Safety, security in the spotlight

By Caroline Boey

The issue of safety and security in light of the tragic shootings and air crash incident in recent weeks has not dampened the outlook of delegators, who described the Christchurch incident as an isolated occurrence, alongside a possible technology glitch in the case of Ethiopian Airlines.

Delegates interviewed believed the impact on meetings in Asia would be limited, and the solidarity of the industry in tackling participant and organiser concerns about safety and security would be a positive step moving forward.

Biometric screening, face-recognition and other new technology were cited as examples of what governments and businesses could invest in and utilise to raise safety and security standards.

“Nothing matter, what, people will continue to travel for meetings and we will have to rely on our local partners to be well informed,” said Vietnam’s Robert Tan, executive director, JTB Events & Marketing.

Russia’s Okkana Tocs, MICE operation manager, RosTour commented that other incidents such as the 2003 SARS outbreak had a much bigger impact compared to terror attacks. “For our programmes, travel insurance is a must and we also send a doctor on our educational programmes with young participants,” Tocs said.

Melbourne-based Mike Williams, senior partner and consultant, GainEdge, advised: “It is much better to be open and every supplier must have a risk management plan.”

Williams noted there was a special events unit within Australia’s Immigration Department, and IPIM – the Macao Trade and Investment Promotion Institute – also works closely with authorities as the destination handles a number of mega-size events.

Noor Ahmad Hamid, regional director of ICCA Asia-Pacific, commented: “I do not believe the incident will affect the industry. It is important for the industry to come together to show support, while event organisers have to be vigilant.”

ICCA has 11 members in New Zealand. He added governments could do more to “pre-clear” bona fide delegates and make baggage screening compulsory, instead of random checking.

An industry veteran commented that fingerprint scans at airports to enter a country should also be made compulsory for everyone regardless of age.

Using MICE to mend strained ties

By Pamela Chow

Refusing to be defined by political tensions, corporate travel companies and event organisers in Japan and South Korea are actually reaching out to Chinese MICE suppliers to build stronger relationships and encourage more business travel.

Public concern about the political climate in North Asia has led to misconceptions that Japanese travel companies do not organise events in China.

Calvin Tan, JTB’s manager, MICE department, Singapore outbound office, shared: “This year, I’m targeting to meet more Chinese suppliers, because a lot of people still have the perception that JTB does not organise events in China. We want to break away from that. It’s very untrue because there are actually a lot of Japanese companies in China.”

South Korea-based MICE management and event promotion company Premium Pass International is also using IT&C China as a platform to meet more Chinese venue and convention suppliers.

“The relationship between China and Korea is not good now, so we would like to do something to develop ties between the two countries. “Doing this through conventions and meetings can help,” shared Feng Li, assistant manager, strategic planning department, Premium Pass International.

Jesmond Lam, event planner with Japan-based Event Services, remarked that young Japanese corporates are starting to be interested in Chinese culture and are picking up Mandarin.

Lam explained: “The Japanese tend to be traditional. My clients have always preferred incentive destinations like Singapore, Hawaii and Guam. But now, they are opening up to visit China.

“We want to grow Japan’s outbound numbers next and hope to establish an outbound MICE team in the next three to four years,” he added.

What industry members are saying

“Clients are asking us more questions relating to safety, such as the culture of the people in a destination and the happiness quotient.

They are also putting more effort into researching the destination to get a sense of how safe it is. Some clients are avoiding Paris, as they don’t think it is safe, and small groups in a foreign destination are asking for escorted tours, rather than free time to explore the city. Clients are also getting comprehensive insurance coverage that covers terrorism.”

- Avinash Kumar Khanapur, travel consultant, Avni Holidays, India

“In some destinations where there were incidents in the past, clients want us to guarantee that the destination is safe when they visit. We are not in a position to do so. This is where NTOs play an important role. Information should be readily available and accessible on what public safety steps have been taken.”

