Volume VII | Issue 11 | NOVEMBER 2026 | INR 200

BOTT

Business of Travel Trade

TOURISM | MICE | HOSPITALITY | AVIATION | LIFESTYLE

BOTTINDIA.COM





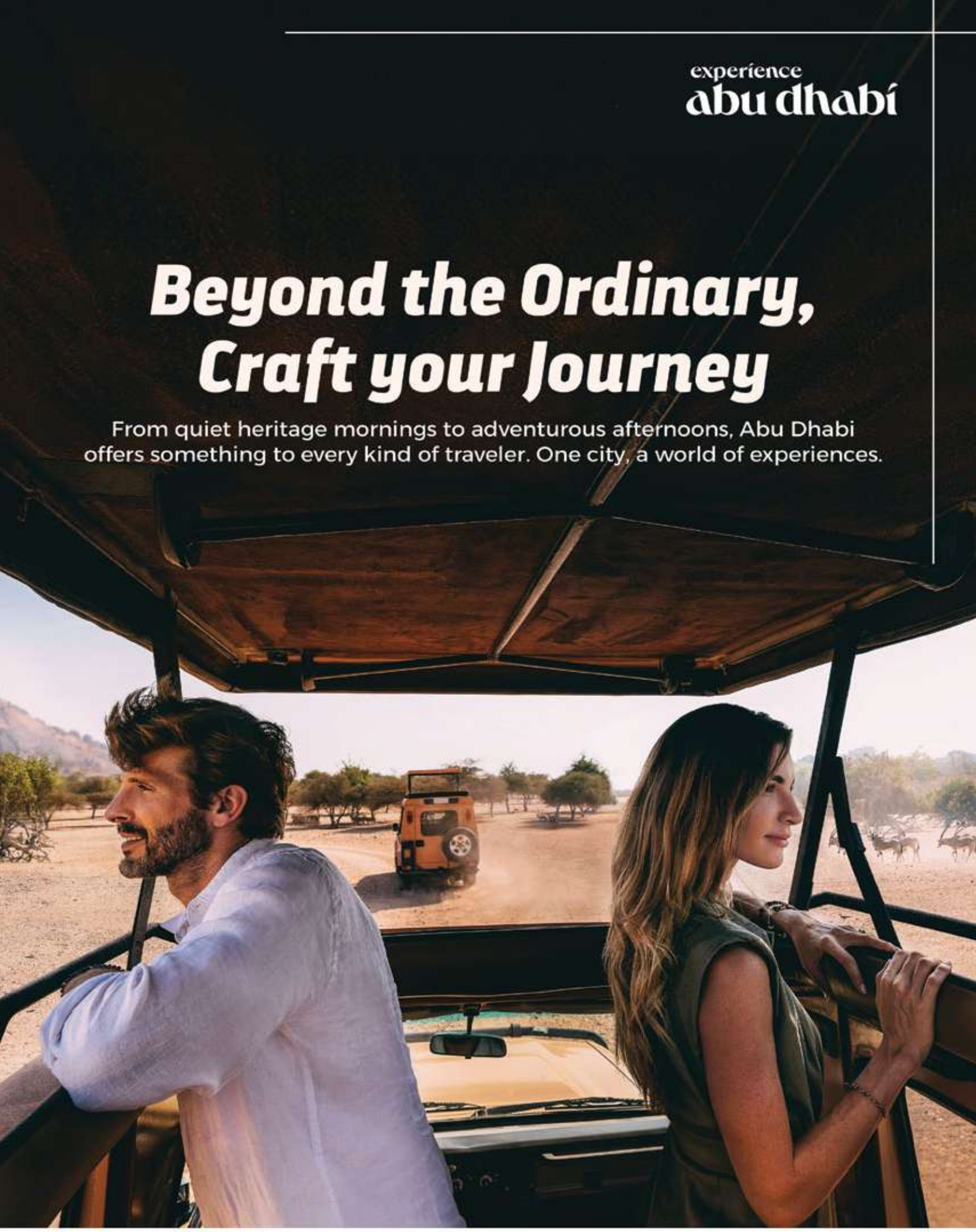
The Visionaries of Hospitality



experience
abu dhabi

Beyond the Ordinary, Craft your Journey

From quiet heritage mornings to adventurous afternoons, Abu Dhabi offers something to every kind of traveler. One city, a world of experiences.



For deals, rewards, incentives, and more, contact us at ***info@tboacademy.com***

tboacademy
Marketing | Conversion | Education

3 Million+ Trips Protected Each Year.

Trusted by *27,000+* Trade Partners.

26 Years of Specialisation.

ASEGŌ

Global Assistance . Travel Insurance



TALK TO US TODAY!

Note: Assistance services are provided by Asego Global Assistance Limited. Please note that insurance is underwritten by an IRDAI authorised underwriter and is a subject matter of solicitation. The content expressed in this poster is for information purpose only and it does not accept any liability of any sort unless confirmed by an authorized representative of Asego. All Insurance policies are sold under the Corporate Agency of Asego Insurance LLP bearing IRDAI registration no. CA0776.

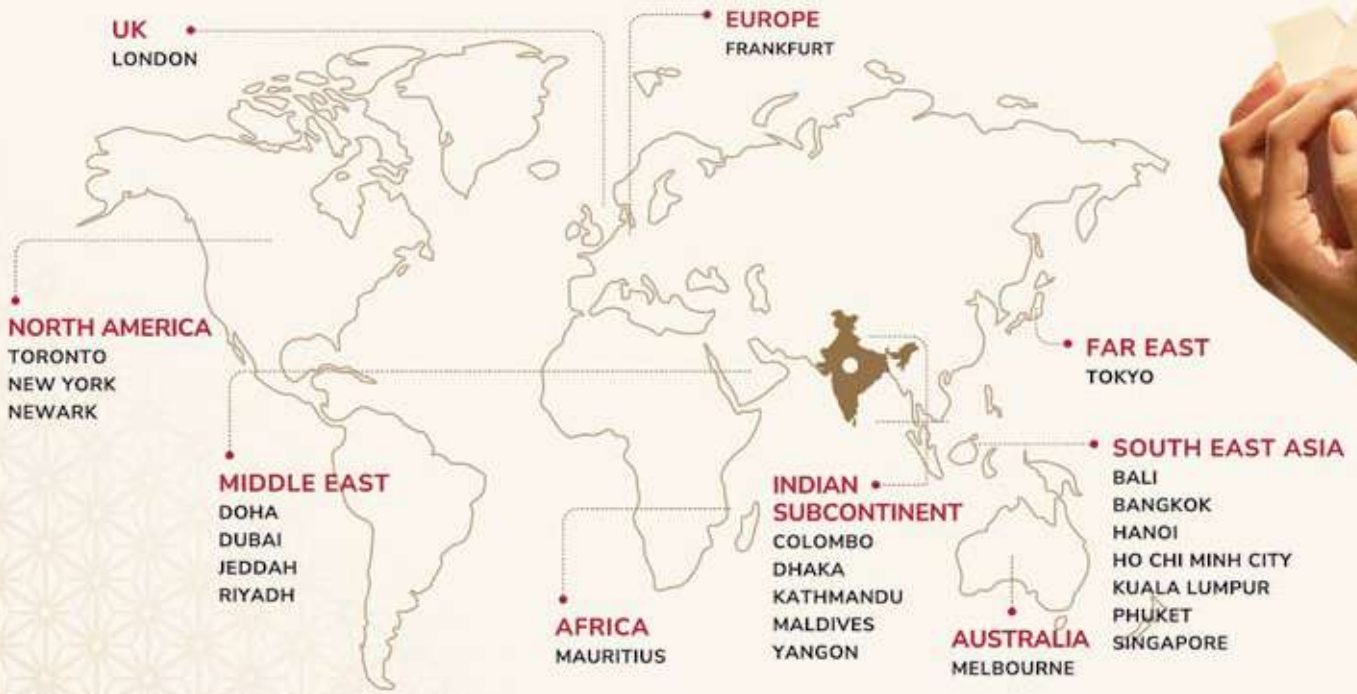
24x7 helpline: +91 8448582205 I customersupport@asego.in I claims@asego.in

STAR ALLIANCE

A NEW *Experience* TAKES FLIGHT

Explore our upgraded fleet across our non-stop global network.

2,100+ WEEKLY FLIGHTS | 60+ DESTINATIONS#









AIR INDIA





WARM INDIAN
HOSPITALITY



FULL FLATBEDS*

*On select routes and cabin classes. #Including domestic and international destinations.
Availability of Air India's new product is subject to aircraft deployment on specific flights. T&C Apply.



Inclusions

Return flights | Private airport transfers | Premium hotel accommodation
All meals throughout the tour | Sightseeing as per the itinerary
English-speaking professional guide

Ms. Sandhya Bisht

E: sales@kazindmc.com/sandhya@kazindmc.com | **P:** +91-9667001541

Scan this QR code to know more

*T&C Apply

KAZIN DMC

10 YEARS OF TRUST

Head Office:
A-10/03, 2nd Floor, DLF Phase-1,
Gurugram, Haryana-122002
+91 124-4200130/31
www.kazindmc.com

Our Offices:
Kazakhstan
Azerbaijan
Belarus
Georgia
Uzbekistan
Armenia

Jalsa

NAMASTE
KOLSAY RESTAURANT

Vietnam Airlines
REACH FURTHER

A NEW ROUTE.
A NEW HORIZON.



Ahmedabad ⇄ Hanoi

Effective 3rd Nov 2026

AMD — HAN

AHMEDABAD — HANOI

AMD - HAN VN968	TUE, THU, SAT, SUN	22:45	04:55 +1
HAN - AMD VN969	TUE, THU, SAT, SUN	18:05	21:30

All inc. **one-way** fares starting from **INR 15,000***

All inc. **round-trip** fares starting from **INR 31,500***

Check GDS for fares, fare rules, and applicable taxes.



Vietnam Airlines India GSA Aeroprime Group

All India Toll Free No: **1800 570 99 65**
Email: **Reservation.in@vietnamairlines.com**

BIEC® Bangalore International Exhibition Centre

An initiative of IMTMA Indian Machine Tool Manufacturers' Association



EXPERIENCE *the* EXCELLENCE

INFRASTRUCTURE • SERVICE • BUSINESS

www.biec.in

ATMOSPHERECORE
A HOSPITALITY COMPANY

THE MALDIVES, THROUGH ATMOSPHERE CORE

Your Maldives, beautifully different.



ATMOSPHERE KANIFUSHI

ATMOSPHERE
HOTELS & RESORTS

THE
OZEN
COLLECTION



OZEN LIFE MAADHOO



OBLU SELECT SANGELI

COLOURS OF
OBLU

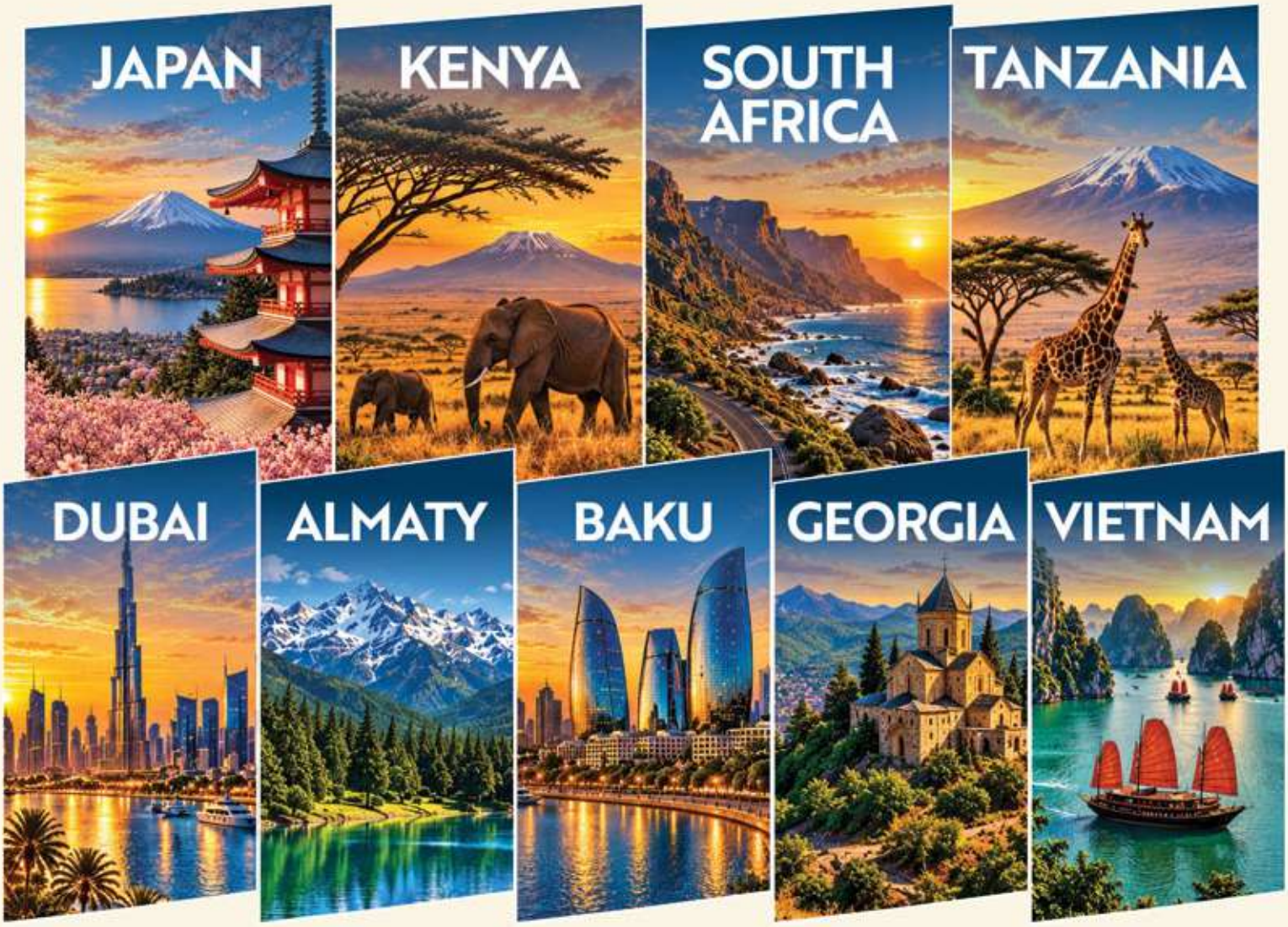
Plan your Maldives escape with Island Life.

islandlife travel

VOYAGE
1 DMC

VOYAGE 1
Your preferred DMC partner

Global Reach Local Expertise
Extra ordinary destinations One expert team



Voyage 1 DMC brings you closer to the world's most captivating destinations with local expertise and unmatched service.

SALES OFFICE
DELHI

GLOBAL HEADQUARTERS
DUBAI

Scan to connect on WhatsApp

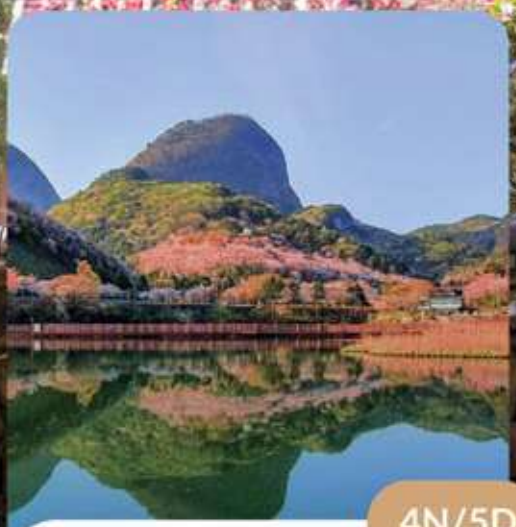
www.voyage-one.com | **INDIA** +91 9217586333 | **Email** info@voyage-one.com | **UAE** +971 52 1672038

Riya
the travel expert!

