architecture that tells the city's rich history.

**French Quarter:** The French Quarter of New Orleans is a historic neighborhood that effortlessly blends the old-world charm of its French origins with contemporary excitement. This iconic district is steeped in history, its narrow streets and ornate architecture echoing tales of a bygone era.

**Central Business District:** The Central Business District of New Orleans is not only a business epicenter, with its impressive skyscrapers, but also a vibrant entertainment destination. The district comes alive during game days, offering a thrilling experience of sports events and festivities.

**Warehouse District:** This district is where art, culture, and cuisine converge, creating an urban oasis of art galleries, museums and trendy restaurants. With its sleek and modern atmosphere, the Warehouse District captures the essence of New Orleans.

**Uptown and Garden District:** Uptown is the belle of the family with its stunning neighborhoods, including the Garden District, Irish Channel, Riverside, the Black Pearl, and Carrollton, that embodies the city's unique blend of Southern elegance and vibrant culture.



The iconic St. Charles Streetcar winds its way through this district, offering a picturesque mode of transportation.

**Marigny / Bywater:** This district of New Orleans is renowned for its shotgun homes and charming Creole cottages. Frenchmen Street fills the air with the soulful melodies of live music, while the St. Claude Arts District showcases the innovative spirit of local artists. Amidst this bohemian residential vibe, Bywater welcomes all to immerse themselves in its unique blend of history, art, and music.

**Mid-City:** Mid-City is renowned for its above-ground cemeteries, where ornate tombs and crypts tell stories of the past. For family-friendly fun, City Park provides a sprawling oasis with playgrounds, gardens, and the renowned New Orleans Museum of Art and Sculpture Gardens.

**Treme:** As the oldest African American neighborhood in the United States, Treme exudes historical significance at every corner. Its residential streets are a delightful testament to the city's architectural heritage. Amidst the vibrant streets, the Treme Mural and the Carver Theater serve as symbolic touchstones, celebrating both the neighborhood's enduring spirit and its pivotal role in shaping New Orleans' cultural identity.

**New Orleans boasts one major commercial airport:** Louis Armstrong New Orleans International Airport (MSY). Are you ready to embark on a journey into the heart of New Orleans, where culture, history, and flavor intertwine? Visit the website at [www.neworleans.com](http://www.neworleans.com) to plan your itinerary and dive in the wholesome energy that defines this enchanting city! ■

For more information,  
visit us at [NewOrleans.com](http://NewOrleans.com)



# STIC Travel Group turns 50 in style

The STIC Travel Group recently celebrated its Golden Jubilee in style at Hotel ITC Maurya New Delhi. Amidst grand cultural performances, the group also released its Coffee Table Book that offers a glimpse into the five decades of remarkable achievements. The Guest of Honour at the event Dr Karan Singh (who was also the Chief Guest at the group's Silver Jubilee year) had some kind words to share about the group's inception and journey, which he has witnessed over the years. The festivities were attended

by travel agents, tour operators, and esteemed guests who have supported STIC Travel Group's representation of 12 international airlines, 4 cruise companies, and 3 car rental brands in addition to other products over the years. Amidst the celebration, STIC Travel Group reiterated its long-standing commitment to Amar Jyoti Charitable Trust, a cause it has supported since the inception. The management donated Braille typewriters to aid blind students and teachers.

Dr. Subhash Goyal, Chairman of STIC Travel Group, expressed heartfelt

gratitude to all attendees for their contributions to the company's success, acknowledging their trust and collaboration as the driving forces behind their achievements.

Isha Goyal, CEO of STIC Travel Group, emphasized the company's commitment to innovation, sustainability, adaptability, and staying at the forefront of industry trends. She shared exciting plans for future expansions and collaborations that will not only benefit the company but also contribute positively to the travel industry at large. ■







CHEVAL MAISON  
THE PALM  
DUBAI



## Experience Luxury at Cheval Maison - The Palm Dubai

### WHAT TO EXPECT

A 11 storey high-rise building that will host 131 apartments with a selection of spacious one, two and three-bedroom apartments and a three-bedroom penthouse. Selected apartments come with a balcony or terrace offering spectacular city views or overlooking the palm. The ground floor of the residence will have a reception, lobby and lounge area. There will also be an all-day dining cafe serving hot breakfast daily and a selection of snacks, drinks and light bites during the day. On the 11th floor of the building is a fully-equipped gym available to use 24 hours a day. Resident guests will also have access to a roof-top swimming pool.

The combination of 1, 2 and 3 bedroom apartments, plus a stunning 3-bedroom penthouse, provide all the facilities needed for an indulgent sunshine getaway, or a longer-term stay.