- Mint Leong, director, Sunflower Holidays, Malaysia

“I do not think random acts of terrorism will stop people from attending business events. However, organisations will have to take more precautions and steps to ensure the safety of their personnel. For instance, we have added more questions to the security evaluation forms that staff have to complete before they are given permission to travel. On the part of governments, they can keep the public informed on safety and recovery updates in the aftermath of an incident.”

- Saurav Chakrabartty, corporate travel buyer, Siemens, India
Hilton maps China strategy

By Pamela Chow

The brand launch of Asia-Pacific’s first Canopy by Hilton in January in Chengdu, demonstrates the importance the global chain is attaching to China, and a leading second-tier city.

Chengdu is a business city where its primary industries are IT, food processing, machinery, petrochemicals, metalurgy, automobiles, building materials, and light industry.

To underscore the importance of catering to the Chinese market, guests who stayed at the new Canopy by Hilton in Chengdu were asked to be part of a neuroscience study, conducted in partnership with Nielsen.

The study found corporate guests responded positively to the idea of “thoughtfully local” hotel offerings, and the property reflecting its neighbour- hood through local designs, food and drink, product partnerships and more. Gary Steffen, vice president/global head, Canopy by Hilton, elaborated on the importance of shaping products to cater to the Chinese customer: “On a global level, the Chinese market is just so critical to tourism around the world. To us, it’s been fascinating to observe Chinese domestic tourism continue to grow at the rate it has.” He added that China has become a trendsetter in the past few years.

According to the China Tourism Academy, domestic tourist volume reached 2.8 billion in 1H2018 – up by 11.4 per cent YOY – and the number of outbound travellers rose by 15 per cent from the previous year to reach 71.3 million. Besides the neuroscience study, Hilton previously commissioned a survey by Kantar of 1,000 Chinese citizens, covering participants across different age groups and regions who have stayed in an upscale hotel at least once.

This study found that 83 per cent of respondents were keen to explore local cultures, 82 per cent enjoy self-pampering, 77 per cent were open to socialising with locals and 63 per cent felt thoughtful and personalised perks were more important over opulence.

Steffen added modern business travellers cared very much about the quality of the guestroom, which aligned with what the Kantar study found. As such, Canopy by Hilton Chengdu City Centre would meet the needs of Chinese travellers doing business in the city, Steffen opined.

### {Hot leads} {Hot leads}

**New Chinese products wanted**

- **Vietnam’s JTR Events & Marketing Robert Tan, executive director, hopes to find new food and culture products in Chinese cities with good connectivity for Asian, Eastern European and South African groups. Email jtr1@jtr.vn.**

- **Seeking more incentive ideas**
  - **Martin Ellis, managing director of UK-based TeamUmbrella, is looking for suppliers in mainland China to organise more incentive travel trips. Email martin@teamumbrella.net.**
  - **Bringing exotic destinations closer**
    - **First-time Singapore buyer Crystal Szm of Albatross World, is interested in new products in China’s northern second-tier cities and exotic locales. Email: crystalsim@albatrossworld.com.sg**
  - **Searching for corporate travel contacts**
    - **First-time Russian buyer Oksana Tcoi, MICE operation manager of Rozintour, is looking to send corporate and student groups to China on technical and educational missions. The company also plans to organise association meetings. Email, rozintour@yandex.ru**

- **Halal travel in China**
  - **Muslim travel specialist, Tripfez Travel, is looking for DMCS in Shanghai, Beijing and Korea to cater to the Muslim travel market from South-east Asia. Email Agnes Ho at agnes@tripfez.com.**

- **Fresh meeting spaces apply here**
  - **South Korea-based MICE management company Premium Pass International is on the lookout for interesting meeting venues and incentive programmes throughout Asia for its European clients. Email danielvenkbus@wavestone.com.**

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**Let the show commence!**

By Bidi Ji

We have a treat for all delegates this year! Of course one sure-win appreciation lucky draw chance at counter (AG) by scanning the QR code and following us on our WeChat accounts. Prizes include Starbucks vouchers; and a two-night stay at Six Senses Qing Cheng Mountain.