KOREA TOURISM ORGANIZATION

Imagine your Korea

The Hottest Holiday Destination
With The Coolest Experiences
SOUTH KOREA



4N/5D

CHERRY BLOSSOM TOUR

4N Seoul

Starting At

₹ 1,33,990* pp



5N/6D

K-BEAUTY SEOUL & BUSAN

2N Seoul - 2N Busan - 1N Seoul

Starting At

₹ 1,82,990* pp

INCLUSIONS

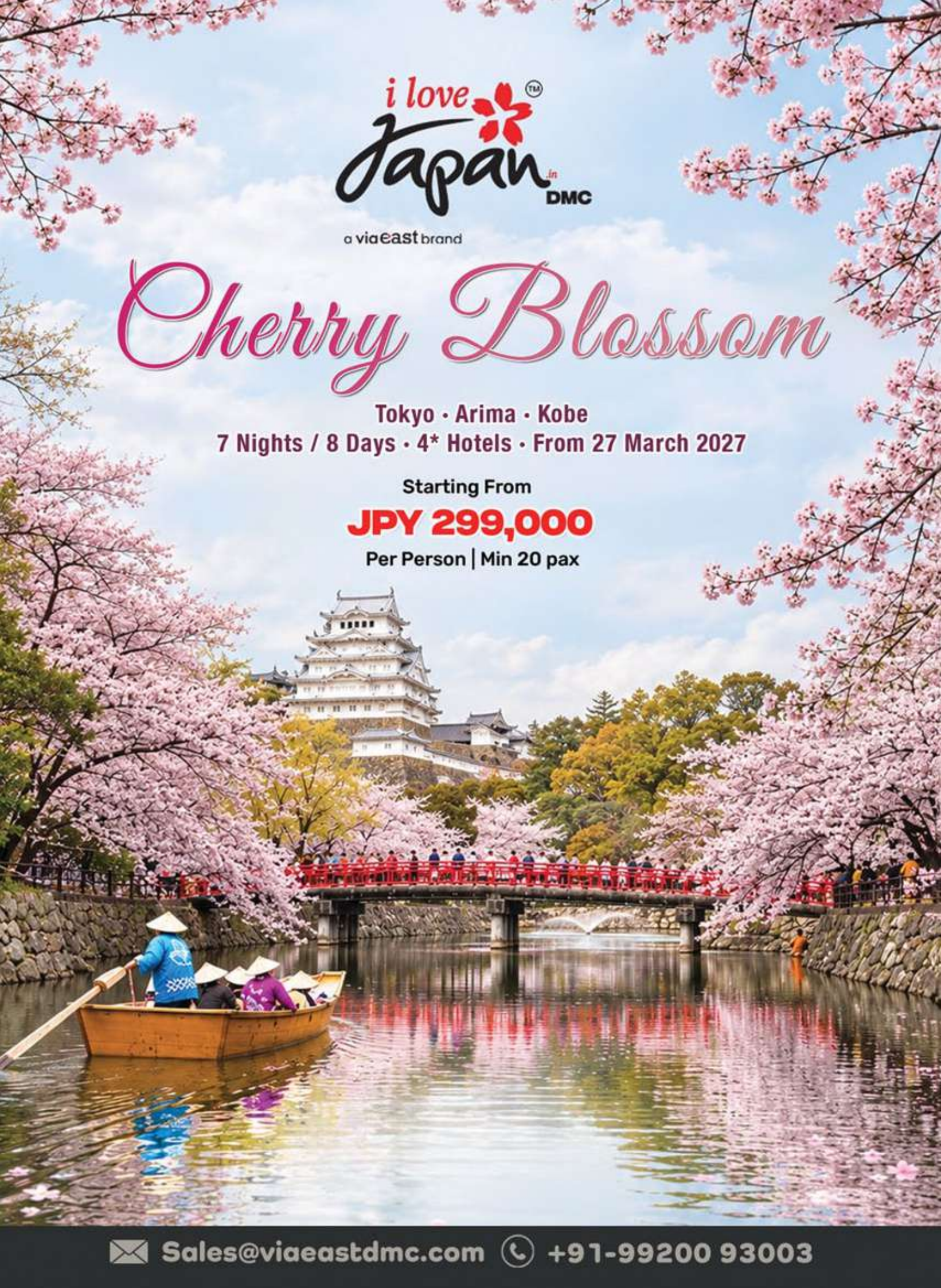
Accommodation | Breakfast | Sightseeing | Transfers

FOR BOOKINGS & MORE INFORMATION, CONTACT US

holidays.sales@riya.travel

022 6659 4960

T&C Apply*


i love Japan DMC
a viaeast brand
Cherry Blossom
Tokyo · Arima · Kobe
7 Nights / 8 Days · 4* Hotels · From 27 March 2027
Starting From
JPY 299,000
Per Person | Min 20 pax
Sales@viaeastdmc.com
+91-99200 93003

rezlive.com
award winning global reservation system

Multiple Award Winner

Global B2B Travel Wholesaler

500,000+
Hotel & Apartment Rooms Worldwide

45,000+
Sightseeing items & 5000+ Tours in 500+ Cities

5,000+
Transfer Options in 900+ City Locations

Cruise
Global Cruise Booking Platform

Car Rental
30,000+ Locations from 500+ Car Rental Companies

Rail
Train Journey's Across The Globe

europamundo vacations • NEW

Packages
Book 650+ Tours Across The Globle

GET MORE. GROW MORE

Enjoy **Instant Top-Up** Anytime with

rezvault
go digital, get rewarded

Start **Earning Points** From Today with

rezREWARDS
rewarding patronage

Get More with RezLive.com

Hotel API Powering Global Travel with REZTEZ

BUILD FOR SPEED • READY FOR SCALE

500K+	99.9%	<1000ms	180+	~100M
Hotels	Uptime	Response Time	Countries	Daily Searches

REZTEZ API is aslo now available with all leading Tech Partners
Please reach out to us on connect@reztez.com

Scan the QR code
Explore smarter travel booking solutions.
RezLive.com

Scan the QR code
Connect with us for Hotel API solutions.
RezTez.com

Editor
Priyanka Saxena Ray

Director
Gunjan Sabikhi
gunjan@bottindia.com

Director Design
Rajesh Chhetri

Assistant Editor
Pallavi Sharma

Assistant Editor-West India
(Mumbai)
Shreya Shimpi

Reporter
Somya Deep

Consulting Editor
Aishwarya Srivastava

Administration
Aparna Kapoor

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: 91 8800437575
RNI/DELENG/2019/1343884

BOTT
BOTTINDIA.COM

BOTTINDIA BOTT_INDIA

bottindia @bottmag

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.*

Contents



18 With India emerging as a promising market for luxury and expedition cruising, Dominic Tan, Regional Sales & Marketing Manager APAC, Scenic Group, shares his perspective with BOTT.

22 The seventh edition of Madhya Pradesh Travel Mart (MPTM) 2026 in Bhopal showcased the state's growing focus on experiential and sustainable tourism. The mart brought together domestic and international travel trade professionals.





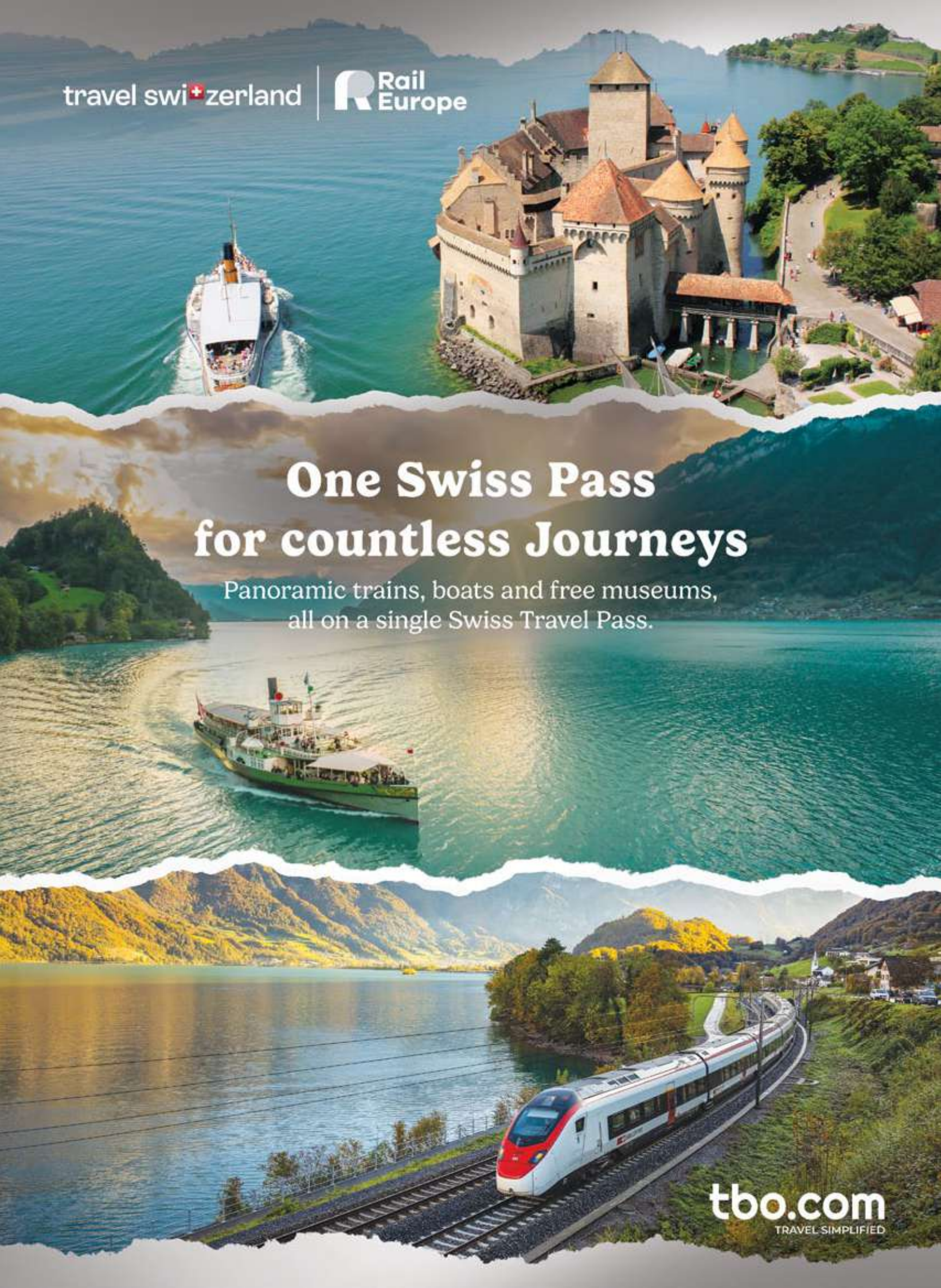
24 Mumbai Diaries: For Dev Karvat, Founder & CEO, Asego Global Assistance, travel is more than a passion—it's a journey shaped by resilience, purpose and the unexpected.

GM SPECIAL SERIES

Pullman and Novotel New Delhi Aerocity 28
Fairmont Agra 30
Indeva Hotels & Resorts 33
Pride Plaza Aerocity, New Delhi 37
Novotel Hyderabad Convention Centre & HICC 40
Sea Princess Hotel 43
The LaLiT New Delhi 46
The Leela Gandhinagar & MMCEC 49
Ramada by Wyndham Gorakhpur 54

EVENTS AND MORE

The 69th TAAI Convention & Exhibition – Indian Travel 60-63
Congress 2026 brought together over 750 delegates, industry leaders, exhibitors and tourism stakeholders in Kolkata from October 25–27, 2026.


travel switzerland
Rail Europe
One Swiss Pass
for countless Journeys
Panoramic trains, boats and free museums,
all on a single Swiss Travel Pass.
tbo.com
TRAVEL SIMPLIFIED



Editor's LETTER

Dear Readers,

There is something magical about this time of the year. The festive lights shine brighter, celebrations become grander, and an unmistakable sense of optimism fills the air. As Diwali brings its warmth and sparkle, the travel and hospitality industry welcomes its busiest season, with hotels, airports and destinations gearing up for the year-end rush.

Festivals have always symbolised hope, happiness and new beginnings. And for an industry that has navigated its share of uncertainties, this festive spirit brings renewed confidence. Despite geopolitical challenges and evolving market dynamics, the desire to travel remains undiminished. Travel has always demonstrated remarkable resilience, and there is every reason to believe that the coming months will bring stronger business, fresh opportunities and brighter prospects.

It is in this optimistic spirit that we present our much-awaited BOTT GM Special Issue, featuring insights from nearly 30 General Managers of leading hotels across India. From business performance and expansion plans to sustainability, innovation and emerging hospitality trends, their perspectives offer a fascinating glimpse into an industry preparing for 2027 with ambition and confidence.

This edition also brings you comprehensive coverage of the TAAI Convention in Kolkata, capturing key discussions, industry perspectives and memorable moments from this important gathering of travel trade professionals.

Adding to the excitement is our coverage of Cordelia Cruises and its new ship, highlighting the growing appeal of cruising among Indian travellers and the opportunities it presents for the industry.

And there is plenty more to explore in the pages ahead.

As we celebrate the festival of lights, here's wishing our entire travel fraternity a season filled with prosperity, positivity and possibilities. May the coming year bring fuller hotels, busier airports, memorable journeys and countless reasons to celebrate.

Wishing you all a very Happy Diwali!

Warm regards,

Priyanka Saxena Ray
Editor, BOTT India

BLACK FRIDAY

SALE

Get USD 500 discount + Euro 500 Onboard Credit per couple

Sail Europe's legendary rivers and explore its enchanting cities, celebrated wine regions and timeless landscapes in all-inclusive luxury.

SAVE UP TO 40% on select 2027 Scenic River Cruises during our exclusive Black Friday Sale.

Book by December 7, 2026 and experience the extraordinary with Scenic & Emerald.

SCENIC°

Gold is the new BLACK

EMERALD°

BLACK FRIDAY GEMS

Booking Period: 01 November to 07 December 2026

Sailing Period: Feb, Mar, Jul, Aug, Oct, Nov 2027

Offer on select cruises only. T&C apply

Scan the QR code to get details

stic TRAVEL GROUP

99870 92603, 92894 17729 | scenic@sticgroup.com

Scenic Group

Exploring new frontiers in luxury cruising

With India emerging as a promising market for luxury and expedition cruising, Dominic Tan, Regional Sales & Marketing Manager APAC, Scenic Group, shares his perspective on the growing demand for immersive travel experiences. He highlights the importance of strengthening travel trade partnerships, empowering travel advisors and introducing Indian travellers to exceptional cruise experiences.

Priyanka Saxena Ray



Dominic Tan, Regional Sales & Maraketing Manager APAC, Scenic Group

How do you assess the potential of the Indian market for luxury and expedition cruising?

India represents a promising growth market for luxury and expedition cruising, supported by a growing affluent traveller segment, increasing appetite for experiential travel and a desire for more personalised, immersive holidays. As Indian travellers become more well-travelled, we see opportunities to introduce them to the distinctive value of all-inclusive luxury cruising, combining exceptional service, culinary experiences and access to remarkable destinations. Expedition cruising also appeals to travellers seeking meaningful encounters with nature, wildlife and remote cultures.

What are Scenic Group's key strategies for strengthening partnerships with the Indian travel trade?

Our focus is on building long-term, collaborative relationships with travel partners through regular engagement, product education and a strong understanding of their business needs. We aim to equip our partners with the knowledge and confidence to communicate the unique experiences offered by Scenic's ultra-luxury river and ocean cruises, as well as Emerald Cruises' contemporary luxury river and yacht cruises. By working closely with the trade, we can better identify opportunities, reach new customer segments and deliver memorable experiences for Indian travellers.

How is Scenic Group supporting travel agents through training, incentives and sales initiatives?

We recognise that travel advisors play a vital role in helping clients navigate the premium cruising landscape. Our approach includes product training, destination updates, sales resources and direct engagement to strengthen advisors' confidence in presenting our offerings. We also work with partners on relevant promotional and sales initiatives to generate awareness and support conversion. By combining product knowledge with responsive support, we aim to make it easier for advisors to match clients with the right cruise experience and build lasting customer relationships.

Which destinations and cruise experiences do you expect to drive demand in 2027?