Each apartment is stylishly designed, with the attention to detail and quality you would expect from Cheval. Fully equipped kitchens can be found in all apartments, and most feature their own terrace or balcony, providing the perfect place to unwind in peace.

Cheval Collection has expanded its portfolio to the Middle East with a brand new Cheval Maison now open in Dubai, UAE. The Cheval Maison brand offers premium apartments in vibrant locations, offering guests an opportunity to live like a local without compromising on creature comforts.

### APARTMENT OVERVIEW

One-Bedroom Apartments	100	84 - 97 sq.m
Two-Bedroom Apartments	20	142 - 153 sq.m
Three-Bedroom Apartments	10	158 sq.m
Three-Bedroom Penthouse	1	408 sq.m

### KEY SERVICES

Fully equipped kitchens	24-hour service
All day dining café & lounge	Free Hi-speed Wi-Fi
Bar and lounge	Daily Housekeeping
Rooftop swimming pool	Dishwasher and washer/dryer
Fully-equipped gym	Pet-friendly apartments
Underground parking	Luxury Toiletries

### ACCESS & ATTRACTIONS

Nakheel Mall	50 m
The Palm Monorail Station	140 m
Al Ittihad Park	700 m
The Pointe - Palm Jumeirah Fountain	2.5 km
Atlantis Aquaventure Waterpark	5 Km
Dubai Marina	7.5 km
Ski Dubai	10 Km



**Book Now with No Minimum Stay Condition**

For Queries and Reservations Kindly Contact:

**[chevaldelhi@tracrep.com](mailto:chevaldelhi@tracrep.com)**

[www.chevalcollection.com/cheval-maison-the-palm](http://www.chevalcollection.com/cheval-maison-the-palm)

**Special Incentive Code Available for B2B Agents & Volume Bookings**

CHEVAL MAISON



# Wonderful Indonesia successfully organises roadshow across three Cities in India

*Wonderful Indonesia in collaboration with The Ministry of Tourism and Creative Economy of the Republic of Indonesia recently organised 'Indonesia Sales Mission' themed Roadshow across three cities in India – Hyderabad, Mumbai and Ahmedabad from September 11 – 15, 2023. In Mumbai the event was held at St. Regis wherein nearly 37 sellers showcased various offerings. In an exclusive chat, Ni Made Ayu Marthini, Deputy Minister for Tourism Marketing, Ministry of Tourism and Creative Economy of the Republic of Indonesia shares more.*

**Shreya Shimpi**

## What are the new destinations that Indonesia has to offer after the pandemic?

It has been the policy of our government to diversify because we cannot just rely on Bali for example which is so famous. We have many other destinations like Bali. For the past eight years, the Government has decided on ten new destinations but the focus is on the development of airports, ports and the activities related to them. However, we have zeroed down on five destinations now because we wanted to have a distribution of destinations across Indonesia taking into account the North of Sumatra we have Lake Toba. We understand that it is quite popular domestically but we want to make it even more global for which more connectivity and promotion are needed. In Jakarta, we have Borobudur Temple which is the biggest Buddhist temple which is quite famous but we have built one of the biggest airports there to get international tourists there. Next to Bali, we have an island called Lombok where we have a yearly event for MotoGP so the tourist influx will increase. There are many beaches there and culturally also it is very strong. We have Labuan Bajo where you find the Komodo Dragons. Lastly, we have Likupang where we rely on eco-tourism and also the blue economy because it is based on sea and beachside living.

## How important is India to you as a market?

Last year, we received 2,70,000 Indian tourists which is low if we compare it to the Indian population. However, Indian tourist is growing now. The numbers are close to 15 million for outbound tourism. This year, we have seen a three hundred per cent increase from January to July which indicated tremendous growth. In Bali, Indian tourists rank second after Australia which never happened before the pandemic. In Indonesia, they rank sixth. We believe that there is still room for growth. This year we target 4,35,000 Indians to come to Indonesia but until July we have already received 3,45,000 tourists. I predict it is going to be surpassing half a million this year but we want more. I want Indonesia to be among the top ten destinations to be visited by Indian tourists. We wish to bridge the gap between searching about Indonesia as a travel destination and going there for which, we believe connectivity is very important.