Extra chances can also be earned by completing event activities. If you are a CTW China Corporate Buyer, complete your Meet The Corporates appointment. If you are an association buyer or media delegate, complete an Exhibition Walk About. All buyers who turn up at the lucky draw counter at 16:30 on March 21 get an extra chance. Exhibitors, buyers and media who complete our online feedback also gain an additional chance.

More details can be found in your personalised checklist in the registration kit. See you there! Prizes while stocks last.
Luxury in the Mergui, 800 remote and untouched islands

By Memories Group

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www.memoriesgroup.com
Romancing corporate groups with small towns

By Pamela Chow
Taiwanageing Asian corporate travel- ers this year with a new campaign that highlights the country’s traditional sites and quaint towns, as showcased at the Taiwan pavilion at IT&CM China.

To open up these old and romantic locales, the campaign has shortlisted 30

“Today, incentive groups demand for programmes that have an element of creativity and can accommodate large groups.”

Nina Lin
Deputy executive director, MEET Taiwan

TCEB unveils new China subvention

By Rachel AJ Lee
The Thailand Convention & Exhibition Bureau (TCEB) launched a new financial support scheme – entitled Golden Pig Reward – for meeting and incentive groups visiting Thailand at IT&CM China 2019 yesterday.

The reward is a financial subsidy of 200,000 baht ($US6,305) per group. To qualify, each group must comprise at least 1,000 delegates and stay a minimum of three nights in a Thai Hotels Association (THA) member hotel.

The Golden Pig Reward – named after the current Year of the Pig – is open for applications until July 31, 2019, with travel to take place between April 1 and September 30, 2019.

Nichapa Yoswee, senior vice president of TCEB – business, said: “China has been Thailand’s top source market for MICE travellers since 2013.

“The total number of Chinese MICE travellers to Thailand in 2018 grew to 2,148,777 from 1,533,312 in 2017 – a remarkable 40.2 per cent growth. Of these, 35,891 were for meetings, 79,121 for incentive travel, 53,789 for conventions and 46,076 for exhibitions.

“We expect that the number of Chinese MICE travellers to Thailand continues to grow,” she added.

How innovation is transforming MICE

By S Puvaneswary
MICE innovation start-up exhibitors make their debut at IT&CM China. The Daily speaks with four companies.

1000Meetings is a procurement platform developed in 2008 bridging clients (corporate companies and DMCs) and suppliers (hotels and special venues) from around the world. There are more than 16,000 hotel suppliers on the platform, as well as more than 4,000 corporate clients and event planners and organisers. This is an innovative solutions provider for corporate meeting planners as it helps them save time and cost in sourcing and procuring meeting and event spaces. Airun, the company’s business development and marketing manager, is looking to meet new clients and suppliers.

247Tickets, established in 2015, is a social-commerce platform connecting people with experiences and events in China. Users can use the app or website to book tickets for concerts, exhibitions, entertainment, sporting events, spas, kids programmes and any lifestyle event. Its technology will also benefit meeting planners and organisers, by offering them custom-made registration and payment for close-door events, conferences and exhibitions. Anna Dixon, its co-founder wants to build awareness of the platform, as well as meet new clients.

CrowsNest is a platform where organisers and corporate clients can use VR to look at venues, saving them time and travel costs. It is especially useful for organisations that require heavy customisation of venues, shared Eos Gerard, the company’s CEO & co-founder. Founded in 2015, most venues on the platform are currently in China, and the company is making inroads in Korea and Japan. Gerard wants to meet DMCs, travel agents and corporate buyers, as well as planners.