We expect continued interest in Europe's iconic rivers, particularly the Danube and Rhine, where culture, heritage and scenic landscapes come together effortlessly. At the same time, expedition destinations such as Antarctica and the Arctic should appeal to travellers seeking extraordinary, once-in-a-lifetime adventures. Luxury yacht cruising in the Mediterranean and Adriatic will also remain attractive for its combination of smaller ports, immersive discovery and relaxed exploration. BOTT


No one covers
India's most beautiful Islands
Like we do
We call ourselves
andaman experts .com
explore andaman, with experts
Your support system for
ANDAMANS & LAKSHADWEEP
Scan for Packages
info@andamanExperts.com
+91 99998 88412 , +91 9540080716

VFS Global

expands visa access and international connectivity with new Guwahati Visa Application Centre

- Expansion of Visa Application Centres brings visa services closer to applicants in Eastern and Northeastern India and reducing the need to travel to larger metro cities
- Inaugural facility in Guwahati, complementing VFS presence in Kolkata and Bhubaneswar, will serve applicants across eight Northeastern states
- The centre will provide visa application services for 14 countries: Austria, Cyprus, Czech Republic, Egypt, Estonia, France, Ireland, Italy, Japan, Latvia, Malta (D-Visa applications), Morocco, Switzerland and the United Kingdom





Himanta Biswa Sharma, Chief Minister of Assam and Yummi Talwar, Chief Operating Officer - South Asia, VFS Global at the inauguration of Visa Application Centre in Guwahati



As travel aspirations driven by greater desire for international tourism, education, and business, gain momentum across Eastern and Northeastern India, VFS Global is bringing global opportunities closer to travellers. With the inauguration of its first Visa Application Centre (VAC) in Guwahati – complementing its presence in Kolkata and Bhubaneswar – the company is strengthening regional connectivity and making international mobility more accessible.

Inaugurated by Chief Minister of Assam Dr Himanta Biswa Sarma, Tourism Minister Smt Ajanta Neog, Transport Minister Shri Charan Boro, and Yummi Talwar, Chief Operating Officer – South Asia, VFS Global, and in the presence of diplomatic representatives from Switzerland, the Czech Republic, Italy and France, the expansion underscores Northeast India's growing importance in international travel.

Yummi Talwar, Chief Operating Officer – South Asia, VFS Global, said, "We are pleased to inaugurate our new Visa Application Centre in Guwahati, strengthening access to visa services for applicants across Assam and the wider Northeast. With growing aspirations around education, business, tourism, and global mobility, reliable access to visa services is central to turning ambition into opportunity."

Emphasising its broader significance, Dr Himanta Biswa Sarma, Chief Minister of Assam, added, "As we move forward, our focus must remain on building stronger connections, creating opportunities for our young people, supporting businesses, and welcoming visitors from across the world. The inauguration of this visa application centre is an important step in that direction. I congratulate VFS Global and everyone associated with this initiative."

VFS's new 3,200 sq. ft. facility – its third VAC in Eastern India – is strategically located in Assam's largest city, with convenient air, rail and road connectivity, and will serve applicants across eight Northeastern states – Assam, Arunachal Pradesh, Meghalaya, Manipur, Mizoram, Nagaland, Tripura and Sikkim – reducing the need to travel to larger metropolitan cities.

The centre will provide visa application services for 14 countries: Austria, Cyprus, Czech Republic, Egypt, Estonia, France, Ireland, Italy, Japan, Latvia, Malta (D-Visa applications), Morocco, Switzerland and the United Kingdom. BOTT

STT

Swagatam Tours

Curating Memorable Journeys

Since 1986

CELEBRATING **40** YEARS

Sincere thanks to all our overseas and Indian supporters

- Swagatam Team

Experience • Trust • Together



EXPERIENCE INDIA, BEYOND IMAGINATION

- Cultural and Study Tours
- ECO Tours
- Pilgrimage Tours
- Soft Adventures
- Backwater Tours in Kerala

SPECIALIST IN :

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

- Wild Life Tours
- Ayurveda Package Tours
- Event Management

APPROVED BY
MINISTRY OF TOURISM, GOVERNMENT OF INDIA

Your Journey, Our Passion

www.swagatamtour.com

E-mail : pronab@swagatamtour.com

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

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

Mob. : +91 9811102111

अतुल्य! भारत
Incredible India
www.incredibleindia.org

IATO
INDIAN ASSOCIATION OF TOUR OPERATORS

PATA
PACIFIC ASIA TRAVEL ASSOCIATION

SEPC
SERVICES EXPORT PROMOTION COUNCIL

APPROVED BY
MINISTRY OF TOURISM,
GOVERNMENT OF INDIA

Madhya Pradesh Travel Mart 2026

puts experiential and sustainable tourism in the spotlight

The seventh edition of Madhya Pradesh Travel Mart (MPTM) 2026 in Bhopal showcased the state's growing focus on experiential and sustainable tourism. Bringing together domestic and international travel trade professionals, the Mart highlighted Madhya Pradesh's rich cultural heritage, wildlife, rural experiences and emerging opportunities in MICE, weddings and adventure tourism, positioning the state as a destination that offers much more than conventional sightseeing.

Somya Deep







The seventh edition of MPTM, held this October at the Kushabhau Thakre International Convention Centre in Bhopal, brought together over 100 foreign tour operators (FTOs), 180 domestic tour operators (DTOs) and nearly 200 sellers across 177 exhibition stalls.

Tech meets tradition at MPTM

MPTM 2026 seamlessly blended cutting-edge innovation with grassroots authenticity. Walking through the Madhya Pradesh Tourism Pavilion, delegates were greeted by an unexpected guide: AI avatar 'Mowgli'. This interactive digital kiosk assisted visitors with personalised travel planning, destination insights and customised itineraries, demonstrating how Tier-2 and Tier-3 destinations can harness futuristic technology.

Just outside, Tourism Village Panchvati recreated an authentic rural haven. Complete with homestays, stargazing, pottery, archery and vibrant folk performances, Panchvati offered delegates a tangible taste of rural Madhya Pradesh. The surrounding stalls proudly showcased the state's rich artisanal legacy—from intricate Bagh prints and Chanderi sarees to Bhil art and Batik prints—creating direct market linkages for local craftspeople.

Importantly, the entire event demonstrated its commitment to sustainability. With paperless workflows, bamboo decor, fabric kits, traditional earthenware and electric vehicles for guest transport, MPTM set a stellar benchmark for eco-conscious events, with a firm focus on achieving a zero-carbon footprint in the coming years.

MICE, Weddings and Adventure

High-level roundtable discussions during the three-day Mart outlined











ambitious growth opportunities for the state's tourism economy. Shri Harikishore S., Joint Secretary, Ministry of Tourism, Government of India, noted that India's MICE market has surged to ₹37,576 crore, with live events projected to reach ₹19,600 crore by 2028. He underscored the immense potential of Indore and Bhopal to emerge as leading national MICE hubs.

Sabbas Joseph, Chairman of the FICCI MICE Tourism Committee, highlighted historic architectural gems such as Orchha, Mandu, Gwalior and Khajuraho as prime venues for high-end destination weddings, festivals and celebration tourism.

Dr Ilayaraja T., Secretary of Tourism and Managing Director of the Madhya Pradesh Tourism Board, announced that 2027 will officially be observed as the 'Adventure Year'. Supported by industry experts such as Padma Shri Ajit Bajaj, the state is gearing up to develop safe, standardised and PPP-driven adventure hubs.

Conservation-first for wildlife tourism

Wildlife conservation remains one of the state's crowning glories. In a compelling panel discussion moderated by Akanksha Garg, Union Tourism Secretary Bhuvnesh Kumar stressed that tourism success must be measured by its benefits to communities and the environment rather than merely by visitor numbers.

Highlighting the historic milestone of cheetah cubs born in Kuno, alongside ecotourism expansion in Ratapani and Satpura and the presence of river dolphins in the Chambal, panellists such as Toby Sinclair and David Raju reinforced the need for well-trained naturalists and storytellers.

As Chief Secretary Shri Ashok Barnwal aptly noted during the inauguration, tourism stakeholders are the true brand ambassadors of Madhya Pradesh. Inspired by the Government of India's Dekho Apna Desh initiative, MPTM 2026 successfully demonstrated that when a destination combines its natural and cultural bounty with sustainable practices and warm hospitality, it doesn't just attract travellers—it captures their hearts.

Talking exclusively to BOTT, Mahendra Pratap Singh, Chairman of the FICCI Madhya Pradesh Tourism Committee and Founder of MP Tours, emphasised that this year's core theme centred firmly on experiential tourism. "I ask foreign tour operators to be curious. Don't sell normal itineraries or routine-based programmes. Go to our villages, meet local tribal communities, and experience our folk traditions," Singh shared. To turn this vision into reality, MP Tours has pioneered Indigenous Journeys—an experiential brand that moves far beyond conventional sightseeing. Whether it is the Pardhi Box Tour, Khadi village trails where visitors experience life without electricity and travel aboard bullock carts, or farm-to-table dining where guests pluck fresh produce themselves, the focus remains firmly on immersion. BOTT

Dev Karvat

The man behind Asego's journey of trust

For **Dev Karvat**, Founder & CEO, Asego Global Assistance, travel is more than a passion—it's a journey shaped by resilience, purpose and the unexpected. As Asego celebrates 25 years, he reflects on the milestones, relationships and family values that have shaped his journey in an exclusive chat with BOTT. From business breakthroughs to personal triumphs, his story is a testament to the power of perseverance and people.

Shreya Shimpi









Looking back on your journey so far, what would you say inspired you to enter the industry, and how has it shaped you as an individual?

They say most things in life are unplanned, and this was no different. I am glad to be here because I love travelling, and it has always been my passion. I have even told my wife that I want a stamp from every country in my passport by the end of my journey.

In my 30 years in the travel industry, the biggest lesson I have learnt is resilience. You have no choice but to survive. The travel industry is the first to be affected and the last to recover; hence, it is essential to be resilient.

Reflecting on 2025, what would you say were the key highlights, either professionally or personally?

Professionally, one of our biggest milestones last year was strengthening our business through strategic investor partnerships. The confidence and commitment demonstrated by such reputed names reaffirm the strength of our business, the trust we have built and the potential they see in our long-term growth journey.

Personally, I am incredibly proud of my two boys, both of whom play professional cricket. My younger son's selection for the Mumbai Under-14 team and my elder son's selection for the CCI team, where he plays for the Kanga team, have been special highlights for our family.

What would you say is your proudest achievement so far?

As we complete 26 years, our greatest satisfaction lies in helping people through their most difficult moments. We receive around three emergency calls every night concerning situations ranging from heart attacks and other serious medical emergencies to evacuations, stranded travellers and the unfortunate loss of life, when families need help bringing their loved ones back home.

Knowing that our teams can mobilise quickly, provide support and help families navigate these challenging situations is deeply fulfilling. Over the past 26 years, we have worked with nearly 27,000 travel agents across the country, and that network continues to grow. For me, the ability to make a meaningful difference when people need us most remains the defining highlight of our journey.

Our biggest achievement is building a team of 600 people, many of whom have been with us for over 15 years. Over the years, we have grown together as a family, with Asego becoming a second home for many. Much of the credit goes to my wife, who has played a pivotal role in fostering a nurturing environment where everyone feels secure, valued and empowered to grow.

What is your dream destination for 2027?

Japan and Montenegro.

Could you tell us something about your family?

My wife, Bhavi, has been my partner in crime, both at work and in life. She began her journey with our company as an intern, and that's where our story began. Over the years, she has seamlessly balanced multiple responsibilities while playing a vital role in our family and business. She remains the anchor of our organisation, bringing stability, perspective and a sense of purpose to everything we do.

We have two sons, Hrimaan, 19, and Veer, 14, both passionate cricketers who aspire to pursue the sport professionally. BOTT

QUICK SHOTS

- Birth date and sun sign: ***February 1, 1979 / Aquarius***
- Mountains or beaches: ***I love the mountains.***
- Best travel hack: D***on't over plan; leave room for unplanned experiences. The best moments of a trip are usually the ones that are unplanned.***
- Window seat or aisle: ***Domestic flights – window; international flights – aisle.***
- Favourite cuisine: ***Italian, Mexican and Lebanese.***
- Favourite quote: ***You can't undo your previous move, but you can plan your next one better.***
- Hobbies: ***Playing cricket and singing.***
- Travel souvenirs – ***keep them or leave them? Leave them. Keep the memories.***
- Best advice for a first-time traveller: ***Plan well in advance. Ensure you have all the correct documents, read the cancellation policies and get the right travel insurance!***



Fairmont Mumbai

A stellar debut, a promising future

Rajiv Kapoor, General Manager, Fairmont Mumbai, reflects on an exceptional first year marked by record-breaking revenue growth and prestigious industry recognition. With a focus on distinctive dining, wellness, sustainability and personalised hospitality, he shares the hotel's evolving offerings and outlook for 2027.

Shreya Shimpi

A landmark year of growth

2026 has been a defining year for Fairmont Mumbai, marked by strong business growth and significant industry recognition. In its first year of operations, the hotel recorded 150% growth and crossed ₹400 crore in revenue, becoming the first hotel to achieve this milestone within its inaugural year. The property also received the MICHELIN Key distinction, Green Globe certification and a place on the Condé Nast Traveller Hot List. Demand across corporate travel, MICE, weddings, leisure, dining and wellness has further strengthened our position in India's luxury hospitality landscape.

Expanding dining and wellness experiences

Fairmont Mumbai continues to enhance its offerings through new dining and experiential additions. The upcoming launch of Nitan's Kitchen, showcasing Indian cuisine and heirloom recipes, alongside Bougain Villa, will further expand our dining experiences.

Wellness and longevity remain key focus areas, particularly following the successful hosting of Longevity Summit India 2026, which welcomed over 1,000 delegates. We look forward to the next edition while continuing to develop experiences combining dining, wellness and experiential hospitality.

Sustainability through innovation

Sustainability is integrated into our operations through technology-led solutions and responsible resource management. The hotel uses 100% LED lighting, advanced HVAC systems and a wireless Building Management System for real-time energy monitoring. Nearly 90% of our kitchen equipment is electric. Water conservation initiatives include low-flow fixtures, rainwater harvesting and complete wastewater treatment and recycling for non-potable use. Orbisk technology helps monitor food waste and optimise kitchen operations. Reusable glass water bottles, digital check-in, reduced single-use plastics and plant-forward dining options further reinforce our commitment, aligned with Accor's GAIA sustainability framework.

Outlook for 2027

Personalisation, wellness, meaningful experiences and responsible travel are increasingly influencing luxury travel decisions. Guests are looking beyond accommodation to distinctive dining, wellness facilities, family-friendly experiences and attentive service. Our offerings, including Fairmont Spa & Longevity, Tiny Town and diverse dining destinations, respond to these evolving expectations. For 2027, we anticipate continued demand for experience-led stays, bespoke celebrations and distinctive F&B offerings, with sustainability and technology playing increasingly important roles. BOTT

ONEABOVE
Destination Management Services

Where will your Clients

Welcome 2027?

Explore curated winter escapes with **seamless on-ground global DMC expertise.**



SIX GLOBAL DESTINATIONS - ONE TRUSTED DMC PARTNER



Dubai

New Year fireworks, iconic skylines & luxury escapes



Hong Kong

Harbour views, vibrant nightlife & world-class attractions



South Africa

Summer escapes, scenic coastlines & safaris



Europe

Snowy landscapes, alpine escapes & winter cities



Bali

Tropical retreats, beachfront stays & island experiences



Tanzania

Iconic wildlife safaris, vast savannahs & natural wonders

Partner with **ONE ABOVE** for your **Christmas and New Year bookings**. For B2B enquiries:

enquiry@one-above.com

ACCREDITED MEMBER

IATA IATAN OTOAI CLIA TAFI

IN ASSOCIATION WITH

DMCBAZAAR GIFTS

Pullman & Novotel New Delhi Aerocity



Elevating hospitality through innovation & personalised experiences

Manish Dayya, General Manager, Pullman and Novotel New Delhi Aerocity, reflects on a strong 2026 marked by double-digit revenue growth, sustained market leadership and a continued commitment to responsible hospitality.

Priyanka Saxena Ray

Strong business growth and market performance

Pullman and Novotel New Delhi Aerocity has delivered a strong performance in 2026, recording double-digit growth across key revenue centres despite the slowdown owing to geopolitical developments in the Middle East. Growth has been driven by improved occupancy and room rates, consistent performance across dining outlets and banquets, with speciality restaurant HONK emerging as a standout performer. Both hotels have outperformed their competitive sets in Aerocity, supported by a balanced mix of corporate demand, crew business and group bookings across our 670-room complex.

Creating personalised guest experiences

At Pullman and Novotel New Delhi Aerocity, we continuously look for ways to make every guest experience more engaging and memorable. From thoughtful gestures and personalised touches during a stay to our mascot welcoming guests at Sunday brunches, we focus on creating moments that bring warmth and character to the guest journey. We also curate special experiences around festive celebrations and important occasions. For us, enhancing the guest experience is an ongoing process.

