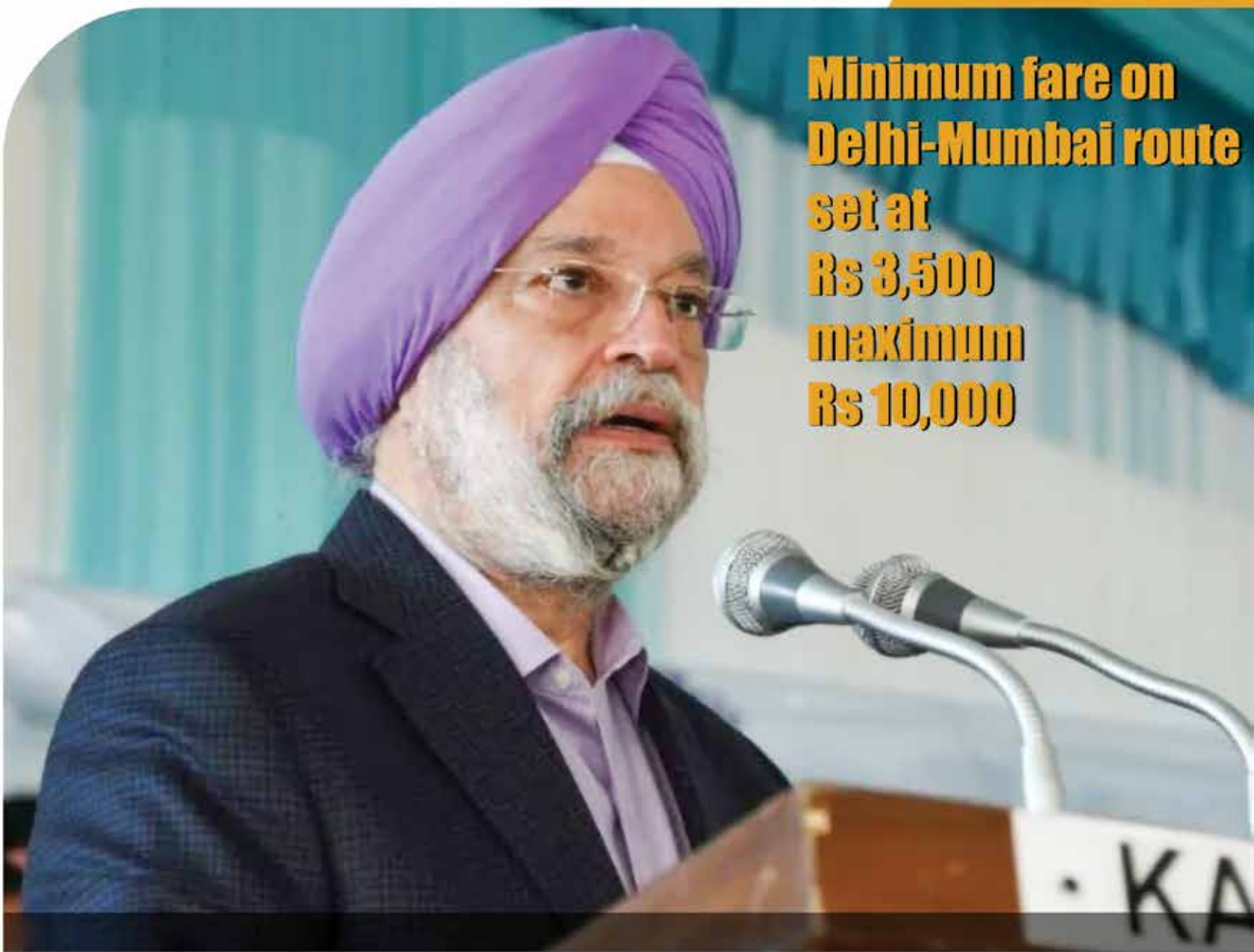


Special April-May 2020 issue

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Shri Hardeep Singh Puri Hon'ble Union Minister for Civil Aviation on Wednesday said that domestic civil aviation operations will resume in a calibrated manner from 25 May, 2020. He further said that all airports and airlines are being informed to be ready for operations from Monday.



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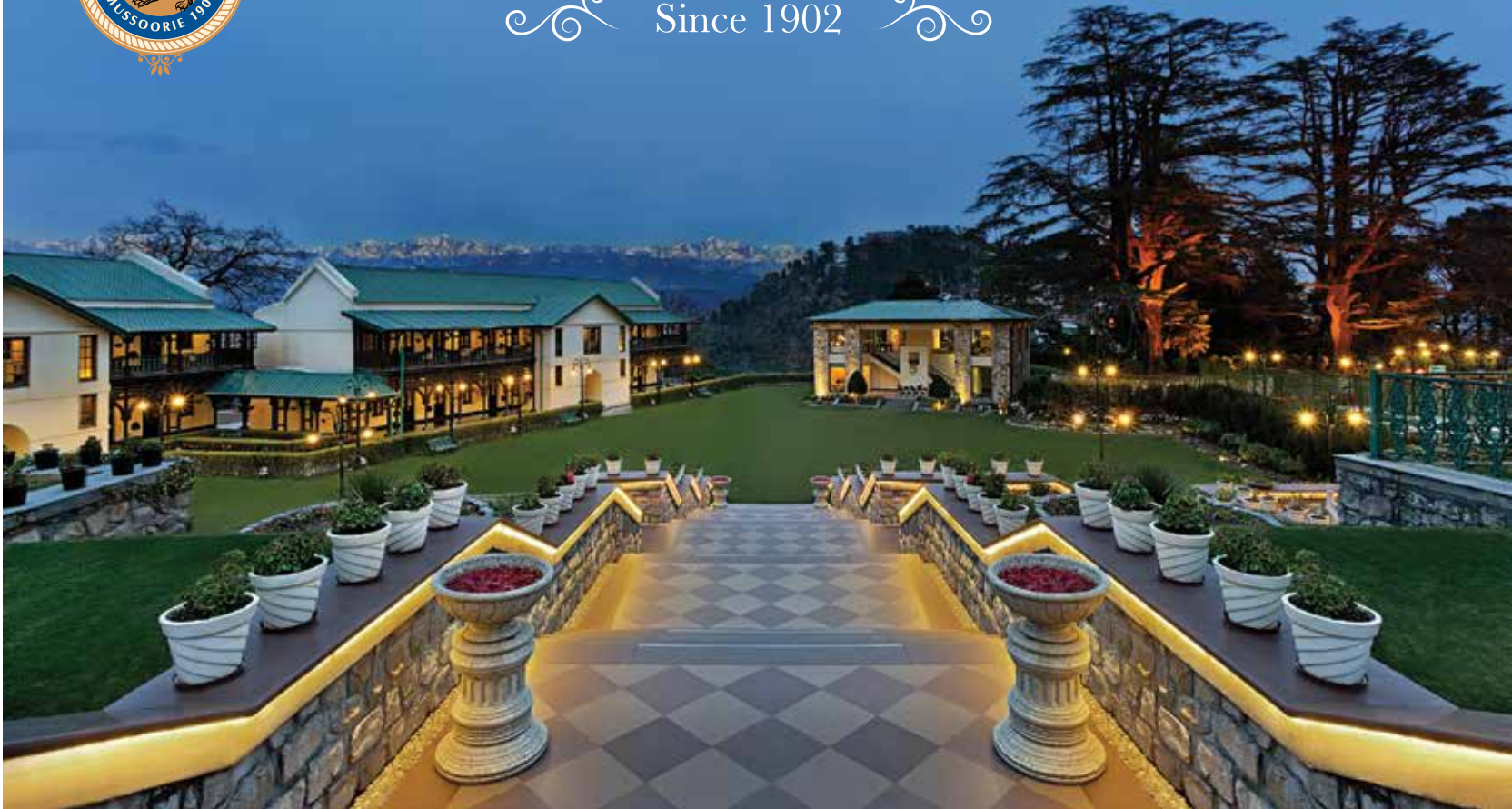
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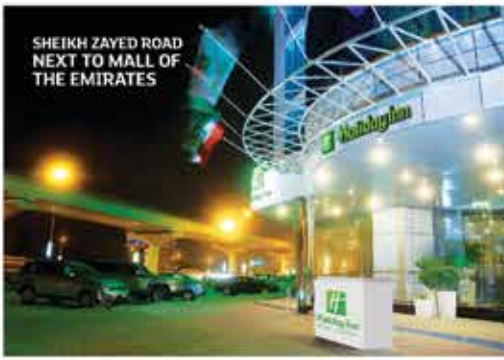
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April - May 2020

Special issue

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Over the last few years, India has emerged as a global front runner as far as travel and tourism is concerned by virtue of its sheer size of the travelling population. The global tourism industry considers India as a mighty player more in the outbound sector, though its inbound and domestic sectors leave tremendous opportunities left to be explored.

The industry has suffered unprecedented drops in visits and many business which are already on their knees because of the COVID-19 outbreak which has taken the entire world by storm, and has dealt a big blow to the travel and tourism industry across the world.

With each passing day, the impact is coming out loud and clear for all the major economies that are hit hard by the blow of coronavirus. Travel and tourism not only involve leisure and holiday but binds the entire world for business, educational, medical and many other purposes that we may call as essential and unavoidable. The tourism industry currently accounts for 10 pc of global GDP and by now, it is crystal clear that the travel and tourism sector is facing the most disastrous phase ever.

After the impacts of Coronavirus pandemic subside, the primary aim of all the stakeholders of the country would be to bring back the confidence of the tourists to visit India. In fact, in the long run, the country will have a competitive edge in this respect, since it has been least affected by the pandemic compared to other countries afflicted by Coronavirus. The Government and private stakeholders should very subtly publicise this newly acquired credibility for promoting our tourism sector. Government should allocate sufficient funds for organising Road shows and other promotional activities in prospective markets.

The Government should focus highly on all type of safety and security measures for the tourists visiting various places of the country. Since global tourism fraternity will take some time to get settled after the aftermath of this pandemic, the sector should now focus more on domestic travellers. People would now feel more comfortable to travel within the country rather than going abroad. Alternative tourist spots should be developed and marketed properly within the country.

We are very thankful to our Hon'ble Prime Minister of India Shri Narendra Modi Ji for the blessings and all possible steps being taken against fighting this coronavirus and giving strength and confidence to the citizens of India.

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The world has said We have been successful against Covid-19 Hon'ble Prime Minister Shri Narendra Modi

Prime minister Narendra Modi spoke for six hours with chief ministers in his fifth such video conference and made it clear that the emphasis at this juncture was two-fold: it was no longer only about containing the coronavirus pandemic but also about rebooting the economy which has gone to sleep.

The coronavirus case count was not looking good at 67,000 when the videoconference began, and by the time it ended, it had gone past 70,000. Deaths reached 2,294 by nightfall Monday, and it was clear that while the 54-day countrywide lockdown may be reaching the end, the peak of the pandemic was yet a few weeks away in India.

“We have a twofold challenge,” said the PM, “to reduce the transmission rate of the disease and to increase public activity

gradually while adhering to all the guidelines -- and we will have to work towards achieving both these objectives.”

The task for the state governments, however, is additionally difficult now given the massive movement of migrant workers taking place across India amid reports from several places that many workers in transit are now testing positive for the virus.

Modi told the chief ministers, “We must realise that the fight against Covid-19 has to be more focused now. The main focus of the fight against Covid-19 pandemic should be on ensuring that rural India remains free from the crisis.

The PM implicitly acknowledged that not everything went according to plan during the three phases of the lockdown, which began on March 25. “We stressed

that people should stay where they are. But it’s human nature to want to go home and so we had to modify or change our decisions. Despite that, we have to make sure that the disease doesn’t spread and go to villages, that’s our big challenge.”

Modi took satisfaction that “in this entire fight, the world has said that we have been successful in fighting the threat of Covid-19.”

The PM said everyone must understand that the world has fundamentally changed post COVID-19 and the world would be know referred to as “pre-corona” and “post-corona”, as was the case with the world wars.

Hon'ble Prime Minister, Narendra Modi spoke to King of Bahrain His Majesty King Hamad bin Isa Al Khalifa

- They reviewed historical bilateral relations of friendship and cooperation and ways of bolstering them
- Discussed ways of boosting cooperation in combating the novel coronavirus (COVID-19)

Prime Minister Narendra Modi expressed

- Sincerest thanks and respect to HM the King for his major role and unflinching support to bolstering bilateral cooperation
- The kingdom’s diligent efforts, spearheaded by HM the King, to combat COVID-19, contain its impact and provide every support and care for the Indian community in Bahrain

- Praise for the co-existence as well as religious and cultural diversity which have ever characterized the Bahraini society

King of Bahrain His Majesty King Hamad bin Isa Al Khalifa shared

- Lauded distinguished ties binding both countries, describing them as strategic, deep-rooted and based on common interests as well as mutual respect and understanding

- Praised the pivotal role of india at the regional and international level and its constructive contribution to maintaining international peace, security and stability

- Stressed keenness of the Kingdom of Bahrain to provide every support and care for all citizens and expats to protect their safety and health

Indian Tourism Industry on the Brink of Collapse

Massive Job Loss looms Over Crores as COVID-19 brings Tourism to a Standstill

FAITH Appeals to the Govt. of India for immediate Survival Package

- Over 95% MSMEs of 53,000 travel agents, 1,15,000 Tour Operators (inbound, domestic, outbound), 15,000 Adventure, 2700 MICE, 19,11,000 Tourist Transporters, 53,000 hospitality and 5 lakh restaurants facing the heat due to lack of cash flows
- COVID-19 Pandemic has jeopardized India's once hailing 5 lakh crores tourism industry and employment of an estimated 3.8 crore jobs

Federation of Associations in Indian Tourism & Hospitality, the policy federation of all the national associations representing the complete tourism, travel and hospitality industry of India (ADTOI, ATOAI, FHRAI, HAI, IATO, ICPB, IHHA, ITTA, TAAI, TAFI) over the past six weeks has been appealing to the **Prime Minister, Finance Minister, Tourism Minister, Commerce Minister, Aviation Minister, Niti Aayog and the Parliamentary Committee on Tourism and Reserve Bank of India.** Indian Tourism industry, in 2018-19 handled business of over 10.5 million foreign tourists, more than 5 million visiting NRIs, 1.8 billion domestic tourist visits & over 26 million outbound travellers. The industry is facing its biggest economic challenge with the larger and combined effect of 9/11 and the slowdown of 2009 and estimated bigger effect than the Economic Depression and World War II.

All the cash inflows of the industry have completely frozen and are likely to stay that way for the financial year 2020-21. To address the issues of cash outflows, **FAITH has recommended immediate measures for survival that need to be addressed parallelly.**

- A complete deferment for twelve months of all statutory dues payable by tourism, travel & hospitality industry at the Central Government level, state and municipal government level without attracting any penal interest. These would include GST, Advance Tax payments, PF, ESI, customs duties, excise fees, fixed power & water charges and any fees for licenses and renewal at the state level.
- A support fund 'Tourism COVID 19

Relief fund' to be set up by RBI or Ministry of Finance or Tourism to support salaries and establishment costs. It should be either in the form of an interest free loan to Tourism companies for repayment of the principle over 10 years. The industry estimates the value of the fund to be minimum of Rs.50,000 crores which is almost equal to gross banking credit to the Indian Tourism industry.

- RBI has already provided for three months moratorium on EMIs of principle and interest payments on loans and recalculation of working capital from Financial Institutions. This needs to be without any accrued and accumulated interest during this period and it needs to be extended for twelve months.

To achieve the above FAITH recommends setting up **National Tourism Task Force** of all relevant ministries of the Central Government along with ministry of tourism and chief secretaries of State governments and industry stakeholders. This should be with legislative powers on the lines of GST council for state-wise standardized tourism response.

FAITH has also recommended that once the survival measures have been implemented then the measures for revival of Indian Tourism needs to be put in immediately. The Govt needs to stimulate domestic tourism by giving 200% weighted reduction of expenses to Indian corporates for undertaking their meeting, conferences, and exhibitions in India. LTA like income tax exemption of upto Rs.1.5 lakhs to Indians for undertaking their holidays with the country, these exemptions to be availed

against invoices issued by GST registered Indian Tourism service providers.

To stimulate Tourism exports, SEIS needs to be notified at 10% value for all foreign exchange tourism companies and needs to be maintained at minimum same value for next 5 years and for off-season, it could go upto 15% value. To ensure the revival of Indian travel agent, all refunds, advances and cancellation amounts to be immediately paid back by all airlines, railways and state wildlife parks.

The TCS on travel agent proposed in the finance bill 2020 to be implemented on October 1, should be completely abolished as it puts the Indian travel fraternity at a huge disadvantage of upto 15% v/s their global competitors. Additionally, the service fee for credit card charges needs to be below 1% and all corporate travel agent credit cards to be honored. To additionally ensure the survival of Indian tourist transporters, all inter-state levy need to be reduced and standardized. The year 2020-21 can be declared as a GST tax holiday for Indian tourism without stopping the flow of Input tax credits since there will be minimal GST collections from highly reduced travel within India.

'FAITH urges the Government to declare immediate survival measures to prevent mass bankruptcy and crores of unprecedented layoffs. Worldover, countries have already put in support measures for Tourism industry through salary support and tax waiver such as USA, UK, Singapore, Thailand, Australia, Indonesia and many others.

“We want to develop Maharashtra as a quality tourism state”

Aditya Thackeray, Cabinet Minister of Tourism & Environment, GoM, during a webinar organised by Gurubaxish Singh, Vice President FHRAI & President HRAWI, and moderated by Jimmy Mistry - CMD Della Adventure & Resorts with Industry veterans



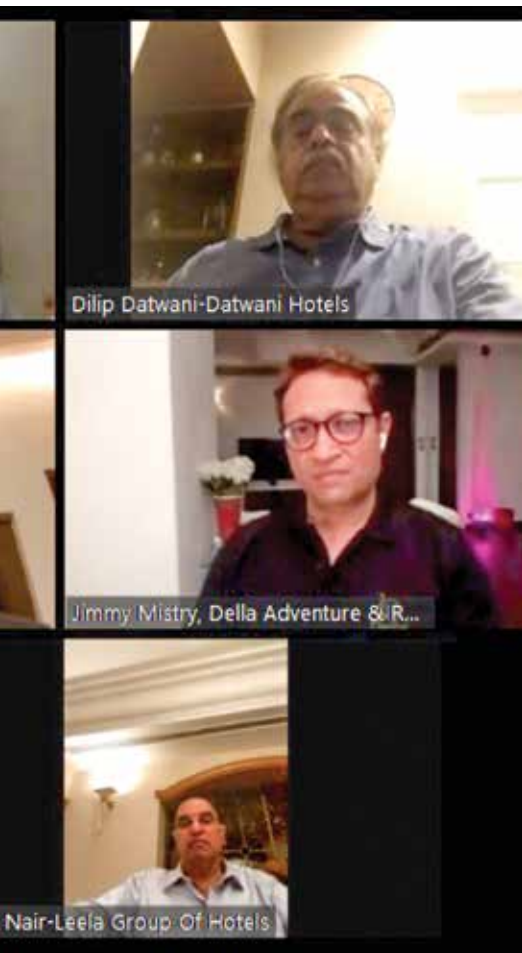
We have to take the state of Maharashtra ahead, pitch it to the world. I am really keen that Maharashtra will be the first to declare and deliver something for the hotel industry. We have to revive very quickly, take the sector ahead and figure out how we can work with the other sectors. A task force has been set up, we can work in sync, understand what is doable in the medium-term and long-term,

declared **Aditya Thackeray, Cabinet Minister of Tourism & Environment, Government of Maharashtra, in conversation with Jimmy Mistry, CMD & Principal Designer, Della Group, during a webinar on COVID-19 and Hospitality** conducted under the aegis of the Federation of Hotel & Restaurant Associations of India (FHRAI) on May 18, 2020, hosted at 9.00 pm IST just after the CM’s address to the state.

While interfacing with the Minister, Jimmy Mistry, CMD & Principal Designer, Della Group, shared some critical issues faced by the hotel and restaurant industry. “We were not able to pay salaries, there are reports that some hotels and restaurants are laying off 30-50 per cent of their staff, which is a difficult situation to deal with for people like us who are close to our teams. When we go to bankers for a restructure, we are not sure about certain aspects like

electricity charges for instance. We don't know what lies ahead during the next six months. Bankers want us to mention the monthly burn envisaged and we don't have any details. If we can sustain the darkest era, we can survive the next 6 months and for that, we need maximum leverage; with you as our leader, we are quite hopeful," he said.

Responding to Jimmy's submissions, Aditya Thackeray advised the preparation of two documents; one for the industry's



sustenance plus revival and one for driving its growth after that. "This is something we have to do together, make a massive effort to get the industry back on track. Our hotel sector is one of the best in the world, there is no comparison on warmth and service. We want to develop Maharashtra as a tourism positive state. We can get people across the world to come to us and stay in our hotels. We need travellers who will spend at least 36

hours in the city they visit," he opined.

Jimmy described the Cabinet Minister of Tourism & Environment, Government of Maharashtra as young and dynamic, always positive minded. "He applies his mind to every single idea, remains engaged. He has travelled abroad yet remains grounded. We have been trying to put a blueprint for Maharashtra Tourism and there has been a fantastic involvement on his part, he is totally hands-on. Aditya Thackeray presents a ray of hope for the tourism industry at a time when it has been neglected by the Centre," Jimmy emphasized.

Sharing insights into the process, which had commenced even before he became a minister and took over the portfolio, Aditya Thackeray recalled walking with Jimmy at the Della Resort and talking about reviving tourism in Maharashtra, discussing the different ways of attracting tourists to the state. Outlining the way forward, the Minister shared that a coastal road is planned in the Raigad-Sindhudurg belt and there are plans for having hotels developed, with scope for JVs and PPP.

"Safe travel will be important, we need to be transparent in our numbers the way we have so far. The way 9/11 changed travel, COVID-19 will do the same. We will have to adjust, spaces are small in Mumbai and Maharashtra, so how do we move ahead? Let's put together a group and move ahead unitedly as a team," he affirmed.

The Minister pointed out that most of the countries are in lockdown, those who had opened up and lifted restrictions had to close down again. "I have been interacting with doctors around the world and foundations globally. How do we live with Corona? Will it allow us to live with it? COVID-19 is something no-one has seen before in history. The entire world is witnessing lockdowns for an indefinite period. We are facing an invisible enemy, we don't know the timeline. We are waiting for a defining moment when a scientist says he's found a cure. Would

the travel and tourism industry sustain till that moment?"

"There is nothing for it in the package from the Centre. The only reason we haven't declared any package as the state of Maharashtra is that we are fighting from the forefront. This is a battle that will be long drawn. The questions we face are when do we exit from the lockdown, how do we exit and would things revive?" he said, while appreciating the fact that almost every hotel and restaurant in Maharashtra has helped the state government to house doctors and frontline healthcare workers.

Some of the problems faced by the members of the hotel and restaurant industry were presented to the Minister including the need for liquidity and working capital. Although given the nomenclature of an industry, it hasn't been recognised as one.

Archaic laws prevent the hotel and restaurant industry from using a lot of open space, which is a luxury in cities like Mumbai. With social distancing norms in place, they would be able to quantify some loss of space if allowed to put canopies on the side and make optimum utilisation of what is available.

Also shared were aspects that could be easily implemented by the state government such as abolishing electricity duty, which is charged at 21 per cent, property tax waiver for 6-9 months with the caveat that landlords should pass it on to the establishments, and facilitating working capital requirements.

Issues like the increased excise licence fees that are payable upfront at this critical time when the industry has so many cash flow problems were highlighted along with a request that subsidies available to the manufacturing sector should be extended to hotels and restaurants so that they can do borrowing to sustain.

The Maharashtra state government's efforts were lauded with an appreciation for the way it is fighting the battle against COVID-19 with transparency.

Madhya Pradesh, The Tiger State of India reiterates focus on Wildlife Tourism and combating threats of climate change and global warming through wild-life conservation

- Focused on creating favourable conditions for the conservation of tigers especially the endangered Bengal Tiger and the rare White Tiger
- Plans to create around 11 more protected areas within the state



Madhya Pradesh, The Tiger State of India has reiterated its focus on wild-life tourism and strengthening its ongoing efforts towards combating the threats of climate change and global warming by focusing on wildlife conservation and upliftment of forest dwellers. The state will also be focusing on creating favourable conditions for the conservation of tigers especially the endangered Bengal Tiger and the rare White Tiger. Madhya Pradesh ranks first in the country with 526 tigers as per the results of the All India Tiger Assessment declared on July 29, 2019.

Sustained tiger conservation efforts have paid rich dividends in Madhya Pradesh where the population of the big cat registered a healthy rise of 218 in four years from 308 tigers in 2014 to 526 in the 2018 census. The State has 6 Tiger Reserves (combining parts of National Parks and Wildlife Sanctuaries) namely Kanha, Pench, Satpura, Bandhavgarh, Panna and Sanjay. The state also plans to create around 11 more protected areas within the state from the current numbers of 24 Wildlife Sanctuaries and 11 National parks. The new areas, covering over 2,100 sq. km, represent perhaps the largest addition of protected areas attempted by any state in the past three decades.

According to **Mr. Faiz Ahmed Kidwai (IAS), Secretary Tourism, Govt of Madhya Pradesh and Managing Director, Madhya Pradesh**

Tourism Board, “Madhya Pradesh is referred to as wildlife state of India with numerous sanctuaries and reserves. At a time where the numbers of many animal species are declining, Madhya Pradesh has played a pivotal part in India’s wildlife conservation programs. As the World Wildlife Day approaches on 3rd March, we would like to reiterate our commitment to protecting endangered wildlife, specially tigers through a scientific, planned and people-centric approach with strict enforcement guidelines and team support.”

“From preserving tiger population, to being the state with the highest leopard, vultures and gharial (an ‘endemic’ crocodile species) population to having successfully increased the population of the highly endangered Barasingha (a hard ground swamp deer), Madhya Pradesh has come a long way in protecting the natural order and habitat for animals. It has implemented many important conservation policies and ensured a crackdown on poaching,” he further added.

6 of the 11 National Parks of Madhya Pradesh are also integrated with Project Tiger, a conservation programme that was launched in 1973 by the Central Government when the tiger numbers had dwindled so dramatically that there were fears that the big cat was in danger of extinction. The government had sanctioned INR 92 crores CFA specially to promote the wildlife



circuit at Mukundpur, Bandhavgarh & Pench in 2015-16.

Travel and Visa FAQs

VFS Global

The travel and tourism industry, unarguably, is one of the most affected sectors since the onset of COVID-19. With country borders sealed, cities brought to a standstill and all transportation stationary, it is difficult to imagine the recovery trajectory of travel. Industry experts suggest that while travel will eventually recover in stages, we should expect a shift in both travel norms and traveller behavior.

Here's VFS Global addressing some common questions on every traveller's mind and sharing guidelines to assuage their concerns and help navigate their holiday plans once international borders open again.

What happens to passports submitted before services were suspended?

Following the national lockdown in India, Visa Application Centres had to shut down operations in adherence to directives from central and local authorities and diplomatic missions. When the Visa Application Centres are allowed to re-open, VFS Global will be able to evaluate at which stage of assessment each application is and resume the applicant return process accordingly.

If you have a query about your passport that was submitted with your visa application, please write to customercare@vfsglobal.com.

Will Visa Application Centres open for appointments once the national lockdown lifts?

Visa Application Centres in any city/country operate according to the directives of the central and local authorities and the diplomatic mission / the country being applied to.

In some cases, even if central/local authorities lift the lockdown, the country you are applying to may not be accepting visa applications. In this scenario, an open Visa Application Centre might not serve your purpose. Make sure you're checking regulations by not only your government, but also that of the country you plan to visit.

What are health and safety precautions implemented at the centres?

As per guidelines prescribed by the World Health Organization, as well as local authorities, both customers and employees at Visa Application Centres will be subject to body temperature checks, facemasks and gloves – for their own protection and that of others. Centres are also maintaining preventive measures such as disinfecting high-contact surfaces, use of hand sanitizers, and social distancing practices.

When services resume, can one avoid visiting a Visa Application Centre as a social distancing precaution?

Once services resume, customers who wish to avoid visiting public places can also use optional services, such as the Visa At Your Doorstep service for application submission – with this service, trained VFS Global staff will visit the customer's location of choice (home, office, etc.) to complete the visa application submission process and/or biometric enrolment if needed, while maintaining necessary health precautions. In India, this service is available for select destination countries only, and will resume after lockdown subject to approvals

from the concerned embassy/consulate.

Customers using regular services as well are encouraged to opt for courier services to get their passports back (once the centres re-open), to avoid crowding as a precautionary measure.

Would we be required to submit medical history for visa applications?

Medical reports are usually a part of required documentation in some visa applications, though they may or may not be related to COVID-19. However, as governments may beef up health screening measures going forward, make sure you've carefully been through the updated document checklist requirements for the country you're visiting, in case of any medical and vaccination histories are required as part of your visa application.