Maycur is a provider of integrated travel and expense management service and solution provider in China. On the web or smartphone, its cloud-based solutions assist companies and employees to track spending and obtain reimbursement for claims filed, among other things. Dervan Chou, Maycur’s marketing manager shared that he is here to meet new clients.
“来长隆怎么玩？”

“天不够，那就玩

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A customised approach

For the first time, the Singapore Tourism Board is giving China stakeholders a first-hand curated experience to address increasingly discerning MICE demands. Pamela Chow finds out more

China remains a top-source market for Singapore’s business events segment, with meeting and incentive travellers forming the bulk of arrivals, according to the Singapore Tourism Board (STB).

From January to November 2018, total visitor arrivals from China reached more than 3.1 million, an increase of 6.5 per cent. China remains the top source market of international visitor arrivals.

This unfaltering growth comes “despite the slowdown in its economy”, remarked Cinn Tan, chief sales and marketing officer, Pan Pacific Hotels Group. She said: “Based on the Global Business Travel Association’s projections, China remains the world’s largest business travel market.

“Our top source markets for MICE reflect this trend, with China being one of the five markets that will make up the bulk of business events in 2019.” However, she observed that “companies are adopting cost-cutting measures and a cautious approach towards spending”.

Mike Lee, vice president of sales, Marina Bay Sands, remarked: “Looking ahead, we can expect a greater emphasis on sustainability and environmental consciousness as well as deeper integration of technology in 2019. As a venue host, we need to continue innovating and building on our capabilities in event technology to meet the changing expectations of our clients.”

To maintain healthy growth from China, STB has employed a suite of strategies. These include familiarisation trips for corporate buyers and MICE intermediaries from Greater China, annual MICE roadshows in Hong Kong and Taipei, as well as an annual MICE Conference in China.

The MICE Conference brings key industry influencers and leaders to the stage to share their knowledge and insight on market trends and consumer behaviour, connects Chinese and Singapore stakeholders and allows STB to update Chinese stakeholders on Singapore’s latest offerings.

This year, STB will shake up the conference to “meet the demands of the increasingly discerning China MICE market”, said Juliana Kua, regional director, Greater China, STB.

She explained: “In 2019, the conference’s fifth edition will be held in Singapore for the first time, to allow key media and industry stakeholders/partners to experience first-hand a curated itinerary designed to meet the demands of the increasingly discerning China MICE market. This will in turn increase their appreciation and mindset of Singapore as a top business events destination.”

Further, to accompany its WeChat MICE travel service account, STB last year launched a MICE mini-app on WeChat. It functions as a mobile MICE planning guide, featuring a local venue listing, itinerary ideas and suggestions, a directory of ground handlers and information on STB’s MICE incentive schemes.

Kua said that this move enabled Chinese travel intermediaries and corporates to access Singapore’s MICE information at their fingertips; “on a platform that they are familiar and comfortable with”.

To maintain its pull of MICE travellers from Greater China, STB will continue widening its reach to intermediaries and buyers through strategic partnerships with MICE travel agents in China, holding joint corporate outreach events and organising familiarisation trips to Singapore, said Kua.

“STB’s WeChat MICE mini-app functions as a mobile MICE planning guide, featuring a local venue listing, itinerary ideas and suggestions, a directory of ground handlers and information on MICE incentive schemes.”

Juliana Kua
Regional director, Greater China, Singapore Tourism Board

WHAT’S HOT?

Village Hotel at Sentosa
Opening in April, the Village Hotel at Sentosa, offers 606 rooms, a pool deck with themed zones, gardens, and outdoor spaces for events. Large-scale functions and meetings for up to 480 people can be hosted at The Commune. Part of a trio of hotels by Far East Hospitality in the Palawan area of Sentosa, Village Hotel at Sentosa is located two minutes from the Imbiah Monorail Station and near Universal Studios Singapore.