Sustainability through responsible and innovative practices

Sustainability is integral to our operations, with both hotels receiving Green Key certification for the second consecutive year. Our initiatives include renewable energy, efficient water management, responsible waste management and an on-property water bottling plant. Our 5,500 sq. ft. herb garden supports culinary operations, while technology-led solutions such as Lumitics help monitor and reduce food waste. Electric vehicle charging facilities encourage greener mobility. By actively engaging our Heartists in responsible resource use, we aim to improve efficiency while maintaining guest comfort and service quality.

Hospitality outlook 2027

Guest expectations are evolving towards more personalised, seamless and meaningful experiences. Technology must complement the human touch, not replace it. Looking ahead to 2027, I foresee greater emphasis on flexibility, purposeful experiences and intelligent technology. Business and MICE travellers will prioritise efficiency, connectivity and well-designed spaces, while leisure guests will seek wellness, distinctive dining and local experiences. BOTT



Forbes | D Globalist. PRESENTS DGEMS 2025 D Globalist Entrepreneur Mobility Summit

NATIONAL TOURISM AWARDS — MOST INNOVATIVE ADVENTURE ACTIVITY — HOLIDAY MOODS ADVENTURES PVT LTD. 2007 - 2008

NATIONAL GEOGRAPHIC ADVENTURE BEST ADVENTURE TRAVEL COMPANIES (ON EARTH)

2022 Travellers' Choice Tripadvisor

ENVIROMIC TOURISM OF TOMORROW 2025 AWARDS Padova, Italy

ECN EXPEDITION CRUISE NETWORK AWARDS — NEW COMER TO EXPEDITION CRUISE — FINALIST

ET MSME AWARDS 25

www.holidaymoods.net +91 7011257590 b2bdmc@holidaymoods.net



Fairmont Agra

Scripting a new chapter in Mughal grandeur

Manuj Ralhan, General Manager, Fairmont Agra, shares insights into the anticipation surrounding the hotel's debut, its distinctive vegetarian culinary philosophy, grand celebration spaces and sustainability commitments, while looking ahead to a promising 2027.

BOTT Desk

Building momentum ahead of opening

2026 has been defined by momentum of a rare kind—the demand that gathers before a hotel even opens its doors. As we prepare Fairmont Agra for its debut, interest arrives ahead of time: from wedding families who dream of the Taj as their backdrop, conference planners drawn by our verdant lawns and grand ballroom, and travellers in search of a vegetarian table without compromise. Three segments lead the way: celebrations, meetings and the conscious luxury traveller. This momentum tells us the city has long been waiting.

A grand new experience

We are the new experience. Spread across 21 acres, our estate brings together 210 rooms and suites in a setting where Mughal grandeur meets contemporary luxury. Water flows through the estate in nineteen distinct forms, from serene reflecting pools and elegant fountains to an infinity edge that meets the sky. A magnificent grand ballroom and lush, expansive lawns provide an exceptional setting for grand celebrations and memorable gatherings. Every kitchen is wholly vegetarian—a deliberate choice that honours Agra's spirit and inspires our chefs to craft inventive, plant-forward menus without compromise.

Sustainability through conscious choices

Our vegetarian philosophy is sustainability, lived daily—a lighter footprint on every plate. Alongside it, we embrace Accor's global commitments: eco-certification, the journey to net zero, zero single-use plastic and the careful stewardship of water and waste. In a city shaped by its monuments, we build to last and to belong. Our approach is rooted in making thoughtful choices that balance exceptional guest experiences with environmental responsibility. We believe true luxury lies in creating lasting value while respecting the destination and its natural resources.

Looking towards a luminous 2027

Guests no longer simply collect destinations. They seek meaning—provenance in the food, purpose in the stay, places that bind them to a community and a story. Mughal design narratives, conscious cuisine, celebrations that gather generations: for us, these are not passing trends, but foundations. As we prepare to open our doors, 2027 looks nothing short of luminous. We see growing opportunities to welcome travellers who value authenticity, meaningful experiences and a deeper connection with the destinations they explore. Fairmont Agra is poised to bring these aspirations together through a distinctive expression of luxury, heritage and hospitality. BOTT

"Guests no longer simply collect destinations. They seek meaning—provenance in the food, purpose in the stay, places that bind them to a community and a story. As we prepare to open our doors, 2027 looks nothing short of luminous."

HOTEL
Sea Princess











RECENTLY RENOVATED &
UPGRADED GUEST SERVICES

READY TO WELCOME YOUR VALUED GUESTS

A TOUR OPERATORS FRIENDLY HOTEL

A Member of
Alliance
Hotels and Resorts

reservations@alliancehotels.in | +91 9654560965 | www.alliancehotels.in

We don`t Just sell rooms, We Deliver experiences



Eros Hotel New Delhi

Building on a strong 2026

Davinder Juj, General Manager, Eros Hotel New Delhi, shares insights into the hotel's strong performance in 2026, upcoming refurbishments, sustainability initiatives and evolving guest expectations, while expressing optimism for 2027.

Gunjan Sabikhi

Strong business performance in 2026

2026 has been a strong and encouraging year for Eros Hotel New Delhi. We have witnessed sustained business growth driven by healthy occupancy and improvement in Average Daily Rate. Our core segments – Corporate, Leisure and MICE – have performed well, with a significant uptick in leisure and social segments. The festive period and city-wide events further accelerated demand, reinforcing our position as a preferred hotel for both domestic and international travellers. This consistent performance reflects the strength of our market positioning and our ability to cater to diverse guest requirements. We remain focused on sustaining this momentum by delivering quality experiences and strengthening relationships across our key business segments.

Enhancing guest experiences

We are continuously evolving to enhance the guest experience. We have planned refurbishment of our guest rooms and an upgrade of our wellness offerings, including Spa, Salon and Fitness facilities. Alongside, we are curating distinctive guest experiences – from immersive culinary festivals to local cultural showcases – aimed at creating memorable stays and strengthening our differentiation in a competitive market. These enhancements are designed to respond to evolving guest preferences while ensuring greater comfort, convenience and a sense of exclusivity. Our emphasis remains on combining contemporary amenities with personalised service to create a more engaging and rewarding stay experience.

Sustainability and innovation

Sustainability is integral to our operational philosophy at IHG. We have implemented energy-efficient systems, water conservation measures and robust waste management practices. Our focus on sourcing local and organic produce not only supports the community but also reduces our carbon footprint. On the innovation front, digital solutions have improved operational efficiency and guest convenience, while regular training ensures our team is fully aligned with our Responsible Business goals.

Outlook for 2027

Today's traveller is seeking personalisation, authenticity and purpose-driven experiences. There is a clear shift towards wellness-led, sustainable and digitally seamless stays. For 2027, we remain optimistic, with continued momentum in domestic tourism and growing demand for responsible travel and wellbeing-focused hospitality. At Eros Hotel New Delhi by IHG, our focus will continue to be on delivering truly personalised experiences while leading with innovation and sustainability. BOTT

Indeva Hotels & Resorts

Building a multi-brand future through disciplined growth

Barun Gupta, COO, Indeva Hotels & Resorts, reflects on an impressive 2026 marked by strong revenue growth, improved occupancy and a diversified business portfolio.

Gunjan Sabikhi



Strong growth across diverse market segments

2026 has been a significant year of growth and consolidation for Indeva Hotels & Resorts, with revenue increasing by 38% year-on-year and occupancy growing by 15%. Our diversified demand mix spans airline crew accommodation, corporate travel, MICE, exhibitions, social events and transient travellers. We look beyond occupancy alone, focusing on quality revenue, stronger average room rates and segment profitability. Our priority is to build on this momentum through stronger partnerships, sharper commercial strategies, consistent service delivery and operational excellence.

Building a distinctive multi-brand hospitality portfolio

Expansion is central to our long-term vision of building a scalable, multi-brand hospitality platform. Our portfolio includes ExpoInn Suites & Convention for MICE, Shikina Luxury Collection for premium hospitality, PLUME Hotels for contemporary stays, The Mor Stays for value-conscious travellers, Sāranga Retreats for destination experiences and IRISE for additional opportunities. Supported by an asset-light approach and strategic partnerships, we are also exploring facility upgrades, improved dining concepts and technology-led guest services, ensuring growth without compromising operational standards or guest satisfaction.

Embedding sustainability into everyday operations

We view sustainability as essential to responsible hospitality and operational efficiency. A 2 MW solar power plant serving the wider facility reduces dependence on conventional electricity, while a 5,000-litre-per-hour solar water-heating system supports energy-efficient operations. LED lighting, motion sensors, digital timers and tap aerators further improve resource management. Our approach focuses on practical improvements that deliver measurable benefits. As we expand, we aim to strengthen resource monitoring and responsible consumption while maintaining comfortable, seamless and memorable guest experiences.

Hospitality Outlook 2027

Looking ahead to 2027, we are optimistic about opportunities in organised hospitality, particularly across corporate, MICE, exhibition and emerging leisure markets. Personalisation, technology-enabled convenience and operational excellence will increasingly shape guest expectations. Our focus is on strengthening existing properties, advancing multi-brand expansion and improving revenue management capabilities. Technology must complement genuine human engagement. Ultimately, we believe sustainable success will come through disciplined growth, differentiated brand positioning, lasting partnerships and consistent value for owners, investors and travellers alike. BOTT

“We view sustainability as essential to responsible hospitality and operational efficiency. A 2 MW solar power plant serving the wider facility reduces dependence on conventional electricity, while a 5,000-litre-per-hour solar water-heating system supports energy-efficient operations.”



Novotel Jaipur Convention Centre

Where grand events take centre stage

Vikas Sood, General Manager, Novotel Jaipur Convention Centre, shares insights into the property's growing prominence in MICE, weddings and live entertainment, its focus on operational excellence and sustainability, and the opportunities ahead as Jaipur strengthens its position on the global events map.

Priyanka Saxena Ray

Building momentum across segments

2026 has been a year of mometum and validation for Novotel Jaipur Convention Centre. We have continued to strengthen our position by bringing together thecomfort and warmth of a hotel with the scale, infrastructure and capability of a convention centre. MICE continues to be a key pillar of our business, supported by corporate gatherings, weddings and social celebrations. Live entertainment has also become an important part of our identity, with concerts demanding scale, technical preparedness and coordination.

Strengthening Jaipur's events landscape

Our ambition is to position Jaipur among the preferred destinations for national and international conventions while building our reputation as a compelling venue for concerts and large-format live entertainment. We are focused on strengthening the overall product through renovation, new facilities and fresh event formats, alongside deeper partnerships with destination stakeholders, vendors and event organisers. I believe a destination succeeds when its ecosystem works together.

Sustainability through responsible operations

For me, sustainability is not a standalone initiative; it is part of responsible and efficient hotel operations. We continue to focus on energy and water conservation, waste reduction, local sourcing and digital processes. Our in-house bottling plant and EV cars, supported by a charging station, reflect our commitment to considered operational choices. In a venue hosting large gatherings, small improvements can have a meaningful cumulative impact. Equally important is investing in our people through training, engagement and operational discipline, making responsible practices part of our everyday culture.

Looking ahead at 2027

Guests increasingly expect experiences that feel personal, purposeful and effortless. MICE and bleisure will continue to grow as delegates extend business trips to explore destinations. Authentic local experiences, rooted in Jaipur's heritage, culture and cuisine, will gain importance, while technology will enhance seamless service without replacing the human touch. I look at 2027 with confidence as India strengthens its position on the global events map. Jaipur offers heritage, connectivity and growing demand for large-scale events. Our focus is not only on hosting bigger events, but delivering them better. BOTT

Holiday Inn New Delhi Aerocity

A year of transformation, strong performance & sustainable progress

Shuvendu Banerjee, Area General Manager – IHG South West Asia and General Manager – Holiday Inn New Delhi Aerocity, reflects on a strong 2026 marked by robust business growth, property enhancements and measurable sustainability achievements.

Gunjan Sabikhi



Robust growth across business and MICE segments

In 2026, the hotel delivered robust business growth and revenue performance across both Group and Transient segments, achieving impressive momentum even while carrying out phased room upgrades and renovations. Growth was largely driven by major high-profile Delhi-NCR events such as the BRICS Summit, India Mobile Congress (IMC) and multiple large-scale medical conventions. These events strengthened demand across key business segments, enabling us to maintain strong commercial performance while continuing to invest in enhancing our facilities and overall guest experience.

Enhancing comfort through new facilities and experiences

As part of our commitment to elevating guest comfort and hospitality, we have completely upgraded 130 guest rooms and added a state-of-the-art meeting room. We have also expanded the alfresco area at L'Osteria Bella, our award-winning signature Italian restaurant, and launched Café Airobakes with a dedicated seating area. An exclusive new Club Lounge is also scheduled to open, offering an elevated level of luxury and personalised service. These enhancements reflect our continued focus on creating more memorable guest experiences.

Driving sustainability through measurable efficiencies

Aligning with IHG sustainability standards, our linen reuse programme achieved an 18% year-on-year reduction in laundry chemical consumption and ₹12–15 lakhs in annual savings. An Ultrafiltration system conserves 30 KL of fresh water daily, saving ₹8 lakhs annually. Building Management System optimisation, Variable Frequency Drives and equipment improvements reduced electricity consumption by up to 25%, while power procurement efficiencies delivered savings of up to ₹70 lakhs. Heat pumps, menu engineering and digital menus further strengthen operational efficiency and guest convenience.

Hospitality Outlook 2027

Looking towards 2027, we see growing demand for eco-conscious travel, digital convenience and personalised experiences, supported by tourism initiatives, international conferences and infrastructure development. Our focus will be on AI-driven guest insights, sustainable operations and a high-tech, high-touch balance that preserves heartfelt Indian hospitality. Collaboration with the travel trade and stringent food safety standards, including digital HACCP compliance and allergen management, will remain priorities. I believe 2027 will blend seamless efficiency with genuine human connection. BOTT

Novotel Visakhapatnam Varun Beach

Riding the wave of growth

Lakshmi Sridhar, General Manager, Novotel Visakhapatnam Varun Beach, shares insights into the hotel's impressive business performance, enhanced dining experiences, sustainability initiatives and evolving guest expectations, while looking ahead to a more competitive hospitality landscape in 2027.

Priyanka Saxena Ray



Strong growth across key segments

FY 2025–26 delivered strong performance for Novotel Visakhapatnam Varun Beach, with revenue growth of 20.4%, occupancy improvement of 7.6 percentage points, ADR growth of 5.7% and RevPAR growth of 16.9%. These encouraging results reflect sustained demand across key segments, including corporate travel, MICE, weddings, leisure and social celebrations. The balanced contribution from these segments has supported our overall business growth and strengthened the hotel's market positioning. This performance also highlights Visakhapatnam's growing appeal as an emerging business and leisure destination, attracting travellers with diverse requirements and expectations.

Enhancing culinary and guest experiences

We continue to enhance our existing offerings through thoughtful upgrades and curated guest experiences that reflect changing traveller preferences. The recent relaunch of The Square, our all-day dining restaurant, marks an important step in this direction. It introduces a refreshed ambience, enhanced buffet offerings, interactive live culinary counters and a stronger showcase of Andhra's rich culinary heritage. With 225 sea-facing rooms, extensive banquet facilities, an infinity pool, wellness offerings and distinctive dining experiences, our focus remains on continuously evolving our product.

Strengthening sustainable practices

Sustainability remains an important part of our operational approach, with several initiatives aimed at reducing waste and encouraging responsible practices. These include EV charging facilities, eliminating single-use plastic straws, promoting recycling, introducing bulk toiletry dispensers and using eco-friendly cleaning products. Our vegetable garden further reflects our commitment to environmentally conscious practices. We also participated in Accor's World Ocean Day beach conservation activities and regularly conduct awareness drives for our associates.

Preparing for a competitive 2027

Guest expectations continue to evolve, with growing emphasis on authentic local experiences, wellness, seamless digital services and environmentally responsible stays. Bleisure travel and destination celebrations are also contributing to longer stays and more experience-driven travel. Visakhapatnam is entering an exciting new phase of hospitality development, with over 2,500 additional rooms approved and several global brands entering the market. Looking ahead to 2027, we anticipate healthy demand alongside sharper competition. BOTT

Pride Plaza Aerocity, New Delhi

Sustaining market leadership amid an evolving hospitality landscape

Mohammad Shoeb, Vice President – Northern Region, Pride Hotels Group, reflects on a strong 2026, with Pride Plaza Aerocity achieving impressive occupancy and meeting its financial targets despite global uncertainties.