What about work and residency permits?

Although most governments have currently suspended travel visa services, customers may still be able to apply for other categories such as long-stay visas or residence permits. However, this remains limited to only a few countries. Several countries have put in place border control measures, temporarily disallowing certain non-essential travelers to submit visa applications. Nevertheless, if you already hold a valid work or residence permit, you may still be able to enter some countries, despite entry restrictions.

What happens to a valid visa, if the country in question has restricted/banned travel?

Advisories for various countries differ with regards to who can enter, irrespective of whether they hold a valid visa or not. Some countries have imposed border control measures that only allow citizens, residents, or specific permit holders to enter the country, and disallow other non-essential travelers even if they hold a valid visa.

Citizens who are yet to travel and whose existing visa has expired or is expiring soon can re-apply for a fresh visa when operations resume. Those who had already travelled before lockdown to a foreign country and whose visas are due to expire soon, are urged to reach out to the concerned embassy/consulate for assistance.

For further information on any of the above queries or any details that you may need to plan your next international travel, you can visit www.vfsglobal.com

Given the fluid ongoing scenarios and threats of misinformation, being armed with the correct data about your travel destination, as well your own country, are paramount before you set out on your next journey. In order to aid customer queries and concerns, VFS Global has set up a dedicated webpage for COVID-19 customer advisories (www.vfsglobal.com/covid-19), that is updated daily and covers visa application processes for the 64 governments they serve worldwide. This page has information regarding geographies where services are suspended and helps address questions regarding the visa processes.

Travel Agents shall only Refund once the Airlines Pay them: TAAI

Travel Agents Association of India (TAAI) is the nodal and premier Travel & Tourism Association in India.



Mrs. Jyoti Mayal
President TAAI

Jyoti Mayal, President of TAAI states that, due to the ongoing global pandemic, Covid2019, airlines have stopped operations. Globally, commercial passenger aviation business has come to a standstill. The worst affected are our members, who are engaged in the business of airline ticketing, package tours, hotel reservations, sightseeing bookings, etc., being the Travel and Tourism Sector.

Due to the travel restrictions placed by governments across the world, customers/travellers want to cancel their bookings and claim back refunds for tickets booked by them. The global crisis is scary and to remain healthy and safe people want to ensure they have adequate money to survive as recession has set in. Hence, travellers want their blocked monies back for the unutilised services of travel, which shall not be undertaken by them.

We state that, the Travel Agents/Tour Operators have paid 100% to the airlines, for all tickets that have been issued, till

date. Our member agents are wanting to process the refunds, for the tickets issued by them for their customers, but majority of IATA member airlines, have disabled the refunding mechanism on the GDS systems for agents. Agents are now required to manually process refunds through Refund Authority with IATA, whereby the airlines are being non-committal on the date and amount of repayment of airfare.

Most Low-Cost Carriers too are not refunding the airfares and are creating a credit shell favouring the passenger, to be used for future dates.

TAAI has raised strong objections on the same with all airlines, as well as with IATA. We have asked the Ministry of Civil Aviation (MoCA) to direct the airlines to refund all monies.

Most airlines are offering credit vouchers in the name of the passengers which are valid for 365 days and a couple of them are offering credit vouchers for upto 760 days.

Further, additional funds of the agents are blocked with the airlines which have been paid by way of advances in float accounts of low-cost carriers operating in India.

Therefore, **All Refunds / Credits / Vouchers shall be given to the Customer/Traveler, by our member agencies, only after the same is received from the Airlines/IATA**, she added.

TAAI - Vice President, Jay Bhatia, informed that, post 15th April 2020, if things come to normalcy, the refund process, if authorised by the airlines, may take from 15 days to atleast 3 months, depending on the airline and how the situation across the globe remains. Currently, most of the airlines are not giving waivers on the cancellation charges. They are not refunding the amounts in cash. They are only giving credit vouchers favouring the passenger, whereby name change shall not be permitted.



Mr. Jay Bhatia
Vice President TAAI

During this time difficult time of survival, we are working closely with MoCA and IATA daily, to find a suitable solution, to resolve the refund issue, in the interest of the passenger, along with support from Federation of Associations in Indian Tourism and Hospitality (FAITH).

He further stated that, **our members have been told to inform their customers/travellers, who desire to refund their tickets, that they shall be updated as soon as Cash Refunds/Credits/Vouchers are received from the respective Airlines/IATA, for the tickets issued and also assure them that the same shall be given. Until then all are required to remain patient and understand the issues of financial crunch faced by the industry.**

Federation of Associations in Indian Tourism & Hospitality

On behalf of the Federation of Associations in Indian Tourism & Hospitality (FAITH) a meeting was called by Sh. Pralad Singh Patel the Honble Minister of State (IC) for Tourism & Culture, Government of India today i.e. 13th March, 2020 at 11:30 AM at Transport Bhawan, New Delhi.

The following officials from Ministry of Tourism also attended the meeting - Director General Tourism, Additional Director General Tourism and Joint Secretary Tourism.

From the Tourism industry side, the following members attended the meeting - **Mr. Subhash Goyal, Honorary Secretary-FAITH, Mrs. Jyoti Mayal, Vice President-FAITH & President Travel Agents Association of India (TAAI), Mr. Aashish Gupta, Consulting CEO-FAITH, Mr. Pronab Sarkar, President Indian Association of Tour Operators (IATO), Capt. Swadesh Kumar, President- Adventure Tour Operators' Association of India (ATOAI), Mr. Satish Sehrawat, President- Indian Tourist Transporters Association (IATO), Mr. Chetan Gupta, Association of Domestic Tour (Operators of India (ADTOI), Mr. Ralul Lal, The Federation of Hotel & Restaurant Associations of India (FHRAI), Ms. Charulata, Hotel Association of India (HAI), Mr. Rakesh Mathur, Indian Heritage Hotels Association (IHHA).**

While the Tourism industry appreciates the Government's efforts in scaling our international borders to keep the country safe from spreading of Corona Virus (COVID 19). At the same time, we expressed our following concerns to the Hon'ble Minister of Tourism.

1. The cancellation of visas has put the industry at a complete standstill and millions of dollars worth of losses is expected both in Inbound & Outbound Tourism during the next few months.
2. This would increase unemployment in the country as the travel Agents / Tour Operators and Airlines will be reluctantly forced to cut down on staff,

resulting in huge unemployment in the country.

3. In order to save the industry from disaster it was suggested:
 - a) That every state Government should be sensitized that they should screen visitors, but in the process not to create panic.
 - b) GST and other direct and indirect taxes should be exempted on the Aviation & Tourism industry for at least one year. We should send a message to the world that A Holiday in India is Tax Free'.
 - c) Payment of Advance Tax should be deferred for at least 6 months, if not a year.
 - d) The RBI interest rate for the Travel & Tourism Industry should be reduce by at least 3%.
 - e) A national task force consisting of the Ministry of Health, Finance, Home, Civil Aviation and External Affairs with the representatives of Travel & Tourism Industry should be formed and this should meet as early as possible and after this meeting, a meeting with the Hon'ble Prime Minister should be organized.
4. A review meeting of the Task Force should be held within the next 10-15 days to reinstate the Visas and open at least four International Airports in North, South, East & West so that proper screening can be done.
5. The Indian Tourist Transporters Association (ITTA) president mentioned that if there are no tourists, how they will pay the EMI of their banks and the salaries of the drivers and their staffs.
6. President- IATO mentioned that the MDA assistance to Tour Operators and Travel Agents should be enhanced and a financial assistance package should also be considered.
7. TAAI President, Mrs. Jyoti Mayal mentioned that the TCS should be abolished on Outbound Tourism and Airlines should be asked to give full refund for all cancelled tickets. The

Hon'ble Minister mentioned that he has already written to Mr. Hardeep Singh Puri, the Hon'ble Minister of State for Civil Aviation. (copy enclosed).

8. A 200 % weighted exemption of expenses to corporates on all domestic conferences.
9. A six to nine months' moratorium on all principle and interest payments on loan and overdrafts.
10. Removal of fees for any upcoming licenses / permits renewal / Excise exemption for liquor for the hospitality and travel industry across the states.
11. Restoration of the SEIS scrips for duty credit of 10% to Tourism, Travel & Hospitality industry.
12. Usage of the MNREGA funds to support salaries of employees in the Tourism, Travel & Hospitality industry till the time revival happens.
13. Fast track all GST refunds for the industry wherever they are getting stuck.
14. 300 basis point interest rate reduction and immediate transmission to the industry on term loans and working capital loans.
15. The proposed TCS on travel in Finance Bill 2020 not to be introduced.
16. Automatic increase in working capital limits by 50%.
17. Removal of X-Visa requirement for peaks.

The Hon'ble Tourism Minister assured the members that decision has been taken in the larger national interest and he assured everyone to request the concerned ministries to review the decision within the next 15 days.

Mr. Subhash Goyal, Honorary Secretary - FAITH thanked the Hon'ble Tourism Minister on behalf of the entire Tourism Industry for calling this important meeting and hoped the Hon'ble Minister will take up our problems with the respective Ministries.

Indian Tourism industry goes into a state of shock and disbelief



Mr. Subhash Goyal
Honorary Secretary-FAITH

The “entire tourism industry has been totally disappointed that out of the 20 lac crores bail-out package, not a single rupee has actually come for bail-out of the travel tourism & hospitality industry”... said Subhash Goyal, Honorary Secretary-FAITH.

Mr. Nakul Anand, Chairman-FAITH has written the following very strong letter to the Hon’ble Tourism Minister reiterating the demands of all the ten associations of the tourism & hospitality industry.



Mr. Nakul Anand
Chairman-FAITH



Mr. Pronab Sarkar
President, IATO



Mr. Gurbaxish Singh Kohli
Vice President, FHRAI



Ms. Jyoti Mayal, President TAAI & Vice Chairperson-FAITH



Mr. Pradip Lulla
President, TAFI

INDIAN ASSOCIATIONS OF TOUR OPERATORS (IATO):

Mr. Pronab Sarkar, President, Indian Associations Of Tour Operators (IATO) has expressed his disappointment and mentioned “We have been completely disappointed by government’s lack of empathy for the suffering of tourism sector. This sector directly and indirectly employs about 4 crores people yet not a single word of solace for the sector in the entire five press conferences held by Hon’ble Finance Minister.

Tourism industry has borne the maximum brunt of this pandemic and an industry of the size of Rs. 18 lakh crore is on the brink of collapse. Tourism industry was the first, which was affected even before the lockdown in the month of February, when the international flights and visa got cancelled starting with

China, followed by Italy, Iran, Korea and then followed by all the countries. Lack of any mitigating announcement by the Finance Minister in the series of announcements made, only goes to show that government consider the entire sector not worthy of any attention. The government says take loans to pay salaries, by the way which business takes loans on interest for paying salaries, the loans are meant for expansion, when the business is not happening what will we expand. We had requested for financial support, refund of advance payments made to the airlines for air tickets, refund of advance payments made for luxury trains and wildlife safaris and all this funds stuck with the airlines, state government, abolishing GST, enhance SEIS to 10%, reducing VISA fee and several other measures all that would have made India an attractive inbound destination. The

neighbouring countries are already ahead of us in these measures and as and when inbound tourism starts we shall go down further in the wish list of travellers.

FEDERATION OF HOTEL & RESTAURANTS ASSOCIATIONS OF INDIA (FHRAI):

Mr Gurbaxish Singh Kohli, Vice President, Federation of Hotel & Restaurant Associations of India (FHRAI) and President, Hotel and Restaurant Association of Western India (HRAWI) said “We are in a state of shock because of the insensitivity shown by the Government! As always, the hospitality industry has been completely ignored. It’s almost as if our existence or imminent doom does not matter at all. The hospitality industry pledges its hotel rooms to the Government for accommodating the quarantined, we prepare and distribute



Mr. Amaresh Tiwari
Vice Chairman, ICPB



Mr. PP Khanna
President, ADTOI



Capt. Swadesh Kumar
President, ATOAI

lakhs of free meals to lakhs of people and we support the govt. whenever they call for us but unfortunately we do not even figure in their list of sectors that are in desperate need of help. We are very concerned how Tourism which was specifically mentioned by the PM in his address at the Red fort as one of the five pillars that drove the economy of the country was not featured as one of the pillars in his updated list in a recent address to the nation. We have made several representations to the Government informing it about the current state of our industry. We have clearly outlined the consequences in terms of the economic repercussions, the set back to tourism and hospitality and most importantly, about how it is and will affect the employment of the millions who depend on this sector directly and indirectly. The FHRAI calls for the Centre to pay immediate attention to hospitality and tourism which contributes almost 10 per cent to the GDP. We are immediately writing to the Hon. FM, the PMO and also the RBI again pleading for justice to be done to the hospitality and tourism industry”.

TRAVEL AGENTS ASSOCIATION OF INDIA (TAAD):

Ms. Jyoti Mayal President TAAI & Vice Chairperson-FAITH says “It is very sad that such a huge industry of travel tourism hospitality & aviation has not been mentioned even once in the entire bail-out package of our Finance Minister. We are going to see a lot of unemployment & businesses getting shut. We understand that the PMs focus on better infrastructure & for the underprivileged but what is the use of infrastructure if the industry only doesn’t survive ? What is the use of reduction in gst tcs TDS for a couple of months if there is not going to be any business ? Unless we get a survival package as requested for there is not going to be a thrust in revival for our members. We were also looking for ease of transacting business which doesn’t cost the government

anything. The government has left us nirbhar on ourselves.”

TRAVEL AGENTS FEDERATION OF INDIA (TAFI):

Mr. Pradip Lulla President, Travel Agents Federation of India (TAFI) says “It’s a big disappointment that in the huge bailout package of 20lakh crores the travel and tourism We sector has received no stimulus or positive cash flow solutions as we are the most vulnerable with zero business .As 10% GDP contributors and paying taxes for all these years we have been left on our own to weather the storm.”

INDIA CONVENTION PROMOTION BUREAU (ICPB):

Mr. Amaresh Tiwari, Vice Chairman, India Convention Promotion Bureau (ICPB) reiterates the MICE industry’s immediate demands as follows:

- Allow us to open Meetings and Conference Venues both hotel and standalone venue. MICE Participants and Gathering are two different things. MICE is having its standard, guidelines and adhere to all rules and regulations of safety & hygiene.
- Creation of India MICE fund under ICPB to market and promote MICE under Champion Sector Schemes of Ministry of Commerce and Ministry of Tourism.

ASSOCIATION OF DOMESTIC TOUR OPERATORS ASSOCIATION (ADTOI):

Mr. PP Khanna, President, Association of Domestic Tour Operators Association (ADTOI) said that there is no cash flow at all in the domestic tourism and it has not been supported at all. Travel within the country may slightly ease up post lockdown but will be highly restricted due to fear of travel among elders & children, social distancing norms, corporate travel freeze and the closure of the holiday season but will be highly restricted due

to fear of travel among elders & children, social distancing norms, corporate travel freeze and the closure of the holiday season impacting all adventure, heritage, spiritual, cruise and niche tourism segments.

ADVENTURE TOUR OPERATORS ASSOCIATION OF INDIA (ATOAI):

Capt. Swadesh Kumar, President - Adventure Tour Operators Association of India said “Today the tourism industry is numb and we do not know which direction we should move and what is next.

“All of us in the tourism fraternity, especially the adventure tourism industry, have been anxiously waiting for some financial benefits and relief measures to save our industry in the current situation from the Hon’ble Finance Minister, but to our total dismay, no such announcements came to support us.

“This industry is scattered across the country, even in small towns, where people completely depend on adventure tourism activities for their livelihood. For example, in Leh, Ladakh, there are more than 5000 taxis and more than 3000 motorbikes which are presently vacant and waiting for the business to restart. Similarly, a large number of Home Stays across the country have no business at present and are struggling for their survival. As per our estimate, it will take at least six months of time to restart the operations and they all need support at this crucial period.”

INDIAN TOURIST TRANSPORTERS ASSOCIATION (ITTA):

Mr. Satish Sehrawat, President, Indian Tourist Transporters Association (ITTA) says that the tourist taxi operators have not been able to pay the EMIs of the vehicles they own in the absence of cash flow. Also they have not been able to pay the salaries to their drivers.

ITDC gears up to provide up to 2000 free meals for the health professionals and other needy people amidst coronavirus outbreak

India Tourism Development Corporation (ITDC), a public sector undertaking under the aegis of the Ministry of Tourism has geared up to provide up to 2000 cooked and packed meals every day during Lock Down Period for the health workers of government hospitals (AIIMS & RML) in the state capital as well as to other needy people through Local administration. Food is being cooked in the kitchen of ITDC's Flagship Hotel "The Ashok".

Hon'ble Minister of State for Tourism and Culture (IC) Shri. Prahlad Singh Patel said, "These are testing times which all of us are going through. The Government has been doing an exceptional job and we stand in solidarity with them to overcome the pandemic which is impacting millions of lives and countries across the globe. **As Hon'ble Prime Minister Narendra Modi** calls

for the nation to work hand in hand, ITDC in a humble move will provide upto 2000 meals per day to the healthcare professionals and other needy people as part of CSR activity. Everything we do today combats the massive challenge that we are facing as a nation and as a world."

He further added that ITDC will continue to work with all the stakeholders to aid the community at large. First batch of 500 cooked and packed meals was provided to Ram Manohar Lohia Hospital New Delhi on 1st of April 2020.



The chef performed food carving to pay homage to the healthcare workers The Ashok, New Delhi (A flagship property of ITDC)

As COVID-19 continues to impact communities across the world, Jitender Singh, Chef at The Ashok, New Delhi (a flagship property of ITDC) using the technique of food-art, expressed gratitude and thanked the corona warriors who are fighting the deadly virus on the frontline. The Chef said, "I wish to express my gratitude to the superheroes, who have selflessly and tirelessly gone beyond their call of duty to protect us - these individuals personify bravery, courage, and sacrifice." ITDC has been providing up to 2000 meals per day to the healthcare professionals and other needy people as part of its CSR activity.



ITDC Commences Training on Health Protocols Amid Intensive Preparations for Re-Opening of its Hotels



ITDC has remained active in a spate of upbeat activities since March 2020 to support the fight against COVID -19.

Preparing to restart business amid a new perspective and a new vision, ITDC is committed to placing health and safety on top priority, while retaining traditional hospitality. The Corporation is forming a Health and Safety Advisory Board with leading doctors as mentors.

The entire post-COVID initiative is a 360 degree amalgamation of SOPs, HACCP and FSSAI codes, technology, training, medical expertise and strict protocols.

Mr. G. Kamala Vardhana Rao, C&MD, ITDC, who is stringently monitoring and guiding the activities says, "The aim is to instill a feeling of reassurance and well-being in the minds of our patrons. Our initiative will be based on international benchmarking and

be imbued with our deepest concern for our guests."

A rigorous training intervention on health and safety protocols has been formally inaugurated by C&MD, ITDC at the flagship property, The Ashok, on 22.05.2020. The first phase covering each specific function will be completed within a fortnight. An empowered and re-oriented work-force, and completely safe hotels are ready to welcome visitors. ITDC is moving ahead!

ITDC proposes to offer quarantine facility to support Mission Vande Bharat



India Tourism Development Corporation (ITDC), a public sector undertaking, under the aegis of the Ministry of Tourism has offered to support Mission Vande Bharat, the massive repatriation operation by the Indian government to bring back stranded Indians from different parts of the world in the wake of the coronavirus crisis.

In an effort to support the government address mass quarantine issue for the evacuees, Hotel Samrat, Chanakyapuri, operational under ITDC has proposed to offer 50 rooms at a special rate for those coming from abroad who have to undergo a mandatory self-quarantine. The hotel is taking all required measures to sanitize the facility as per the guidelines issued by the Ministry of Health and Family Welfare. **Sharing details, Piyush Tiwari, Director (Commercial & Marketing), ITDC said,** “Standing in support with the nation in this time of unprecedented crisis, we intend to offer support and care to the community. We have reached out to the govt. with a proposal to offer quarantine facility at one of ITDC’s run hotels at Chanakyapuri.”

Last month, ITDC also contributed a sum of INR.22.50 Lakhs towards PM-CARES and has been providing up to 2000 meals per day to the healthcare professionals and other needy people as part of its CSR activity.

ITDC observes Samrasta Divas; Preamble read at the digital gathering

India Tourism Development Corporation Ltd. (ITDC), a hospitality major under the aegis of the Ministry of Tourism, Govt. of India, following the social distancing guidelines, observed Samrasta Divas digitally on 14th April 2020. This Divas marks the birth of Dr. BR Ambedkar, an Indian jurist, economist, politician and social reformer. Celebrating his 129th birthday and revering him as one of the

architects of the Indian Constitution, the Preamble was read by Shri G Kamala Vardhana Rao (Chairman & Managing Director), ITDC in the presence of Directors and other senior officials of ITDC over an online meeting.

The occasion reiterated the impending need to follow the tenets of the constitution in its true letter and spirit.

Tourism to pick up by year end: Survey

Domestic & short haul overseas markets to recover first, says Thomas Cook, SOTC poll

The coronavirus pandemic and the lockdowns have delivered a body blow to tourism industry. A recent survey should bring some long-awaited cheer.



Bhutan is one of the preferred destinations for Indian tourists looking to travel post pandemic

A survey conducted by leading travel companies, Thomas Cook and SOTC jointly, suggests that Indians could begin to travel as early as November, with short-haul international destinations competing with the Himalayas and coastal areas of south India for the first visit that travellers may take after the pandemic. The survey found that 14 pc respondents indicated that they are likely to travel in 2020 once restrictions were lifted. While 45 pc respondents preferred to defer their holiday to 2021 and as many as 41 pc were undecided. Of those planning to travel later this year, 29 pc said they could travel in November, while 50 pc opted for December.

“What we decided at Thomas Cook and SOTC was to conduct a survey broadly asking people what their perceptions were about travelling post the coronavirus pandemic or when it subsides. This was all based on when travelling was opening, what kind of holiday they were looking at, what kind of changes and destinations. We made sure that we only aren't getting responses from our customers so we circulated it amongst other non-customers as well,” **Abraham Alapatt, president & group head, Thomas Cook India, tells India Outbound.**

Nearly two-thirds of the respondents said they would prefer a domestic holiday in destinations such as Ladakh, Goa, North East or Kerala. Encouragingly for the outbound travel market, 36 pc of the respondents said they would prefer to travel overseas first. Over 40 pc said they would choose short haul destinations like Thailand, Singapore, Malaysia, Dubai, Abu Dhabi. Surprisingly, even long-haul destinations like Australia, New Zealand and the USA were not off-limits for the travellers. Europe, which



**Mr. Abraham Alapatt
President & Group Head
Thomas Cook India**

has had a very tough time curbing the spread of coronavirus, would still attract 38 pc of the respondents.

“The situation has improved in several countries around the world since the survey was done. Europe, for instance, is opening up and economy seems to be picking up again. In our

neighbourhood, most countries like Sri Lanka, Nepal or Bhutan don't seem to have many cases. In the Far East, China is already bouncing back and the situation is much better in many other countries like South Korea, Thailand or Malaysia. The good part is that since we administered it, the situation in many destinations is much better and we feel that the results of our survey would have been even more positive if it were done today,” **says Alapatt.**

The tourism and hospitality industries are amongst the worst hit due to coronavirus pandemic, not just in India, but indeed the world over. In India, the sector accounts for nearly 10 pc of the GDP and provides employment, directly or indirectly, to over 36 million persons across the nation.

The findings of the survey would be encouraging for the industry that is facing an existential crisis currently. “The good news for us is that a revival of tourism doesn't seem to be a distant reality to begin with. Also the fact that people are now yearning to get out of the confines of their homes. They are talking of very specific months for travel and they also know where they would like to go. So this is a big positive for all of us in the travel industry as we were getting ready for a 100 pc washout in 2020,” he says.

One key shift in travel post-pandemic is that the consumers would not mind paying a premium for health and safety. Safety ranks as the primary concern for 75 pc of the respondents; with 35 pc willing to increase their spend to ensure the same. As a result, the market could see some major shift as bigger brands could benefit from the focus on health and safety as 72 pc respondents preferred reputed brands across their journey - including tour operators and hotel chains. “The customers seem to be aware that safety is an important if not the most important issue and rather than negotiating the price or going in for lower budget, they are willing to actually pay a premium to be sure that the partner they go with follows all the safety norms as well as health and hygiene,” **Alapatt adds.**

The focus on safety is likely to translate into another change in travel patterns as respondents displayed a noticeable preference towards travelling in smaller groups, primarily due to issue of health and hygiene.

But the impact of the lockdown did come through in the survey when 67 pc of respondents said they would spend less than INR 100,000 per person on their next holiday, while 11 pc said that they would spend up to INR 200,000 per person.



INDIAN CHAMBER OF COMMERCE

COVID-19 impacts Indian Tourism & Hospitality Sector

Travel and tourism alone account for 9.2% of India's GDP (2018). The tourism sector generated 26.7 million jobs in 2018. The cascading effect of the coronavirus has been found to cripple the Indian tourism and hospitality industry at an astonishing pace.

The recently published statistics by Ministry of Tourism, Government of India has also corroborated the same concern as the Foreign Tourist Arrivals (FTA) has been found to be down by about 67% annually in the January-March quarter, while domestic tourists notched a much lower figure by about 40%.

FTA in February, 2020 has dropped by 9.3% month-on-month and 7% year-on-year, according to government data. In February 2020, there were 10.15 lakh FTAs, against 10.87 lakh in February 2019 and 11.18 lakh in January 2020. The situation is getting uglier as India has announced suspension of all tourist visas till April 15 in a bid to contain the spread of the virus.

The Archaeological Survey of India (ASI) has 3,691 sites registered with it, of which 38 are world heritage sites. As per information provided by the ASI, the total revenue from ticketed monuments was Rs. 247.89 crore in FY18, Rs. 302.34 in FY19 and Rs. 277.78 crore in FY20 (April-January). If the scenario fails to change by May, which is when domestic travel is at its peak because of the summer vacations, employment may then become a concern.

Disruption due to coronavirus could result in 18-20 per cent erosion of nationwide occupancy across the hospitality sector, and 12-14 per cent drop in average daily rates (ADRs) for the entire 2020. The hospitality sector is also likely to be impacted by large-scale cancellations and drop in room rates.

Most of the tourism companies afflicted by Coronavirus Pandemic are now anxiously looking for interim relief to pay EMIs, installments, taxes, and salaries to employees for at least six months. The Reserve Bank of India (RBI) already announced that all banks and NBFCs had been permitted to allow a moratorium of 3 months on repayment of term loans outstanding on March 1, 2020. The loan EMI payments will restart only once the moratorium time period of 3 months expires. Given the severity of damage, Indian Chamber of Commerce (ICC) thinks that Government should extend the time period to six months.

ICC also suggests six to nine months' moratorium on all principal and interest payments on loans and overdrafts, besides deferment of advance tax payments.

ICC would like to recommend a complete GST holiday for tourism, travel and hospitality industry for the next 12 months till the time the recovery happens.

The government announced Rs. 1.7 lakh crore relief package aimed at providing a safety net for those hit the hardest by the Covid-19 lockdown. Business fraternity thinks that this amount is largely insufficient and Government should consider increasing the relief package to at least Rs. 2.5 Lakh crore to ride over the Covid-19 crisis

Amid growing signs of trouble, ICC solicits RBI to take steps to ease the working capital crunch faced by the tourism industry in the wake of coronavirus outbreak. In this regard, ICC suggests the apex bank to facilitate faster clearance of banking credit related to Travel & Hospitality sector. TFCI also has a special role to play in this regard.

We will also recommend for interest reduction or subvention on term loans and working capital loans for Travel and Tourism industry

ICC also strongly recommend for removal of fees for any upcoming licenses, permits renewal, excise exemption (for liquor mainly) for the hospitality and travel industry across the country.

We will also urge the Ministry to provide funds from the MGNREGA scheme to support the salaries of employees in the industry.

On a long term perspective, the following measures may be suggested to be undertaken for revival of the Tourism & Hospitality Sector

After the impacts of Coronavirus pandemic subsides, the primary aim of all the stakeholders of the country would be to bring back the confidence of the tourists to visit India. In fact, in the long run, the country will have a competitive edge in this respect, since it has been least affected by the pandemic compared to other countries afflicted by Coronavirus. The Government and private stakeholders should very subtly publicise this newly acquired credibility for promoting our tourism sector. Government should allocate sufficient funds for organising Road shows and other promotional activities in prospective markets.