Salt Media @ Capital Tower
Salt Media @ Capital Tower is Singapore’s first and only cinema in the financial district, that functions as an auditorium by day and a movie theatre by night. It can seat up to 230 people and is ideal for a day conference that ends with a movie screening.

Redevelopment of Downtown East
Downtown East, a lifestyle and dining destination about nine kilometres from Singapore Changi Airport, has completed its five-year redevelopment. It now features two main event venues: D’Marquee, a pillarless, air-conditioned multipurpose hall that can seat up to 1,800 guests and Begonia Pavilion with five function rooms.

Caroline’s House, St Regis Singapore

The newly completed Caroline’s House is St Regis Singapore’s newest event venue. The attached ballroom space can hold up to 150 people banquet-style, or about 285 for a cocktail. Styled with minimalist concepts that exudes a spacious design, Caroline’s House is suitable for high-level meetings, company gala dinners and luxury product showcases.

Design Orchard
Opened in January, Design Orchard comprises a retail showcase, designer incubation spaces and a rooftop events space. The development is located at the junction of Orchard and Cairnhill Roads. The retail floor features 61 new, emerging and established Singapore brands across categories such as fashion apparel, beauty and wellness, food souvenirs and small home furnishings. The rooftop space, with lush sloping greenery and an amphitheatre, also serves as a space for events set against the backdrop of Orchard Road.
Many reasons to be upbeat

The reopening of Boracay, the main choice of China incentives, and more hotels being built with Chinese investors, which offer market-centric services, bode well for industry, writes Rosa Ocampo

The Tourism Promotions Board (TPB), the DoT’s marketing arm, does not have a breakdown for business events participants from China.

However, industry members interviewed commented that growth was coming from the meetings, incentive trips and exhibitions sector.

Great Sights managing director, Paul So, said visa-upon-arrival (VUA) made available to Chinese groups and the increased number of commercial and chartered flights between the two countries were two major contributors to the increase in arrivals.

But there are indications VUA would be subject to strictures because a number of Chinese tourists had abused the visa conditions by working in the Philippines in industries such as online gaming, retail and other Chinese-owned businesses.

Nevertheless, Marco Polo Ortigas Hotel general manager, Frank Reichenbach, expects China to bring in more business events guests based on its performance last year. And as infrastructure and facilities continue to be developed in the country, Reichenbach also sees growth in conventions and corporate meetings.

TPB added the chartered flights from China were a good source of incentive travellers. With the reopening of Boracay, the main destination for China incentives, chartered flights that were cancelled last year are expected to resume a robust business.

With the unprecedented rate in arrivals from China and concessions being given to groups, PETCO (Philippine Exhibits and Themeparks Corporation) president, Marisa Nallana, believes China would remain a major market.

Christine Anne Urbanznoo Ibarreta, president of the Sales and Marketing Association International (HSMA), added the big number of Chinese businessmen exploring business and commercial opportunities was stoking the growing demand for corporate meetings and business stays.