Gunjan Sabikhi



Strong occupancy and strategic market performance

Our FY 2026–27 strategy prioritised transitioning from ad-hoc business to structured corporate accounts while strengthening MICE, conferences and business travel. Despite geopolitical developments and economic uncertainties, our occupancy-driven approach focused on maximising Average Room Rate (ARR), optimising business volumes and strengthening market penetration. Pride Plaza Aerocity maintained an impressive average occupancy of 92–94% across Q1 and Q2, sustaining healthy room rates and achieving budgeted H1 financial targets. These results reflect our adaptability and strong competitive position within Aerocity's hospitality landscape.

Technology-led infrastructure and guest comfort

Our focus remains on upgrading infrastructure through technology-driven solutions while enhancing guest comfort and operational efficiency. Planned initiatives include IoT- and AI-based engineering equipment monitoring, motion sensors in corridors and energy-efficient BLDC motors replacing conventional FCU motors. We are also introducing outdoor misting systems to enhance guest comfort during peak summers. Additionally, we are exploring the conversion of diesel generators to gas-based systems, further strengthening our commitment to responsible hospitality and creating a more efficient, comfortable environment for our guests.

Advancing sustainability through resource efficiency

Sustainability is integral to our operations. Our initiatives include solar-powered water heating, green energy procurement, LED lighting, EV charging facilities and PNG-based kitchen operations. An in-house bottling plant with reusable glass bottles and bulk amenity dispensers helps reduce single-use plastics. Water conservation measures include tap aerators achieving 60% flow reduction, recycled Sewage Treatment Plant (STP) water utilisation and rainwater harvesting.

Hospitality Outlook 2027

We anticipate a promising 2027, supported by corporate growth, domestic travel and the government's Make in India and Vocal for Local vision. Pride Hotels & Resorts is strengthening its Northern India presence, with upcoming destinations including Varanasi and Ranthambore. Aerocity's inventory is projected to expand from 5,000 to 7,500 rooms across 17 hotels. Amid growing competition, our focus remains on personalised experiences, corporate and MICE demand, maximising revenue, strengthening market share and achieving 100% guest satisfaction. BOTT





Sheraton New Delhi

Celebrating culinary excellence and personalised hospitality

Amit Kumar, Area Manager – Welcomhotel North and General Manager, Sheraton New Delhi, reflects on the evolving hospitality landscape in 2026, highlighting the importance of MICE, experiential dining and personalised service.

Priyanka Saxena Ray

Strengthening corporate, MICE and culinary business

2026 has been an important year, with demand evolving across corporate travel, MICE, leisure and experiential dining. Our focus remains on strengthening Sheraton New Delhi's position through a balanced business mix and service excellence. Our 220-room hotel in Saket caters to diverse travellers, with corporate relationships, inbound MICE and social celebrations presenting significant opportunities. Food and beverage remains a key pillar, with Dakshin, Delhi Pavilion, Lounge Bar and Fabelle offering distinctive experiences that reinforce our positioning in South Delhi.

Enhancing guest experiences

Our approach centres on continuously refreshing our offerings and creating memorable guest experiences. Dakshin's refreshed avatar, introduced in November 2025, celebrates South India's culinary heritage, while seasonal initiatives such as Navam Utsav offer distinctive dining experiences. We have also unveiled The Empire, a premium banquet venue accommodating up to 200 guests for intimate weddings, corporate gatherings and celebrations. Alongside our versatile event spaces, Kaya Kalp spa and wellness facilities, we are exploring personalised experiences and technology-led service enhancements.

Expanding opportunities across Northern India

North India presents compelling opportunities across business travel, pilgrimage, leisure, weddings and experience-led stays. Our priority is strengthening each brand's relevance while expanding across established and emerging destinations. Delhi NCR remains important for corporate and MICE demand, while Dehradun, Mussoorie and Uttarakhand offer potential in wellness and leisure. Spiritual destinations such as Varanasi and Prayagraj, emerging business centres including Chandigarh and Mohali, and Himalayan destinations offer opportunities for Welcomhotel and Storii's differentiated hospitality experiences.

Hospitality Outlook

Hospitality is evolving from a product-led to an experience-led business. Guests increasingly value personalisation, convenience, authentic local experiences, wellbeing and responsible practices. Technology should enhance efficiency without replacing meaningful human connections. Wellness extends beyond spas to mindful dining, restful stays and destination-led experiences. Sustainability must remain embedded in everyday operations, supported by responsible resource management. At Sheraton New Delhi, our LEED Platinum, LEED Zero Water and LEED Zero Carbon certifications reinforce our commitment to responsible hospitality. BOTT

Crowne Plaza Today Gurugram

Elevating experiences through sustainable luxury

Gaurav Apte, Area General Manager, IHG – SWA, and General Manager, Crowne Plaza Today Gurugram, reflects on a positive 2026, marked by rising occupancy, stronger corporate demand and improved revenues.

Gunjan Sabikhi



Strong growth across key business segments

2026 has been a positive year for Crowne Plaza Today Gurugram, with occupancy increasing by over 6% and ADR growing by 5% year-on-year. Growth has been driven by strong corporate, retail and group demand, with further rate growth anticipated during peak periods. Corporate travel remains our largest segment, complemented by weekend staycations, holiday travel, MICE events and weddings. Increased room revenue and guest spending across F&B and banquets, supported by diversified demand and rate optimisation, have strengthened our overall performance and market positioning.

Refreshing spaces and elevating guest experiences

We continually explore opportunities to enhance the property through phased refurbishments and upgrades across key guest touchpoints. Planned improvements include refreshing guest rooms and suites, enhancing public areas, developing dedicated executive and event spaces, and introducing an elevated Bar & Grill experience at Terrace Garden's lower pool deck. These enhancements aim to refresh the hotel's aesthetics, improve functionality and create more engaging guest experiences, while ensuring our facilities and service offerings continue to evolve with changing guest expectations and preferences.

Driving sustainability

Through IHG Green Engage, we focus on energy efficiency, water conservation and responsible waste management, achieving a 21.2% reduction in energy consumption against a 9% target. Converting 90% of laundry operations from PNG to electricity reduces emissions by approximately 41 tonnes of CO_2 annually. Our water bottling plant has eliminated 7.5 lakh single-use plastic bottles. Energy-efficient HVAC systems, EV charging, wastewater recycling through STP and ETP facilities, and an Organic Waste Converter further strengthen resource conservation and operational efficiency.

Personalisation and purposeful innovation in 2027

In 2027, luxury hospitality will be defined by personalised experiences, genuine human connection and purposeful innovation. Guests will increasingly value wellness, authentic local experiences, sustainability and seamless technology that enhances rather than replaces human warmth. India's premium hospitality sector remains poised for growth, driven by leisure travel, weddings, MICE and business demand. Our priority is to empower people, anticipate guest needs, embrace responsible innovation and strengthen operational efficiency. Memorable experiences, emotional connections and consistent service excellence will drive loyalty and profitability. BOTT

Novotel Hyderabad Convention Centre & HICC

Transforming the future of MICE hospitality

Rubin Cherian, General Manager, Novotel Hyderabad Convention Centre & HICC, reflects on a year of strengthening core business segments, diversifying revenue streams and advancing sustainable hospitality practices.



Gunjan Sabikhi

Strengthening core business

2026 has been a year of strengthening our core business while exploring new avenues for growth. The group segment continues to be a key driver, supported by our integrated hospitality and convention offerings. We are placing greater emphasis on outdoor catering (ODC), expanding event volumes and diversifying revenue streams. Alongside this, we are strengthening transient and direct business through ALL Accor, our global loyalty programme, while continuously enhancing food and beverage offerings to create memorable dining experiences and encourage repeat stays.

Transforming HICC into a future-ready Convention destination

A major milestone is the planned full-scale renovation of the Hyderabad International Convention Centre (HICC), scheduled from March to October 2027 in two phases. This comprehensive transformation will modernise the facility, enhance its technological capabilities and align it with evolving international standards. Our objective is to create a more contemporary, future-ready convention destination that delivers seamless experiences for event organisers, delegates and business partners.

Advancing Sustainability through technology and innovation

Sustainability is central to our operational strategy, reflected in our Green Key certification. We have transitioned to an entirely electric guest vehicle fleet and installed 1,818 solar panels, generating approximately 1.46 million electricity units annually and meeting around 50% of HICC's energy requirements. Atmospheric water generation reduces reliance on single-use plastics, while AI-powered food waste tracking, energy-efficient water heating and resource-conscious laundry operations improve efficiency. Our zero-waste cocktail programme demonstrates how sustainability can inspire creativity and distinctive guest experiences.

Hospitality Outlook 2027

Guests increasingly expect technology-enabled convenience, personalised service, authentic experiences and demonstrable sustainability. For the MICE sector, flexibility, seamless event execution and integrated accommodation and convention facilities are equally important. In 2027, we anticipate continued demand for large-scale corporate events, conferences and experiential gatherings. BOTT

Radisson Blu Plaza Delhi Airport

Where every space creates value& every experience matters

Ashwni Kumar Goela, Vice President – Operations and Area General Manager Delhi NCR, Radisson Blu Plaza Delhi Airport, reflects on a strong performance in 2026 and the importance of maximising the potential of existing spaces, strengthening sustainability practices.

Priyanka Saxena Ray



Strong growth through diversified revenue streams

2026 has reinforced my belief that hospitality growth will not come from selling more rooms alone, but from extracting greater value from the entire hotel ecosystem. At Radisson Blu Plaza Delhi Airport, occupancy has grown by 6% and revenue by 7%, supported by corporate and transient business, MICE, weddings, celebrations and F&B. A successful hotel can no longer be simply a place to sleep. It must become a place to meet, dine, celebrate, work, recover and connect. That is where I see future growth.

Reimagining spaces for enhanced guest experiences

I believe the future is not necessarily about adding more square feet, but making every square foot work harder for the guest. Our seven-acre property provides an unusual canvas in Delhi. As we undertake phased renovations, our focus is on reimagining how spaces are experienced throughout the day. The opportunity lies in creating a hotel that accommodates business and meetings during the day, wellness and recovery in between, and compelling dining, social and celebration experiences thereafter, while maximising the potential of existing assets.

Sustainability beyond environmental responsibility

Sustainability becomes meaningful when it moves from storytelling to the operating statement. Our heat-pump systems have reduced laundry energy consumption by over 50% compared with 2019, while our 61 KLD STP and 4.8-tonne-per-day Organic Waste Converter support responsible operations. Seasonal menus and smaller portions minimise waste. We are also developing adjoining islands and supporting old-age homes and hotel schools. The future lies in regenerative hospitality.

Hospitality Outlook 2027

2027 will be less about technology replacing hospitality and more about removing friction from it. AI will increasingly help hotels understand preferences, forecast demand and improve operations. Yet, as technology becomes more powerful, humanity will become more valuable. A machine can recognise a preference; it cannot genuinely care. The winning hotel will be high-tech backstage and high-touch frontstage. India's opportunity lies in combining intelligent technology with our natural instinct for genuine hospitality, creating a model the world can learn from. BOTT



Crowne Plaza New Delhi Mayur Vihar Noida

Building on growth and guest experiences

Pankaj Gupta, Area General Manager, IHG Southwest Asia, and General Manager, Crowne Plaza New Delhi Mayur Vihar Noida, reflects on a positive year driven by corporate travel, MICE and weddings. With a recently refurbished property, he shares his outlook for 2027.

Priyanka Saxena Ray

Strong demand across key segments

2026 has been a positive year for Crowne Plaza New Delhi Mayur Vihar Noida, supported by strong demand across the Delhi NCR market. Corporate travel, MICE, weddings and social events continued to be our key business drivers, with steady demand from corporates in Noida, East Delhi and Central Delhi. The busy calendar of exhibitions and conventions at Bharat Mandapam has generated consistent demand from delegates, exhibitors and organisers. Our connectivity and event spaces have helped us capture this business.

Enhancing facilities and guest experiences

We have recently completed the hotel's refurbishment, offering guests a refreshed and contemporary experience. We are now working on developing new banquet venues to meet the growing demand for MICE and weddings, alongside additional room inventory. For us, customer experience is a journey of constant upgrade and development that never stops, and we remain committed to enhancing it every day.

Sustainability as an everyday commitment

Sustainability isn't a separate initiative; it's built into how we operate every day. Guided by IHG's Green Engage programme and Journey to Tomorrow roadmap, we have moved to renewable energy, optimised energy and water consumption, and established an in-house water bottling plant. Our circular food waste programme converts kitchen waste into compost for landscaping, ensuring that what starts in our kitchens ends up in our gardens. Corporate and event clients increasingly seek partners who share their sustainability goals.

Outlook for 2027

Today's guests are better informed and expect personalisation, meaningful experiences, wellness, sustainability and seamless technology. Our approach is to use technology to make services faster and easier while allowing our people to add a personalised touch at every stage.

I remain optimistic about 2027, with Bharat Mandapam driving MICE demand alongside a strong corporate base and thriving wedding market.

The industry will increasingly embrace experience-led hospitality, smarter use of AI and creative events. However, operational excellence combined with genuine human connection will remain essential to building lasting guest loyalty. BOTT

Hotel Sea Princess

Elevating experiences through timeless hospitality

Muneesh Budden, General Manager, Sea Princess Hotels & Properties, reflects on a year of consolidation, positive growth and evolving guest expectations. With a focus on property enhancements, sustainable practices and personalised experiences, he shares his vision for strengthening Hotel Sea Princess.

BOTT Desk



Consolidation and positive growth

2026 has been a year of consolidation and positive growth for Hotel Sea Princess. Despite a competitive Mumbai market, we have maintained healthy demand across corporate, leisure, weddings, MICE and F&B segments. Our focus has been not only on occupancy but also on achieving the right balance between occupancy, room rates and overall profitability. The refurbishment has further strengthened our proposition, enhancing our market positioning and preparing us well for future opportunities.

Enhancing guest experiences

Our focus is on progressive enhancement of the property, with improvements aimed at guest comfort, functionality and aesthetics. We are also exploring new experiences across F&B, celebrations and leisure, leveraging our beachfront location and strong connection with Mumbai. These initiatives are intended to further enhance the property's appeal to both resident guests and visitors.

Sustainability and operational efficiency

Sustainability is increasingly integral to responsible hotel operations. We continue to focus on energy and water conservation, waste segregation, recycling and reducing food wastage. We are also using better monitoring and data-driven decision-making to improve operational efficiency and optimise resources.

Equally important is creating awareness among our teams so that sustainability becomes part of our everyday culture. Our objective is to integrate responsible practices into daily operations without compromising the five-star guest experience and service standards.

Personalised hospitality and the road ahead

Guests today are seeking personalised service, convenience and memorable experiences rather than simply a hotel stay. Experiential hospitality, F&B, wellness, celebrations and technology-enabled services are increasingly influencing their choices and expectations. We remain optimistic about 2027, with strong potential across domestic leisure, weddings, MICE and experiential F&B. Our focus will remain on quality revenue, stronger guest engagement, continuous property enhancement and investing in our people.

We aim to further strengthen Sea Princess as a distinctive hospitality destination in Mumbai, combining its beachfront appeal with personalised service. BOTT

Radisson Resort Hatgad Saputara

Curating breathing space through responsible luxury

Poonam Nair, General Manager, Radisson Resort Hatgad Saputara, reflects on a year of encouraging growth, enhanced profitability and evolving guest preferences. With a focus on sustainable hospitality, wellness and authentic experiences, she shares the resort's vision for 2027.

Gunjan Sabikhi





Encouraging growth and stronger market positioning

2026 has been a year of encouraging growth and stronger market positioning for Radisson Resort Hatgad Saputara. We are targeting approximately 25% year-on-year revenue growth, supported by improved occupancy, stronger average room rates and enhanced operational profitability. Leisure travel remains our backbone, complemented by destination weddings, MICE and experiential stays. Improved connectivity through the Samruddhi Expressway has strengthened demand from Mumbai, Pune, Nashik and Gujarat. Our focus remains on sustainable revenue growth, optimising market segmentation and enhancing profitability rather than pursuing occupancy alone.

Expanding experiential offerings

Our priority is experiential expansion rather than physical inventory growth. We are strengthening our positioning around slow, sustainable and spiritual living through curated wellness retreats, mindful experiences, nature trails, local cultural immersion and innovative vegetarian dining concepts. We also see significant opportunities in intimate destination weddings, corporate leadership retreats and wellness-focused MICE experiences.