Government of India should tie up with healthcare accreditation bodies of foreign countries (like National Accreditation Board for Hospitals & Healthcare Providers (NABH) in India) to issue "Fitness Certificates" for visa purpose. Every tourist will have to procure this Certificate from the respective authority in his/her country to get visa. This Certificate

needs to be made mandatory to block any cross-border transfer of infectious diseases, like Coronavirus. Tourists visiting foreign countries will have to produce the 'Fitness Certificate' at the time of immigration formalities

The Government should focus highly on all type of safety and security measures for the tourists visiting various places of the country. Since global tourism fraternity will take some time to get settled after the aftermath of this pandemic, the sector per se should now focus more on domestic travellers. People would now feel more comfortable to travel within the country rather than going abroad. Alternative tourist spots should be developed and marketed properly within the country.

Since East and North Eastern States are comparatively in better position in terms of spread of Coronavirus, both Central and State Government of this region should emphasize on promoting and developing tourism attractions of this region. There are

lot of unexplored tourism options in North Eastern States. North Bengal is also having huge tourism potentials. Government should chalk out special plans to promote tourism in these areas.

ICC recommends set up of a "Travel & Tourism Stabilisation Fund" with direct benefit transfer to each unit to prevent financial loss and consequent job loss. Each unit suffering loss should claim equivalent subsidy to the Ministry help break even and avoid sacking of a single employee. The claim of each loss making unit would be verified by a concerned officer of the State Government and once verified the amount needs to be transferred to the account of the unit owner, on the undertaking that no employee is sacked. This fund could be drawn from the Direct Tax Contribution of this sector, supplemented by the Central Government. If this is not taken, we fear, that the economy which was already facing highest unemployment at around 8%, could slip into recession with unemployment

increasing further.

It is anticipated that this pandemic will entail huge job cut, especially for the unskilled workers. There should be some planning to absorb these newly unemployed workers in the tourism sector itself. Otherwise, this unemployment will create huge social unrest in other sectors of the economy. ICC thinks Government should employ them as "Tourism Police" in every state to take care of the safety and security of the tourists.

ICC also thinks that if a proper strategy action is chalked out and both Public and Private sectors work in camaraderie, in sync with this planning, the Tourism & Hospitality Sector would definitely spring back and provide much needed respite to the entire economy.

Issued on behalf of:
Dr. Rajeev Singh
Director General, Indian Chamber of Commerce

ACI, IATA outline roadmap for aviation industry restart

Airports Council International (ACI) World and the International Air Transport Association (IATA) have called on governments to ensure any new measures introduced for airports and airlines in the wake of COVID-19 are supported by scientific evidence and are consistent across the world. The aviation sector has been brought to a standstill and a balanced and effective restart and recovery depends on collaboration among the key participants in the global aviation ecosystem. ACI and IATA have jointly issued a paper laying out a pathway for restarting the aviation industry - Safely Restarting Aviation - ACI and IATA Joint Approach. ACI World director general Angela Gittens said, "There is currently no single measure that could mitigate all the risks of restarting air travel but we believe a globally-consistent, outcome-based approach represents the most effective way of balancing risk mitigation with the need to unlock economies and to

enable travel." **IATA's director general and CEO Alexandre de Juniac said,** "Our layered approach of measures recommended by airports and airlines safeguard public health while offering a practical approach for a gradual restart of operations. It is important to remember

that the risk of transmission on board is very low. And we are determined that aviation will not be a significant source of re-infection."



Minimum fare on Delhi-Mumbai route set at Rs 3,500, maximum Rs 10,000 Says Shri Hardeep Singh Puri



Shri Hardeep Singh Puri, Hon'ble Union Minister for Civil Aviation addressing a press conference on issues related to the civil aviation

Union Minister for Civil Aviation Hardeep Singh Puri on Wednesday said that domestic civil aviation operations will resume in a calibrated manner from May 25, 2020. He further said that all airports and airlines are being informed to be ready for operations from Monday. Today, the civil aviation ministry issued Standard Operating Procedures (SOPs) for passenger movement which needs to be followed by airports, passengers and airlines. Puri is addressing a press conference on issues related to the civil aviation sector.

The Vande Bharat Mission has given us the confidence to restart operation amid Covid, says Puri

So far the mission has gone very well. We will be increasing operation as we go along Under lifeline UDAAN we have carried 9 lakh tonne cargo .

It represents an important segment post lockdown.

So far India has done well in managing the COVID crisis. Now we have realised that India has to open up.

All the stakeholders have cooperated in taking the decision of restarting domestic civil aviation in a calibrated manner

For travel between metro to metro one third of the approved summer schedule 2020 has been permitted

For travel between metro to non-metro, airlines are allowed to take their own decision Passengers status on Aarogya Setu will be obtained before check-in

Only one check-in bag will be allowed, no meal will be served inside the flight

Fares will be regulated and the number of flights will be increased gradually

All domestic routes divided in seven categories

Minimum fare on Delhi-Mumbai route will be Rs 3,500 and the maximum fare will be Rs 10,000. This amount excludes GST.

40% of the seats have to be sold at the midpoint of the band

States Will Have to Work in Tandem with Centre Once Indians from Abroad are Brought Back, Says Civil Aviation Minister Shri Hardeep Singh Puri

As India gears up to evacuate lakhs of stranded citizens in various countries by employing aircraft, military planes and naval warships, beginning Thursday, the central government has said that those in distress and in dire need of evacuation on emergency grounds will be given priority over others. The first two flights from the UAE to India will be from Abu Dhabi to Kochi and from Dubai to Kozhikode, considering the diaspora from Kerala witnessed a high number of applicants.

In an exclusive interview with Marya Shakil, Political Editor, CNN-News18, Civil Aviation Minister Hardeep Singh Puri talked about the challenges the government faces in undertaking probably the largest evacuation during peace time, the working balance between the states and the Centre, and the plan ahead to help the aviation industry bounce back once the nationwide lockdown comes to an end.

Excerpts from the interview:

Has the government chalked out a timeline for the evacuation process for those who have registered to be brought back?

We had a working hypothesis of about 1.9 million people initially who wanted to be brought back. We have a plan to bring back 14,800 people during the first week. The total number might seem like a conservative estimate, but it all depends on how the pandemic pattern unfolds across the world. The airports and all the logistics are in place. But there have been instances when some had registered earlier with us, wanting to come back, withdrew later on because of factors such as situation improvement or the idea of a mandatory quarantine once they are brought back. There have been some other challenges like with some countries, they have refused to take back anyone other than those of their nationality.

How involved are the states with the plan and how do they wish to go forward with this?

We can only help to bring the people stranded and once we do, the states also will have to work in tandem with us so that they have the facilities ready to safeguard the citizens according to the guidelines. We will facilitate their arrival here and once we start doing it, after a couple days, the situation will be reviewed. We are in touch with the Ministry of External Affairs (MEA),

the authorised representatives from the states to ensure a smooth process.

Until now, only Air India has been involved in repatriation operations of citizens. Are there any plans to use the services of other private airlines soon?

We are starting with Air India and as I said, we will be open to the idea of private airlines helping out with evacuation as the situation evolves.

The implications of the coronavirus lockdown has affected all sectors. What is the government doing to help the aviation sector?

We are aware of the tremendous strain on the civil aviation sector. An estimated 2,50,000 people are directly or indirectly employed by civil aviation industry. The issue of fares, taxation and turbine fuel charges are also involved. The government will be a good sounding board for it and will extend help as much as

possible. We have reached out to the finance ministry and have been talking to the airline companies, and will try and help them so that there's minimum damage.

As the country comes out of the lockdown, how will we see the airline operations resumed?

We were one of the first countries to bring in lockdown and have been very strict with it too. We will have to re start operations sooner than later. Domestic flights will have to be re started in a calibrated and gradual manner. It's the same problem for every transportation ministry, be it Metro, Local trains or Indian Railways. But we will probably start with 25% of flights after careful consideration of the zones they are marked under, then observe the situation before restarting some more flights in other regions.

Once the lockdown ends, we might see airlines increasing the fares. Is the government looking at capping them?

We have always been a very customer friendly country. But having said that, we have to ensure that once the restrictions end, the airlines maintain the fare structure for passengers. We will look into all those aspects once the situation improves.



WINGS INDIA 2020 takes off at Begumpet Airport, Hyderabad



Shri Arvind Singh - IAS, Chairman, AAI inaugurated AAI stall at Wings India 2020 -Asia's largest civil aviation event at Begumpet Airport, Hyderabad in presence of Shri Anuj Aggarwal, Member (HR), Shri I. N. Murthy, Member (Operations), AAI and senior AAI officials

Shri K.T Rama Rao, Hon'ble Minister for Industries & Commerce, Government of Telangana inaugurated "Wings India 2020", Asia's largest civil aviation event today at Begumpet Airport, Hyderabad in presence of Shri M K Rao, Hon'ble Minister of Civil Aviation, Puducherry, Shri Arvind Singh, Chairman, AAI and Smt Usha Padhee, Joint Secretary, Minister of Civil Aviation, GoI. The international event is jointly organized by Ministry of Civil Aviation, Govt. of India, AAI and FICCI with participation from top leaders, special invitees, foreign ministers for civil aviation and global CEOs, suppliers, strategic partners, organizations and the media.

The event consists of Exhibitions, Conference, Roundtables, Ministerial Plenary, CEO's Forum, Panel Discussions, Static Display and Media Conferences. While delivering the welcome address,

Chairman AAI thanked all the participants for attending the event in good manners. He also stated that Indian Civil Aviation plays a key role in connecting Indians to the remotest corner of the country and to the world. Indian Aviation Sector will be the epicenter of the growth trajectory and will present a gamut of operations and challenges.

Airports Authority of India is one of the organizers of the event and is also participating in the event by showcasing infrastructure developments and pioneering initiatives in the field of Civil Aviation Sector through a pavilion. AAI's stall at the event is exhibiting its various technologies and offerings like GPS - aided Geo - Augmented Navigation (GAGAN), Futuristic Telecommunications Infrastructure (FTI), Airport Collaborative Decision Making (A-CDM), Space Based ADS-B and SkyBooks360 etc. Other than

sowing various milestones of AAI, the stall features an ATC Tower with simulators, offering the feel of ATCO work station. Shri Arvind Singh, Chairman, AAI inaugurated the stall in presence of Shri Anuj Aggarwal, Member (HR), Shri I. N. Murthy, Member (Operations), AAI and Senior officials of AAI.

During the day, Chairman AAI also chaired a panel discussion on the topic Capacity Building: Airlines & Airports along with senior officials of Aircraft manufactures & CEOs from across the aviation sector. The session was focused on the need for more airports, developments & modernization of existing infra. During the panel discussion, Shri Singh said, "Given the exponential increase in traffic demand, AAI is upgrading capacity of existing airports and building new airport infrastructure. In order to cater to growing demand, second airports are being planned at Mumbai,



AAI stall at Wings India 2020

Delhi, Ahmedabad, Goa, Patna, Pune, Chennai and Vishakhapatnam.” Chairman AAI had a fruitful meeting with Shri. M K Rao, Hon’ble Minister

of Civil Aviation, Puducherry regarding development and upgradation of Puducherry Airport. Shri Rao discussed about upgrading the airport for IFR operations which will enable Puducherry Airport for all weather operations.

Earlier in the day, Chairman, AAI formally launched the construction work of Civil Aviation Research Organization (CARO) Complex at Begumpet Airport, Hyderabad. Spread over 27 acres the institution will cater to growing needs of Air Navigation, Airport & Engineering Research. It will be a global research platform for the world aviation community by facilitating in-house collaborative R&D to offer innovative solutions to problems faced by Civil Aviation.

‘Wings India 2020’- a four-day event themed: “Flying for All” is an international platform focused on new business acquisition, investments, policy formation and regional connectivity in civil aviation industry.

Shri K. Vinayak Rao takes over as Member (Finance) at Airports Authority of India

Shri K. Vinayak Rao, Indian Railways Accounts Service (IRAS) officer of 1987 batch has taken over the charge of Member (Finance) from 13th May, 2020 on the Board of the Airports Authority of India. Prior to this appointment, Shri Rao was serving as Member (Finance) in Delhi Development Authority (DDA).

As Member (Finance) of AAI, Shri K. Vinayak Rao will be the overall in-charge of Finance, Accounts and Financial operation of the organization. He will also be responsible for evolving, formulating policies and strategies related to entire gamut of finance operation, including resource mobilization and statutory compliances. Shri Rao will also play a leadership role and provide effective support in achieving sustained growth of the organization’s business.

During his tenure in Indian Railways,

he has served in various capacities in zonal railways, construction projects, and production units. He has worked as Executive Director (Finance Expenditure) in Railway Board (Ministry of Railways) from 2009 to 2014. He was also on the Board of Pipavav Railway Corporation Limited (PRCL) and Railway Energy Management Company (REMC) Ltd.

Apart from this, Shri Rao has a wide experience in power sector too as he has served as Member (Finance) in the erstwhile Maharashtra State Electricity Board and Director (Finance) in the four restructured companies from 2003- 2009. He played an instrumental role in restructuring of Maharashtra State Electricity Board (MSEB).

An alumnus of St Stephen’s College, Delhi, Shri K. Vinayak Rao holds a Master’s degree in Mathematics.



Emirates implements deep cleaning and disinfection, offers travellers added peace of mind

- Enhanced cleaning and disinfection on all aircraft from Dubai regardless of route
- Peace of mind on travel plans with fee waivers for booking changes



In response to the latest developments in the COVID-19 outbreak around the world, Emirates is taking extra steps that go above and beyond industry and regulatory requirements to safeguard passengers' health and comfort, and provide them with confidence and peace of mind when planning their travel.

Enhanced cleaning and disinfection

On all aircraft departing from its hub in Dubai, Emirates has implemented enhanced cleaning and complete disinfection of all cabins as a precaution. In line with the latest expert medical finding that the COVID-19 virus is primarily transmitted by touch, Emirates has placed its greatest focus on surface cleaning.

The airline uses an approved chemical that is proven to kill viruses and germs, leaves a long-lasting protective coating against new contamination of viruses, bacteria and fungi on surfaces, and is eco-friendly.

The cleaning process includes a comprehensive wipe down of all surfaces – from windows, tray tables, seatback screens, armrests, seats, in-seat controls, panels, air vents and overhead lockers in the cabin, to lavatories, galleys and crew rest areas. All of this is done in addition to other normal procedures such as changing head rest covers on all seats, replacement of reading materials, vacuuming, and more.

To complete this thorough cleaning

process within an hour while the aircraft is preparing for its next mission, requires a team of 18 trained cleaners on a Boeing 777, and a team of 36 for an A380. In a 24-hour period on an average day, some 248 aircraft go through this process.

The airline has also posted a video of the enhanced aircraft cleaning process.

On any aircraft that were found to have transported a suspected or confirmed COVID-19 case, Emirates would go even further, and implement deep cleaning and disinfection in a process that takes between six to eight hours to complete. This includes the defogging of cabin interiors and misting with disinfectant across all soft furnishings, and replacement of seat covers and cushions in the affected area. The aircraft's HEPA cabin air filters will also be replaced.

All of Emirates' aircraft are fitted with HEPA cabin air filters which are proven to filter out 99.97% of viruses. They also remove dust, allergens and microbes from the air recirculated into the cabin and cockpit, which helps to provide a safer, healthier and more comfortable environment for the passengers and crew.

Peace of mind on travel plans

Emirates is also providing customers across its network added flexibility, choice, and value; with the ability to change their travel dates without change and reissuance

fees. Visit [emirates.com](https://www.emirates.com) for more details on the waiver.

Monitoring and response protocols

The safety and well-being of customers and employees is a topmost priority at Emirates. Since January, the airline has activated its contingency response team to monitor daily developments on the COVID-19 outbreak, maintain contact with all relevant health and regulatory authorities, and ensure the airline's response is current and appropriate.

Emirates continues to work closely with all its partners and industry stakeholders, to ensure travellers can continue their journeys with the assurance that their wellbeing and comfort remains at the forefront.

Helping loyal flyers retain tier status

Recognising that some of its members will be impacted by travel restrictions and flight reductions, Emirates Skywards is providing its Platinum, Gold and Silver members the ability to maintain their current status by fulfilling 80% of their tier travel requirements between 31 March and 30 June 2020. In addition, Skywards members booked to travel between 1 March and 30 June 2020 will be able to benefit from an additional 20% bonus Tier Miles.

For regular updates, travel notifications, and more details on the waiver, customers can visit [emirates.com](https://www.emirates.com).

Qatar Airways Cargo Operates Additional Air Freight Capacity to India using Passenger Aircraft

Airline will operate 19 weekly freight-only flights to destinations through India utilising Boeing 777-300ER and Boeing 787 Dreamliner aircraft



Qatar Airways Cargo, one of the world's leading air cargo carriers, is pleased to announce that it will be adding additional air freight capacity to and from India with the utilisation of passenger aircraft carrying freight-only from 1 April 2020*. These flights will be in addition to the cargo carrier's existing freighter services and have been introduced as a result of strong demand for Indian products such as pharmaceuticals and fresh produce.

The airline will operate freight-only passenger aircraft to Delhi (3 weekly

flights), Hyderabad (2 weekly flights), Bengaluru (3 weekly flights), Chennai (4 weekly flights), Mumbai (5 weekly flights), and Kolkata (2 weekly flights).

Qatar Airways Group Chief Executive, His Excellency Mr. Akbar Al Baker, said:

“We are pleased to add belly-hold cargo operations to India to supplement our existing freighter aircraft operations. We are thankful to the Indian Government for their flexibility in allowing Qatar Airways to continue supporting worldwide trade connectivity by utilising passenger aircraft to carry

freight only while passenger operations remain restricted. We continue to see strong demand for exports and imports, particularly the transportation of essential medical supplies manufactured in India that are pivotal to the global fight against the COVID-19 pandemic.”

The addition of these 19-weekly belly-hold services will see the airline's weekly cargo capacity to India grow from 2,900 to 3,300 tonnes. The belly-hold cargo flights will be operated on a turnaround basis without any cabin crew members or passengers on-board.

Aircraft type	Route*	Frequency	Start Date
B777-300ER	DOH-DEL-DOH	3 weekly flights	Wednesday, April 1, 2020
B777-300ER	DOH-HYD-DOH	2 weekly flights	Wednesday, April 1, 2020
B777-300ER	DOH-BLR-DOH	3 weekly flights	Wednesday, April 1, 2020
B777-300ER	DOH-MAA-DOH	4 weekly flights	Thursday, April 2, 2020
B777-300ER	DOH-BOM-DOH	5 weekly flights	Wednesday, April 1, 2020
B787-8	DOH-CCU-DOH	2 weekly flights	Wednesday, April 1, 2020

Qatar Airways Cargo utilises its full freighter fleet as per schedule and operates belly-hold cargo flights to destinations where possible. A full list of belly-hold

cargo destinations is available at <https://www.qatarairways.com/en/travel-alerts/COVID-19-update.html>

To check the most updated schedules, please visit <http://www.qrcargo.com/flightschedules>

CSMIA handles 1500 tonnes of COVID-19 supplies efficiently to states and remote areas

GVK MIAL managing Chhatrapati Shivaji Maharaj International Airport (CSMIA) has been working efficiently in providing vital support in transporting essential cargo. Mumbai air cargo is effectively supplying essentials to not only various states in the country but also to remote areas in India where they are facing challenges, during this crucial time.

CSMIA has necessitated the need of the hour and has transported 1500 tonnes of supplies such as PPE, masks, gloves, and Covid-19 diagnostic kits which have been operated by over 370 flights including scheduled freighters and non-scheduled charters. The essentials distributed to the states of Maharashtra, Gujarat, Chennai, Hyderabad as well as the remote areas of the country where these essentials are scarce.

Till now, CSMIA has transported a total

of 12000 tons of Pharma, 2700 tons of agro exports and 200 tonnes of live goats' export.

Furthermore, the air cargo at CSMIA has also witnessed approx. 240 ATM's of passenger aircraft which have been converted to freighters contributing 11% of the overall freight during the lockdown.

Despite transport constraints, CSMIA has processed a total of 30,000 tonnes of cargo which include 18,000 tonnes of export products and over 12,000 tonnes of imports. Mumbai air cargo has earmarked space of 4500sq.mt. approximately for processing the vast flow of imports.

Recently, CSMIA also set a record for the highest number of cargo movements witnessed at the airport during these difficult times of the pandemic and lockdown conditions. The airport registered admittance exports of 725

tonnes and received 501 tonnes of import additionally has made import delivery of 471 tonnes approximately; marking the highest number of imports and exports of cargo managed in a day despite limited resources amongst other challenges.

Furthermore, Mumbai air cargo has increased its staff capacity and allocated a roster to the operational staff. The cargo staff are ensuring that the directives issued by the Government of social distancing, regular sanitization, fumigation of facilities, cargo vehicles and cargo packages along with mandatory wearing of masks as well as gloves follow continuously.

In a bid to provide safety to the staff members, MIAL is providing transport arrangements, masks, gloves, PPE and sanitizers for the cargo staff. Thus, safeguarding and ensuring the wellbeing of the employees and its staff members.

Jalesh conducts webinar for 2000 travel industry professionals over ten days

Amid the nationwide lockdown over coronavirus, Jalesh Cruises organised a series of webinars for travel industry professionals. The event, spread across ten days, over two hours each, covered topics around the brand, the vessel, journey of the passenger, activities & itineraries, safety and precautionary measures during and post COVID 19 among others.

Jalesh Cruises took the opportunity to connect with its global audiences, narrating the testimony of India's rich heritage and culture. The webinar was attended by over 2000 participants from India, GCC countries across ten days.

During the course of the online event, discussions on market insights around the tourism industry were delivered by industry experts. There were also discussions around

the future, and opportunities which come along with Jalesh - KARNIKA India's First Multi-Destination Cruise line.

Jalesh was pleased to have the support of renowned attendees like Avinash Jadhav - Riya Travels; Dharmin Desai-Akbar Travels; Amit Jain - Gem Travels; Ishita Ghoshal - Zenith Holidays; Sanjoy Bose- Orchid Global present at the webinar.

At the webinar, the speaker **Mr. Faizan Ghadai - Business Development Manager at Jalesh Cruises alongside the PAN India Sales Team Managers' Mr. Ritesh Yadav, Mr. Yogesh Kothawde, Mr. Hrishikesh Kulkarni, Mr. Abhay Raj Singh, Mr. Harshwardhan Joshi, Ms. Shanta Soibam Jalesh** shared information about Jalesh Cruises, since its launch in April 2019 which has been uniting travellers with

the Incredible India Spirit.

As pioneers in creating cruise tourism in India for Indians, the Sales team connected with the audiences on the brand offerings, its ultra-premium comforts, and non-stop entertainment in the form of shows, thrilling adventure activities and exotic cuisines with international hospitality on the high sea.

The sessions were designed keeping the end customers' questions and perspectives in mind. The webinar showcased endless possibilities of Incredible India in the coming months and factors to be kept in mind while planning travel. The event ended with a quiz and Q&A discussion.

Jalesh's travel partners find Karnika vessel as one of the biggest opportunities that will intrigue a lot of customers in time.

Jalesh Cruises' Karnika refused entry at Mormugao Port, Goa



Mr. Jurgen Bailom
CEO & President
Jalesh Cruises

As a precautionary measure amid the growing concerns of COVID-19, Jalesh Cruises recognizes and respects the shutdown implemented to contain the spread of the pandemic across the country. However, recent news stating that Jalesh Cruises' ship Karnika has been refused entry at the Mormugao Port, Goa as it is believed to have arrived from Mauritius is misreported OR false. **This is to put on record, that the vessel KARNIKA arrived in Mumbai, India over a month ago i.e. Thursday, 12th March, from Dubai without any passengers, with 669 crew and has been in India ever since.**

Jalesh Cruises initiated conversation with the Goa Government to inquire about the possibility of coming to Goa so that the 100 odd Goan crew on board their ship may return to their family and their homes. They have yet to be informed of any decision taken in this regard.

Says Jurgen Bailom, CEO & President, Jalesh Cruises, "In light of the corona virus outbreak and safety of our passengers, the company has withheld seven trips since March this year. Our vessel currently has no passengers on board and to date, we have not had any case of the virus. Our crew on board (526 people) is practicing self-quarantine ever since they arrived and will do so until the lockdown ends."

The company enabled the return of 135 crew from Mumbai to their homes on 31st March after due diligence by the port authorities and after the BMC provided their own clearance as well.

8 crew (US citizens) returned to their home country by a flight organised by the US embassy.

All of them are in good health and will continue to be on self-quarantine until 14th April 2020.

Jalesh Cruises announces appointment of Vijay Kesavan as Director of Sales & Marketing



Jalesh Cruises, India's first premium cruiseliner, appointed Vijay Kesavan as Director of Sales & Marketing in March 2020. In his new role, he will be responsible for driving the company's sales and marketing strategy and expanding its presence in new markets.

Kesavan brings over 20 years of sales and leadership experience to Jalesh. Prior to this he was associated with organisations like Akbar Travels, Thomas Cook and Musafir.com. Vijay is a travel industry veteran and brings a wealth of experience from across the travel distribution chain. He has also earlier worked at companies like Indigo Airlines, Abacus International and Amadeus India.

Commenting on the appointment, **Mr. Jurgen Bailom, President & CEO, Jalesh Cruises, said,** "We welcome Vijay on board the Jalesh family. He brings with him a rich experience and we look forward to working alongside with him to take Jalesh to the next level".

Commenting on his new role, **Mr. Vijay Kesavan, Director of Sales & Marketing, Jalesh Cruises, said,** "I am truly honoured with my association with the first premium cruise liner in the country. Together, we will capture the next wave of growth for Jalesh. I look forward to the new challenges and great experiences the brand has to offer".

BMW Group India resumes local production at Plant Chennai

- Strict protocols for social distancing made mandatory.
- Strong measures for health, safety and sanitization implemented.



BMW Group India started operations at Plant Chennai today (7 May 2020) in accordance with guidelines issued by local authorities. Local production at the plant will be started with less than 50% of the regular workforce. All other employees will continue to work from home. Plant will resume its operations in a single shift. Depending on the pandemic situation

and government advisories, deployment of staff will be adjusted steadily.

BMW Plant Chennai has implemented several precautionary measures to create a safe working environment including remodelling of plant layout to ensure strict social distancing, individual protective gear for all employees, daily health check-ups, staggered lunch schedules, pre-packed meals and highest level of sanitization measures.

The National Sales Company and BMW

India Financial Services based out of BMW Group India headquarters in Gurugram will continue to work from home. BMW, MINI and BMW Motorrad Dealerships across the country will restart the operations in adherence to local government directives and advisories while maintaining necessary safety and hygiene measures.

Rudratej Singh

President & Chief Executive Officer

BMW Group India



BMW Group India, with profound sorrow, announces the demise of Mr. Rudratej Singh (46), President and Chief Executive Officer on 20 April 2020. The cause behind the sudden and unexpected demise is yet to be ascertained. Our prayers are with his family and loved ones during this difficult period. He will always be remembered as an inspiring and compassionate human being

Mr. Rudratej Singh joined BMW Group India on 1 August 2019. His transformational vision and strategic orientation played a crucial role in navigation of BMW Group India in a challenging business environment. His demise comes at a crucial junction when BMW Group India was in the midst of implementing strategic measures for strengthening the dealer network across India.

Mr. Arlindo Teixeira, Chief Financial Officer, BMW Group India has been appointed as the President (act.) in the interim.



EaseMyTrip pledges to fight against Covid-19

Create platform for donation to PM CARES Fund

#DonateKaroNa

Easy Trip Planners Limited (“EaseMyTrip”) one of the key online travel agencies in India has come forward to fight against the deadly covid-19 virus which is spreading across the country and effecting the health of thousands of Indians.

Last week, Prime Minister Modi had announced PM CARES Fund and has urged people from all walks of life to donate to India’s war against COVID-19.

EaseMyTrip (EMT) is giving opportunity to lakhs of its customers to participate & donate in the PM’s relief fund while booking air tickets in advance for the time period between May 2020 & January 2021 on company’s website, mobile site, android & iOS app. EMT has taken this initiative to strengthen

the Prime Minister’s vision towards fighting the pandemic of Covid-19 together.

The company has launched an optional promo-code: **PMCARES**, which customers can select while booking next air-ticket (of any date, airlines or sector). Once selected EaseMyTrip will donate entire convenience-fees (on average it’s Rs 618 per booking) along with additional Rs 100 to PM Cares Fund.

Presently, due to the outbreak of coronavirus and suspension of flights in the country, flight ticket prices are at an all-time low and the company is getting decent amount of footfalls on its website for air ticket bookings from May 2020 onwards.

Speaking on the launch of this unique scheme, Mr Rikant Pitti, Co-founder,

said, “As a responsible corporate we are very much concerned about the outbreak of CoronaVirus Pandemic in India and across the world. We wholeheartedly stand with the country in its fight against this virus outbreak and have launched the scheme for over Lakhs of customers to come forward and participate with us in this fight against Covid19 by donating towards the PM CARES Fund. As of now, we are getting a decent response from our customers who are presently booking advance air tickets from our website and we are confident that we will be able to donate substantial amount to PM CARES Fund.”