## What are Indonesia's efforts towards sustainable tourism?

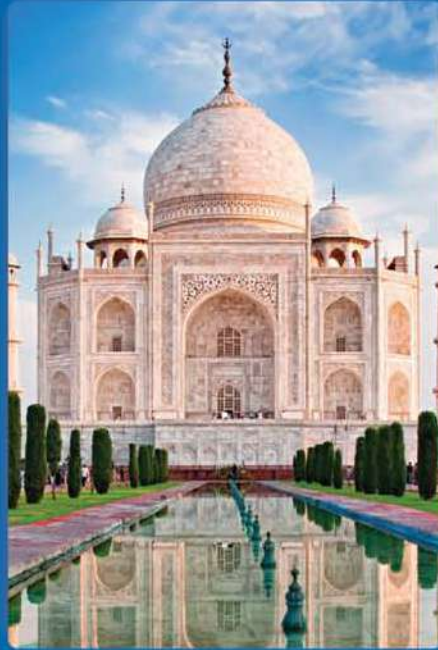
In Bali, we call it 'Tri Hita Karana' which is the Sanskrit term meaning the balance between God, human beings and nature. It is about getting the balance by protecting the planet, people and economy and this is embedded in the Indonesian people. We at the Ministry now have the concept of sustainable tourism and even beyond that of regenerative tourism. We invite tourists to come not only to enjoy the surroundings but also to be a part of the solution. ■



**Ni Made Ayu Marthini,**  
Deputy Minister for Tourism Marketing,  
Ministry of Tourism and Creative  
Economy of the Republic of Indonesia



# 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  
River Cruise Tours

Luxury Trains  
Honeymoon Packages  
Special Interest Tours  
Meeting and Incentives  
Culinary Tours

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

[www.swagatamtour.com](http://www.swagatamtour.com)

*E-mail : [sales@swagatamtour.com](mailto: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](mailto:sales@swagatamtour.com)



# Know what your stars say about October 2023



*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 June 2023.*



**March 21 – April 20**

Get comfortable, Aries; your October 2023 hold much cause for concern. This month, your career will experience a significant upswing and reach new heights. Naturally, you will also experience a positive inflow of cash. Your efforts will be rewarded with money and praise.



**July 23 – August 21**

You will develop greater sensitivity to the dynamics of your daily surroundings as you navigate a significant ending and turning point in your work and overall life direction. You're simply outgrowing your current surroundings and want to experience a different atmosphere and crowd.



**November 23 – December 22**

You might feel compelled to join fresh communal settings where you can network and share your talents. The anticipation for this fresh start will grow until the spring of 2024. It feels more important than ever that you are a crucial component of movements you care about.



**April 21 – May 21**

You might feel completely different lately, or like you're in a different body. You have always placed a lot of emphasis on your health and this month is no exception. The theme is about making room in your daily routines so you can add more of what you actually need.



**August 22 – September 23**

For Virgos, October is neither too good nor too bad. They'll have good luck choosing or changing careers. Better decision-making skills and perhaps better decisions at work will be your reward. Businessmen who are natives of the Virgo sign can anticipate making a sizable profit.



**December 23 – January 20**

Your professional life and general life-path reflections are undergoing a powerful purging while simultaneously blossoming. You've had some time to discover the things that motivate you, make you happy, and inspire your creativity.



**May 22 – June 21**

Be glad Gemini, your October 2023 horoscope offers great career opportunities for you. If you've noticed that your work has been flowing a little more steadily lately, it's for the best. There will be new opportunities for you at work as the better things are about to arrive.



**September 24 – October 23**

Your sign will experience a major new beginning this month due to the solar eclipse, which will continue and culminate in the spring of 2024. An important conclusion that has been in the works for the past 18 months is now beginning to take shape.



**January 21 – February 19**

Saturn is in its own sign's first house in the Aquarius for October 2023, and Jupiter is in the third house. For those who live in Aquarius, this might cause problems in their professional lives. Additionally, this might result in more challenges and pressure at work, stress, and health issues.



**June 22 – July 22**

This coming month, something involving your close relationships may experience significant change. Don't draw conclusions about the worst-case scenarios just yet; it's only the beginning. Particularly when it comes to your sense of belonging so you can more effectively cultivate the kinds of relationships you want more of in life.



**October 24 – November 22**

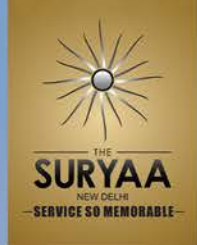
Scorpions can expect an average October in 2023. They don't need to worry about anything major, but you will face challenges in many facets of your professional life. Your work may contain inconsistencies. You may have to exert extra effort to get through the challenging times, and your days may become repetitive.



**February 20 – March 20**

During this month, Pisces natives may experience stress and difficulties at work, which could prompt some individuals to think about switching careers. For those who are waiting for a promotion, delays or disappointments may not be welcome. Business people may also benefit from this month.





# Experience

THE FINE LUXURY WITH US!