Sustainability at the core

Sustainability is embedded in our operating philosophy. Our solar power installation, wastewater recycling, organic waste composting, drip irrigation, energy-efficient infrastructure and elimination of single-use plastics wherever feasible contribute towards resource conservation and operational efficiency. Our Green Building and Sattvik certifications reinforce our commitment to responsible hospitality. We also promote locally sourced ingredients, regional Dangi cuisine and community engagement.

Meaningful experiences and the road ahead

Travellers increasingly seek meaningful experiences, wellness, sustainability, authentic local connections and personalised hospitality over conventional luxury. Shorter, experience-rich getaways, drive-to destinations and mindful travel are redefining hospitality preferences.

For 2027, we anticipate continued momentum across leisure, destination weddings and corporate retreats, supported by improving accessibility and the upcoming Nashik Kumbh. We are targeting approximately 28% year-on-year rooms revenue growth, driven by stronger occupancy, improved average room rates and a greater contribution from group business. BOTT

Novotel Mumbai Juhu Beach

Where business meets beachfront leisure

Kunal Shanker, General Manager, Novotel Mumbai Juhu Beach, shares insights into the hotel's focus on revenue diversification, enhanced guest experiences, sustainability initiatives and its outlook for 2027, driven by dining, entertainment and lifestyle experiences.

Gunjan Sabikhi



Strengthening business through revenue diversification

2026 has been a year of strengthening our market positioning, with a sharper focus on revenue diversification, innovation and maximising total revenue per guest rather than room occupancy alone. Our strategy focuses on a balanced revenue mix across corporate travel, leisure, weddings, MICE, social celebrations and food and beverage. F&B contributes approximately 40% to our overall business mix, highlighting the importance of non-room revenue. Our beachfront location attracts both in-house guests and Mumbai residents seeking distinctive dining experiences, celebrations and short leisure escapes. Innovation, occasion-led offerings and cross-selling opportunities remain central to creating value at every guest touchpoint.

Enhancing Infrastructure and Guest Experiences

Our focus is on strengthening guest experiences while investing in operational infrastructure. Alongside renovated rooms and evolving F&B offerings, we are optimising back-of-house operations, strengthening preventive maintenance and improving the efficiency of critical utilities and engineering systems. Energy and water management, equipment performance and facility upkeep remain priorities. These initiatives support operational continuity, empower our teams and ensure consistent hospitality standards across the property.

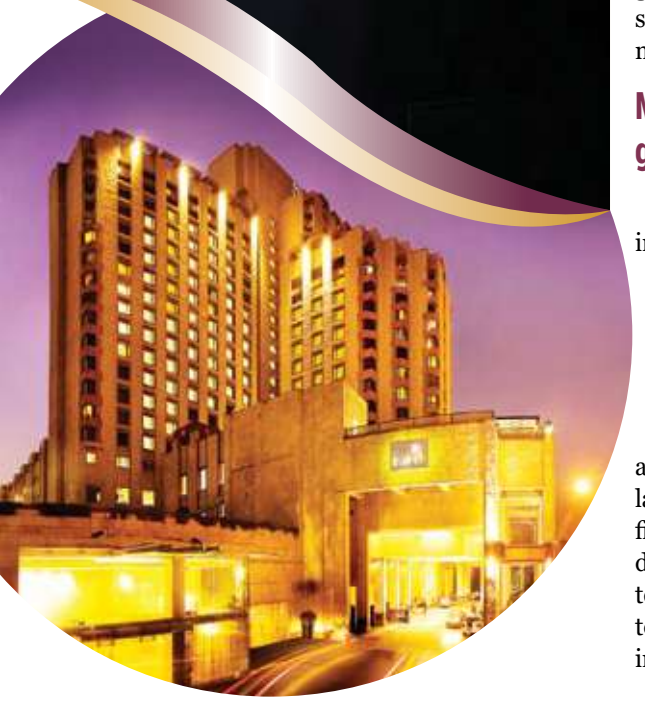
Sustainability and Ocean Conservation

Sustainability is embedded in our everyday operations. As a beachfront property, we recognise our responsibility towards ocean conservation and biodiversity. Under Accor's Save Ocean campaign, we organised a Juhu Beach clean-up drive in June 2026 with Funsmart Knowledge Solution Foundation. Our initiatives include eliminating unnecessary single-use plastics, reducing food waste, promoting cage-free eggs and avoiding endangered seafood species. Waste segregation, an in-house water bottling plant, sustainably sourced amenities and responsible purchasing further support our environmental commitments.

Expanding Dining and Lifestyle Experiences in 2027

Our outlook for 2027 is buoyant, supported by a focused commercial strategy across corporate travel, MICE, weddings, leisure and local dining. We aim to position Gada Da Vida as a lifestyle and entertainment destination through Bollywood and karaoke nights, experiential sundowners and curated events. Bageecha will strengthen its appeal through authentic North Indian cuisine and live ghazal evenings by the sea. We will also focus on wedding conversions, corporate business and stay-and-dine experiences. BOTT





The LaLiT New Delhi

Strengthening legacy through modernisation and responsible hospitality

Vishal Sharma, General Manager, The LaLiT New Delhi, reflects on a promising 2026, supported by major city events and growing demand from the MICE and corporate segments.

Gunjan Sabikhi

Strong MICE demand driving business growth

2026 has started on a promising note, with major city events such as the BRICS Summit and key sporting events providing a significant boost to the MICE segment. These have contributed to growth in Average Daily Rate (ADR), reflecting strong demand and improved pricing opportunities. The outlook for the remainder of 2026 and early 2027 remains encouraging, with upcoming events at Bharat Mandapam, including the Auto Expo, pharmaceutical conferences and government-led events, expected to strengthen occupancy, corporate demand and revenue growth.

Modernising infrastructure for greater guest comfort

The LaLiT New Delhi is undertaking phased renovations of its guest rooms, with two floors already completed. Upgrades include energy-efficient LED lighting, modernised electrical switches and sockets, and Type-C and USB charging facilities to enhance guest convenience. We are also planning to modernise our laundry infrastructure with energy-efficient washing, steam-pressing and dry-cleaning equipment. Additionally, technical discussions are underway to upgrade the existing chiller plants, improving HVAC performance while reducing energy consumption and enhancing overall operational efficiency.

Advancing sustainability through resource conservation

Sustainability remains an important focus of our operational strategy. Our solar water heating system utilises renewable energy, reducing dependence on conventional sources. An Organic Waste Converter processes wet and food waste into organic manure, which is reused across The LaLiT Hospitality premises, supporting circular resource management. Further initiatives include energy-efficient laundry equipment, a proposed chiller plant upgrade and plans to install seven rooftop anti-smog guns for dust suppression.

Hospitality Outlook 2027

Personalisation, seamless technology, wellness and sustainability are increasingly shaping guest expectations. Travellers seek experiences combining digital convenience with authentic human connection, thoughtful service and individual choice. AI and data-led solutions will play a growing role in enhancing guest engagement and operational efficiency. Looking ahead to 2027, we anticipate continued opportunities in MICE, corporate travel and experience-led hospitality. Our focus remains on personalised service, modernising infrastructure and adopting responsible practices. BOTT

Citadines Paras Square

Where business meets the comfort of home

Deepti Kamra, General Manager, Citadines Paras Square Gurugram, reflects on the property's strongest year since opening, marked by impressive revenue growth, improved profitability and growing guest loyalty. With a focus on sustainability, long-stay corporate guests and personalised experiences, she shares her vision for 2027.

BOTT Desk



Strong performance and growing guest loyalty

2026 has been our strongest year since opening. Despite a challenging geopolitical environment, we have consistently outperformed our budgeted revenue targets. This growth has been deliberate and multi-dimensional, anchored by a sharp revenue strategy, meaningfully supported by our F&B operations and further boosted by new revenue streams developed during the year.

Profitability has followed, with our Gross Operating Profit (GOP) margin strengthening by 5 percentage points. Guest loyalty has also deepened, with Ascott Star Rewards enrolments reaching the highest levels in the region, reflecting the strong relationships we have built with our long-stay corporate community since opening.

Expanding presence and enhancing experiences

Ascott is in an exciting growth phase in North India. A new property is scheduled to open in Faridabad by the end of 2026, another Ascott is planned in Gurugram near our current property, and Oakwood is expanding into Lucknow, building on our existing presence in South India.

At Citadines Paras Square, we are enhancing F&B programming, deepening our monthly guest engagement calendar and continuing to elevate the in-stay experience for long-stay corporate guests.

Sustainability embedded in operations

Sustainability at Citadines Paras Square is embedded in how we operate, rather than being an additional initiative. This year, we achieved significant reductions in water consumption, waste generation and energy usage through infrastructure upgrades, including LED retrofitting, motion sensors across common areas, water aerators on all fittings and Variable Frequency Drives on induction motors.

Our recycling rate has crossed 98%, and we hold a Green Certificate for converting used cooking oil into biodiesel. Guests are actively engaged in our sustainability journey through Ascott CARES touchpoints throughout the property.

Outlook for 2027

The lines between living and staying are increasingly blurring. Long-stay guests want a functioning home with hotel-grade service, while wellness, community and purposeful travel are becoming important factors influencing their decisions. For 2027, we anticipate continued growth in demand driven by Global Capability Centres (GCCs). BOTT

Hotel Clarks Shiraz, Agra

Blending heritage charm with future-ready hospitality

Amulya Kakkar, Vice President & General Manager, Hotel Clarks Shiraz reflects on a positive 2026, marked by rising occupancy, stronger RevPAR and growing demand from international and domestic travellers.



Gunjan Sabikhi

A year of encouraging growth

The year 2026 has been a remarkably positive period for Hotel Clarks Shiraz, Agra, marked by a steady rise in both occupancy and RevPAR. Driven by a reasonable resurgence in inbound international tourism, along with steady domestic corporate and leisure travel, our core market segments have expanded nicely. This encouraging performance has further reinforced our position as a preferred upscale destination in Agra, reflecting the continued confidence of travellers in our hospitality offerings and the city's enduring appeal.

Enhancing comforts while preserving heritage

We continuously evolve to meet discerning guest expectations. We have recently completed targeted room renovations and enhanced our conferencing and banquet spaces to blend contemporary comforts with our classic heritage charm. Our upcoming plans focus on curating immersive cultural experiences and further upgrading our room facilities to better cater to the luxury MICE and international segments. These enhancements reflect our commitment to providing guests with modern conveniences while preserving the timeless hospitality and distinctive character that define Hotel Clarks Shiraz.

Sustainability through responsible innovation

We have integrated smart energy-saving automation in guest rooms, streamlined water conservation protocols, and phased out single-use plastics across all departments to optimise efficiency responsibly. These initiatives reflect our commitment to adopting sustainable hospitality practices while maintaining guest comfort and operational efficiency. By focusing on responsible resource management and innovative solutions, we aim to minimise our environmental impact and create a more sustainable operating environment, ensuring that our hospitality standards evolve in line with the expectations of today's environmentally conscious travellers.

Looking ahead to 2027

Today's travellers increasingly prioritise eco-conscious stays, hyper-personalised digital touchpoints, and authentic local cultural engagements. Looking ahead to 2027, we anticipate sustained growth fuelled by experiential tourism and heightened demand for sustainable hospitality. As guest expectations continue to evolve, we see significant opportunities to strengthen our offerings through personalised experiences and meaningful cultural connections. We remain optimistic about the year ahead and committed to delivering exceptional, future-ready service standards that reflect changing traveller preferences while upholding our tradition of hospitality. BOTT

The Leela Gandhinagar & MMCEC

Setting new benchmarks in grand celebrations & experiential luxury

Pradeep Kandari, General Manager, The Leela Gandhinagar & MMCEC, reflects on a strong 2026, driven by prestigious international events, corporate gatherings and growing demand for luxury hospitality.

Priyanka Saxena Ray



Strong performance across luxury, MICE and weddings

2026 has been a strong and encouraging year, with consistent growth across key business segments and healthy occupancy. Our strategic location continues to attract corporate travellers, government delegations, MICE business, destination weddings and leisure guests. Hosting prestigious events including BRICS, APACRS, Godrej's corporate engagements and high-profile government conferences has strengthened our reputation for large-scale gatherings. Continued momentum in weddings, social celebrations, curated dining and staycations has further contributed to performance, alongside growing demand for immersive, experience-led stays and personalised luxury hospitality.

Expanding grand event and wedding experiences

We are expanding our outdoor lawns to create a premier setting for grand destination weddings, social celebrations and corporate events. Spanning over 100,000 sq. ft., the enhanced venue will accommodate over 5,000 guests, making it one of Gujarat's most significant outdoor event destinations. Featuring dedicated studio rooms, live kitchen facilities and extensive event infrastructure, it will seamlessly host multi-day weddings, conventions and gala dinners. This expansion will further strengthen our positioning in weddings and MICE, offering greater flexibility, scale and hallmark Leela hospitality.

Responsible luxury through sustainable practices

Sustainability is deeply integrated into our operations, balancing environmental responsibility with seamless guest experiences. Our initiatives include solar panels, an in-house water bottling facility, refillable glass bottles, eco-friendly amenities and the phased reduction of single-use plastics. We also focus on optimising energy and water consumption through responsible waste management and recycling programmes. Partnerships with regional artisans, suppliers and social enterprises support local communities and sustainable sourcing.

Hospitality Outlook 2027

Travellers increasingly seek personalised, meaningful and experience-led journeys, with wellness, cultural immersion, sustainability, seamless technology and bleisure shaping expectations. Looking ahead to 2027, we anticipate growing demand for experiential travel, destination weddings, curated culinary offerings and wellness-led experiences. Our Aujasya Sampoorna philosophy combines preventive wellbeing and personalised hospitality to create experiences rooted in balance and rejuvenation. BOTT

DoubleTree by Hilton Agra

Beyond the Taj, creating a complete hospitality experience

Rajani Nair Deb, General Manager, DoubleTree by Hilton Agra, reflects on an encouraging 2026, with healthy occupancy and sustained demand from leisure travellers, weddings and corporate groups.





Priyanka Saxena Ray

Encouraging performance across key market segments

2026 has been encouraging for DoubleTree by Hilton Agra, with occupancy reaching the high 70% range. Agra continues to attract leisure travellers, domestic tourists, wedding celebrations and corporate groups. Our focus remains on strengthening our presence across these segments, improving revenue quality and delivering a consistent guest experience. We see considerable opportunity in positioning Agra not just as a stopover for the Taj Mahal, but as a destination where guests can enjoy a more complete hospitality experience.

Refreshing the property for evolving guest expectations

We are planning renovations in 2027 as part of our commitment to keeping the property contemporary and aligned with evolving guest expectations. Our priority is to enhance comfort, refresh the guest experience and strengthen the overall appeal of the hotel. We believe continuous improvement is essential to remaining competitive in a destination such as Agra, where guests increasingly look for quality accommodation alongside memorable experiences. These enhancements will help us strengthen our positioning while continuing to deliver the hospitality our guests expect.

Responsible sustainability and community engagement

Sustainability is reflected in several of our day-to-day operations. We use treated wastewater for gardening and cooling towers, manage wet waste through composting to produce manure for landscaping, and harvest rainwater to support groundwater recharge. Our weekly Earth Hour initiative helps reduce energy consumption, with average savings of approximately 5 kW per session. Additionally, our farm-to-fork initiative supports nearby farmers through weekly sourcing of fresh vegetables. These practices help us use resources more responsibly while contributing to the local community.

Hospitality Outlook 2027

Guests today expect personalised service, consideration for privacy, hyperlocal experiences, convenience and greater value for their time and money. In Agra, we see opportunities in destination weddings, curated leisure stays, meetings and celebrations. In 2027, our focus will be on enhancing the property, strengthening our market positioning and building business across key segments. While technology will continue to improve convenience, genuine hospitality and personal connections will remain central to creating lasting guest experiences. BOTT

Lemon Tree Premier Budhanilkantha

Embracing wellness and sustainable hospitality

Manoj Kumar Thapa, General Manager, Lemon Tree Premier Budhanilkantha, Kathmandu, Nepal, reflects on a year of strong revenue growth despite unforeseen challenges. With a focus on wellness tourism, sustainable practices and culturally immersive experiences, he shares the hotel's plans for 2027.