The customers can refer to the Terms & Conditions section on the company’s website for further details: <https://www.easemytrip.com/terms.html>

How Hotels and Private clubs can retain a brand recall amidst customers in times of COVID-19

(By Mr Rajesh Shetty, General Manager
The Acres Lifestyle Club & The Fern Residency)

The impact of the current COVID 19 pandemic on multiple industries is being noticed across the world. In the time of social distancing and home quarantine, travel and hospitality are among the worst impacted sectors! The hospitality industry is highly dependent on tourism which has borne the brunt of the current situation. This has led to multiple cancellations of room bookings, occasion celebration and even general dining, greatly impacting their revenues and raising concerns of possible layoffs post the pandemic crisis.

Private Lifestyle clubs, which offer F&B, activities and event venues, are mostly dependent on members and guests for revenue generation. The current lockdown has impacted not only the footfalls but also the rising cost of maintaining the expensive infrastructure without actual revenues coming in. It has also adversely impacted the members' lifestyles, who were used to a routine of working out or spending leisure time at the club.

However, once normalcy resumes, club members might want to resume their daily routine and may even do so more enthusiastically than ever. This could primarily be so in case of using the gym and working out, so as to get back in shape and make up for lost time and also to get back to socialising – one of the greatest deprivation in the lockdown. In order to address this



**Mr. Rajesh Shetty, General Manager
The Acres Lifestyle Club &
The Fern Residency**

influx, clubs would have to be prepared with the following measures:

The clubs will have to ensure

- the club building and facilities are sanitised and there are clear visual indicators of the same to reassure the members of the safety and reiterate the management's focus on the members' health and well-being
- they are ready to service their members like never before as they would be visiting the club after a long hiatus and thus need to have a great experience to keep their loyalty intact
- ensure there is no downtime of any

of the facilities as the tolerance levels for the same might be quite low. The members would be raring to use all the facilities available to the same extent as during normalcy or even more

During this downtime, it is also essential to continue to work on brand recall and maintain contact with patrons by sending out e-mailers and through digital medium with social awareness messages and informing them about the efforts taken up by the club. This would help brands to a) resume operations on a high note post the hiatus, and b) have adequate prospective sales in the pipeline to be able to weather the losses incurred.

The digital media is a big boon in the current situation, allowing businesses to stay in touch with their current consumers and lure in prospective customers too as most people are currently resorting to digital media for information and entertainment. Those businesses that can effectively use the same would definitely be able to reap its benefits in the near future once we approach normalcy!

As the markets and the economy finally come back to normalcy, hospitality, travel and private clubs will play an essential role in bringing people back together and share the sense of solidarity in these times of collective grief.

ITC Hotels takes leap in mitigating single use plastic

Exemplifies its commitment towards 'Responsible Luxury'

Taking forward its commitment towards '**Responsible Luxury**', as of 31st December ITC Hotels has mitigated usage of single use plastic from its operations, reinforcing ITC Hotels leadership yet again in pioneering sustainable initiatives. Complimentary bottled water from guest rooms, restaurants, and banqueting spaces have already been replaced with glass bottles as part of the sustainability initiative '**SunyaAqua**' (Zero-mile water). This is aimed at not only reducing the use of plastic bottles but also minimizing carbon footprint by installing bottling plants across all its hotels. In fact, ITC Hotels were the first to initiate this endeavour in 2012.

Furthermore, as a practice, all toiletries at ITC Hotels now come in biodegradable and environment friendly packaging. All laundered clothes are handed over to the guests in biodegradable wrapping material. With a view to maximise impact and strengthen awareness around **Reduce, Reuse, Recycle** among the guests, the company has created smart messaging on sustainable initiatives that accompany the laundry items. The Initiatives are in line with the ITC luxury hotels commitment to mitigate "single use plastic" usage. The **single use plastic** generated at the ITC Luxury Hotels were quantified - which was about **2.5 lakh kg/year**. The key contributors are **150 lakh water bottles, 15 lakh straws, 8 lakh stirrers, 8 lakh toothbrushes** and others.

ITC Hotels has identified and implemented product alternatives for

these items and successfully replaced plastic bottles with SunyaAqua bottled water, plastic stirrers with wooden stirrer, regular toothbrush with bamboo toothbrush; regular comb with bamboo comb and more.



Mr. Nakul Anand, Executive Director, ITC Ltd stated, "With a legacy of over two decades in implementing sustainable practices and 'Responsible Luxury' as the guiding premise, ITC Hotels has emerged as a pioneering force in the space of environmental sustainability. The endeavour to eliminate the use of single use plastic is aligned with ITC Hotels initiatives of reduction in energy consumption and waste management. We will continue to set ambitious goals for ourselves and be at the forefront in supporting the government in eliminating

use of single use plastic to the best of our ability.

The ITC's vision for planet positive is driven by the belief that "**businesses cannot succeed in societies that have failed.**"

ITC Hotels

With the enduring Namaste as the symbol of its brand experience, ITC Hotels is one of India's leading luxury hotel chains offering comprehensive hospitality solutions through more than 100 hotels in over 70 destinations in the country. Embodying 'Responsible Luxury' as its guiding premise, ITC's hotels integrates India's fine tradition of hospitality with globally benchmarked services to reflect the culture and ethos of each destination, through a collection of hotels. The brand features opulent accommodations, state-of-the-art business facilities, renowned signature cuisine and award-winning wellness experiences. ITC's hotel group operates under four distinct brands; '**ITC Hotel**' at the Luxury end, '**Welcomhotel**' in the 5-star segment, '**Fortune**' in the mid-market to upscale segment and '**WelcomHeritage**' in the heritage leisure segment. Each ITC luxury hotel is certified with a *LEED® Platinum rating for its endeavours towards green building, using processes that are environmentally responsible and resource-efficient.

For more information, visit www.itchotels.in

ASCOTT launches # stay with confidence at ASCOTT to care for guests staying at its serviced residences in India



Ms Supriya Malhotra, Area General Manager for ASCOTT

Capita Land's wholly owned lodging business unit, The Ascott Limited (Ascott), has introduced some key initiatives and safety measures across its serviced residences in India, to take care of its guests during the lockdown.

Ascott's current guests include expats based in India, those who are in Chennai for medical treatment and guests who are affected by border closures or city lockdowns due to COVID-19. Ascott has stepped up to provide a true home away from home, with the management rolling out various initiatives to keep the guests' and staff's morale high during this tough time.

- The 187-unit Somerset Green ways Chennai and 269-unit Citadines OMR Chennai feature standard rooms and suites with a fully equipped kitchen, allowing guests

to cook for themselves if they wish, or order from the in-room dining menu. The Guest Services team is providing grocery shopping services to help guests stay indoors and stay protected. Guests share their grocery list and one of our property staff will purchase the items and deliver to the guests' rooms. This ensures we have only one person stepping out of the property for essentials, instead of one guest from each occupied room having to step out.

- The team designed an innovative activity chart with recommendations of free mobile apps and web-based activities that guests can access during the lockdown. The posters are displayed in the elevators and common areas and feature links to online language classes, trivia games, yoga sessions etc. Guests may access

these platforms by simply scanning the QR code provided on the poster.

- The Guest Services team used their time effectively to upcycle old magnets to make vibrant new refrigerator magnets for the guestrooms. The magnets carry the message "Stay Home, Stay Ascott", brighten up the living space and also serve as souvenirs that guests can take home with them when they checkout.
- The management arranged for a mobile ATM to be parked at Ascott's properties for a day, for the benefit of our guests. Although ATMs in the city continue to operate, the mobile ATM helped guests stay within the safety of our properties and avoid violating the lockdown rules. Guests could access their bank accounts to withdraw cash in a hassle-free and safe manner.
- Easter, Tamil New Year / Vishu and Earth Hour was celebrated by decorating the lobby, to keep our guests in good spirits

In addition to levelling up on service standards, Ascott has also implemented the following precautionary safety and sanitation practices at its properties to ensure a high standard of care.

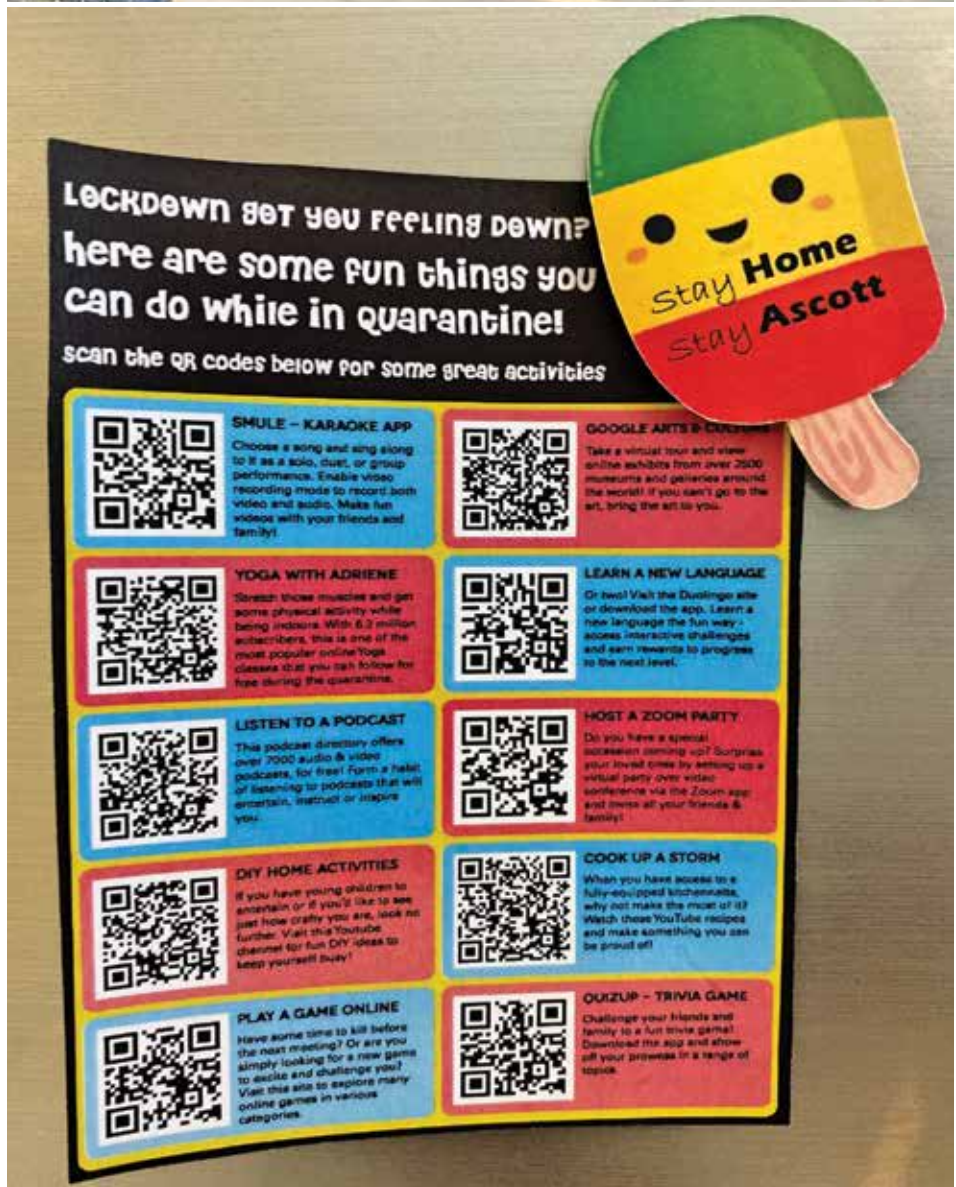
- Guests arriving at the property are required to sign a declaration detailing their travel history and health status
- All guests and staff are screened for fever, cold or cough before entering the property and symptomatic visitors are sent to the medical centre for further assessment

- Social distancing is followed at the property - guests are discouraged from gathering in groups in public areas
- Sanitizers are placed in convenient locations for guests and staff to access - front desk, lift lobby, cafeteria, staff corridor etc.
- All bed and bath linen are washed after every use and curtains are sent for wash and sanitization after every guest checkout
- Surfaces of frequent contact like lift buttons, doorknobs, reception desk etc. are sanitized hourly. Entire property is sanitized four times a day
- Posters and videos on coronavirus awareness and hand-washing techniques are displayed in the staff areas like lockers, cafeteria etc.

Ms. Supriya Malhotra, Area General Manager for Ascott, said:

“We currently have over 200 guests staying with us at Somerset Greenways Chennai and Citadines OMR Chennai, trusting us to take care of them. Throughout this challenging period, our resilient team has been working hard round-the-clock to ensure our properties are coronavirus-safe and that these guests are well taken care of. I am heartened to see the commitment shown by the India team and am certain that we will make it out of these challenging times.”

In India, Ascott owns and operates the 187-unit Somerset Greenways Chennai and 269-unit Citadines OMR Chennai. The international brand will extend its portfolio in India with Ascott Ireo City Gurugram and Citadines Paras Square Gurugram that are slated to open later this year while Citadines Calangute Goa and Citadines Candolim Goa are set to open in 2021 and 2022 respectively. In total, Ascott has a portfolio of seven properties across four cities with more than 1,200 units, making it the leading international serviced residence owner-operator in the country.



Radisson Hotel Group Lights up to spread Love and Hope



Clockwise from left: Radisson Blu MBD Noida, Radisson Blu Faridabad, Radisson Blu Amritsar, Radisson Blu Guwahati, Radisson Blu Resort Goa Cavelossim, lit up their façades as part of the group's #RadissonCares initiative



Mr. Zubin Saxena
Managing Director &
Vice President Operations South
Asia Radisson Hotel Group

Radisson Hotel Group recently announced #RadissonCares to show solidarity and continuous support for its guests, employees and community. The Group's hotels across the globe were encouraged to light up the facades of their hotels as a message of hope. In India, several of the group's 94 operating hotels came together to light up their facades in creative displays such as heart shapes, letter L-O-V-E and face masks.

"The wellbeing and safety of all our guests, team members and visitors remains our top priority. The thought behind the initiative was to show our love for the guests we miss and look forward to welcoming again, all the workers supporting us during these times and our team members," said **Zubin Saxena, Managing Director and Vice President Operations, South Asia at Radisson Hotel Group.**

RADISSON HOTEL GROUP

Radisson Hotel Group is one of the world's largest hotel groups with seven distinctive hotel brands, and more than 1,400 hotels in

operation and under development around the world. Radisson Hotel Group portfolio includes Radisson Collection, Radisson Blu, Radisson, Radisson RED, Park Plaza, Park Inn by Radisson and Country Inn & Suites by Radisson.

Radisson Rewards is our global rewards program that delivers unique and personalized ways to create memorable moments that matter to our guests. Radisson Rewards offers exceptional loyalty benefits for our guests, meeting planners, travel agents and business partners.

Radisson Meetings places its guests and their needs at the heart of its offer and treats every meeting or event as more than just a date on the calendar. Radisson Meetings is built around three strong service commitments: Personal, Professional and Memorable, while delivering on the brilliant basics and our signature Yes I Can! service spirit and being uniquely 100% Carbon Neutral.

More than 95,000 global team members work for Radisson Hotel Group and at the hotels licensed to operate in its systems.

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Situated at the centre of the business district in India's Maximum City, Radisson Mumbai Andheri MIDC is an upscale hotel offering a relaxing stay in the Andheri East suburb of Mumbai. Just minutes from Chhatrapati Shivaji International Airport and Andheri Railway station, it is an ideal destination for both business and leisure traveler.

Stay in one of the 111 contemporary guest room and two executive suites with stunning city view where not a single detail has been missed, our state-of-the-art facilities, to the exquisite dishes served in dining outlets including The Qebab Factory and Gallery Cafe - an all day dining global restaurant. Host meetings at the enchanted banquet spaces and revitalize at the spa.



WHERE BUSINESS *is a pleasure*

Comfort, care and ease-of-work with elegance, ambience & state-of-the-art amenities, our rooms are expertly tailored to suit the business traveller.

Relish the signature flavours from Gallery Cafe, or get your beverage on at the Coffee to Cocktails Bar. Our immensely popular in-house outlets already have the city swooning over it.

Outstanding facilities over 2660 sq. ft. with great natural & indoor lighting, relaxing pool view, as well as a dedicated pre-function space. Be it events, meetings, conferences or weddings, we host & cater a truly splendid fare.



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T +91 20 6698 1234
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First International 5 Star Brand of Radisson Hotel Group opening shortly in Bareilly - Uttar Pradesh.



Radisson Bareilly Airport
Unit of RMS Hotel's & Resort's India Pvt Ltd

RMS Hotels & Resorts (India) Private Limited, Mumbai is owned and managed by hospitality professionals, having vast experiences in the hospitality industry and tourism sector. My journey in the Hospitality industry started 20 years ago with K Raheja Group of Hotels (Mumbai) later to which moved to Starwood 'Le Royal Meridien' (Mumbai) International Airport, Hilton (Mumbai). Presently managing day to day operations of GHV Group of Hotels which includes Hyatt Place (Pune), Radisson Mumbai Andheri MIDC, The Fern Residency (Indore) and Hotel Bombay International.

During this enriching journey in the hospitality industry, I learnt that harnessing leadership of people & building a winning team plays a vital role which also became my forte and passion. RMS Hotels are delighted to sign the agreement with Radisson Hotel Group which is significant in many ways. Taking a step forward, Radisson Bareilly (Uttar Pradesh) which is an upcoming project of RMS Hotels & Resorts in one of the 100 smart cities of India will be exciting to take the tourism and hospitality business on the next level.



Mehttab Siddiqui
Chief Operating Officer
GHV Group of Hotels





Luxurious 70 rooms offering Executive & Presidential Suite



'Gallery Cafe' the global cuisine all day dining restaurant



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Fortune Hotels launches its safety and hygiene programme - 'Safe Stays At Fortune Hotels'

The chain has tied up with TQS Global to embark on Covid Secure Practices Protocol & QMS leading to ISO certification

Fortune Hotels, a member of ITC's hotel group, has announced the launch of 'Safe Stays At Fortune Hotels', a comprehensive safety and hygiene programme for guests and associates that revolves around a safety and hygiene protocol, from pre-arrival to check-out. This programme is set on 10 pillars of safety and hygiene that will be diligently implemented across its hotels as they re-open/ commence operations.

Aimed to provide a comfortable and positive experience to guests, this end-to-end program will comprehensively cover all the departments & sub-departments of hotels including the heart-of-the-house and the guest facing areas. It will also go beyond soft actionables and basic norms like wearing masks and social distancing and help in creation of robust safety and hygiene processes and practices across all its hotels.

The 'Safe Stays at Fortune Hotels' programme, comprises an all-encompassing protocol and best practice adherence around 10 key pillars namely- deep cleaned & sanitized rooms, safe public spaces, social distancing for hospitality, f&b hygiene and safe handling procedures, safe meetings, hygiene check stations, trained and sensitized staff members, hygiene code of conduct, emergency response protocol and no contact payments & bill settlements.

The process shall include implementation and certification towards Covid safety protocols and ISO 9001 which is a standard developed for the certification of Quality Management Systems (QMS) to enable effective system integration.

During the complete project, comprehensive implementation of CORE 19 (Covid Secure) Health &



Safety Management System will be accomplished with the aid of manifold tools both online and on ground. The program will consist of QMS Principles blended with Occupational Health and Safety Analysis Systems (OHSAS) guidelines and the 'Safe Stays At Fortune Hotels' protocol along with the stringent guidelines from the Indian and International bodies such as Ministry of Tourism, FSSAI, Codex, WHO, FAO and CDC. All Fortune hotels will undergo a phase wise implementation, training and certification exercise over the next few months.

Addressing the introduction of this initiative, **Samir MC, Managing Director, Fortune Park Hotels Ltd.** said: "The world is undergoing a vast change in the way we travel, stay and socialize. We realize that the Covid-19 outbreak will change the nature of holidaying and doing business altogether. This hygiene programme and certification are thus important steps forward towards re-defining our spaces and experiences

thereby creating a very safe, hygienic and stress-free environment for our guests."



Mr. Samir MC
Managing Director
Fortune Park Hotels Ltd

E – HOTELIER SUMMIT INDIA TO BE HELD ON JUNE 11TH AND 12TH, 2020

Virtual Hospitality Conference to Unite the Hospitality Sector of India



India's Leading Structured Networking Event **Hotelier Summit India (HSI-2020)** is all set to launch its first **VIRTUAL HOSPITALITY SUMMIT EDITION** to take place on **June 11th & 12th, 2020**, brought to you by **NGAGE Hospitality LLP and Noesis Capital Advisors**. Having organized 19 Editions of these Summits in **11 Different Countries and Engaging 1500+ Decisions Makers** from Hospitality Sector who includes Hotel Owners, Hotel Operators, Hotel Investors, Financial Institutions, Hotel Design Architects and Interior Designers, Hotel Project Consultant, Hotel vendors/suppliers and giving an opportunity of

Collaboration to 1000+ Hospitality Solutions Providers, arranging 20000+ Face-to-Face Meetings and Facilitating to close in deals worth 550M USD since 2012, Now it's Time to go Digital Way due to COVID-19 Outbreak and hence it is an Essential Piece of One's Marketing Strategy. The Virtual Summit Experience on the internet will bring together Industry Leaders to discuss the Unprecedented Economic Circumstances caused by the COVID-19 Outbreak and what the Industry can do collectively to rebuild confidence.

With COVID-19 sweeping across the globe, many companies in the hospitality industry are facing an unprecedented

threat. As we will combat the pandemic much better united than divided, we all need to come together to share ideas. This Virtual Summit will not only set a Great Example of what Industry Leaders can do by thinking in a bold and imaginative way but will also give an opportunity for Certain Solution Providers to have an interaction with their Buyers through **Intent-based Match Making** Powered by **Artificial Intelligence** enabled Networking App.

Noesis Capital Advisors has lined up a Stellar List of Speakers comprising of Top Executives from across the Hospitality industry in India and Worldwide. Topics on the agenda for Virtual Round Tables

and Virtual Panel Discussions will cover the Economics of Coronavirus, how to survive the greatest adversity of our time, Essential Leadership Behaviors needed in this kind of Crisis, the Outlook to Recovery, How to Capitalize on the upturn when it comes and the new post-COVID Reality and many more.

State of the Art Video Conferencing Technology will be used to bring Virtual Main-Stage Panel Sessions to an audience that is embedded in our Mobile Application. The Plenary Debates will be complemented by more focused Roundtables, drilling into the detail of specific subjects. People joining remotely will be able to ask questions and post comments in real-time, using a live chat facility.

Other popular Features at this Virtual Summit will also be replicated online, including Smart Face-to-Face Networking, which will give hotel owners a series of 30 minutes One-on-One Video Calls with the hotel vendors/suppliers who are providing innovative products and services which are relevant to post lockdown new normal hotel operations. These meeting matches will be made by Artificial Intelligence as per pre-briefed requirements of hotel owners on our web application. There will also be dedicated Virtual Exhibit area, where it will be possible to browse through vendors/suppliers booth Profile page and engage in a Live Video Conversation or Chat-based with a representative of the exhibitor.

“All governments across the globe are battling with COVID-19 pandemic, which has a staining impact on society and the economy. The Sectors that stand to suffer the most is Travel and Hospitality. We all understand that our world will never be the same again and the hospitality industry needs to adapt to new normal and to restore the faith of their customer by assuring them their safety. E - **HOTELIER SUMMIT INDIA** has invited prominent Industry Leaders and experts to come together to discuss the best solutions with a pragmatic approach to cope with the immediate crisis and to plan how to capitalize on the recovery when it comes”.

For more information visit www.hotelierseries.com

Accor draws €560m banking credit facility

Accor has more than €4bn of cash available. The group is seeing initial signs of business improvement

Accor has announced that it has signed an agreement with a consortium of 5 banks for a new €560m Revolving Credit Facility (RCF). The new credit facility has been underwritten by the following 5 banks: BNP Paribas, Crédit Agricole CIB, Crédit Industriel et Commercial, Natixis and Société Générale.

The new fully committed facility has a 12 months tenor, with two six-months extension options in the hands of Accor and has neither covenant nor restriction.

Accor is implementing the cash preservation plan already announced, namely:

- the suspension of share buyback programs;
- the withdrawal of the dividend in respect of 2019;
- the cost-saving measures implemented in end-March;
- the reduction of recurring investments;



- the suspension of external growth transactions.
- In this context, while operations are still challenging, the Group sees initial signs of business improvement. In France, the lockdown relaxation and the measures announced by the government to support tourism in the country are favourable

elements. RevPAR shows some recovery in China while the number of opened hotels in the world increases every day, in Asia and in Europe, notably in Germany. Accor has re-opened 250 hotels since end-April. To date, 42% of the Accor network is operating.

Hyatt announces layoffs across its global corporate functions to tide over crisis

Hyatt has taken numerous actions including reductions of company-wide expenditures, extended salary reductions for the senior leadership team and board of directors, and temporary work and/or pay reductions for all corporate colleagues



L eading hospitality chain, Hyatt has announced to implement layoffs and restructure roles across its global corporate functions, beginning June 1, 2020. Owing to prolonged travel ban and the expected slow pace of recovery, the hotel chain is forced to implement these measures in a bid to tide over crisis. These actions will impact around 1,300 colleagues around the world.

Since the start of the COVID-19 pandemic, Hyatt has taken numerous actions in an effort to meet the challenges the industry is facing including reductions of company-wide expenditures, extended salary reductions for the senior leadership team

and board of directors, and temporary work and/or pay reductions for all corporate colleagues.

Unfortunately, with increased visibility into the effect that the pandemic is having on the hospitality industry, it has become apparent that additional measures are necessary to meet this unprecedented challenge.

“COVID-19 has thrown our industry into unknown territory,” said **Mark Hoplamazian, President and Chief Executive Officer, Hyatt.** “While parting ways with our colleagues is excruciating, we must be sensitive to commercial realities so we can continue to fulfill

our purpose of care over the long term - through this pandemic and for what lies beyond. Our goal is to emerge from this crisis with strength, and ultimately position our business and our world-class teams for when the hospitality industry rebounds and when our guests and customers once again choose Hyatt.”

Laid off Hyatt colleagues will be eligible to receive severance pay, outplacement services, and benefits commensurate with their years of service. Colleagues experiencing pressing financial hardships may also seek financial support from the Hyatt Care Fund.

IHG Hotels & Resorts ramps up its hygiene quotient with Clean Promise initiative

While on-property, hotel teams will also appoint Clean Champions to continue building the culture of clean instilled in IHG hotels around the world

As the world adjusts to new travel norms and expectations, IHG® Hotels & Resorts is enhancing the experience for its hotel guests around the world, by redefining cleanliness and supporting guests' personal wellbeing throughout their stay.

Using new, science-led protocols and service measures, partnering with industry leading experts Cleveland Clinic, Ecolab and Diversey, and launching a global IHG Clean Promise, the strengthened measures will give guests greater confidence and hotel teams the protection needed.

IHG Way of Clean already includes deep cleaning with hospital-grade disinfectants, and going forward guests can expect to see evolved procedures in every area of the hotel, which may include:

RECEPTION: Reduced contact at check-in, touchless transactions, front-desk screens, sanitizer stations, sanitized key cards, paperless checkout.

GUEST ROOM: Visible verification of sanitized items (e.g., glassware, remote control), reduction of in-room furnishings/high-touch items, new laundry protocols, use of new technology

PUBLIC SPACES AND FACILITIES: Additional deep cleaning of high-touch surfaces, social distancing, "last cleaned" charts, best practices for pools, fitness centers and lounges.

FOOD & BEVERAGE: New standards and service approach to buffets, banquets, room service and catering.

IHG is working closely with a team of



medical experts at the world-renowned Cleveland Clinic to develop guidance and resources for hotel teams on returning to work and keeping guests safe in this new environment, which may include:

- Cleanliness information in hotels and on IHG's booking channels
- Social distancing operating procedures and signage
- Guidance on the use of protective equipment as necessary by hotel colleagues
- Updated colleague training and certification
- Availability of individual guest amenity cleaning kits

Hand sanitizer and disinfecting wipes available in guest rooms and at high-touch points throughout hotels.

While on-property, hotel teams will also appoint Clean Champions to continue building the culture of clean instilled in IHG hotels around the world. These

champions will focus on guests and colleagues as they navigate the new environment and help on-property teams to consistently deliver these elevated cleanliness standards.

Keith Barr, Chief Executive Officer, IHG, commented: "The future of travel may look different, but a safe, secure stay is fundamental to deliver True Hospitality - and that will never change. By combining IHG's world-class knowledge and processes, with cutting-edge expertise from Cleveland Clinic, Ecolab and Diversey, we can reassure guests and colleagues that we're focused on protecting their health and wellbeing. This includes looking at where technology can make a difference, deploying enhanced, highly visible and more frequent cleaning measures, and different approaches to food and beverage, all underpinned by our new IHG Clean Promise."