Ibarreta, director of sales and manager of Chinese-owned Golden Phoenix Hotel Manila, said more hotels were being built with Chinese investors and offering services tailored to Chinese clients such as accepting cashless payment methods like Tencent’s WeChat Pay and Alibaba’s Alipay.
I t was not the best year for Chinese
arrivals to Indonesia last year. Total figures, based on official
tourism data that was available
up to November 2018 was two
million, despite the targeting being set
at 2.5 million. The full year results were
not available at press time.
The crackdown on “zero dollar” tours
by the Bali government and a series
of natural disasters were identified as
the cause of the decline in the monthly
arrivals, where the biggest drop was 50
per cent between October and Novem-
ber, resulting in the arrival target not
being met.
While the data did not specify market
segments, industry players observed
there was more incentive business to
Bali last year compared to 2017.
Eddy Sunyoto, international market-
ing manager of the Association of the
Indonesian Tours and Travel Agencies
(ASITA), said: “I have feedback that
members handled incentive groups with
between 700 and over 3,000 people to
Bali last year.”
Among them were multilevel market-
ing and insurance companies and clan
gatherings.
While Bali continues to be the num-
ber one destination for business events
from China, Lombok was gaining popu-
larity until the devastating earthquake
and tsunami struck.
Other islands like Batam and Bintan
have also started receiving such groups.
Speaking of 2019, Eddy said: “The in-
terest of travellers in Indonesia remains
high. I was just in China (last December
on a Garuda Indonesia sales mission)
and 750 travel companies attended the
event in Chengdu. They showed enthusi-
siasm and requested for updates on the
latest development regarding the natural
disasters.”
For 2019, the Ministry of Tourism has
set a target of arrivals from China to
reach 3.5 million.
Indonesia’s tourism ministry is target-
ing third-tier cities in China to increase
arrivals, both leisure and business events.
To boost Chinese visitor arrivals, the
Ministry of Tourism will further enhance
its sales mission to the second-tier cities
such as Wuhan, Xiamen, Chengzhou and
Zhengzhou.
Vincent Jemadu, promotion director
of Greater China, Ministry of Tourism,
said: “We have seen an influx of visitors
from second-tier cities, so we have de-
cided to put more effort to attract them.
We will also enter new markets like
third-tier cities, and keep promoting in
big cities like Beijing and Shanghai.”
The Ministry of Tourism will also
work with airlines to fly more visitors from
second- and third-tier cities in China.
Jemadu added: “China is huge, and
connectivity is a big problem. So we plan
to collaborate with airlines, per-
haps Garuda Indonesia and Lion Air.”
In the meantime, ASITA North
Sulawesi Chapter has stepped up its ef-
forts to prepare and cater to host more
arrivals from China, both leisure and
incentives by forming a China Commit-
tee.
Merry Karouwan, chairman of ASITA
North Sulawesi Chapter, was quoted
by Sindonews.com as saying: “The
ASITA central board has formed such a
committee to support the govern-
ment in boosting arrivals from China.
We are following suit as we have seen
the growth of arrivals from China
since 2016, and the governor (of North
Sulawesi) has been enthusiastic in
opening up air links from China.
Eddy continued: “The travel trade in
Bali has been stepping up efforts to
promote to more incentive groups as
the China market is really promising.
China’s industrial sector is huge
so even the second-tier cities’ busi-
ness events market has potential to be
tapped,” he said.
He expected the travel trade in other
parts of Indonesia to be proactive and
to promote their respective destinations
in China.
“We want to see more participation
from the trade and hoteliers beyond
Bali in sales missions and trade shows
in China because the interest is high
and the Chinese business events poten-
tial is huge.”
“One MLM company told me they
had eight million members, and if
we can get 1,000 of them to consider
Indonesia for an incentive tour, that
would be very good already,” Eddy
commented.

WHAT’S HOT?

Manarai Beach House
ISMAVA Group’s new Manarai Beach House
offers a beachfront location in Bali’s Nusa
Dua district. Blending traditional Balinese
and contemporary styles, it features two
swimming pools surrounded by day beds
and the group’s signature music and enter-
tainment to celebrate any event.

Tebing Breksi or Breksi Cliff
This new attraction in Yogyakarta is a
protected area popular for its sunset view.
It offers a unique outdoor space for product
launches, gala dinners and shows at its am-
thetheatre. A second amphitheatre will be
opened last November, is the first five-star
property situated close to the Indonesia
Convention and Exhibition Centre, the largest
convention and exhibition centre in the
Greater Jakarta area of BSD City. The 144-
room hotel has five F&B outlets and its Sky
Ballroom on the top floor has 180-degree
views of the city. The hotel also has spa-
cious gardens for outdoor events.

AYANA Komodo Resort
Located at Waecicu Beach, Labuan Bajo,
Nusa Tenggara, the 205-room luxury
property opened on September 15 and has
seven F&B outlets and sprawling outdoor
recreation space. Meeting facilities include
a ballroom for 150 people, three meeting
rooms for 60 people and a function room
for 90 people, theatre-style.