Priyanka Saxena Ray



Resilience and strong business growth

Nepal, a preferred destination for trekkers, religious travellers and those seeking peace and rejuvenation, witnessed approximately 3.5–5% growth in tourist traffic during 2026 before the Gen-Z protests affected Kathmandu. Business experienced a momentary halt due to security concerns but began recovering from November onwards.

Despite these challenges, our hotel registered 28% revenue growth over the previous financial year, while occupancy increased by 14% over the previous year's YTD levels. Targeted promotional activities on OTAs and segment-wise strategies supported growth. Corporate business increased from 36% to 40%, MICE and weddings from 26% to 30%, and direct website bookings from 2.6% to 4%.

Curating wellness experiences

With the Nepal Tourism Board announcing Wellness Year 2027, we are planning curated wellness packages that allow guests to unwind, reconnect and rejuvenate amidst Nepal's natural and spiritual surroundings.

Leveraging our convenient location near Kathmandu, these experiences will combine guided meditation, nature walks, yoga, spiritual activities and visits to religious and cultural landmarks. Guests can choose between a three-day wellness retreat and a more immersive seven-day wellness journey, tailored to their individual preferences.

Sustainability through responsible practices

As a Lemon Tree Hotels franchise, we strive to uphold the brand's environmental standards. Our initiatives include half-glass water service to minimise wastage and an in-house water bottling plant that replaces single-use plastic bottles with reusable glass bottles. All hotel-operated vehicles are electric, with charging stations available on the premises, helping reduce our carbon footprint. We have also installed a sewage treatment plant to treat wastewater before discharge, supporting responsible water management and protecting the surrounding ecosystem.

Experiential travel and the outlook for 2027

Travellers increasingly seek relaxation, authenticity and deeper destination experiences rather than conventional stays. Digital technology and AI are also raising expectations for convenience, responsiveness and personalised service. Looking ahead to 2027, we anticipate wellness tourism, sustainable hospitality and culturally immersive experiences playing an increasingly significant role in shaping guest preferences. BOTT

Hilton Gurugram Baani City Centre

At the heart of new Gurugram's growth

Sharad Kumar Upadhyay, Cluster General Manager, Hilton Gurugram Baani City Centre and DoubleTree by Hilton Gurugram Baani Square, shares insights into the hotel's encouraging performance in 2026, upcoming lifestyle and dining experiences, sustainability initiatives and the growing importance of bleisure travel, while expressing optimism for 2027.





Priyanka Saxena Ray

Strong corporate and leisure demand

2026 has been an encouraging year for Hilton Gurugram Baani City Centre. Located in the heart of New Gurugram, we are well placed to serve the region's growing business and leisure landscape. Corporate and MICE demand remains strong, supported by a steady rise in leisure and weekend stays. Our key international source markets include the United States, United Kingdom, Japan, Canada and Germany, while domestically we see strong demand from Mumbai, Bengaluru, Hyderabad and Chennai. We are focused on a balanced segment mix and on growing direct bookings through Hilton Honors.

Creating new lifestyle experiences

We are launching our new rooftop venue, which will add a fresh social dimension to New Gurugram's evolving lifestyle scene. Alongside it, we are planning culinary festivals, wine programmes, bar takeovers and long weekend packages, designed for in-house guests and the local community alike. As the r egion grows, we are developing new initiatives that position the hotel as a hub for dining, celebration and connection.

Responsible and efficient hospitality

We are optimising energy and water use across the property and actively cutting food waste in our kitchens and banquets, in line with Hilton's responsible travel commitments. These efforts improve operational efficiency and reflect what today's guests value. Technology such as the Hilton Honors app and Digital Key adds convenience to every stay.

Bleisure driving future growth

Guests today seek seamless, personalised and experience-led stays, and the line between business and leisure continues to blur. Bleisure is a key growth segment for us, and we are building it through flexible packages, curated dining and social experiences, and wellbeing facilities that let guests combine work with relaxation. With New Gurugram's continued rise as a business and lifestyle destination, I am optimistic about 2027. Our approach is to build strong teams, deliver memorable stays and grow in close partnership with our owners and stakeholders. BOTT

Crowne Plaza New Delhi Rohini

Focussed on guest-centric hospitality

Narayan Tharoor, General Manager, Crowne Plaza New Delhi Rohini, reflects on a year of recovery, resilience and steady business growth in 2026. With a renewed focus on sustainability, technology and personalised guest experiences, he shares his vision with us.

Priyanka Saxena Ray



Strong recovery and steady business growth

2026 has been a year of recovery and steady business growth. Despite an initial ₹3.5 crore revenue shortfall in catering, focused planning and stronger sales capabilities helped us recover by September, moving ₹60 lakh ahead of our year-to-date target. Occupancy improved to 79% from 76%, with an ARR of ₹7,990, while MICE revenue grew 13%. Guest satisfaction remains strong at 92.83%. Our focus is to sustain this momentum and work towards the hotel's first ₹100 crore revenue milestone.

Creating more memorable guest experiences

We are always working to keep the hotel fresh and give guests a better stay. EV charging points are planned, along with an additional 3,000 sq. ft. banquet hall by 2027–28 to accommodate more weddings and corporate events. A soft renovation is already under-way. We are also developing Daily Rituals, featuring visits to local attractions, and Chef's Table, offering personal dining experiences with our chefs. Our aim is simple: keep improving the hotel and make every guest feel well looked after.

Sustainability and technology working together

We treat sustainability and technology as two sides of the same goal. LED lighting, heat pumps, green power procurement and water-saving measures improve efficiency, while our glass bottling plant reduces plastic usage. Biodegradable amenities and linen recycling further support sustainability. Through Spalba, guests can explore our facilities using AI-powered virtual tours and interactive layouts. Intelligent service robots assist with deliveries, allowing colleagues to focus on personalised interactions. Our Giving for Good programme supports community initiatives and an inclusive workplace.

Balancing innovation with genuine hospitality

Wellness, sustainability and smart technology are shaping guest expectations. Guests want healthier choices, restful stays and practical efforts to save energy, water and reduce plastic. As electric vehicles become more common, charging facilities will also become essential. Looking ahead to 2027, my focus is on making every stay welcoming and comfortable. I believe in using AI wisely to improve responsiveness and personalisation, but it should never replace the warmth of real hospitality. The human touch will always come first. BOTT



Ramada by Wyndham Gorakhpur

Driving growth through innovation and guest experiences

Binit Tripathi, General Manager, Ramada by Wyndham Gorakhpur Gorakhnath Mandir Road, reflects on a year of strong business growth, improved guest satisfaction and strategic expansion. With investments of approximately ₹5 crore in new facilities and experiences, he shares emerging opportunities for 2027.

Priyanka Saxena Ray



A year of growth

2026 has been encouraging for Ramada by Wyndham Gorakhpur, with significant progress in occupancy, average room rates, guest satisfaction and market positioning. Occupancy increased by approximately 20% compared with 2025, while Average Daily Rate (ADR) improved by 10% year-on-year.

Our Overall Satisfaction (OSAT) improved by approximately 12%, while Net Promoter Score (NPS) increased by 20 points. Corporate, MICE, weddings, social events and leisure segments have contributed to this growth. Focused sales efforts, dynamic pricing, stronger travel trade partnerships and digital marketing have strengthened our market presence.

Enhancing facilities and lifestyle experiences

We have undertaken strategic expansion initiatives, with planned investments of approximately ₹5 crore. A key development is RED CLUB, an exclusive rooftop open-bar concept inspired by our brand philosophy, "Say Hello to Red." With seating for approximately 70 guests, RED CLUB will offer contemporary design, quality food and beverage offerings and an engaging open-air ambience. We have also expanded our banquet facilities to approximately 4,500 square feet to accommodate weddings, corporate meetings, conferences and social celebrations.

Sustainability and operational excellence

Sustainability and operational efficiency remain integral to our approach. Our initiatives include energy-efficient lighting, responsible water consumption, waste segregation, reduced plastic usage and linen and towel reuse programmes. Achieving Wyndham Green certification has been a significant milestone, reinforcing our commitment to responsible hospitality. We are also strengthening technology-driven operations, data-led forecasting, employee training and cross-departmental learning to improve service efficiency while maintaining guest satisfaction.

Outlook for 2027

For 2027, our priorities include improving occupancy and ADR, strengthening direct and corporate business, expanding weddings and MICE, enhancing food and beverage experiences and building guest loyalty.

We see considerable potential in Gorakhpur's growing hospitality market. Our expanded banquet facilities and upcoming RED CLUB will support this growth. BOTT

Radisson Blu Pune Kharadi

Capitalising on Pune's growth momentum

Pankaj Saxena, Area General Manager, West India, Radisson Hotel Group, South Asia & General Manager Radisson Blu Pune Kharadi shares insights into Pune's evolving hospitality landscape, the hotel's focus on premium experiences, sustainability and more.

Priyanka Saxena Ray



Strengthening business

2026 has been a year of evolving market dynamics, with Pune's hospitality sector demonstrating resilience, pricing strength and sustained domestic demand. While international corporate travel and geopolitical uncertainties have influenced occupancy patterns, domestic demand continues to support market stability. Pune's premium hospitality segment has witnessed ADR growth of approximately 11–13% year-on-year. The expanding IT, corporate and Global Capability Centre (GCC) ecosystem continues to create opportunities across corporate travel, MICE and weddings.

Creating distinctive lifestyle experiences

Our approach to growth centres on enhancing guest experiences and maximising existing facilities through innovative offerings. A key priority is High Dive, our rooftop social terrace and bar, which we are positioning as a distinctive destination for premium gatherings, weddings and curated lifestyle experiences. We aim to expand its appeal for pre-wedding functions, intimate ceremonies and bespoke celebrations, complemented by personalised service and thoughtfully curated F&B experiences. Thematic events and signature culinary activations will further attract in-house guests and the local community, encouraging repeat visits and strengthening our competitive positioning.

Advancing responsible hospitality

Sustainability remains central to our operations, guided by Radisson's Think Planet framework and the long-term vision of achieving Net Zero emissions by 2050. Our initiatives focus on reducing carbon emissions, improving energy and water efficiency, minimising waste and promoting responsible consumption. The Carbon Footprint/Carbon Handprint approach encourages both reduced environmental impact and positive environmental contributions. Through Radisson Meetings' global carbon-compensated programme, meeting and event emissions are compensated through verified environmental projects at no additional cost to clients.

Leveraging new opportunities in 2027

Guest expectations increasingly favour personalised service, seamless digital experiences and distinctive F&B offerings. Pune's expanding commercial ecosystem presents significant opportunities, with approximately 1.99 million sq. ft. of office leasing recorded in Q3 2026, including 71% in eastern Pune. Infrastructure developments, including Pune Metro Phase 2, airport capacity enhancements and the Mumbai–Pune Expressway Missing Link, are expected to improve connectivity. Looking ahead, we aim to leverage these developments to strengthen corporate, MICE and celebration-led business. BOTT



The Metropolitan Hotel & Spa

Resilience amid changing times

Sanzeev Bhatia, President & General Manager, The Metropolitan Hotel & Spa, shares insights into the hotel's encouraging performance despite global challenges, recent renovations, sustainability initiatives and evolving guest expectations, while expressing optimism for the hospitality industry in 2027.

Priyanka Saxena Ray





Sustaining growth amid global challenges

Despite global disturbances, 2026 has been an encouraging year for The Metropolitan Hotel & Spa. We successfully achieved our budgets for the first half of FY 2026–27, ending September 30, 2026. While inbound tourism suffered considerably due to international uncertainties, we compensated by strengthening our domestic corporate and leisure business. This strategic shift helped us maintain business momentum and achieve occupancy growth of approximately 12% over the previous year. Looking ahead to the winter season, we remain confident of attracting good volumes from leisure series business, particularly from our key European and UK markets.

Upgrading facilities and guest experiences

We have undertaken several renovations and upgrades to enhance guest comfort and operational efficiency. During summer 2026, we completed a comprehensive renovation of our main kitchen, including the replacement of equipment and cold rooms. Our gym has been equipped with new fitness machines, while the swimming pool and Zing Restaurant have also undergone renovations. Additionally, we have replaced traditional room locks with modern RFID locks. Our official website has been redesigned with a fresh, aesthetically appealing look and feel, providing guests with an improved browsing experience.

Supporting environmental sustainability

Environmental responsibility remains an important aspect of our operations. We have installed an anti-smog gun on the hotel's rooftop to contribute towards pollution control and improve the surrounding environment. Additionally, we have installed a PNG kit in our generator as part of our efforts to adopt more environmentally responsible operational practices. These initiatives reflect our commitment to supporting environmental protection while maintaining efficient hotel operations.

Balancing technology with personalised hospitality

Guest expectations are increasingly shaped by technology, with mobile bookings, digital keys, app-controlled room settings and contactless check-ins becoming standard requirements rather than additional conveniences. While many travellers now use artificial intelligence to research destinations and explore travel options, confidence in fully automated itineraries remains limited. Guests continue to value human interaction, personalised assistance and first-hand local expertise when making travel decisions. Looking towards 2027, we are optimistic about the industry's prospects. BOTT

Radisson Hotel Delhi MG Road

A fresh focus on experiences beyond the stay

Ashish Saxena, General Manager, Radisson Hotel Delhi MG Road, shares insights into the hotel's evolving business strategy, enhanced dining and wellness experiences, responsible hospitality practices and its outlook for 2027, with a continued focus on personalised service and memorable guest experiences.

Priyanka Saxena Ray



Strengthening presence across key segments

2026 has been an important year for Radisson Hotel Delhi MG Road as we continue to strengthen our presence in Delhi NCR's competitive hospitality market. Our focus has been on building business across corporate travel, leisure stays, social celebrations, weddings and MICE, while developing strong relationships with corporate partners and travel trade networks. Our strategic location between Delhi and Gurugram, coupled with our emphasis on personalised service and memorable experiences, continues to position us well to cater to diverse guest requirements.

Enhancing dining and guest experiences

Our priority is to continuously enhance the guest experience through thoughtful offerings and service innovation. We are strengthening our food and beverage identity through LORE, our world-cuisine dining destination, while further enhancing our wellness offerings. We continue to explore curated dining concepts, festive celebrations and engaging guest experiences that create compelling reasons to visit beyond accommodation. Our approach is centred on delivering memorable experiences that reflect evolving guest preferences. Any future expansion or infrastructure enhancements will be guided by changing guest expectations and strategic business priorities, ensuring that every initiative contributes to the overall guest experience.

Promoting responsible hospitality

We believe responsible hospitality begins with efficient everyday operations. Our focus includes monitoring energy and water consumption, minimising food waste, improving inventory management and encouraging responsible resource utilisation across departments. Digital communication and structured operational tracking further support efficiency, accountability and consistency in our operations. Equally important is empowering our teams to adopt mindful practices and integrate responsible choices into their daily activities.

Focusing on experience-led hospitality in 2027

Guests increasingly seek personalised experiences, distinctive culinary offerings, seamless technology, wellness and value that extends beyond the room. Authentic local experiences, flexible event formats and consistent service are also influencing booking decisions. Looking ahead to 2027, we anticipate continued growth in experience-led hospitality, curated dining and demand across corporate, leisure and social segments. Our focus will remain on combining operational excellence with meaningful guest engagement. BOTT

Cordelia Sky

A journey that is a destination in itself

Cordelia Cruises hosted a grand premiere to unveil Cordelia Sky during an inaugural two-night High Seas sailing from Mumbai, from October 21–23, 2026. Hosted for select members of the travel trade and media, the premiere offered a glimpse into the diverse range of accommodation, gastronomy, entertainment and activities onboard the majestic Cordelia Sky.

Shreya Shimpi and Pallavi Sharma







Jurgen Bailom, President & CEO, Cordelia Cruises

India's premium cruise brand, Cordelia Cruises, officially welcomed its newest and largest luxury cruise ship, Cordelia Sky, to Mumbai, expanding its fleet to two ships. The inaugural commercial sailing commenced on October 23, 2026. Joining the original Cordelia Empress, Cordelia Sky, formerly known as Norwegian Sky, marks a significant milestone in the history of cruise tourism in India.

The scale of Cordelia Cruises' expanded operations was evident in Mumbai on October 23, when both Cordelia Sky and Cordelia Empress were handled at the port on the same day. Across the two ships, nearly 6,000 guests embarked and disembarked. While Cordelia Sky departed Mumbai on her inaugural guest sailing, Cordelia Empress commenced her onward journey towards her new homeport in Kochi.