Uday Serenity Backwater Resort

Uday Serenity Backwater Resort is a luxury resort on the serene palm-fringed shores of the expansive Punnamada Lake, which is part of Vembanad Lake, the largest lake in Kerala. This is where the globally acclaimed water sports, Vallam Kali or snake-boat race, takes place.

The resort has got all creature comforts, with dedicated service personnel and elegant furnishings aesthetically

combining traditional charm with modern facilities. You will get an experience that you will cherish all your life cruising in a traditional Kettuvallam-style houseboat on the tranquil backwaters, with the wavelets lapping against your boat and the breeze soothing all your worries and seeping into your heart and soul. Traditional Kerala meals and all the popular global delicacies await your taste buds here.



Ayurveda Spa

Our spa is the perfect place to relax and unwind. You will enjoy our therapies, especially free foot massage for 15 minutes. Our Spa gives a feel of native and you will fully relax and enjoy your spa experience. You also have full access to our leisure club so if you are feeling active why not join for exercise class. You can leave the world behind as we take you to a journey of pure delight with one of our many relaxing spa treatments.



Weddings

Beach weddings, poolside weddings and themed weddings are a specialty at UDS Hotels. All our luxury properties offer the perfect romantic ambience, the culinary capabilities, the luxury accommodation, the wedding planning expertise, and the full bouquet of support services to make your dream day ever memorable.



Groups & Events

Impressive meeting and conferencing facilities complement the luxury offerings at UDS Hotels. Together - our enchanting destinations, lavish rooms, fine dining options, leisure facilities and professional in-house event managers – make each of our properties the choice venue for large conventions, board meetings, corporate and social events, weddings and incentive holidays.



Lake View Deluxe Rooms

Spacious with Lake Views, Lake View deluxe rooms are contemporary, featuring private balconies offering modern amenities including free wi-fi, additional space and stunning views.





Uday Samudra Leisure Beach Hotel & Spa

Uday Samudra Leisure Beach Hotel & Spa a 5 Star Beach Hotel is the only complete wellness resort in the International tourists destination, Kovalam. On to the beach, nestled in the palm groves is the luxury resort sought by tourist from India and overseas. UDS is a home away from home where you enjoy every moment to the fullest. It's an unforgettable experience at UDS which would be remembered

forever and one would love to revisit often.

The UDS's philosophy of combining the best elements of nature with the convenience of today's modern world, through exceptional standards of luxury, elegance and service, together with ISO 9001 - 2000 standards and impressive management tools, has created a powerful presence in the hospitality sector. The hotel, which features 225 Rooms, 5 Restaurants,





3 Swimming pools, 7 Banquet Halls, Ayurveda & Yoga Centre, Ocean Spa, Slim & Shape Naturopathy Centre, Beauty Studio, Health Club, Dental Clinic, is a luxury destination in its own right.

Uday Samudra Leisure Beach Hotel & Spa branded as UDS & its other properties are Uday Suites, the only four star Boutique Airport hotel in Trivandrum, Uday Sky kitchen & UdaySamudra Ayurveda & Yoga Beach Resort, UDS group is growing enormously in Indian Hospitality sector with its upcoming projects, Hotel & Convention Centre with 2500

seating capacity plus 190 rooms, Backwater resort in Alleppey at the famous backwaters of Kerala & Ayurveda Hill resort in Wagamon near Thekkady.

UDS has bagged many awards in the past which includes World Luxury Hotel Award for six consecutive year from 2010 onwards, Kerala State Tourism Award for Best 4 Star Hotel for the year 2009-10,2011-12,2012-13 &2013-14 also the, Kerala State Tourism Award for Best Tourism Product, from Dept. of Tourism, Government of Kerala.

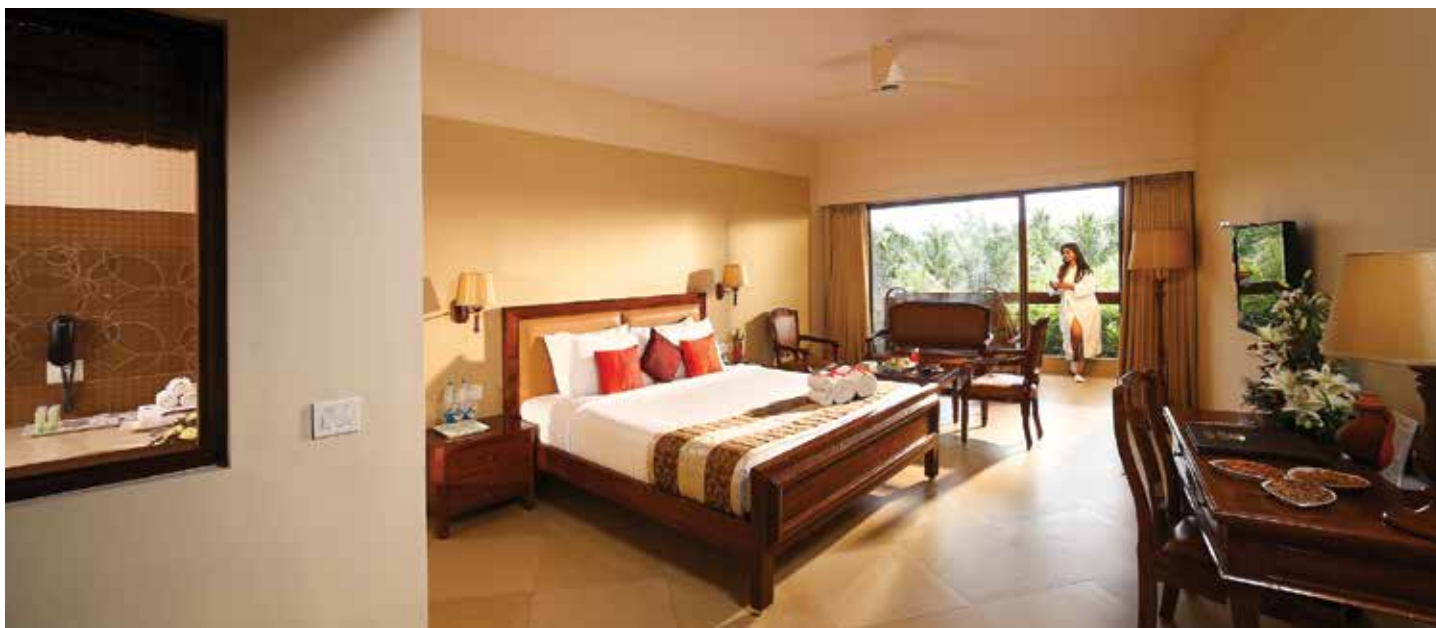




Uday Suites - The Airport Hotel

Uday Suites is the new addition to the World Luxury Hotel Award Winning Uday Samudra group. The majestic construction, the garden and the large pool creates a calm and idyllic ambiance. A perfect place to relax, the hotel is just 2 minutes drive from the airport domestic terminal and less than 10 minutes drive from the international terminal. Uday suites is located close to Shanghumugham beach, the stretch of beach where Trivandrumites take a break, relax and unwind in the evenings. Uday Suites has 45 rooms constructed in Three storeys,

arched to focus the magnificent pool. With 33 Exoctica Rooms and 12 Premium rooms, Uday Suites is the first airport hotel in Trivandrum. A 15 minutes drive is all it takes to reach the city from Uday Suites. An early morning walk along the beach, a warm up at our health club, a swim in the pool and indulging in a well laid out breakfast buffet is how you begin your day at Uday Suites. An ayurvedic massage later in the day rejuvenates and energizes. Ample silence to sit and read a novel, watch TV or the grand view of aircrafts taking off are the best time passes. We welcome you





to experience our warm hospitality, for a rest away from the rest.

LOCATION: Shankumugham Beach is a beach in Thiruvananthapuram district of Kerala, south India. The beach is on the western side of Thiruvananthapuram (Trivandrum) city and very near to Trivandrum International Airport & Domestic Airport. The vast stretch of white sand and the serene atmosphere, away from the crowd in the city, provide all the ingredients for relaxation and for spending an ideal evening. There is also a “Take Break Restaurant” run by UDS Group. Open-air theatre with car parking facilities.

ACCOMMODATION: In a building arched to centre a splendid pool, Uday Suites offers 45 rooms that spell luxury and class for a leisurely, hassle-free sojourn.

MYSTICA ROOMS: 33 beautifully appointed rooms with modern facilities, king size bed and private balconies make for a snug and peaceful stay.

IXORA ROOMS: The 12 Premium Rooms boast the added feature of a well-stocked mini bar and refrigerator. Put your feet up and relax.

FACILITIES: The modern stylish design of Uday Suites creates a dynamic blend of a resort and a business hotel, making it unique. Uday Suites helps achieve a business traveler’s dream - combining work and pleasure. Our Ayurveda Spa, health club and pool gives immense relaxation possibilities to a traveller. The Conference hall has a capacity to seat 180 in theatre style.

The multi-cuisine restaurant of Uday Suites offers and elaborate a la carte and buffet spreads for breakfast, lunch, dinner and special occasions. With a personalized service from our well trained staff, we make it a complete and memorable experience.

An early morning walk along the beach, a warm up at our health club, a swim in the pool and indulging in a well laid out breakfast buffet is an ideal way to kick start your day at Uday Suites. An ayurveda massage later in the day rejuvenates and energizes your body and soul. We welcome you to experience the genuine warmth of our hospitality at Uday Suites.



“UniAcco - Helping students to find appropriate accommodations without any additional cost”

UniAcco, is all set to become a leading global demand platform and the ultimate destination for any student who is actively seeking education in the UK, Australia or the USA

Based out of Mumbai, the main focus of this Prop-Tech start-up is to provide appropriate accommodations for International students without any additional cost, bundling it with free visa consultancy, Student loan and account opening by creating a cross border prop-tech platform. The platform has a unique feature where the student has the ability to compare with around 140 parameters to choose best suited student accommodation. Amid Covid-19 is spreading very rapidly company has taken various measures to ensure the safety of their employees.

HIGHLIGHTS:

1. **UniAcco** has taken various measures to fight from Covid-19.
2. **UniAcco** has announced Work from home facility for their employees and using special softwares to ensure work productivity.
3. “**UniAcco** - Helping students to find appropriate accommodations without any additional cost”

As Coronavirus is spreading faster all over the world and has created a very worst effect on the economy. The impacts of Covid-19 are very hazardous. In India more than 195 cases have been suspected and the no is increasing very rapidly. Many companies have closed the offices and while some of them have taken severe precautions to prevent their employees from getting affected. UniAcco has also taken effective precautions to maintain the health of their employees and using various **software to track the work of their employees from home.**



Mr. Amit Singh, Founder, UniAcco:

Technologies used by UniAcco to monitor their Employees work from home

UniAcco being a completely tech enabled company WFH for us has to be very well tracked and smooth to run our company efficiently.

For now they are using a set of combinations of 3 software .

1. **Slack** for internal communications and notifications
2. **Slite** for maintaining daily task/to do list as well as defined KRA's for the whole week.
3. **Google hangouts** for team Video

conferencing as well as screen sharing for different issues and monitoring.

4. **Fresh Sales** for lead management, calling, mailing etc

5. **What's app** for business

Action taken by UniAcco team to safeguard the health of its employees:

In response to the fast-spreading global pandemic of coronavirus disease 2019 (COVID-19) precipitated by SARS-CoV-2, UniAcco has decided to take steps to safeguard the health of its employees. UniAcco chose to educate its employees about the preventive measures to be considered for COVID-19, place hand-sanitizers at every corner of the office as well instruct the surfaces to be wiped clean by rubbing alcohol, and kits specially prepared for protection from the virus were distributed amongst the employees to ensure their safety. With the increasing number of positive cases of the illness, UniAcco decided to announce 'Work From Home' for all its

employees as that will not only ensure their safety but also help in avoiding the further spread of the virus. **Sayantan Biswas, the co-founder of UniAcco, responded to this pandemic saying** “Millennials should understand the gravity of the pandemic and take precautionary measures to curb it. I also urge other founders to do the same. “as well as **Amit Singh, the founder of UniAcco, said** “ Considering this ongoing pandemic as just another flu and can have dire consequences, taking every necessary precaution is a must and people must avoid unnecessary travelling.”

Harish Khatri Founder India Assist Insights Pvt Ltd

Mr. Harish Khatri is man behind the Conceptualization of India Assist which is all set to create its own niche in the tourism Industry through its innovative approach and service to address the security concerns of the foreign travelers.

Having been successfully involved

with sports and entertainment industry, Harish has a vast experience of 15 years in managing big ticket events. One of the founding member of GroupM ESP, he has also worked with IPL team Deccan Chargers at a key position, looking after their sponsorships. He is an avid reader and loves all kinds of sports.



Impact of Covid-19 on hospitality industry Gaurav Taneja, Corporate General Manager Amatra Hotels & Resorts

“This situation of crisis due to COVID 19 is a global emergency and has impacted several sectors across the spectrum. The current financial situation, is more dire than any of the challenges that happened in the past. This is a threat to the mankind. We are following all the government directives and safety protocols. We are also expecting that by next month we can witness some stability in this volatile market. I want to acknowledge all the team members who stand by us in this challenging phase. We believe this is the right time to focus on domestic travellers as all the budget which were allocated to international trips would be spent on domestic vacations by Indian travellers. This will create a strong demand for domestic tourism and may

also lead to new tourist hotspots in the country. At Amatra we always maintain high levels of hygiene and are currently coordinating with government agencies to follow all the necessary precautions. This generates the confidence among our guest to come back and break out of lock down situation, into another safe zone, which is home away from home. We are also advising all guests to follow the protocols laid out by the health ministry to ensure everyone’s safety,” said Mr. Gaurav Taneja, Corporate General Manager, Amatra Hotels & Resorts.



Serta Announces Its Entry Into Innovative Product Range In India – Launches Ergo Bed

Serta America's No.1 mattress brand, announces the launch of its most innovative product in the Indian Market with ERGO Bed. These beds come with an adjustable base mechanism and the mattresses are made of superior 5 Zone pin core latex with high-grade specifications for optimal body support and comfort.

Crafted in the sleek European design the Ergo bed with advanced and improved technology, allows you to choose your own style of comfort. The highly adjustable feature of the beds gives you the ability to switch your position to best suit your needs. With an easy push of a button, this bed will freely adjust to any position of activity you desire: you can dine on your bed, use your laptop, read comfortably, and lie down while watching TV, or simply relax and enjoy nice massages with different intensities and low levels of sound emissions.

Ergo beds are designed to provide a therapeutic experience. It features the one touch Zero-G technology. It will adjust your legs at a higher level than your heart, which will help to relieve pressure off of your lower back and promote better blood circulation. Because of their adjustable nature these bed frames also offers health benefits like improved healing while decreasing the risks of swollen joints, heartburn, and back pain. It also has a one - touch flat button. This will return the base to the flat position easily and quickly.

With this foundation, you get a wireless remote that allows you to easily raise and lower the head or foot of the mattress without having to deal with cords.

ERGO beds is the perfect amalgamation of design, comfort and technology. These beds are designed in a way that it can be well suited for any living space. Few of the bed foundations comes with the

interchangeable accessories like legs in various heights and finishes allows to customize the look and feel of the bed. The adjustable base of the bed can also be attached to any standard headboard and can be placed inside most bed frames. And it makes the bedroom set-up even simpler with its easy-to-use remote and tool-free home assembly.

The adjustable base and mattress can also be bought separately.

The product comes with the 20-years prorated warranty. Available at Serta flagship stores and other leading multi-brand outlets in the States of **Andhra Pradesh, Delhi, Gujarat, Haryana, Karnataka, Kerala, Maharashtra and Tamil Nadu.**

Price: INR 4,92,804 + GST (For King Size bed i.e. 180 x 200 cm, Adjustable bed Mechanism and 5 Zone pin core latex mattress).



HOTEL SAHARA STAR GIVES BACK TO THE SOCIETY

This Global Pandemic has surely impacted one and all across the world and at Sahara Star, we feel responsible for helping our community and team in every possible manner.

Hotel Sahara Star and its team came forward to contribute to the mission by donating essential commodities like sanitizers, toiletries, towels, masks, gloves, housekeeping supplies to the Quarantine Center of the Seven Hills Hospital for 100 rooms and more. Joining hands with the BMC Department, KE Ward Assistant Commissioner Mr. Prashant Sapkale, we aim at making all the efforts to come out healthy & happy as a nation.

Sahara Star has also dedicated its fleet of cars to the BMC department, KE ward during this critical period and is used by them as and when needed for doctors, nurses and other first responders.

Secondly, Hotel Sahara Star and team also boosted the immunity and morale of the ones working constantly on the ground by giving immunity-boosting Vitamin C supplements to the 100 plus Police force at the Airport Zone Police Department. We have also empowered personnel from 7 police stations right across from BKC



till Sahar Police Station (t2) with thermal temperature guns, which will make sure that they can keep a check on themselves too while fighting a war against the virus.

Taking care of our Team Members at this stage is also an important part along with giving back to the society so at Hotel Sahara Star we appreciate our Heroes and we chose to make their lives easy by making Farm Fresh Vegetables and other Groceries available here at Hotel Sahara

Star at our in-house Free of cost Farmer's Market. Our small bit to keep the morale high and ensure we take the best care of their well-being and health.

With these small steps, we would like to do our bit for society and help fight this pandemic together. We at Hotel Sahara Star urge people to stay safe and stay indoors so that we can win this fight against COVID-19 together.





Meluha-The Fern, 5 Star eco-friendly hotel, located at the Hiranandani Gardens, Powai, Mumbai. The hotel offers 141 well appointed guest rooms and suites, multiple restaurants, a bar, extensive meeting and conference facilities, a full service spa and a fitness centre. The extensive meeting and conference facilities at the hotel can accommodate up to 500 pax in theatre style.

With easy access to the entertainment, shopping and recreation centres of Mumbai. Meluha-The Fern is well equipped to meet all the needs of business and leisure travellers.

LOCATION: Meluha The Fern - is strategically located at Hiranandani Gardens, Powai. 8 Kilometres from International Airport and 10 kilometres from Domestic Airport.

SERVICES & FACILITIES (replace Hotel service with Services and Facilities)

Travel Desk
Baby sitting Service

- Wireless broadband internet
- Foreign Exchange
- Doctor on call
- Valet Parking Service on site
- Full service Business Centre
- Extensive banqueting facilities
- Express check -in/check -out
- Non Smoking rooms
- 24 hour In Room Dining
- 24 hours Laundry and Dry Cleaning service
- 24 hour Concierge service
- Wake up calls

GUEST ROOM FACILITIES

- 42-inch Television with cable connection
 - Tea /Coffee making facilities
 - Refrigerated Minibar
 - Energy Saver
 - Magnifying Mirrors
 - Iron and Ironing Board on request
 - Digital safe lockers
 - High speed broadband wireless internet
 - Bottled water
 - Hair Dryer
 - Adaptors
- PLACES OF INTREST**
- Gateway of India
 - Prince of Wales Museum
 - Film City`
 - Elephanta and Kanhori Caves
 - Aarey Milk Colony

MEETING & BANQUETING FACILITIES

Paragon I, II, III

U Shape	Round Table	Theater Style	Class Room
70-80 Pax	70-80 Pax	125-135 Pax	275-300 Pax

DINING

Tiara: All day dining cafe serving Indian and International cuisine
Cesky: Speciality grill restaurant.

TIARA-All day dining area serving multi cuisine buffet spread for breakfast, lunch, dinner and also a midnight spread apart from a sumptuous a`la carte menu featuring an array of dishes from all across the globe. And the Bar offers a large selection of premium wines, juices and smoothies.

CESKY BY CHRISTIAN CILIA: A trend setting modern European cuisine restaurant at Meluha, The Fern, An Ecotel Hotel offers you a chance at perhaps the most delectable and diverse culinary creations ever. Cesky's master chef, Christian Cilia, delivers a perfect blend of flavour and balance in a special 7 course degustation set menu. Just for you

MEETING & BANQUETING: PARAGON - Ensuring optimum comfort and efficiency without compromising on the smoothness with which your business meets are conducted. Our spacious Conference area, equipped with State-of-the art facilities equipped to successfully conduct your corporate events, is the ideal location for seminars and conferences.

ACCOMMODATION

- WINTERGREEN ROOMS** with choice of double and twin rooms
- HAZEL SUITES** with king size bed and cozy seating area
- THE FERN CLUB ROOM** with 2-room area and king size bed and access to Exclusive Fern Club Floor offering complimentary breakfast, evening snacks and beverages
- THE FERN CLUB SUITES** with living room and master bedroom and access to Exclusive Fern Club Floor offering complimentary breakfast, evening snacks and beverages
- PRESIDENTIAL SUITES** A state of art 3 room suite with living rooms, master bedroom, attached bar, King size bed, and Executive lounge access. It's all about style with luxury.



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The Fern Hotels & Resorts ramps up its hygiene and safety protocols with Staygiene

The new guidelines and procedures would be continuously evolving and be subject to change or modifications, as directed by circumstances and the local authorities.

The Fern Hotels & Resorts has unveiled its new hygiene and safety programme, Staygiene. The organisation has implemented these hygiene and safety measures across all its Fern and Beacon hotels, based on the directives received from the Ministry of Health and Family Welfare, FSSAI and the local government authorities.

subject to change or modifications, as directed by circumstances and the local authorities.

The hotel chain has documented all the guidelines and protective measures to ensure the safety of its guests as well as employees. Some of the new operating procedures (OP) for the employees include daily temperature checks, regular

before check-in, e-version of reservation confirmation voucher are some of the new OP's to ensure minimal guest interaction during check in.

Right from the time the guest is picked up from the airport, utmost care will be taken while transporting the guests. All hotel cars will be sanitized before and after every use, only two guests will be allowed per car and chauffeurs will be equipped with protective gear at all times.

Precautionary measures for guests include checking of prior travel history, regular temperature checks during stay, health check protocols, disinfecting luggage etc.

The new OP's also ensures to maintain the hygiene levels of the hotel spaces. The lobb floor will have clear demarcation at the reception for social distancing. All guest touch-points in public areas will be cleaned continuously using leading sanitizers and disinfectant products like Diversey. Correctly formulated hand sanitizers will be placed in all the public areas.

To ensure that the guest feel safe inside the room, enhanced cleaning protocols have been formulated for all rooms prior to and after each guest's stay. All room and bathroom surfaces, floorings and high guest touch-points will be cleaned and disinfected daily. Moreover, all guest rooms will be rested for a mandatory minimum period before being allocated to the next guest. All room linen and guest laundry treated using enhanced wash cycles and approved chemicals to provide added safety for guests and all laundry services will be contact less.

"We want to inform our guests that we are doing everything in our control to safeguard the health of our guests and our employees. We promise our thoughtful hospitality to each and every guest with utmost care, one we open our hotels," **Suhail added.**



"The new operational standards, Staygiene - The Fern Hotels New Normal, where health and hospitality come together for heightened guest and employee safety," **Suhail Kannampilly, the CEO of the company said.** He also stressed that these guidelines and procedures would be continuously evolving and would be

sanitization, enhanced awareness training sessions on hygiene and preventive actions, regular medical check-ups and doctor visits.

The document also stresses the optimal use of technology to reduce human touch to the bare minimum. Online e-registration options before arrival, scanned ID proofs



For the '9 pm for 9 minutes Jaypee Hotels and Resorts

As a mark of solidarity, Jaypee Hotels and Resorts joined the nation for the '9 pm for 9 minutes' call by Prime Minister Narendra Modi. The fight against the Coronavirus is long and difficult but in trying times, the best way forward is to work together. All Jaypee properties followed the diya-lighting ceremony while keeping in mind all safety-protocols.

Nandivardhan Jain, CEO Noesis Capital Advisors

Nandivardhan Jain, Founder & CEO of Noesis Capital Advisors has over 11 years of experience in multi-disciplinary advisory and transactions ranging from hospitality to social development projects. The company has on its portfolio some of the most well-known and respected names in the hospitality sector like Marriott International, Wyndham Hotels & Resorts, Lemon Tree Hotels, ITC Hotels, Stay Well, Fern, Lords, VITS, Svenska, Royal Orchid, Mint Hotels among others. In the last 12 months, Noesis Capital Advisors have successfully concluded successfully completed 60 hotel advisory assignments out of which 38 were conversions from standalone to the branded hotel chain. Noesis has a mandate from mid & budget hotel chains that are looking for rapid expansion across South Asia and UAE.

Started in 2009, Noesis Capital Advisors has created a niche for itself in hotels-specific real estate, with its client-focused advisory approach. Their professional and expertise-driven services have been widely sought by International and National hotel chains, Real Estate & hospitality funds, and National Developers. The firm has a diverse talent pool of professionals who have a firm grasp on the pulse of local Indian market trends with hands-on experience at the grass-root level.

With a vast range of clients, Noesis advisors specialize in budget hotels, hotels in mix-use

developments, serviced apartments, mid-segment hotels, resorts, and luxury Hotels. With a broad as well as a specific approach towards hotel real estate consultancy, services differ as per clients. For hotel chains, Noesis provides strategic consulting and research, with project, property and portfolio management. For hotel developers, consultation is more specific to auctions, capital markets, and project management. Hotel investors, on the other hand, are offered corporate finance, capital placement, investment sales, and valuation advisory services.

Since its inception, Noesis Capital Advisors has provided consultancy and advisory services to more than 2000 hotel owners, hotel operating companies, hotel investors and financial institutions. Its reach is in more than 60 cities of South Asia where it is servicing 70 international, national and regional hotel brands across various hotel formats



ranging from ultra-luxury to economy segment. Integrated professional services like Feasibility Study, Project Management, Transaction Management, Debt Syndication, and Private Equity, are some of the services provided by the firm.

Hotel and Restaurant Association of Northern India hosts its 37th Food Safety Supervisor Training session in Jodhpur



Hotel and Restaurant Association of Northern India today organized the 37th Food Safety Training & Certification (FOSTAC) programme at Jodhpur. The objective of the session was to train the hospitality aspirants in food safety.

The faculty of the session was Mr. Vikas Gupta, Professor, Amity University Noida who enlightened the participants on various food safety measures and the policy framework in this regard.

“The training is among our efforts to skill the youth and ensure brighter prospects in the hospitality sector. Backed by increasing disposable income, urbanization and globalization, hospitality is a sunrise segment of the Indian economy,” said **Surendra Kumar Jaiswal, President, HRANI**

“Food safety is a first step to ensuring a healthy population and thereby economic productivity. We are glad to receive an overwhelming response to the workshop,” said **Mr. Deepak Parihar, Managing Committee Member, HRANI.**

“The Commitment on part of the FSSAI trainers was noteworthy, especially the methodology applied and the resultant training session were lucid and interactive enough for a thorough understanding of the subject of Food Safety at a very practical level,” said **Mr. J.M. Boob, participant from Chandra Imperial.**

“We have been conducting the FOSTAC Programmes for the past 3 years in different cities of Northern India. The next three training programme are scheduled in Faridabad on March 26, 2020 at Radisson Blu Faridabad,

Shimla on March 28, 2020 at The Oberoi Cecil & in New Delhi on April 18, 2020 at The Oberoi, New Delhi respectively. We aim at ensuring the maximum hospitality professionals from our member units are benefitted from this training,” said **Renu Thapliyal, Secretary General, HRANI.**

Hotel and Restaurant Association of North India (HRANI) is the lead Training Partner for organized sector in Northern Region empanelled by Food Safety and Standards Authority of India (FSSAI). HRANI has been doing the Food Safety Supervisor training and Certification (FOSTAC) programs in all ten states on rotation basis to facilitate the members of association.



Ritesh Agarwal, Founder & Group CEO, OYO to forego 100% of his annual salary, and the executive leadership team to take voluntary salary cuts

- CEO of OYO, Ritesh Agarwal, to forego 100% of his salary for rest of the year effective Apr'2020
- With Travel, Hospitality & Tourism sectors among the worst affected by COVID-19, OYO's entire executive leadership (CXOs) team takes a voluntary pay cut, starting at 25%, with many opting for an additional uncapped amount, and some going up to 50% to enable building the runway for the company

COVID-19 has impacted the global hospitality industry significantly with occupancies of various hotel chains being affected drastically. In this unprecedented and difficult period, **Ritesh Agarwal, the Founder & Group CEO, OYO Hotels & Homes**, has decided to forego 100% of his salary for the rest of the year. The company's entire executive leadership team has taken a voluntary pay cut starting at 25%, with many opting for an additional uncapped amount, and some going up to 50% to enable building the runway for the company. This would be effective April 2020 and the entire company is standing together to tide over these times.

It has been a matter of pride for OYO Hotels & Homes that it has retained each and every single leader in the CXO group in the history of the company, and in a difficult time like this, the executive leadership has come together as one strong entity as true partners of the company.