Swiss-Belhotel Pangkalpinang
Located on Bangka Island, East of Su-
matra, facilities at the new 145-room city
hotel include the Swiss-Café Restaurant,
a lobby lounge, wine bar, fitness centre,
spa and an outdoor swimming pool. Its
three meeting rooms and a ballroom can
host a variety of events for up to 875
guests.
Chinese arrivals to Vietnam continue to grow and industry players are actively pursuing a larger share of the destination’s MICE pie. Dinh Ngoc Duc, Vietnam National Administration of Tourism (VNAT) director of marketing, said the NTO will attend roadshows and events in China to showcase Vietnam’s growing air connectivity options and facilities to push MICE in 2019.

Vietravel’s Candice Tram, manager assistant of sales and marketing division, said the company received RFPs for a handful of large-scale MICE groups in 2018, adding that incentives to Ho Chi Minh City (HCMC), Nha Trang and Mui Ne were the most popular with more good hotels, facilities and more food options.

Pham Mai Hoang Loc, Saigon Tourist’s MICE manager, also said incentive groups were its strongest MICE segment and HCMC, Mui Ne and Hanoi were popular. Most were small incentive groups requesting four-star hotels and staying an average of four days.

Following its 2018 Shanghai roadshow, Furama Resort Danang’s executive assistant manager, Nguyen Duc Quynh, said there were many RFPs from travel agencies and corporate customers for large-scale events. He added a separate budget had been set aside for marketing and promotion in Chinese cities.

Sheraton Grand Danang Resort also said Greater China was one of last year’s top three source markets, representing 15 per cent of the segment and performed well during peak season from May to August and at the year-end.

This was fuelled by the 30 weekly flights connecting Danang with major Chinese cities. The launch of two routes to Changsha and Zhengzhou in 2018 is expected to pay off into 2019. The hotel is proactively targeting the Chinese market in 2019 through PR and other digital marketing activities, through its continental team, to raise awareness of the resort in China.

WHAT’S HOT?

**Vinepearl Luxury Landmark 81 Hotel**
Opening in April in Ho Chi Minh City, its meeting facilities include a 1,460m² grand ballroom that can accommodate up to 1,000 people and can be divided into three soundproofed sections. Four other meeting rooms share a breakout space and private lift access to the Pearl Lounge on the 71st floor and Sky Bar on the 77th floor.

**Events on 26**
This is five-star Caravalle Saigon’s new 215m² rooftop space on the 26th floor and can hold 150 people for a cocktail and up to 60 for a sit-down event.

**Paradise Vietnam**
Hanoi-based Paradise Vietnam has opened Q Saigon, HOME Finest Saigon and Chopsticks Saigon, with options for fine dining, Vietnamese food with a southern twist and casual Vietnamese cuisine, respectively.
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New hotel openings

**TTG Show Daily** presents a selection of interesting options now available to corporate travellers and event planners in China’s key and secondary cities.

New DoubleTree by Hilton rises in Huidong

The DoubleTree by Hilton Huidong Resort, north-east of Shenzhen, features 309 rooms, including 27 suites, with garden or sea views. Each room is outfitted with floor-to-ceiling windows and a private balcony, as well as a 50-inch HDTV, open-plan bathroom with separate tub and rain shower, plus Crabtree & Evelyn bath products.

Aside from the three F&B venues, there is also a 24-hour fitness centre, an outdoor pool, and an entertainment zone offering console games, karaoke, mahjong and a play zone with electronic games. Event planners can make use of 1,940m² of indoor meeting space spanning eight function rooms and an outdoor terrace.

[Image 7x78 to 214x182]

Novotel debuts in Hainan’s capital city

Novotel has made its debut in Haikou, the capital city of China’s Hainan province.