**THE SURYAA HOTEL, NEW DELHI**

THE SURYAA, NEW FRIENDS COLONY, NEW DELHI, DELHI 110025  
FOR RESERVATIONS CALL US AT : 011 4780 8080



# Air India undertaking initiatives to enhance guests' experience at Airports

*Air India has rolled out 'Project Abhinandan' (an expression of greetings in Hindi), aimed at providing personalised and hassle-free on-ground experience to Air India guests at airports. In another step to elevate customer experience, Air India has introduced an integrated self-baggage drop and self-kiosk check-in service at Terminal 3 Delhi airport for domestic and international flights, becoming the first Indian carrier to do so.*

**BOTT Desk**



and we want our guests to enjoy it in the most seamless ways possible. We are constantly evaluating new ways to enhance that experience in our effort to transform Air India into a truly world-class airline. 'Project Abhinandan' service is a step in that direction," Dogra said.

Air India's Service Assurance Officers at airports will provide assistance to any Air India guest, regardless of the cabin class one is booked in, requiring airport assistance at Ahmedabad, Bengaluru, Calicut, Chennai, Delhi, Goa, Guwahati, Hyderabad, Kochi, Kolkata, Lucknow, Mumbai, Nagpur, Pune, Varanasi and Vishakhapatnam.

The Service Assurance Officers are available at the airports in addition to the other Air India and ground handling agencies' staff. Air India has already recruited and deployed over 100 Service Assurance Officers across airports.

Meanwhile, in another initiative, Air India has introduced an integrated self-baggage drop and self-kiosk check-in service at Terminal 3 Delhi airport for domestic and international flights, becoming the first Indian carrier to do so. The service is currently available for all Australia-bound flights as well as all for all flights within India. Air India guests can now enjoy a seamless digital process to print boarding passes and baggage tags, and drop bags on their own, obviating the need to check-in over the counters. The kiosks also allow travellers to easily customise their trips by selecting available preferred seats, updating frequent flyer number, etc. ■

**A**s part of the project, Air India has deployed specially trained Service Assurance Officers at 16 major Indian airports, who will offer on-ground assistance across airport touchpoints to Air India guests who may require it – at check-in area or lounges, near the boarding gates, during transit, or at the arrival hall.

Air India's Service Assurance Officers are trained to sense passenger concerns at airports and will be placed at strategic touchpoints to proactively engage with guests, provide support, or troubleshoot any issues. They are also trained to address unforeseen issues such as

missed flights, delayed baggage delivery and misconnections at airports, among others.

Rajesh Dogra, Chief Customer Experience and Ground Handling Officer, Air India, said, "Airport experiences can be daunting for many air travellers, despite how frequently one travels. 'Project Abhinandan' is our sincere effort to simplify the airport experience for our guests and make a meaningful difference to their overall travel experience, and more broadly, to make them feel at ease and welcomed when they fly with us."

"Flying is a wonderful experience,

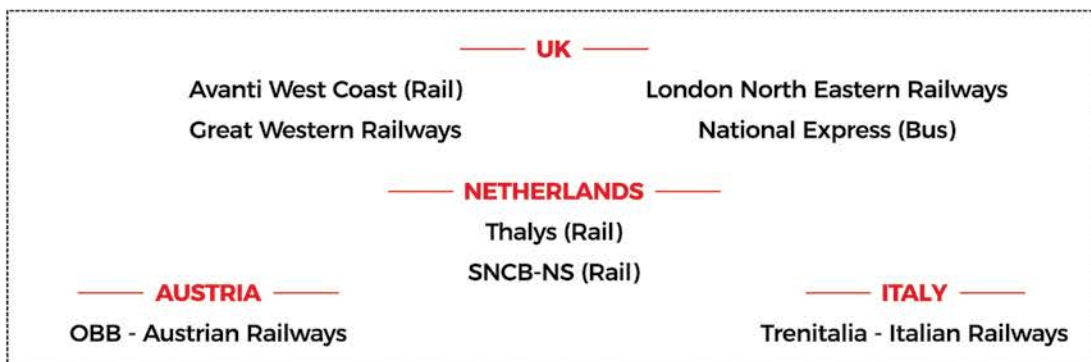




## CONNECT TO OVER 100 CITIES IN UK & EUROPE WITH AIR INDIA



Air India's new intermodal agreement with AccesRail allows you to use a single ticket and uniform baggage allowance to connect to more than 100 cities via Air India's European gateway points.



[www.airindia.com](http://www.airindia.com)

A STAR ALLIANCE MEMBER







## LOYAL TO PEOPLE AND THE PLANET

- Member only rates
- Cardless earning & redemption
- Value vouchers on tier upgrade and roll over nights\*\*
- 1 Green Point = ₹1
- Reward nights at 8500+ hotels worldwide\*



\*Through our partnership with Marriott Bonvoy  
\*\*Membership tier based benefits  
Terms & conditions apply

ITC Grand Goa

ENROL NOW



CLUB ITC  
ENRICHING REWARDING EXPERIENCES