The company management has also taken several other measures to ensure business continuity and is committed to the well-being of its OYOpreneurs. The company has assured that all employees in India, including ten thousand plus OYOpreneurs on payrolls and tens of thousands of OYO managed assets staff including lots of hotels which will open post lockdown will continue to receive their salaries and benefits without any interruptions during this unprecedented period of a countrywide 21-days lockdown.

Commenting on the development, Ritesh Agarwal, Founder & Group CEO said, "The current situation the world over is deeply concerning to each and every one of us. OYO is doing everything to support the world with



**Mr. Ritesh Agarwal, Founder & Group CEO
OYO Hotels & Homes**

its limited resources in this pandemic from making isolation centres to finding a safe place for first responders. Given the current business situation, which is unprecedented for our industry globally, I am foregoing 100% of my salary for the rest of the year. I am grateful to my leadership team, that have also taken pay cuts and support the company during these tough times. We at OYO stand committed towards the fight against COVID-19 and will try to do everything in our control to reach out and help

people while also ensuring long term success of the company, and our ability to continue delivering on our mission to bring better living spaces for all, at the right prices, globally."

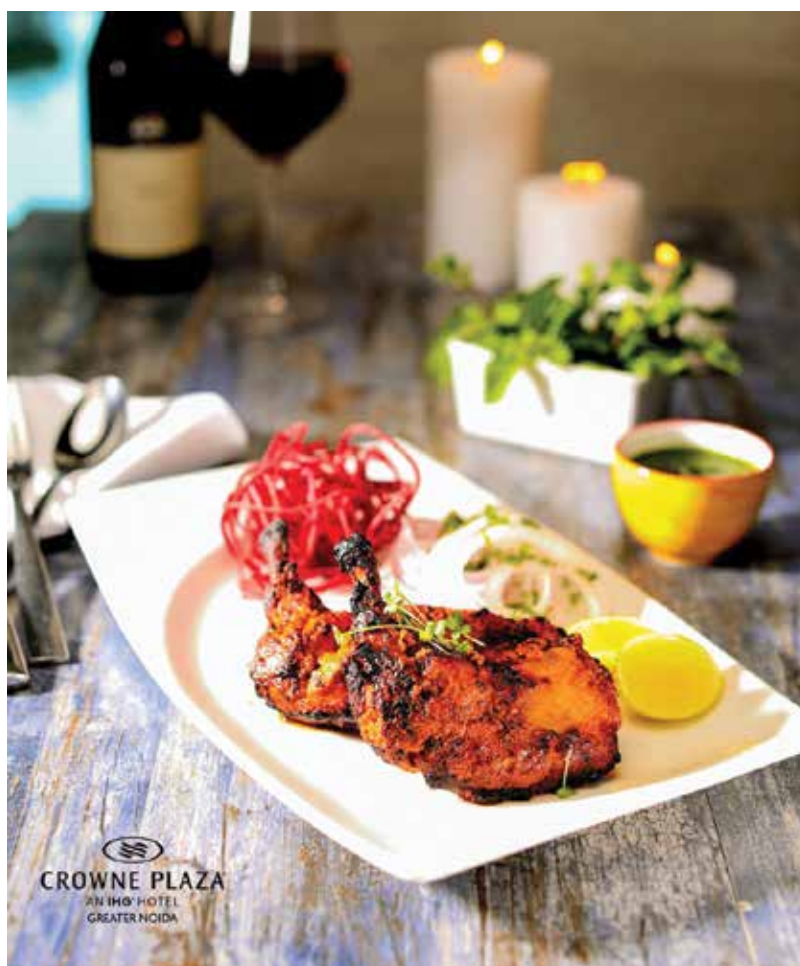
In line with the Government's direction, OYO has taken a series of measures to accommodate frontline medical staff, aircrew, corporates, tourists, PGs as well as foreign nationals stranded in the nationwide lockdown.

The company is focusing on a two-pronged strategy to minimize the possibility of infection and maximize social distancing and hygiene. Certain hotels are being identified to partner with hospitals for setting up safe, pay per use quarantine facilities. Certain others are focused on providing safe shelter to local and foreign tourists and travelers who are stranded in cities owing to the lockdown.

OYO is in touch with various state governments as well as authorities to understand how some of its properties can be of assistance during this crucial period. Recently, OYO also partnered with Apollo Hospitals to offer sanitized beds and facilities in certain COVID-19 exclusive hotels it identified within its network in the proximity of Apollo Hospitals. The partnership will be activated in 6 cities namely, Mumbai, Delhi, Hyderabad, Chennai, Bengaluru and Kolkata for the purposes of self-quarantine and isolation for suspected COVID-19 patients that require medical observation and supervision.

Additionally, the company has also reached out to corporates and is keen to support the lodging requirements of individuals who are at the frontline of India's fight against Coronavirus through a combination of OYO Hotels or OYO LIFE offerings.

Crowne Plaza Greater Noida launches food home delivery service



In current times it is essential to stay home to be safe. Keeping this in mind, Crowne Plaza Greater Noida has launched food delivery services so our guests can still enjoy their favourite dishes off our menus in the comfort of their homes.

A multi-cuisine menu is available for guests to choose from. From light meals to main course and desserts, from western, pan-asian to Indian selection, the menu offers varied choices to satiate every taste bud. Crowne Plaza Greater Noida is also offering home delivery of freshly prepared cakes and pastries so our guests can dress up special occasions with beautiful cakes along with sumptuous food. Fresh breads are also available on order.

The food is freshly prepared by professional chefs with utmost care for hygiene and safety. The delivery is being done by the hotel team themselves in hotel's own sanitised vehicles. Contactless delivery is encouraged and only digital payments are accepted.

Guests can avail free home delivery within 10kms radius and on a minimum billing of INR 1000 +taxes. For longer distances, delivery fee shall apply. Order for cake has to be placed a minimum 24 hours in advance.

Timing: 12 noon – 10 pm

Contact: For placing order call 0120 6734960 / 92054 84506 (also on whatsapp)

Address: Crowne Plaza Greater Noida, Institutional Green 1, Greater Noida

South 54 at Pride Plaza Ahmedabad Re-launches with a new menu of Vegetarian and non vegetarian dishes

Ever since its inception 'South 54', the South Indian specialty restaurant at Pride Plaza Ahmedabad has remained the favorite gourmet destination for local and cosmopolitan clientele. As part of its endeavor in catering to the growing demand of patrons from the coastal region of South India, the restaurant has now re-launched with an enriched new menu of authentic vegetarian & non-vegetarian specialties.

The fine dining restaurant showcases a delicious mélange of flavours and rich cultural heritage of coastal India. The ambience is further accentuated with a reflection of South Indian aura through its artwork, decor, and music that perfectly complements the elegantly appointed interiors. The menu features sumptuous delicacies from South India which includes regional favorites from **Andhra Pradesh, Kerala, Karnataka, Konkan, Tamil Nadu, and Udipi.**

Koustav Mukherjee, Regional General Manager, Pride Plaza Ahmedabad announced, "South 54 has remained very popular among the regulars with its authentic all vegetarian delicacies. However due to the constant demand from our cosmopolitan clientele and transient travelers who are predominantly from the coastal region of South India we are now pleased to re-launch South 54 with a refreshed menu comprising of both vegetarian & non-vegetarian dishes. The restaurant showcases bold, robust and exotic flavours by adopting local methods and styles of cooking. It has been synonymous with great food, impeccable service, and an enthralling setting. We believe there will be greater acceptance to the new concept and we welcome our guests to celebrate the flavours of South India".

Master Chef Ganeshan leads the kitchen with a new menu comprising of classic South Indian dishes that are reinvented with a fresh perspective. Known for its unique cooking trends and authentic ingredients, diners can explore an exciting new range of South Indian starters, soups, main courses, thalis, and desserts. The revitalized main menu aims to satisfy the appetite of the discerning customer from a quick bite to specialty dishes marked as 'Chef Cap'.

For entrees, the Veg menu consists of Paneer Ghee Roast, Kaalan Ghee Roast, KajuKothimbir Vade, Basalepakoda, Mangalorian Gobi Fry while the Non Veg dishes include Kori Ghee



Roast, Kori Sukka, Mutton Pepper Fry, Kerala Kozhi Roast, Andhra Chilli chicken, Yetti (prawns), Chemmeen Roast, PatravaliMacchi, Pomfret among others.

The selection Vegetarian mains include PaneerChattinadu, Moong & BabataMngalorean Curry, Malabar Green Peas Curry, Golakadi, Bhindi Sole, Vegetable stew and Basalekadala curry. The elaborate Non-Vegetarian mains include Kori Kundapuri, Chicken Chettinadu, Pudina Kori Curry, Kori stew, NadanKozhi Curry, Mutton Vindaloo (A Goan Specialty), Mangalore Mutton Curry (House Specialty), Yetti (Prawns), AllepyMeen Curry and Malabar Pomfret Curry. Guests can choose the

favourite combination from Kerala Appam, Kerala Paratha, NeerDosa, KalDosa, Chapatti, BeneDosa and KozhiKeemaAppam.

South 54 Lunch Thali has 3 variants - Fish Thali, Kori Thali and Vegetable Thali that consists of unique delicacies and complete with a dessert. The rice specialty ranges from BisiBeleHalimani, Kuragayala Biryani, AmburKozhi Biryani, and Malabar Mutton Biryani. To satisfy your sweet tooth's jump into a delectable choice of Desserts - Ragi / Rice Manni, KashiHalwa, Ada Pradhanam, ElneerPayasam, Unniyappam etc.

South 54 welcomes the connoisseurs to the world of South Indian cuisine at Ahmedabad!

Satyen Jain, CEO Of The Pride Group Of Hotels Awarded The Times Inspiring Entrepreneur Award - 2020

Mr. Satyen Jain, CEO of the Pride Group of Hotels has been awarded the prestigious The Times Inspiring Entrepreneurs Award for Excellence in Leading Business & Leisure Group of Hotels at the Times Inspiring Entrepreneur Awards 2020 in Mumbai on March 12th. The award was conducted by the Times Group Books, Times of India.

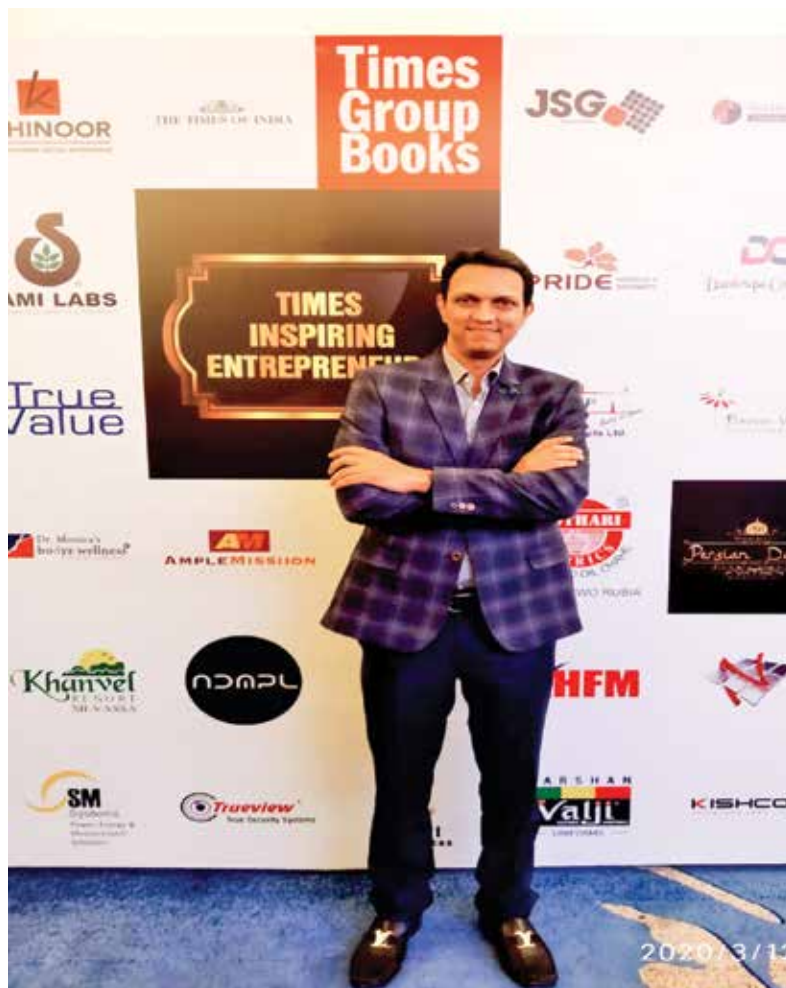
Mr. Jain was acknowledged for his contributions and achievements in the hospitality industry. Pride Group of Hotels is one of the fastest growing hotel chains in India, exemplifies a luxurious brand of hospitality with its facilities. With its presence around 20 great locations across India, Pride Group of Hotels boasts of 2500 + Rooms, 52 Restaurants and 73 Banquets and Conference Halls, reinforcing itself as the one stop destination for MICE.

“We are grateful and humbled by the recognition it wouldn’t be possible without the support and love of our guests and our resilience that we have come so far”, said Mr. Satyen Jain.

On expansion front, the Hotel Group is planning to add hotel under the asset like model under the management contract in the cities like Nashik, Agra, Aurangabad, Mumbai, Pune, Morbi (Gujarat) and Gandhi Nagar (Gujarat).

Currently Pride Hotels operates and manages a chain of hotels under the brand name “Pride Plaza Hotel” an Indian Luxury Collection, at Aerocity - Delhi, Ahmedabad, and Kolkata, “Pride Hotel” at Bangalore, Chennai, Nagpur, Pune, Rajkot & Indore. We are also operating “Pride Resorts” at Goa, Puri, Jaipur, Manali, Dharamshala (HP), Bharatpur and Sikkim and also operating our Mid-Market Hotel under Pride Biznotel at Vadodara, Jabalpur, Bhavnagar, Anand, Bangalore, and opening soon at Nasik and Chandigarh. Most of the existing hotels cater to the luxury upscale business class travelers while some of our hotels / Resort are serving to leisure and mid-market travelers.

The Pride Hotels brings a true Indian touch in the hospitality industry, replete with excellent ambience and unique offerings, thus becoming the most preferred destination for the globetrotters.



Pride Hotels to distribute 1000 free food Parcels Pan India everyday

The Pride Group of Hotels is pleased to announce the distribution of 1000 food parcels every day till April 14th 2020 (lockdown period) in the cities of Pune, Ahmedabad, New Delhi, Kolkata, Chennai, Bangalore, and Nagpur

Ever since the outbreak of the dreaded Coronavirus, our frontline work teams have been selflessly working around the clock to bring things under control. These include Doctors, Nurses, Service experts, Police officers, Medical practitioners, Hospital support staff, Civil service personnel among others.

Prepared by in-house chefs, at each of our chosen Pride Hotel’s properties, the food parcel will comprise of Rice, Dal, Vegetable, and

Chapatis. Pride Hotel strictly abides by all social distancing and personal hygiene guidelines. Hence the parcels will be neatly packed and distributed under the guidance of an NGO and local police stationed in each of these cities.

“Pride Hotel takes pride in being a truly Indian hospitality company. Presently, as we witness an unprecedented lockdown in our country due to the Coronavirus pandemic, our heart goes out to the healthcare workers and police

officers who are leading from the frontline. They’re our real heroes. We understand that most of them are deprived of basic food and water during this difficult period. As a small gesture of appreciation towards our most deserving saviors’, we at Pride Group Of Hotels are distributing free food parcels at our seven properties. We are extremely happy to be part of this noble cause” says Satyen Jain, CEO, Pride Group of Hotels. Visit: www.pridehotel.com

Kr. Roop Pratap Choudhary

Managing Director, Noor Mahal and Jewel Group of Hotels

Roop Pratap Choudhary is a second generation hotelier heading the **Noor Mahal**, a luxury palace hotel in Karnal and the Managing Director of **Jewel Group of Hotels** (parent organization of Noor Mahal Palace Hotel). One of the country's most majestic palace hotels, Noor Mahal is a royal abode of modern kings and queens has become an extremely preferred destination for Leisure, MICE and Weddings. Representing the second generation of a famous hotelier family, he firmly believes in carrying on the rich tradition of the Jewel Group of Hotels dynasty. Jewel Group of Hotels has made a strong impact in the field of luxury hospitality and continues to do so.

Roop is an hotelier both by profession and passion. Before embracing the family legacy of heritage hospitality, he gained in-depth knowledge of the industry. He has experience of working with some of the most esteemed hospitality brands in the country such as ITC Maurya, Kingdom of Dreams and Galaxy Hotel. His tenure with these organisations has helped in understanding the intricacies and the profundity of the hospitality world. It was his time with various leading hospitality brands that fuelled his original desire to take an Indian Luxury Hospitality Brand to newer heights on the global hospitality map.

Roop holds a Masters degree in hospitality from the **University of Ashland**, and has earned a specialization in **Asian Tourism** patterns from the **University of Nanyang (Singapore)**. He has closely worked on and assisted in setting up many of the family owned ventures.

Skilled in strategic planning and implementation to achieve the organizational goals, he has enhanced his practical knowledge as an Entrepreneur. He has built on his proficiency of business development, brand management, people management, client nurturance, team building, cultivating teamwork, corporate sales and redefining business processes.

Roop has proved that if someone has the enthusiasm and the motivation to succeed, then it doesn't matter how young they are. A great listener and passionate to try everything, he connects to the staff with conviction and consistently motivate them with a gentle approach and a steady hand. Attentive to detail and highly service-orientated, he looks at every tiny aspect and make sure it is more than perfect to exceed customer expectations. True to ethics, Roop encourages transparency and believes in developing talent and loyalty. Customer focused, result oriented, striving for higher standards, high energy and positive attitude define him appropriately. Roop has been investing his knowledge and skills into making the Noor Mahal and other ventures of Jewel Group of Hotels a great success.

His journey for achieving excellence has been recognized in **30 under 30 Awards by Travel India Awards**, one of the youngest hoteliers to receive the accolade. Under his leadership, Noor Mahal has won the award for **Best upcoming 5 Star Resort at the Indian Hospitality Awards** in 2014, **Best 5 Star Heritage Resort** in 2017



and the **Best Destination Wedding Hotel in North India 2018**.

Today, Roop considers Noor Mahal his passion, home and family heritage. His commitment, dedication and personal touch are what have led the hotel to achieve its position as one of India's top luxury palace hotels for Leisure, Weddings and MICE.

Proud son of an Army officer father and Heritage Conservationist mother, Roop has been instilled with compassion for the society. He is actively involved in taking up social causes and supports social organization such as MD Bal Bhawan (a social initiate for the orphans). He is a keen advocate for woman empowerment and elderly citizens rights and care. Roop is an enthusiast at heart and enjoys travelling, studying art, reading, and discovering new and upcoming trends in the hotel industry.

With a remarkable beginning of a great story, the future for him is centered on one aspect: "I just want to make Noor Mahal a hit destination for Leisure, MICE and Weddings across the globe and give something back to the nation and society."

Supporting India's fight against Covid-19, Noor Mahal Karnal offers royal accommodation to frontline Corona warriors

Noor Mahal, Karnal, One of the finest and leading palatial hotels in the country, has taken a slew of initiatives to showcase its hospitality to the community in the unprecedented time of pandemic COVID 19. Understanding the pulse of the world beats as one to overcome COVID -19 and its devastating impact around the globe, Noor Mahal, Karnal has become the new shelter for frontline corona warriors who are risking their lives to keep Indians safe. Noor Mahal is providing respite to healthcare workers, police personnel and supermarket employees who need to stay close to work or are concerned about going home to their loved ones.

In order to bolster the community, the hotel is also providing free meals to the migrant workers and needy people in Karnal in

this tough time. The hotel has successfully distributed more than 70,000 meals in the last one month and remains committed to providing more than 1500 meals per day going forward. The management at Noor Mahal Karnal would keep on supporting the country in the time of need in the best possible manner.

Managing Director of Noor Mahal, Mr. Roop Pratap Choudhary said, "We are strictly following government advisories and guidelines on hygiene and cleanliness. We are conducting awareness sessions on COVID-19 for the entire staff and organizing regular training sessions for our housekeeping staff to follow high standard hygiene protocols. Our staff is taking the utmost care of hand hygiene as it is key to help combat the spread of virus. We

are frequently sanitising every nook and corner of the hotel. We are maintaining ample supply of cleaning products and disinfectants which are effective against viruses. Our housekeeping staff is well trained to pay special attention to Guest rooms hygiene post guest departure and before the arrival of the next guest. The staff is frequently disinfecting all the key hand touchpoints in guest rooms, public spaces and office staff areas so as to ensure safe stay of our frontline Covid-19 warriors."

The administration team of Hotel has reached out to various government bodies to provide shelter or quarantine facilities to serve the frontline Covid-19 warriors by offering free stays, meals, and laundry along with providing safe pick up drop services to their workplaces.

Sunil Agarwal, Director, Vinod Cookware

The task of pushing forward a well-established business legacy may be enviable for some but for the doer himself, it could be the most daunting challenge. Sunil Agarwal, Director of Vinod Cookware took up the mantle of taking the cookware empire to newer highs and has delivered outstandingly.

Serving the company from the past two decades, Agarwal has become a notable dignitary in the industry thanks to the accolades he has earned for his brands. Expanding Vinod's repertoire from stainless steel to state-of-the-art technology categories such as induction cookware and the competitive non-stick cookware, Agarwal achieved success regularly.

He infuses his mottos - safety and health into the research and development of Vinod's brands too and manages to create a buzzing environment within the company. The credit for truly building the Vinod Empire and making it an outstanding name among industry peers goes largely to Agarwal.

Apart from the other responsibilities, he is largely responsible for the widespread production and domestic marketing. His decisions of analyzing and implementing the right strategies on time to time basis which has brought diversified flavor and strong analytical ability for Vinod Cookware as a brand.

Also, his key success story is the Aluminium Sandwich Bottom for vessels that he brought about, which created a flutter with marketers and consumers.

In his various other interests, he has also been an active affiliate to Stainless Steel Merchants and several Industrial Bodies. An ardent Sports enthusiast Mr. Agrawal loves to indulge in some Squash and Badminton in his free time!



Enliven your Goa retreat through relaxation and rejuvenation at Novotel Hotels & Resorts Goa



There's something truly magical about Goa as it serves as a perfect break from the daily routine to put your feet up and cherish an unforgettable time. Providing an ideal Goan experience, Novotel Hotels & Resorts Goa is the perfect stop to get away from reality and immerse in a tropical escape surrounded by pristine nature in the most bustling nightlife in North Goa.

The exotic properties Novotel Goa Resorts & Spa and Novotel Goa Candolim are ideally located on the arterial Candolim road - a short drive away from the beautiful beaches of North Goa. Nestled amidst the serene countryside of lush paddy plantations, relaxation reigns at Novotel Goa Resort & Spa. A place blessed by nature, this breathtaking property just off the lively nightlife and beaches is designed as a magical hideaway. The hotel has a blend of Indo-Portuguese elements and vibrant colours, coupled with modern interiors featuring high pitched roofs and wide verandahs.

Displaying a delectable gastronomical sojourn and a variety of options for food connoisseurs, the two



Novotel properties together consists of 7 dining outlets - Food Exchange and Square, a signature Mediterranean restaurant Vero Cibo, Bar Asia and Sunken Bar are the properties pool bars and Chy Lounge & Bar.

For those looking for a relaxing experience, rest & wellness reigns at both the Novotel properties in Goa. Novotel Resorts & Spa offers one of the largest spa's in North Goa, the Balinese-styled Warren Tricomi Spa along with a beautiful pool overlooking the lush paddy fields. It is the only spa in Goa to feature a couple's heated stone Hammam bed with a dedicated couple therapy room and consists of 9 chalets. The treatments at ELLE spa at Novotel Goa Candolim is an ideal choice for tired travellers who could do with some pampering and rejuvenation.

For the adventure streak in you, the property offers a plethora of enthralling activities to look forward to. At Novotel Hotels & Resorts, Goa, fun and games are synonymous with adults and kids. Indulge in specially curated activities like basketball, badminton, pool crossing, aqua zorbing, motion gaming and more. On request special cookery mock tail classes can be organized.

The Hotel has one of the largest supervised kid's club in North Goa equipped with gaming consoles, activity sheets, puzzles, story books & more. It also has a sports corner with TT/badminton/ basketball ring, a gym, a pool area with great music and a Jacuzzi. Right from check in to check out, the kids are occupied with games. The hotel's lobby has a kid's area with a play table for families to enjoy the resort feels, IMAC corner and video games. Kids can participate in the daily activities organized by the recreation team from treasure hunts to a bakery class.

With a combined inventory of 270 rooms, multiple exquisite dining outlets, meeting spaces and spas, Novotel Hotels & Resorts are a perfect mix for this part of North Goa.



The Westin Mumbai Garden City



Inspired from the winning lifestyle of the young achiever, The Westin Mumbai Garden City is a haven for the new-age Corporate and Business Traveler. Designed to bring-out the optimal productivity during the stay; the hotel offers an exclusive novelty in design, conference amenities and event concepts supported with unique brand programs.

Located in the burgeoning business district of Mumbai, the hotel has convenient access to the International & Domestic Airport along with the MNC and Shopping arcades. The hotel has been recognized for its personalized service on acclaimed Travel Forums like **TripAdvisor** and has created unwavering loyalty among the Food enthusiast.

So whether it's a business meeting or the social event of the season, The Westin Mumbai Garden City promises an outstanding experience characterized by flawless style and adept service.

KEY HIGHLIGHTS

- The Westin Mumbai Garden City was awarded as the **'Best Pre-Opening Hotel in India'** by Starwood Hotels & Resorts in 2011
- High customer satisfaction index attributed to product profile and personalization has helped in recognizing the hotel at **TripAdvisor** for **'Certificate of Excellence'** for four years consecutively.
- The hotel's **web-inventory management and business materialization through OTA** has been recognized on **'Insider Select List'** for **Expedia.com** in 2013
- The Westin Mumbai Garden City has been awarded as the **'Best Upscale Hotel of the Year'** by **Hotel Investment Conference South Asia (HICSA)** in 2011
- The hotel has been recognized as the **'Best Business Hotel for Women Travelers'** by **Travel + Leisure Awards 2012**



- The Westin Mumbai Garden City has been awarded with **Gold Medal recognition by Global Business Travel Association (GBTA)** in 2013
- The hotel has entrenched itself as the **'Preferred Meeting Destination'** with **17500 Sq Feet** of flexible meeting and function space. **10 breakaway/ banquet halls inclusive of the largest Ballroom-4752 sq.ft (accommodating 800 guests at a time)** are idyllic for small meeting and large conventions.
- With **269 spacious and contemporary guest room** and suites offering the signature Heavenly Bed and Bath, high-speed internet access, ergonomic workstation, refreshment center and enhanced room amenities; the hotel is equipped to support residential conventions. The hotel has the **designated floor** and protocol to acknowledge the **'Single Lady Travelers'** staying at the hotel.

- **The Westin Executive Club lounge** offers guests staying in Executive Club rooms and suites an exclusive space ideal for informal business meetings or moments of repose throughout the day. Access to the lounge includes **complimentary breakfast, cocktails in the evening, and hot beverage service throughout the day**. Wireless high speed internet access, multiple LCD TVs, and an extensive library allow our guest to stay connected in comfort and style.
- Strategically located in close set-up of major emerging business districts, Bombay Exhibition Center, Infinity Business Park, Nirlon Knowledge Center and Mindspace has persuaded 'Corporate Segment' at the hotel.
- The Westin Mumbai Garden City's close proximity to **International & Domestic Airport** (just 20 minutes drive connected with newly built T2 Fly-over); favors the less travelling time during short-stay span; making the hotel 'favorite destination' for frequent traveler.
- **The Food & Beverage** options at the hotel offer myriad choices for Business traveler to dine-in-room or try the venues **Seasonal Tastes** - All Day Dining serving International gourmet, **Kangan** - Contemporary Indian restaurant offering authentic delicacies, Prego - the fun-Italian dining venue, Splash - Poolside alfresco bar venue and Eighteen the lounge- giving a perfect location for 'evening unwind'
- Recreation provision such as **24 hours WestinWORKOUT Fitness Studio, tranquil sanctuary at Heavenly Spa by Westin, outdoor swimming pool, RunWestin** - assisted running concierge, **New Balance Gear Lending Program** and tailor-made **Westin Weekend program**; offer multi-faceted 'Retreat Option' for guests in the hotel.