Jurgen Bailom, President & CEO, Cordelia Cruises, said, "Seeing Cordelia Sky and Cordelia Empress sailing together was a very special moment for all of us. Five years ago, we began with a vision to make cruising a holiday choice for more Indians. Today, we have two ships sailing from two





homeports, giving our guests more destinations, more itineraries and more ways to experience a holiday at sea. Mumbai has been central to our journey from the beginning, and adding Kochi as a homeport allows us to take cruising closer to many more travellers across India."

In an exclusive chat with BOTT, he said, "Cordelia Cruises is India's only cruise line for Indians. Without the need for visas or passports, you can experience the joy of cruising just like anywhere else in the world. With delicious Indian cuisine, Bollywood-inspired shows, and a distinctly Indian touch, it's the best choice for Indian cruise travellers."

Ship Highlights

The spectacular Cordelia Sky is grander than anything the Indian seas have seen. Measuring 848 feet in length, with a beam of 123 feet, the majestic ship features 12 decks and has a gross tonnage of 77,104.

Itineraries

Cordelia Sky will offer a mix of short and longer itineraries from Mumbai, including 2- and 3-night weekend cruises, 4-night Lakshadweep cruises and 5-night itineraries covering destinations such as Goa and Lakshadweep. These varied itineraries offer travellers the flexibility to choose between a short escape at sea and a longer tropical holiday.

Accommodation

Cordelia Sky can accommodate 2,280 guests at full occupancy across 1,002 staterooms, including 245 Mini Suites, 11 Penthouse Suites and four Chairman's Suites. The diverse accommodation options cater to different preferences, offering guests a comfortable and luxurious experience at sea.

Dining

With eleven dining venues and eleven bars and lounges, Cordelia Sky offers a curated range of Indian vegetarian and non-vegetarian delicacies, from Mughlai and South Indian cuisine to Maharashtrian specialities and traditional sweets such as Gajar Halwa! An exclusive Jain dining space is another thoughtful addition, making it a great option for Indian travellers. The speciality dining restaurants offer sushi, coastal delicacies, Asian and continental dishes, along with handcrafted cocktails, ensuring a delightful gastronomic experience onboard.

Activities

With live music, games, casinos, a fitness centre, spa, five swimming pools, three Jacuzzis, an arcade, sun deck, pickleball court and dedicated family and children's areas, there is never a dull moment onboard. Whether it is a weekend getaway or a longer tropical retreat, Cordelia Sky offers something for everyone—from solo travellers and couples to multi-generational families, as well as the MICE and wedding segments.

The Marquee Theatre personifies opulence, offering riveting entertainment performances, including 'Tu Aashiqui Hai', a special Bollywood-inspired show that adds a distinctly Indian flavour to the onboard entertainment experience.

With the inauguration of Cordelia Sky, India's cruise revolution has received a massive upgrade. The majestic ship represents a significant step towards realising the vision of placing India firmly on the world cruise map. BOTT

TAAI celebrates 75

glorious years with a landmark convention in Kolkata

The 69th TAAI Convention & Exhibition – Indian Travel Congress 2026 brought together over 750 delegates, industry leaders, exhibitors and tourism stakeholders in Kolkata from October 25–27, 2026. Celebrating 75 years of the Travel Agents Association of India (TAAI), the three-day event combined knowledge-sharing, business networking, industry recognition and grand celebrations, setting a new benchmark for travel trade conventions in India.

BOTT Desk







Marking a historic milestone in India's travel and tourism industry, the Travel Agents Association of India (TAAI) celebrated its 75th anniversary alongside its 69th Convention & Exhibition in Kolkata. Built around the spirit of 'Connect, Collaborate, Celebrate', the Convention reflected TAAI's remarkable journey while highlighting the opportunities and challenges shaping the future of the travel trade. Organised in a record time of less than five weeks, the Convention featured two days of knowledge sessions, the largest-ever B2B platform at a TAAI Convention, commemorative awards, destination experiences and three evenings of celebrations.

A grand inauguration

The 69th TAAI Convention & Exhibition was inaugurated on October 25, 2026, at ITC Royal Bengal, Kolkata, by Dr Shankar Ghosh, Tourism Minister, Government of West Bengal, marking the Association's return to Kolkata after 22 years. The ceremony witnessed the participation of senior government officials and industry leaders, with messages from Union Tourism Minister Gajendra Singh Shekhawat and Union Civil Aviation Minister K. Ram Mohan Naidu. Addressing the gathering, Dr Ghosh highlighted West Bengal's plans to strengthen tourism infrastructure, attract hospitality investments and promote destinations such as Darjeeling and the Sundarbans. Emphasising tourism's economic significance, he said, "Our focus is in these two particular areas, that revenue generation and employment generation." The inaugural proceedings also featured an address by Bhuvnesh Kumar, Secretary, Ministry of Tourism, Government of India, reinforcing the importance of government-industry collaboration in driving tourism growth.

Knowledge, Innovation and the future of Travel

Knowledge-sharing remained a key focus, with sessions addressing emerging tourism trends, changing business dynamics, Artificial Intelligence and












evolving traveller expectations. Industry experts and thought leaders shared insights through presentations, panel discussions and virtual interactions from Israel, South Africa and the USA. The discussions encouraged travel professionals to embrace technology, explore emerging opportunities and adapt their businesses to a rapidly changing tourism landscape. Speakers were also recognised with Thought Leader Awards for their contributions.

Business networking takes centre stage

The TAAI B2B – India Travel and Tourism Expo emerged as a major highlight, offering the largest business networking platform ever organised at a TAAI Convention. Bringing together exhibitors, travel professionals, tourism boards and industry partners, the Expo facilitated meaningful interactions, new partnerships and opportunities across domestic and international markets. Exhibitors reported encouraging footfalls and business engagement, reinforcing the importance of face-to-face networking in strengthening the travel trade.

Honouring excellence and industry leadership

The 75th anniversary celebrations provided a fitting platform to recognise individuals and organisations that have contributed to the industry's growth. Zubin Karkaria, Founder and CEO, VFS Global, received the Global Visionary Leadership Award, while Dr. Subhash Goyal, Managing Director, STIC Travels, was honoured with a Lifetime Achievement Award.

The TAAI Legends of Excellence, Legacy Awards, Pride of TAAI Awards and Pillars of Progress initiative celebrated industry veterans, longstanding members, outstanding companies and valued partners. Special emphasis was also placed on encouraging younger professionals and third-generation leadership.

Government participation and destination promotion

The Convention witnessed participation from senior government offi-

EVENTS AND MORE











































cials, tourism authorities and international tourism representatives.

Bhuvanesh Kumar, Secretary, Tourism, Government of India, delivered the keynote address. Tourism ministers from West Bengal and Andhra Pradesh also addressed delegates and received recognition for their contributions. Six states—Andhra Pradesh, Gujarat, Karnataka, Kerala, Madhya Pradesh and West Bengal—were honoured for outstanding tourism promotion.

International participation included representatives from Sri Lanka Tourism, Singapore Tourism Board, Tourism Malaysia and Israel Tourism.

Three evenings of grand celebrations

The celebrations commenced on October 25 with a spectacular opening ceremony featuring musical and cultural performances. The highlight came on October 26, when 75 cakes were cut to commemorate TAAI's 75 years, followed by an evening of music, entertainment and camaraderie at ITC Sonar's Sundarban Lawns.

The Convention concluded on October 27 with a vibrant Farewell Gala, bringing three days of networking and celebrations to a memorable close. The successful execution of the Convention reflected the collective efforts of Team TAAI 2024–2026, supported by TAAI's Eastern Region. BOTT

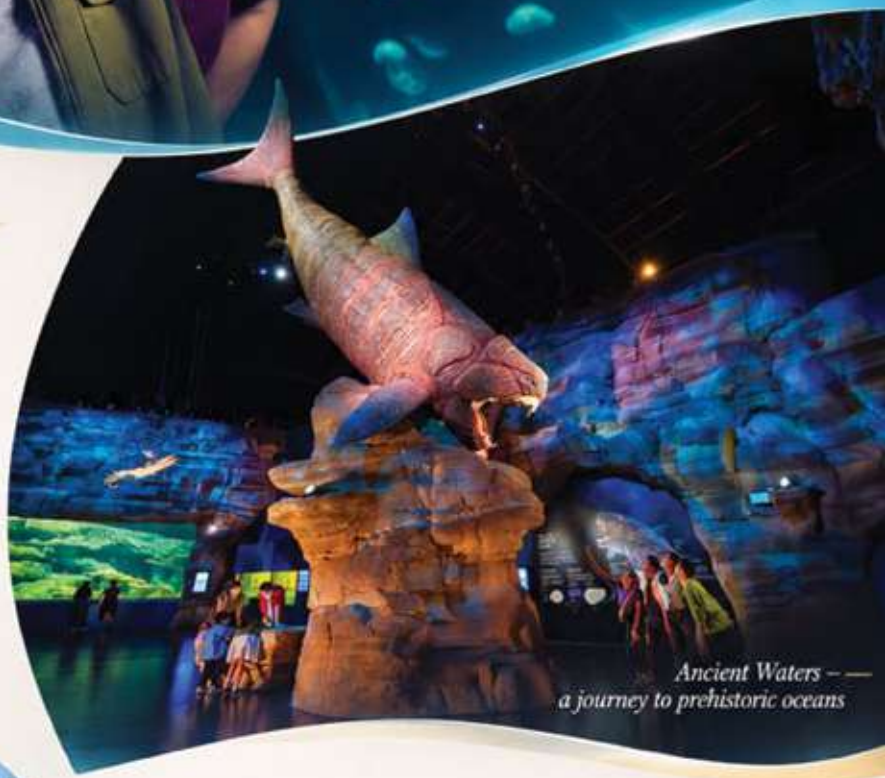
Singapore

Enter an era of adventure with Singapore Oceanarium & Universal Studios

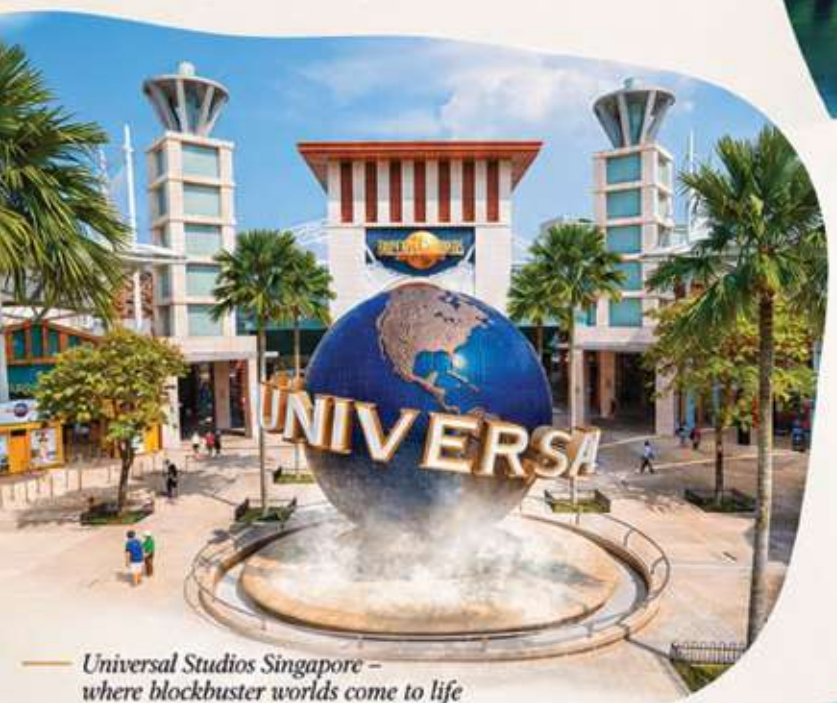
At Resorts World Sentosa, Singapore invites travellers into a world where marine discovery and cinematic thrills come together in one unforgettable destination experience. From immersive underwater storytelling at the Singapore Oceanarium to the energy and excitement of Universal Studios Singapore, every moment blends wonder, imagination and entertainment.

Singapore Oceanarium

At Resorts World Sentosa, the spectacular Singapore Oceanarium invites visitors into an extraordinary underwater world where marine discovery meets immersive storytelling. Opened to the public in July 2025, the transformed attraction combines fascinating marine habitats, interactive technology and conservation education. At Ocean Wonders, thousands of graceful Moon Jellies create a mesmerising underwater spectacle. Ancient Waters transports visitors into prehistoric oceans, while Singapore's Coast reveals the fascinating creatures inhabiting coastal ecosystems.



Ancient Waters – a journey to prehistoric oceans



Universal Studios Singapore – where blockbuster worlds come to life

Universal Studios Singapore

Nearby, Universal Studios Singapore delivers an exhilarating world of cinematic adventures, thrilling rides and unforgettable family entertainment. Adrenaline enthusiasts can brave the high-speed Battlestar Galactica roller coasters or experience spectacular action aboard TRANSFORMERS The Ride. The Lost World brings prehistoric adventure to life, while Far Far Away immerses visitors in Shrek's enchanting fairytale kingdom. Adding fresh excitement is Minion Land, inspired by Illumination's Despicable Me. Here, Despicable Me Minion Mayhem, Buggie Boogie and Silly Swirly deliver playful adventures filled with humour and imagination.



WHERE SERVICE IS MORE THAN A BUSINESS, IT IS AN INDIAN TRADITION!

40	36	1700+
HOTELS	LOCATIONS	KEYS

Alliance™
Hotels and Resorts

ABAD HOTELS | The windflower Resorts & Spa | Sea Princess | LeeBenz Hotels | Golden Sun Beach Resort, Mahabalipuram | Benzz Park A Group of Hotels | Hotel Badami Court

+91 9717468883, 9654560965 reservations@alliancehotels.in

www.alliancehotels.in

@alliancehotelsresorts2003

الطيران العُماني
OMAN AIR

Discover the beauty of **Oman and beyond**

With unparalleled natural beauty, rich heritage and legendary warm hospitality, Oman is an all-round extraordinary destination. Whether you want to discover Oman or venture beyond, your memorable travel experience starts with **Oman Air**.

Book today at **omanair.com**





Ha Long Bay

Cruise through thousands of limestone islands rising from emerald waters in one of Asia's most spectacular natural landscapes.

Hoi An Ancient Town

Step back in time through lantern-lit streets, heritage architecture, riverside cafés, and authentic local culture.

Ho Chi Minh City

Experience the energy of Vietnam's largest city with bustling markets, rooftop dining, history, and vibrant nightlife.

Discover the Charm of *Vietnam*

Vietnam continues to attract Indian travellers with its affordability, diverse experiences, and excellent connectivity. Support your customers with trusted visa application services through VFS Global while unlocking a growing destination opportunity.

A faster, easier and convenient way to apply for Vietnam visa

Step 1	Step 2	Step 3	Step 4
Connect with us	Our representative will assist in the process	Pay the fees securely using the available payment options	Submit your application

Email Id: info.vietnamind@vfshelpline.com | **Contact:** +9122 6786 6067

Scan to apply now

25 Years of Trusted Mobility VFS.GLOBAL

The global leader in trusted technology services, empowering secure mobility for governments and citizens.

25	71	170	4,335	Over 572 Million	Over 248 Million	Over 18,200	170
Years Since Inception	Client Governments	Countries of Operation	Application Centres	Transactions* Processed	Biometric Enrolments	Employees	Nationalities

VFS GLOBAL Cares

*Comprised of 351.29 million transactions by VFS Global and 221.07 million transactions by CIX Citizen Experience

Holland America Line®
SAVOR THE JOURNEY

ALASKA CRUISES

Breathtaking Landscapes. Unforgettable Moments.

Journey through Alaska's majestic fjords, towering glaciers and pristine wilderness, with the award-winning service, spacious ships and enriching experiences of Holland America Line.

STUNNING DESTINATIONS
Glaciers, wildlife, charming coastal towns and more

INCREDIBLE WILDLIFE
Spot whales, bears, eagles and other amazing creatures

SPACIOUS & COMFORTABLE SHIPS
More space, more choice, more ways to relax

AWARD-WINNING DINING
World-class cuisine and exceptional service

ENRICHING EXPERIENCES
Expert-let programs, local culture and unforgettable moments






SPECIAL SAILINGS • EXCLUSIVE EXPERIENCES • UNFORGETABLE ALASKA

Book your Alaska cruise today and experience the extraordinary with Holland America Line

Scan to WhatsApp

stic TRAVEL GROUP