Holiday Inn Jaipur City Centre

It's familiar. But, it's better than ever before. The first thing you'll notice is the new Holiday Inn sign outside. Inside you'll see stylish contemporary décor, crisp white linens on every bed and a selection of soft and firm pillows in every room. It's more than a warm bed, a clean room, and a friendly smile. It's a hotel where you can sit back, relax and be yourself. As soon as you step into our exquisite Lobby, you'll feel the exclusivity of the warm and welcoming of Holiday Inn City Centre Jaipur. The hotel is ideally equipped for business, leisure and transit travelers. Additional amenities throughout the hotel include a choice of 3 dining outlets, a bar, round the clock room service, complimentary Internet access, contemporary rooms and a range of leisure facilities such as Spa, Gym, round the clock Travel Desk and outdoor pool. 172 contemporary guest room features all the facilities you would expect at a Holiday Inn and includes a 32 inch LED TV, an iPod Docking station and a media hub. Dining options include Rajasthani and World Cuisine at Monarch our all day-dining restaurant, authentic Chinese at Chao Chinese Bistro, pub favorites at Roadhouse Bar and Grill and finest wine and beverage selection at Ten Kings bar. Travelling to attractions such as Amber Fort, Hawa Mahal, Jantar Mantar, City Palace, Birla Temple and many more.



Rakesh Upadhyay, General Manager Courtyard by Marriott Bhopal

Rakesh Upadhyay has joined Courtyard by Marriott Bhopal as their general manager. Upadhyay brings with him over a decade of experience in the hospitality industry. His unique perspective on strategy design and execution has enabled him to gain expertise across all verticals in the sector.

Upadhyay is always focused on enhancing the overall guest experience at hotel, bringing stellar growth in revenue, identify new opportunities and developing a talented and committed team. His strong communication skill is a bonus that always helps him easily determine guest and employee concerns making him a successful and welcoming leader.

Upadhyay is both people and process- driven person with a sound understanding of business dynamics. He is often seen as a critical thinker who uses logic and reason to identify and evaluate situations and their alternative solutions. As a leader of great repute, Upadhyay has also guided his team to push past their expectations to provide the best work possible. He believes in fostering an inclusive workplace where diversity and individual differences are valued and leveraged to achieve the vision and mission of



the organization.

Rakesh has exceptional business acumen with a keen understanding of operational aspects of the hospitality Industry. He has the ability to drive the team towards achieving the organizations goals through creative and innovative solutions. His stint with Marriott Group began in 2010. His biggest milestone in the career was achieved when he joined Westin Hyderabad as Hotel Manager. He joined the task force for Le Meridien Mahabaleshwar Spa & Resort and was later appointed as the General Manager for Courtyard by Marriott Bhopal where he managed to establish Courtyard Bhopal as the leading hotel of the city and redefining Food and Beverage landscape in the city.

Formative years included stint with ITC – Luxury Collection and Oberois. During his journey as an executive chef, Upadhyay was instrumental in giving a facelift to the cuisine of the hotel and set up some long lasting delivery system. He has won several awards and ensured that the departmental profit and standards were maintained.

Pallav Singhal joins Renaissance Mumbai Convention Centre Hotel & Lakeside Chalet- Mumbai, Marriott Executive Apartments as hotel manager

Pallav Singhal has been appointed as the new hotel manager at Renaissance Mumbai Convention Centre Hotel & Lakeside Chalet- Mumbai, Marriott Executive Apartments. In his forthcoming role, Singhal will be responsible for leading the overall operations and management of the hotel. He will also be functioning in the capacity of a tactical and strategic business leader for the hotel. With his expertise and fresh insights, he is expected to ensure a smooth transition for the upcoming brand change.

Singhal has been in the hospitality industry for over two decades and has extensively worked with the Hyatt group in India, Diani Reef Beach Resort & Spa in Africa and multiple properties of Marriott International including JW Marriott, Fairfield By Marriott and Renaissance Ahmedabad Hotel which was his last assignment, where he was the General Manager.

A highly focused and experienced leader, Singhal is instrumental in managing



the overall hospitality aspects ensuring complete customer satisfaction, streamlining operations, strategically improving revenues and achieving goals. He began his career as the Sous Chef in the kitchen at Grand Hyatt, Delhi and worked his way to becoming the Executive Chef at JW Marriott, Chandigarh.

With his eternal passion, progressive attitude and his ultimate purpose of ensuring a holistic approach, he advanced as the Director Food & Beverage at JW Marriott, Chandigarh and eventually elevated as the Hotel Manager for the preopening property Fairfield by Marriott, Belagavi. This property was also the first Fairfield property in India which was launched in a Tier 3 & 4 city.

An eternal optimist with a mantra of 'hiring better than yourself and training more than you were trained', he believes in enriching the professional and personal front equally. Pallav is an avid technology buff who is extremely keen on keeping up with the trends and gaining new learnings each day.

Nagesh Chawla, Cluster General manager Renaissance Mumbai Convention Centre Hotel & Lakeside Chalet - Mumbai

Recognised as a knowledge powerhouse in the hospitality world, his impeccable work history and a wealth of experience leads to the beginning of him steering the flagship as the Cluster General Manager for Renaissance Mumbai Convention Centre Hotel & Lakeside Chalet - Mumbai, Marriott Executive Apartments.

Passion, uncompromising adherence to the highest standards, attention to detail, a people's manager and a goal-oriented management approach define him as the leader that he is. Almost two decades ago, Nagesh began his stint as a Front Office Manager at Renaissance Mumbai, and with sincere efforts and dedication, developed as the Director of Rooms. He eventually moved to JW Marriott Hotel & Marriott Executive Apartments, Tomorrow Square, Shanghai and thereafter took over the JW Marriott Hotel, Hong Kong



as the Resident Manager. In his previous role, he was the Managing Director for The Ritz-Carlton Jakarta and JW Marriott Hotel Jakarta.

Nagesh holds a degree in Hotel Management from International College of Tourism and Hotel Management, Vienna-Austria. With perseverance and the zeal to learn, he has scaled to exceptional heights which have also garnered him accolades including Excellence in Driving Guest experience Award 2009, Continent General Manager of the year 2011, General Manager Sales Leadership for the year 2013 and so on.

With a gamut of responsibilities, his new role will have him overlooking the entire hotel operations as well as working closely with the leadership roles of all departments.

Jen Varghese, Director of Sales & Marketing Renaissance Bengaluru Race Course Hotel

Renaissance Bengaluru Race Course Hotel welcomes Jen Varghese as the Director of Sales & Marketing. Jen has enriched his professional expertise in the areas of sales, business development, strategic planning, and team management, after having worked for key brands in the Hospitality Industry. His passion for the industry has seen him rise rapidly through several positions within the hospitality industry with responsibilities spread across a gamut of functions. Jen possesses an intuitive understanding of brand management and with his outstanding communication and leadership skills, he is able to effectively manage relationships with clients and stakeholders and lead cross-cultural teams. At Renaissance Bengaluru Race Course Hotel, Jen's core responsibilities will include maximizing hotel revenues through result-oriented sales and marketing strategies, exploring business opportunities through events.

Prior to joining Renaissance Bengaluru Race



Course Hotel, Jen was associated with Le Meridien Bangalore for over three years as Director of Sales and Marketing. After completing his Hotel Management course, Jen started his career as Banquet Sales Office Executive and F&B Supervisor at Taj West End Hotel for three years. He has been heading sales teams for various hotels since 2007, starting with The Park Hotel Bangalore in the capacity of Associate Director of Sales.

He further prospered in his career and held sales head positions with key hospitality players such as The Lalit Hotel, Bangalore, The Leela Bangalore, Moevenpick Hotel and Spa, Bangalore and Le Meridien Bangalore.

Jen hails from Kerala and has been in Bengaluru for the past 30 years. He has a MBA degree from R.V.S College, Coimbatore (Bhartiyar University). Passionate and driven, Jen will be a great addition in developing and sustaining the growth of the hotel's revenue and market share in this highly competitive city.

Sayaji Hotels Ltd. Senior Management Announced to forgo their salary for an indefinite period

In the wake of the Covid-19 crisis Mrs. SuchitraDhanani, Founding Director of Sayaji Hotels Ltd. has announced to forego 100 percent of her salary for an indefinite period. The move was made to deal with the severe impact of the coronavirus pandemic the group is facing and to keep the revenue loss stabilised while protecting and supporting the SayajiHotels staffs.

PM NarendraModi has repeatedly urged the industries who have been severely hit by the pandemic not to cut jobs. While the industry has taken various measures to overcome the impact of the pandemic this is a small step from Sayaji Group to abide by the government call.

In similar lines Ms. Saba Dhanani, Director of Operations, Sayaji Group, Ms.SumeraDhanani, Business Analyst Manager and Mr.JameelSayed, Director of Operations would also forgo their salary for an indefinite period.

“This is the least we could do to protect the employment of our team members working at various Sayaji Hotels while the hotel industry is facing shutdown.” says,



Mrs.SuchitraDhanani, Founding Director of Sayaji Hotels Ltd.

Ms. SabaDhanani, Ms.SumeraDhanani and Mr.JameelSayed while speaking to the leadership team mentioned, “In light of the current situation, liquidity is becoming a major concern, and we are trying relentlessly to secure funds to ensure the team members are compensated. We had also taken the decision not to take our salaries for an indefinite time as every rupee makes a difference.Hopefully this would help some of our staff who had been the pillar of our success story. This is the least we could do during the lockdown.”

As the entire industry staggers under the COVID-19 pandemic Sayaji Hotels’ team is standing together to tide over these crucial times. At SayajiHotels we believe perseverance cocktailed with hope is the key to brave this situation that no one in the world was probably prepared for. But as an industry, we all shall remember that no situation is ever permanent and this shall pass too.

Sanjay Rai, Sr. Vice President Sales & Marketing - Sarovar Hotels

Sarovar Hotels and Resorts announced the appointment of Sanjay Rai as Sr. Vice President-Sales & Marketing. A seasoned professional with an experience of close to four decades, he has demonstrated success in areas of Brand Management, Customer acquisition, Sales promotions, Alliances & Partnerships& Stakeholder Management.

At Sarovar, he will be responsible for overseeing the planning and implementation of Sales, marketing and product development programs for each brand targeted towards existing and new markets.

His last stint before joining Sarovar was with The Oberoi as Executive Vice-president global Sales, where he was responsible for leading domestic and



international sales function for The Oberoi Group, including The Oberoi and Trident brands. Prior to this he has worked with ITC Limited for over fourteen years holding different roles in Sales and Marketing.With The Oberoi Group for nineteen years, in two stints, and in Max HealthCare for close to six years as executive director- marketing and customer management.

An animal lover and cricket Aficionado, Sanjay enjoys music and public speaking. He is an acknowledged ‘public speaker’ on his passion themes’ The What, Why and How of Customer Service Excellence’ and ‘ Transitioning from Episodic Engagement to building Lifetime Engagement’. His services as a Guest Speaker are regularly sought by leading corporations across sectors.

Dinesh Dahiya Asthe New Vice President Sales Sayaji Hotels Ltd.

Sayaji Hotels Ltd. has appointed Dinesh Dahiya as the new Vice President Sales. He is an accomplished, multi-award winning Sales and Marketing leader with 20+ years of work experience across verticals in Hospitality and travel industry.

Mr. Dahiya is recognised by the industry as an entrepreneurial leader with dynamic, driven and forward-thinking ideas and proven accomplishments in exceeding previously unsurpassed revenues.

Prior to this, he has worked with reputed brands such as The Fern Hotels and Resorts as Director of Sales &



Marketing, Mumbai, Al Nahda Resort & Spa and The Jungle Restaurant, Sultanate of Oman, TUI Travel PLC, Accor Hotels, The Park Hotel, and many more. Mr. Dahiya is a compassionate and focused leader with thorough knowledge of the Indian market and the ability to motivate the teams to drive for results.

An alumnus of IIT Roorkee Mr. Dahiya is enriched with extensive knowledge and understanding of Corporate, Travel Trade, Events and MICE segments and is committed to delivering healthy result oriented approach.

for more visit us at www.sayajihotels.com

Rajesh Namby, General Manager The Lodhi, New Delhi

The Lodhi, New Delhi has announced the appointment of Rajesh Namby as the general manager of the hotel. Specializing in luxury hotels and resorts, Namby has a rich experience spanning over two decades, during which he was associated with renowned hotel chains like The Leela, Hyatt, Hilton and Taj Group.

His last assignment was as general manager of The Leela Palace, Udaipur, and prior to that he was the resident manager of The Leela Palace, Chanakypuri.

During his 17 years of association with the Leela Group, he was an integral part



of their culinary operations and played an instrumental role in transforming their F&B by introducing new standards of service and pioneering new levels of dining experiences.

At The Leela Palace, New Delhi, he spearheaded the launch of one of the most comprehensive culinary portfolios in the city to much acclaim and success. Under his leadership, The Leela Palace, Udaipur saw new developments and consecutively won several accolades, including being the No. 1 Hotel in the country on TripAdvisor, and the prestigious title of the 'World's Best Hotel' and 'Asia's Best Resort' by Travel+Leisure in 2019.

Exclusive interview with Vineet Verma, CEO & Executive Director, Brigade Hospitality Services Ltd.

According to Vineet Verma, “Hotels will have to be leaner in their operations to maximise profit and improve operating standards”

What has been the effect of COVID-19 on business?

The impact has been unprecedented. The occupancies are in single digit numbers. March proved to be promising going by business on books. However, a spate of cancellations that followed washed away most of the business. The total value of cancellations across our hotels runs into several crores.

We expect the pickup to be moderate if not slow for the coming few months, even after the lockdown is lifted. It is natural for people to continue exercising caution until the crisis is truly behind us. F&B sales may also continue to be impacted should the restrictions on MICE and banquet events continue for some more time. Almost every hotel, without exception is bearing the brunt.

Do you think the domestic market will be able to shore you up once the crisis blows over?

We do expect domestic business to first bounce back, albeit cautiously, considering that international markets may take a while to regain confidence in trans-border travel. It is likely to be the rooms and related services that will revive first, followed by MICE & banquets.

What do you think will be the long-term effect of COVID-19 on the industry?

COVID 19 will leave a lasting impression. While it may take us rest of the year and maybe a part of next year before we start seeing a turnaround in business, it has also given us valuable lessons that are going to change the way we work in future.

What will be your strategy to garner business once you open?

We would like to revive our corporate and contracted business, followed by a thrust on garnering volume business through MICE and banquet events depending on the situation. A separate focus on F&B revenues will also be our priority.

Where do they think the next demand will come from?

We expect the demand to pick up in the order of business first, followed by leisure. Domestic demand should pick up first followed by international; we expect some hesitation before global travel picks up speed.

Is it finally time for India to focus on domestic tourism?

Certainly! This is true with or without COVID 19. There is a huge pent-up demand in domestic tourism that has been waiting to be exploited, and this is the time to do so. India has so much to offer and I strongly believe that our industry must work hand-in-hand (pun unintended) to promote domestic tourism.

There are areas where the government needs



to also improve the infrastructure and last-mile connectivity to open up many more destinations. Domestic tourism alone is worth billions in potential revenues and we must not waste this opportunity.

What have your hotels done to support the community within which the hotel is located and your employees?

Our employees, their safety and wellbeing have been our topmost priority. We have ensured they receive the required training and support during the lockdown period.

As a group, we have been providing rations to construction workers stuck at various sites in Bangalore and have also sponsored thousands of free meals for the poor and needy through Akshaya Patra.

Have you done any retrenchments yet?

Retrenching people will be our last option and we would not want to exercise that option unless compelled. However, considering that revenues have dropped to near zeroes while the fixed overheads have remained the same, it has become necessary for us to look at an all-round tightening of belts so that we are able to collectively tide over the crisis. This includes temporary ‘grade-wise’ rationalisation of salaries and perks.

Every crisis has its learnings for the industry. What are yours?

We have seen a sudden collapse of business; the challenges before us is dealing with compromised experience for guests and managing the expectations of the associates in these uncertain times.

The bright side is you look at better ways of running the business. Like leaner operations to

maximise profit and improved operating standards, to name of few.

What measures have you taken to cut cost of operations?

We have undertaken several:

- Requesting employees to use their accumulated leaves during the lean period. All-round trimming of costs without compromising quality.
- Based on the occupancy, we have restricted our operations to limited number of floors thereby reducing on the manpower required and reducing the HLP consumption.
- Since there is a total lockdown and there are only very few guests in house, we have closed down the restaurants and spa.
- The contractual services has been reallocated into and have made considerable savings by carrying out the work in house where ever possible.

How are geared up to handle the situation if one of your guest ends up testing positive for Covid-19?

The staff is well-versed in hand hygiene, respiratory hygiene and protocols to be followed while handling a guest who is not well. They have been trained to advise and assist guests who develop symptoms, and to call control room/designated hospital to report. We are already disinfecting areas such as lifts, washrooms, telephones and lobby every six hours.

Personally, what have been your learnings from this crisis?

I am not sure if there are more than a handful of people across the world who may have witnessed a crisis of this magnitude in the lives. This is unprecedented!

Not just the coronavirus pandemic but the economic pandemic that has left a much larger impact on us. Businesses across the planet have literally shut down, leaving millions unemployed and the economy crippled. It is going to take some time and a humungous effort to get back our bearings.

There is also a flipside to the whole scenario. We have learnt to appreciate life more than what we used to. Our earth has become a lot cleaner with a noticeable improvement in air quality. One gets to actually see millions of stars in the sky. It has also brought us much closer as one world. Coronavirus has shown us that there are no borders and also that all are equal, be it a prince or a common man.

We have realised that not all chores that we so far deemed critical or important, really are so. The daily hustle and bustle in our lives has suddenly been filtered out, giving us time to introspect if most of the errands that we were so hopelessly drowned in were really necessary.

EazyDiner launches Safe+ Dining, a safety program for restaurants as well as diners to eat out without fear

EazyDiner will now also power takeaway and delivery from Safe+ select restaurants at a 5% commission only



Mr. Kapil Chopra, Chairman of the Board EazyDiner

EazyDiner – India’s largest eating out platform, continues to believe that eating out will come back in a safe way. With its extended operations in Dubai, EazyDiner is already seeing a healthy revival in the eating out.

With high focus on safety and hygiene protocols, EazyDiner has launched **Safe+ Dining** for diners and restaurant employees. A comprehensive hygiene and safety protocol monitoring will be done by EazyDiner by vetting and validating restaurants before onboarding them on Safe+ and also continuing to review via periodic visits. The EazyDiner app will also allow diners to give real-time feedback on hygiene standards of the Safe+ restaurant.

Speaking on the launch, Chairman of the Board for EazyDiner, Kapil Chopra, says – “Safe+ Dining will be offered to those restaurants which adhere to the strict guidelines ensuring health and safety of both diners and restaurant employees. We are launching an additional feature of delivery and takeaway with select restaurants at a commission of only 5% - the lowest in the industry. Besides ensuring higher revenues for restaurants, Safe+ will also aid in the discovery of restaurants for diners and alliance partners. Additionally, restaurants will also benefit from access to data to know who is ordering from their restaurants and service their customers better.”

EazyDiner also runs the country’s most premium membership dining program, EazyDiner Prime, spanning over 2100 premium restaurants across 15 cities. EazyDiner will also be able to showcase its partner restaurants and their offerings to

premium diners as it also runs EazyDiner Prime for top Indian and international banks premium cardholders. These include American Express Centurion, American Express Platinum, Citibank Ultima, Citibank Prestige, Citibank Gold, IndusInd Pioneer, Axis Bank Burgundy, Axis Bank Reserve, HDFC and SBI, which constitutes to millions of high-end diners using the app.

EazyDiner will work with a secure delivery partner, having employees on payroll- not outsourced or freelanced- enabling constant and periodic health-checks as well as access to health history of these delivery personnel over period of time. As a long-term measure for sustainable operations, EazyDiner recommends restaurants set-up their own delivery fleets, hiring their own delivery personnel, for a stronger end-to-end control on safety, hygiene and food quality. Aggregated delivery fleets that have teams moving between multiple restaurants and services are not safe from a hygiene standpoint- also not allowing for consistent health and hygiene monitoring or addressing any illness symptoms.

EazyDiner will also provide restaurants with LiveTable, a top of the line software, to enable effective management of operations for delivery and takeaway. **This will be provided at no charge to the restaurants for use over the next 3 months.**

What is Safe+ Dining?

In a recent survey, after nearly 60 days of quarantine, 69% percent of EazyDiner users said they would like to go back to their favourite restaurants for a meal within a week of opening.

Rohit Dasgupta, CEO EazyDiner says “The big question in eating out will be how safe is the restaurant kitchen and the restaurant itself? An additional visible proof of the restaurants’ hygiene and cleanliness practices will definitely be welcome. Digital ordering and digital payments at restaurants are just 10% of the ‘contact’ experience, the critical bit is food preparation in the kitchen where there is high human involvement. ‘Contactless dining’ in most cases is just a marketing gimmick, a way of repackaging an existing product without giving deep thought to the end product. Marketing gimmicks will not work in the current crisis and pandemic situations demand real thought through products which can solve the problem being faced by diners and restaurants.”

Key Highlights of Safe+ Dining:

1. Real-time safety and hygiene rating of restaurants by EazyDiner users when they eat at a restaurant.
2. Broadcasted live feed of the kitchen or an opportunity to see the kitchen processes. Transparent display of sanitisation and hygiene policies to the customer on the app



Mr. Rohit Dasgupta, CEO EazyDiner

or on demand at the restaurant.

3. E-menu on EazyDiner app for self-ordering or menu sent to you on WhatsApp when reserving a table. Digital bill payments on EazyDiner app to ensure minimal contact and quicker check-out through PayEazy.
4. Feedback and review for all Safe+ activations to take immediate measures for any gaps that diners point out leading to a 360-degree improvement cycle.

Safe+ Dining initiatives by the restaurants will include a display of self-declaration on the measures that they are taking on the following:

- Residential accommodation hygiene and sanitation of the restaurant employees
- Raw material supply chain sanitisation
- Restaurant team temperature checks everyday along with hygiene practices on shift including usage of gloves and masks
- Sanitization measures before and after every guest use of a table and also all guest use items including plates, glasses and cutlery

As a team of ex-hoteliere and restaurateurs, EazyDine understands how restaurants run. It is feasible for EazyDiner to see beyond technology and create a 360-degree product to enable a true Safe+ experience for our customers while at the same time helping restaurants to achieve the same. Safety, hygiene and sanitization is an on-going process and if not reinforced- will start failing. This will be the underlying construct of Safe+ dining. Dining which ensures that people are safe, no matter which side you access it from.

Centara Hotels & Resorts Launches Exclusive Deal Offering Voucher with Extra 50% Value for All of Its Resorts in Destinations Worldwide



Buy Now, Travel Later with Centara Hotels & Resorts, Thailand's leading hotel operator has launched a special deal to give an extra 50% for its vouchers sales for hotels and resorts in different destinations around the world.

Prepare to enjoy your dream destinations soon whether it's the 'city-centre' locations or beautiful beaches and islands, Centara Hotels & Resorts will bring you to experience a range of upscale hotels and resorts. You will be able to have memorable experiences in both facilities and services of the 'Centara' brand. These are the best travel deals offering to those who wish to travel the world when it is safe to travel again.

Buy a Centara cash voucher for a future escape with a value starting at THB1,000. Vouchers can be redeemed for hotel stays or spending in the hotel whilst staying at any Centara

Hotels & Resorts' properties in Thailand and overseas. Centara will add a further 50% value to the purchase. Half will go to the buyer, with the value of the voucher being increased by 25% to get more out of the next adventure. The other half will be made as a donation to 'Help the Heroes', a campaign aimed to support health workers and frontlines who work tirelessly during the COVID-19 crisis. The voucher is valid for purchase on its website from now until 31 October 2021.

Each Centara hotels or resorts will feature at least one premium restaurant, each has a spa and fitness centre. The hotel designs and style vary ranging from family-friendly beachfront resort to romantic beachside hideaway, adult-focused resort, residential setting, long-term comfort in residences and suites, villa luxury, and barefoot paradise in a secluded setting.

There are 76 properties of Centara Hotels & Resorts that span across all major Thai destinations plus the Maldives, Sri Lanka, Vietnam, Laos, Myanmar, China, Japan, Oman, Qatar, Cambodia, Turkey, Indonesia and the UAE. Centara's portfolio comprises seven brands – Centara Reserve, Centara Grand Hotels & Resorts, Centara Hotels & Resorts, Centara Boutique Collection, Centra by Centara, Centara Residences & Suites and COSI Hotels – ranging from 5-star city hotels and luxurious island retreats to family resorts and affordable lifestyle concepts supported by innovative technology. It also has its own award-winning spa brand, Cenvaree. Centara's distinctive culture and diversity of formats allow it to serve and satisfy travellers of nearly every age and lifestyle.

At present, Centara Hotels & Resorts also has implemented the safety measures in the hotels that remain open with secure protective measures and hygiene cleaning which incorporates guidelines from the World Health Organization (WHO) for safety trips of all guests.

For more information, please visit <https://www.centarahotelsresorts.com/help-the-heroes>



Centara Grand & Bangkok Convention Centre at Central World, Thailand



Centara Grand Mirage Beach Resort Pattaya, Thailand



Centara Sandy Beach Resort Danang, Vietnam



Centara Ras Fushi Resort & Spa Maldives

Atlantis Resorts pledges 20,000 meals worth Aed 225,000 to the “10 million meals” campaign and Illuminates 20,000 lights on the Burj Khalifa

2,000 lights on the ‘World’s Tallest Donation Box’ are lit by Atlantis in support of the nation’s biggest community campaign

Atlantis Resorts has pledged 20,000 meals worth AED 225,000 as part of “10 Million Meals”, the nation’s biggest community campaign to provide meals or food parcels to support vulnerable individuals and families in the UAE. This has illuminated 20,000 lights on Burj Khalifa which is supporting the campaign as the ‘**World’s Tallest Donation Box**’, which launched on Saturday.

The “World’s Tallest Donation Box” enables companies, entities and the public to purchase lights on Burj Khalifa, for as little as AED 10 each, to collectively donate 1.2 million meals or food parcels. For every light purchased through the website www.tallestdonationbox.com, one meal is provided to someone in need, with the ultimate goal to illuminate the 1.2 million lights on the façade of the world’s tallest building.

Representing donations as lights beaming on Burj Khalifa reflects the hope that small acts of kindness will bring to less fortunate

communities as the country continues its battle against the pandemic. Illuminating the world’s tallest building for a good cause also cements the UAE’s status as a global beacon of hope in all circumstances.

Timothy Kelly, Executive Vice President and Managing Director, Atlantis Dubai said: “The holy month of Ramadan is a period of spiritual reflection and a time to demonstrate selflessness and unity. Through this noble campaign we can help to assist disadvantaged people across the UAE. COVID-19 has affected each and every one of us - some more so than others - and we all need to reveal our true values of humanity.”

WAYS TO DONATE

- Companies and individuals can purchase Burj Khalifa lights, for as little as AED10 each, on the website www.tallestdonationbox.com to provide meals for the vulnerable amid the pandemic.

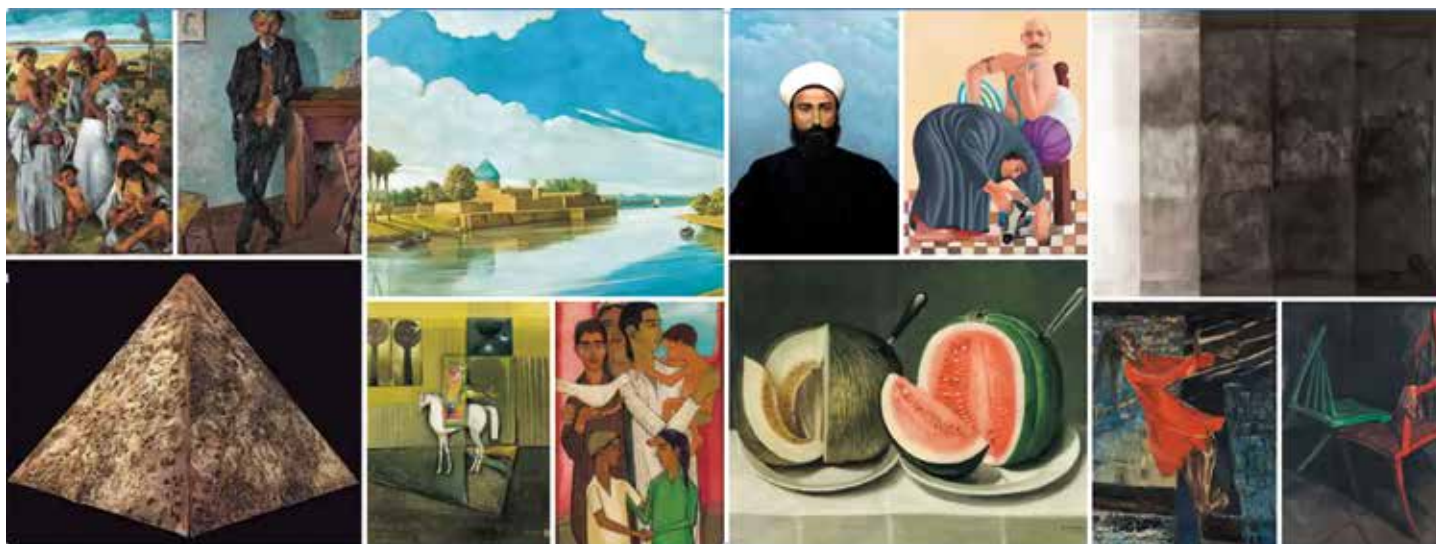
- Donors can also provide meals through the “10 million meals” campaign by contributing on the website www.10millionmeals or via SMS (Etisalat and Du) to numbers listed on the website.
- For in-kind contributions, donors have the chance to provide packages, canned food supplies or food parcels for distribution by directly contacting the campaign’s team on the toll-free number 8004006.

His Highness Sheikh Mohammed Bin Rashid Al Maktoum , Vice President and Prime Minister of UAE and Ruler of Dubai, announced the launch of “10 million meals” earlier in April to provide food support to families and individuals affected by the COVID-19 pandemic that left many facing unemployment and income reductions. The campaign is led by his wife Her Highness Sheikha Hind bint Maktoum bin Juma Al Maktoum, Chairperson of the Board of Trustees of UAE Food Bank.



Visit Qatar's Museums From Home

Experience Qatar's cultural treasures virtually



Right now, it's time to stay at home. As everyone faces this uncertain time together and dreams of when they will be able to travel once again, Qatar Museums offers a myriad digital resources that allow visitors from around the world to experience its renowned collections and institutions online. While its individual museums are closed to the public at present Qatar Museums maintains the following digital offerings in order to continue to fulfil their critical mission, virtually, of providing spaces for respite, education and inspiration...

Mathaf: Arab Museum of Islamic Art

- Mathaf: Arab Museum of Modern Art, can be explored through the Google Arts & Culture platform, offering a uniquely comprehensive overview of modern and contemporary Arab art.
- Mathaf Encyclopedia of Modern Art and the Arab World provides free in-depth, peer-reviewed essays and biographies on modern and contemporary artists from North Africa, Asia and Middle East. Launched in 2013, the Encyclopedia includes entries commissioned from scholars and independent researchers and curators.

Museum of Islamic Art

- Take a 360° tour of the Museum of Islamic Art (MIA), an architectural masterpiece designed by the late Chinese American architect I. M. Pei.

- Global audiences are also welcome to explore the collections of the Museum of Islamic Art, spanning some 1,400 years, via Google Arts & Culture and on the MIA website.
- The museum also offers learning and engagement activities for children, families and adults on its social media platforms and website including MIA Storytime, games, puzzles, instructional art, video tours and colorful do-it-yourself art projects.

M7 - Qatar Museums' new hub for fashion, design and technology startups

- M7 is offering a biweekly series of online coaching sessions by leaders in the fields of fashion and design, intended to guide and encourage aspiring Qatari designers. Although the onset of the COVID-19 pandemic has delayed the full inauguration of M7, these exclusive online coaching sessions - live each Thursday and Saturday on the M7 Instagram account, @M7.qatar, at 6pm local time - will provide ongoing inspiration and support.

National Museum of Qatar

- Through Google Arts & Culture, explore the collections of the Jean Nouvel-designed National Museum of Qatar (NMQ). These include an array of archaeological and heritage objects, such as the renowned Pearl Carpet of Baroda, embroidered with more than

1.5 million of the highest quality Gulf pearls and adorned with emeralds, diamonds, and sapphires.

- The NMQ reshapes the oral history project, "You Lived the Story" (#mystoryourmuseum) which was prepared for the official opening of the Museum last year.
- Virtual visitors are invited to share a drawing of this architectural icon or any other QM museum and share their creations on social media using the hashtags #SketchatQM and #VisitQatar. Each Monday, Qatar Museums will then post their choice of the best entries on their social media channels.

Qatar Children's Museum

- The Qatar Children's Museum (QCM), currently under development by Qatar Museums, is hosting daily workshops in English and Arabic on its Instagram account (childrensmuseum.qa) that families can participate in using everyday materials found in their home. The sessions invite families to incorporate playing and learning into their daily weekday routine and engage with the museum's staff who will be present to facilitate the sessions live.

For more information on Qatar visit: www.visitqatar.qa

In solidarity with India, and the world

Taiwan prepares 'Holiday for Healing', to focus on more enriching experiences

We are globally in a difficult situation. All of India is in a lockdown. Typically, Spring and Summers are when Taiwan gets ready to host its maximum visitors from India.

Taiwan Tourism Bureau, in close contact with all stakeholders within Taiwan and in India, is keeping a close eye on the situation and exploring ways to recover from the situation, once the virus is a thing of the past. TTB understands that the extent of damage caused by the virus - to lives, businesses and our own stress levels - will not be overcome quickly. It also understands that when travel resumes, the safety and health of all travellers will be paramount. During this road to recovery, TTB's communication will embark on a new campaign focusing on: **'Holiday for Healing'**.

Holiday for Healing will include:

- Focussing on enriching holidays which emphasize on quality time being spent together by families, friends
- Rejuvenating experiences, rather than commercialized options. These will include greater focus on Taiwan's mountains (which was already TTB's main focus for 2020), natural hot springs, trekking, birdwatching and similar experiences
- Greater interaction and experience with

the culture of Taiwan and its people instead of large, crowded festivals

- And finally, continued transparency on the health situation, and prioritizing the well-being of all visitors

Speaking specifically about India in the context of 'Holiday for Healing', Dr Trust HJ Lin, Director of TTB for India, Asia Pacific and Middle East, said, "India has been and will remain an important market for us. In the past few years, we have seen a steady increase in traffic from India. At the start of the year, we had announced that 2020 would be the year of promoting our mountains in India. And once things improve and travel resumes, this theme becomes more pertinent than ever."

At the start of the year, Taiwan was estimating at a 20% growth in this year's tourism from India. Based on prolongation of the health situation and prioritising the wellbeing of travellers, a revised estimate is only possible once the situation improves globally, and significantly.

In addition, Taiwan has received global praise for its deft handling of the health situation in the region, with compliments for being prompt and transparent. Even in the aftermath of the virus, transparency of the situation and well-being of its visitors will continue to remain a priority.

Taiwan sends its prayers and wishes to all of India and look forward to being in a position



to welcome all of you soon to a safe and enjoyable holiday - a 'Holiday for Healing'. In the meantime, share with TTB your experiences and expectations from a holiday in Taiwan on Instagram using the hashtag #holidayforhealing



The World Tourism Organisation (UNWTO) hosted a high-level virtual meeting, bringing together key UN agencies, the chairs of its Executive Council and Regional Commissions, and private sector leaders

Since the start of the pandemic, UNWTO has been working closely with the World Health Organisation (WHO) to guide the tourism sector as it faces up to the COVID-19 challenge. This meeting, hosted in Madrid but conducted virtually for reasons of public health, further emphasised the call for 'international cooperation to underscore a united response' based on the latest public health recommendations and reflecting the deep economic ripple effect and social cost of the pandemic.

UNPRECEDENTED

"This unprecedented public health emergency has already become an economic crisis which will come at a social cost", said UNWTO's Zurab Pololikashvili. The secretary-general added that tourism "is the hardest hit sector and all our best estimates have been overtaken by the changing reality".

Without any certainty over how long this crisis will last or what the final economic and structural impact on tourism might be, all participants were united in their deep concern over the millions of jobs that are at risk of being lost. With small and medium-sized enterprises making up 80 pc of the sector worldwide, the wider social impact of the crisis will go far beyond tourism, making it a key concern for the international community.

COORDINATION IS PARAMOUNT

Tourism has proven in the past to be a reliable partner to lead recovery for societies and communities, but only if the economic policies of governments and the support packages of donor and financing agencies reflect how the sector touches on every part of society. "The livelihoods of millions of people and their families are at stake, be it in urban centres or in remote communities where tourism is sometimes the main income generator and a vehicle for social inclusion, protecting heritage and kickstarting development," Pololikashvili said.

This requires 'political recognition and cooperation across ministries, involving the public and private sectors' and set against the backdrop of wider action plans by financial institutions and regional bodies.

All welcomed UNWTO's tagline to 'Stay home today so you can travel tomorrow', which is promoted on digital media through the hashtag #TravelTomorrow.



UNWTO RECOMMENDATIONS FOR RECOVERY

In the coming days, UNWTO will release a set of recommendations for recovery. The document will highlight the steps governments and other authorities need to take to mitigate the impact of COVID-19 on the tourism sector and to then accelerate recovery.

This meeting will be factored into UNWTO's recommendations. These will be complemented by a dynamic component aimed at engaging with innovators across the world through an innovation challenge centred on tourism's response. Launched with the support of WHO, this challenge will identify new ideas that can be implemented to help tourism return to sustainable growth.

GLOBAL TOURISM CRISIS COMMITTEE

The participants accepted UNWTO's invitation to be a part of a 'global coordination committee' which will hold regular virtual meetings to evaluate and advance recommendations as the situation evolves.

The UN's key tourism-related agencies will all be participating, along with WHO and the main representatives of the airline and maritime transportation sectors, as well as the private sector. UNWTO members are a critical part of this committee, represented through the regional chairs and the chair of the Executive Council.

Representing the private sector were, the chair of the board of UNWTO affiliate members and also director of IFEMA Ana Larrañaga; Alexandre de Juniac, director-general of the International Air Transport Association (IATA); Adam Goldstein, global chair, Cruise Lines International Association (CLIA); Angela Gittens, director-general of the Airports Council International (ACI), and Jeff Pool from the World Travel & Tourism Council (WTTC).

Organisers of Arabian Travel Market announce the launch of ATM Virtual

- ATM Virtual to feature a host of webinars, conference sessions, roundtables, speed networking, and one-to-one meetings
- Topics include tourism strategies for the future, the hotel landscape post-COVID-19, tourism resilience, aviation industry insights, technology and sustainability amongst others
- The event will take place on 1-3 June 2020



Arabian Travel Market (ATM) has officially announced the launch of ATM Virtual, a three-day event that will take place from 1-3 June 2020.

The event, which underscores ATM's commitment to delivering positive business and networking opportunities to the region's vast travel and tourism community, will focus on emerging trends, opportunities, and the challenges which are directly impacting the tourism industry amid the COVID -19 global health pandemic.

Danielle Curtis, Exhibition Director ME, Arabian Travel Market, said: "Our debut virtual event provides us with the opportunity to work closely with the ATM community and ensure we can support the travel and tourism industry in rebounding as quickly and efficiently as possible.

"We will address the impact the global health

pandemic has had on the travel and tourism industry and discuss a road map to recovery, identifying the trends shaping the future of the industry and the 'new normal' that lies ahead."

ATM Virtual, which will take place over three days, will feature comprehensive webinars, live conference sessions, roundtables, speed networking events, one-to-one meetings, as well as facilitating new connections and offering a wide range of online business opportunities.

With up to four live high-level sessions each day, industry experts will address a range of topics including tourism strategies for the future, the hotel landscape in a post-COVID-19 world, and the resilience of the travel industry, as well as exploring emerging travel technology and sustainability trends, amongst other key topics.

Sessions on the first day of the virtual event include, amongst others, Communicating

and Building Confidence Now and The Hotel landscape in a post-COVID-19 world.

Day two will include the Virtual ATM China Forum and Networking sessions as well as Bouncing Back: Tourism Strategies for the Future, and Catapulting Resilience Through Technology and Analytics. On day three, the event will conclude with the International Travel Investment Conference.

The packed agenda will also feature interviews with high-calibre aviation keynote speakers providing a detailed update on the aviation industry. It will also feature a session run by Arival, focused on the rise of online travel agencies (OTAs), the re-opening of operations, and what this means for tour and attraction operators across the Middle East.

One-to-one pre-scheduled 30-minute meetings between editors, exhibitors, and buyers will also take place, while live video sessions will include Q&As and polls which will be run alongside the presentations to enable audience interaction.

A series of independently moderated, pre-recorded on-demand roundtables have been designed to discuss emerging hot topics such as domestic travel, luxury travel trends, corporate travel, and tourism recovery plans. Also, key travel editors and leading travel and tourism experts will be writing blogs on topical subjects spanning not just regional but international industry verticals.

While a host of hour-long speed networking sessions, between key buyers and exhibitors, will culminate in over 1,400 5-minute meetings that can then be extended into more in-depth meetings where a business need is identified.

"For exhibitors from this region, the dedicated networking event will also have one Middle East-focused session per day, as well as sessions for buyers, focused on purchasing European and Asian products, plus a session specifically targeting Chinese buyers," added Curtis.

In addition to ATM Virtual, the WTM Portfolio has launched a new online portal, the WTM Global Hub, which went live on 23 April 2020.

The portal, which was set up to connect and support travel industry professionals around the world, will offer the latest news and advisory to help exhibitors, buyers and others in the travel industry face up to the challenges of the global coronavirus pandemic.

The platform, which will provide content in English, Arabic, Spanish and Portuguese, will provide a wide range of webinars, podcasts, videos, news and blogs from key industry figures, providing travel professionals with a wealth of information, advice, and support to cope with the current crisis and plan for the future.

ATM Virtual takes place from Monday 1st to Wednesday 3rd June 2020. To register for the event please visit: atmvirtual.eventnetworking.com/register/



Aviation Tops the Agenda at ATM Virtual

- Sir Tim Clark, President of Emirates Airline to outline the company's response to COVID-19 and its impact on their future strategy
- Jozsef Varadi, CEO of Wizz Air, to discuss the future of the budget airline and their imminent launch in Abu Dhabi
- ATM Virtual to take place on 1-3 June 2020

Arabian Travel Market (ATM) has confirmed aviation industry veteran **Sir Tim Clark, President of Emirates Airlines, and CEO of budget airline Wizz Air, Jozsef Varadi**, will speak at the inaugural ATM Virtual, which takes place from 1-3 June 2020.

According to the latest analysis from the International Air Travel Association (IATA), the COVID-19 crisis will see global airline passenger revenues drop by US\$314 billion in 2020, a 55% decrease compared to 2019. In a series of seminars and interviews led by respected aviation expert John Strickland, Director of JLS Consulting, ATM Virtual will look at the measures airlines are undertaking to counteract the direct impact the pandemic is having on their business.

Sir Tim, who has dedicated 35 years to growing Emirates Airlines to become the largest long-haul airline in the world, and in the process has helped transform Dubai into a major global travel hub, will discuss his time spent at the

company, and its response and the procedures implemented to deal with the current COVID-19 pandemic.

The future strategy of Emirates, with a focus on making flying safer through technology implementation, will also be highlighted.

Complementing the line-up of aviation heavyweights is **CEO of Wizz Air, Jozsef Varadi. Thanks to the implementation of new regulations by the airline, Varadi was able to ensure Wizz Air was able to continue operating during the pandemic.**

A major discussion point during the event will be the opening of Wizz Air's forthcoming subsidiary in Abu Dhabi, in partnership with Abu Dhabi Developmental Holding Company, which will further underscore its market position in the budget airline sector.

Danielle Curtis, Exhibition Director ME, Arabian Travel Market, said: "The airline industry continues to face deteriorating conditions with global airline passenger revenues predicted to fall by over 55% in

2020. To address these issues, we have brought together two of the most influential figures in the airline industry to discuss their procedures and strategies for the future."

In addition to the two speakers, a webinar by Cirium will break down the power of analytics in supporting business performance. Through decades of experience, Cirium has been instrumental in supporting aircraft manufacturers, airports, and airlines, amongst others, to shape the future of their businesses and support the travel industry.

Sir Tim Clark will be interviewed on Monday 1 June, 11am to 12noon (8am to 9amBST), followed by the interview with Jozsef Varadi on Wednesday 3 June, 11am to 12noon (8am to 9am BST). The webinar by Cirium is scheduled for 3 June, 5:15pm to 6pm (2:15pm to 3pmBST).

ATM Virtual takes place from Monday 1st to Wednesday 3rd June 2020. To register for the event please visit: atmvirtual.eventnetworking.com/register/

Abu Dhabi launches Clean certification programme for tourism

The certification programme will be rolled out in phases, the first of which will be dedicated to hotels in Abu Dhabi

The Department of Culture and Tourism – Abu Dhabi (DCT Abu Dhabi) launched a safe and clean certification programme to standardise cleanliness and hygiene levels in the tourism sector.

DCT Abu Dhabi aims to safeguard the well-being of consumers by offering certifications for compliance of standardised hygiene levels in tourism destinations and industry businesses within the emirate. This move comes at a time when hotels, malls and other attractions in the capital prepare to welcome guests to their venues once again.

The certification programme will be rolled out in phases, the first of which will be dedicated to hotels in Abu Dhabi, with other tourism attractions and businesses to follow. Interested organisations are recommended to follow DCT Abu Dhabi's social media channels and website for programme-related updates.

“Our priority is to ensure that our residents and visitors feel safe and comfortable in Abu Dhabi and as hygiene and cleanliness have



Mr. Ali Hassan Al Shaiba
Executive Director of Tourism & Marketing
DCT Abu Dhabi

risen to become vital factors considered by all individuals today, we believe that it is imperative for all institutions and businesses to elevate and then maintain

hygiene standards,” said **Ali Hassan Al Shaiba, executive director of Tourism and Marketing at DCT Abu Dhabi.**

“As the leaders in tourism, our role is to pave the way for industry players and set standards that suit our consumers. Through this tourism board led programme, we hope to boost the confidence of consumers when considering Abu Dhabi as a tourism destination. Our dedicated team has been working closely with different stakeholders to ensure that this programme considers all elements of health and safety and we encourage all hotels and industry partners to attain the certificate.”

The initiative comes as part of the organisation's commitment to ensure the health and safety of the capital's occupants as well as its response to the change in consumer trends and behaviors as a result of pandemic.

In an attempt to contain the spread of the pandemic, the UAE began its disinfection programme on March 26, covering utilities, public transport as well as streets across the country.





DCT Abu Dhabi reassures travellers of better times ahead with its inspirational video campaign

Pursuing an inspirational approach, DCT Abu Dhabi has come up with a feel-good video campaign full of striking images of the emirate, hoping to inspire people to consider their newfound downtime in a positive light. The video encourages travellers across the globe to contemplate as the coronavirus pandemic forces people to shutter businesses and spend more time indoors.

As the planet is resting and restoring now, the video comforts travellers to think of better times ahead and use this pausing period as an opportunity for reflection and a chance to remember the wisdom of the forefathers and all they have done and sacrificed.

The wheels of life will turn again and Abu Dhabi's gates will open once more, welcoming the world.

Singapore Tourism Board comes up with a new edutainment series featuring SG personalities

The Singapore Tourism Board (STB) has launched an edutainment series "Try this at home, Tips from Singapore" which features Singaporean personalities such as sneaker artist Mark Ong; cook, food writer and television host Sarah Huang Benjamin; artist Tan Zi Xi; Peranakan kebaya makers, brothers Raymond and Edmond Wong. The six-part series will have these personalities completing various tasks assigned to them. For instance, food writer Sarah Huang Benjamin was handed a packet of instant noodles along with a note to turn it into a fancy meal with whatever she has in her fridge. Artist Tan Zi Xi gets an upcycling challenge with common household products whereas brothers, Raymond and Edmond Wong gets the challenge to beautify masks with a Peranakan touch to it. Sneaker artist Mark Ong along with his partner Sue-Anne are given the challenge to transform a piece of homewear into streetwear.

During this period as many around the world are urged to stay home as much as possible to stem the spread of COVID-19, STB aims to encourage local and international viewers to explore or further develop a passion, inspired by Singapore's diverse people, talent and stories through this video series.

The four parts of the series have already been released on STB's

Facebook, Instagram and YouTube.

You can check out the fun and interesting videos here-

Food writer Sarah Huang Benjamin's instant noodle challenge

<https://www.youtube.com/watch?v=3hSYHRgsiyU>

Artist Tan Zi Xi's reduce, reuse and upcycle challenge

https://www.youtube.com/watch?v=DjL_7uCrQbw

Sneaker artist Mark Ong's homewear makeover

<https://www.youtube.com/watch?v=aPTz2dpMWUs>

Peranakan kebaya makers Raymond and Edmond Wong's

Peranakan inspired creations <https://www.youtube.com/watch?v=FP1GnQFLWLA>

STB India has undertaken various initiatives to stay connected with their travel trade partners. As a commitment to keep their Indian travellers engaged and entertained during the crisis, STB has partnered with Zomato for Zomaland@Home, a digital version of Zomaland. This association, slated on the first two weeks of June, will feature a number of Singaporean artistes showcasing their talents and passions, while sharing their common love for Singapore's diverse food culture. For more details, please refer to Zomaland's Instagram page @ ZomalandIN.

Nepal Tourism Board prepares survival plan

Nepal Tourism Board (NTB) has made three major recommendations to the government of Nepal for the survival of Nepal's tourism industry during and post COVID-19. These major recommendations highlight the followings - NPR 20 billion Job Retention Fund for Tourism Workforce; financial support to the tourism enterprises and policy intervention. As per the first recommendation, tourism workers should present some testimonials like the last three-month salary deposited in a bank, PAN registration certificate, TDS payment proof, or Social Security Fund (SSF). It has also recommended that there should be loan repayments deferment for

the last three years as well as a one-year facility for the interest capitalisation. The facility for an additional loan against existing collateral is also recommended for each firm based on their size. There should be a rebate on electricity charges and a waiver on electricity demand charges. With an aim to keep the industry afloat through domestic tourism, it has suggested mandatory Leave Travel Concession (LTC) or Tourism Travel Leave provision for all the civil servants, security personnel, employees of corporations, authorities, semi-government organisations, banking sector, and corporate sectors etc. either through direct cash amount support or through income tax rebate on the expense

amount designated for LTC. The policy clearly shows Nepal wishes to consider domestic tourism as source for income, and if borders open, India will be first on its radar. However, nothing much has been clearly mentioned in the policy decision on what will be strategy in welcoming the international guests as Nepal's economy depends a lot on foreign tourists. Visit Nepal year 2020 that aimed at securing two million tourists anyway got washed out due to coronavirus pandemic, where a lot of government money was spent in its preparation. It is yet to be seen, how Nepal plans to revive the VNY2020 campaign, during the second half of the year.



Thailand Tourism launches mini site dedicated to SHA

The Tourism Authority of Thailand (TAT) has launched a mini site dedicated to the “**Amazing Thailand Safety and Health Administration: SHA**” project, and part of the efforts to mitigate the impacts of COVID-19 crisis and accelerate recovery in the travel and tourism sector. The mini site (www.tourismthailand.org/thailandsha) will contain all information related to post coronavirus tourism measures everyone dealing with tourism in Thailand must know, especially the business owners, travel agents and tour operators. The certification is to prepare the industry to be ready for the return of tourism post COVID-19 and develop confidence in Thailand as a destination among international and domestic tourists. Meanwhile, TAT India offices are conducting knowledge series programmes in association with industry partners like Travelbulz, Makemytrip and Yatra and awarding certificates to those who attend the complete webinars.



Thailand launches certification scheme to enhance tourism health and hygiene standards

Thailand’s tourism and health authorities have teamed up to launch a unique certification scheme aimed to prepare the Thai tourism industry for the recovery period and enhance confidence amongst international and domestic tourists.

The “**Amazing Thailand Safety and Health Administration: SHA**” project was launched by Mr. Phiphat Ratchakitprakan, Minister of Tourism and Sports, Mr. Chote Trachu, Permanent Secretary of Ministry of Tourism and Sports, Dr. Panpimol Wipulakorn, Director-General, Department of Health, Ministry of Public Health, and Mr. Yuthasak Supasorn, Governor of the Tourism Authority of Thailand at a press conference “**Amazing Thailand Safety & Health Administration: (SHA)**” at the Grand Ballroom, Floor 2, The Athenee Hotel, Bangkok.

Mr. Phiphat Ratchakitprakan, Minister of Tourism and Sports, said, “The Covid-19 virus spread quickly and widely to many countries around the world, infecting and killing many people. Currently, Thailand has been able to control the spread of the disease thanks to the quick action taken by the Royal Thai Government and the whole-hearted support of

the general public. “However, Thailand is still at risk of being hit by a “second wave”, which will require continued vigilance and public support for the prevention and control measures. At the same time, we must ensure a gradually phased-in economic recovery with behavioural change in accordance with the new way of life or New Normal.”

Mr. Yuthasak Supasorn, Governor of the Tourism Authority of Thailand, said, “Ensuring high health and safety standards will be one of the key criteria for Thai tourism to establish its competitive advantage in the recovery period. The desire to travel will remain strong, but when it actually comes to the decision-making time, visitors will opt for those destinations where they feel confident about their personal safety.”

The Governor said that all applying establishments will undergo strict inspection and be assigned the SHA logo as a mark of quality certification of the service standards of that establishment. The logo will be issued by TAT and have a validity period of two years. All the names of the accredited establishments will be entered into a database. If any violations are reported, the logo will be revoked.

Ten types of business can request the SHA standard as follows:

1. Restaurants / food outlets
2. Hotel / accommodation and convention centres
3. Recreation and tourist attractions
4. Tourist transport vehicle
5. Travel agents / tour operators
6. Health and beauty parlours
7. Department stores and shopping centres
8. Sports stadiums for tourism
9. Theatres / cinemas
10. Souvenir shops and other stores.

The names of the SHA certified establishments will be publicised via www.tourismthailand.org/thailandsha and through the communication channels of TAT’s domestic and overseas offices to build confidence for tourists.

Tourism operators and those interested in tourism service providers or wanting to apply to participate in the Amazing Thailand Safety and Health Administration (SHA) programme, can obtain further information <https://thailandsha.tourismthailand.org/>, or contact E-mail: info@thailandsha.com; Official Line: @thailandsha



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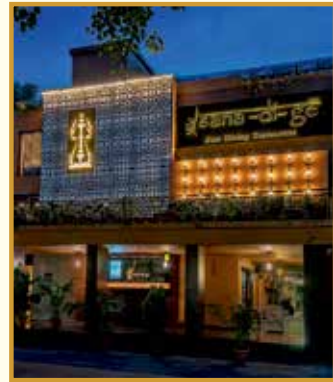


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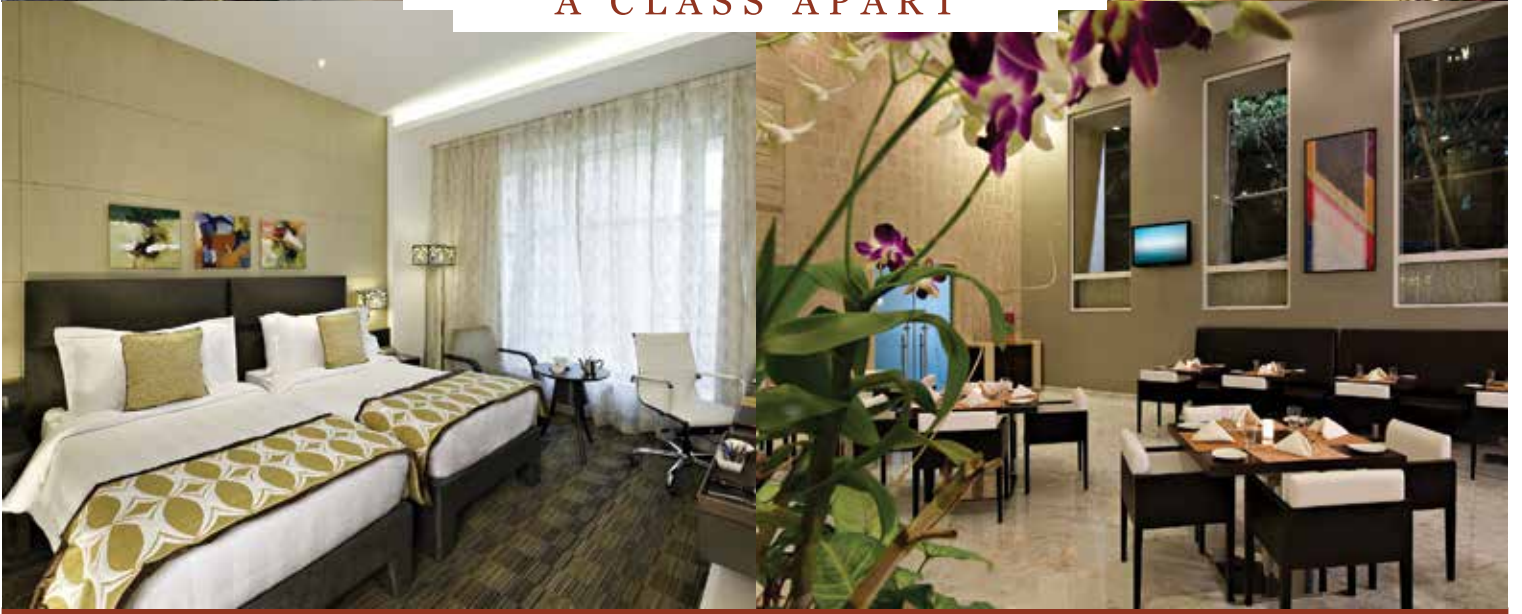
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