The Un-shaped hotel located on Xiku Island features 143 guestrooms, 15 of which are Deluxe Rooms that come with sea-facing balconies.

Dining options include Square with its local and international buffet spread, and a la carte menu choices that span traditional Cantonese, Sichuan and local Hainan cuisine.

The restaurant has six private rooms for small gatherings and business meetings.

Other function spaces include a lobby lounge, three meeting rooms, comprising the 800m² pillarless ballroom that can hold up to 600 guests, and an outdoor terrace. Recreational facilities include a fitness centre, an outdoor swimming pool and a tennis court.

The property is a 40-minute drive from the Haikou Meilan International Airport, and 90 minutes by high speed train to Sanya.

[Image 54x734 to 384x897]

First international chain hotel for Foshan

**Grand Mercure Foshan Country Garden** is the first international hotel in Jinshazhou, an island metropolis jointly administered by the southern cities of Foshan and Kaiping. The hotel offers four unique dining concepts: the Seasons all-day restaurant, T’ang Court Cantonese, Sichuan and local Hainan cuisine.

For meeting and event spaces, the Grand Ballroom spans 1,380m² and can accommodate up to 950 guests, while individual meeting and function rooms range from 33m² up to 450m².

The hotel offers four unique dining concepts: the Seasons all-day restaurant, T’ang Court Cantonese, Sichuan and local Hainan cuisine.

The restaurant has six private rooms for small gatherings and business meetings.

The property is a 40-minute drive from the Haikou Meilan International Airport, and 90 minutes by high speed train to Sanya.

[Image 225x367 to 384x476]

**The Langham adds Hefei property to portfolio**

Langham Hospitality Group has launched the Langham Hefei in the largest city of Anhui province. The hotel’s 339 guestrooms and suites range from the 45m² Deluxe Rooms to the 247m² Langham Club Executive Room.

Aside from the three F&B venues, there is also a 24-hour fitness centre, an outdoor pool, and suites with ample work space and complimentary Wi-Fi. Guests are also offered a choice of dining options, with two restaurants, a lobby lounge and an executive lounge.

The restaurant has six private rooms for small gatherings and business meetings.

Other function spaces include a lobby lounge, three meeting rooms, comprising the 800m² pillarless ballroom that can hold up to 600 guests, and an outdoor terrace. Recreational facilities include a fitness centre, an outdoor swimming pool and a tennis court.

The property is a 40-minute drive from the Haikou Meilan International Airport, and 90 minutes by high speed train to Sanya.

[Image 564x877 to 773x185]

**Xuzhou welcomes a Hyatt Regency**

The new Hyatt Regency Xuzhou, 583km north of Shanghai, is located in the 14 uppermost levels of the 266m-tall International Finance Center in the heart of the CBD. There are 344 guestrooms, including 25 suites, four executive suites and a presidential suite.

Rooms feature panoramic Yunlong Lake or city views, and come equipped with complimentary Wi-Fi, a coffee machine and a 65-inch Smart TV. The on-site amenities include four F&B options, a 25m-long indoor pool and a fitness centre. Event planners can make use of the 2,445m² of event space on the fifth floor, the largest being the 1,200m² Regency Ballroom, or nine meeting rooms for smaller gatherings.
This May, we celebrate 45 years of being the leader in the Asia-Pacific travel trade industry with our special Bumper Issue!

45 Views of the future

45 Industry trendsetters to watch

45 Most innovative tourism products

45 Ways that hotel chains and groups are making a difference in the industry

45 Things we didn’t know about cruises in Asia

All this and more, in May 2019!
Book By 10 April 2019 To Be Part of This Bumper Issue.

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**All ready to talk business**  
By Bidi Ji
Myanmar

缅北Memories集团提供整合式会奖独特体验

据《IT&CM News》报道，缅北Memories集团将推出整合式会奖服务，为客户提供一站式的体验。

Memories集团首席执行官Cyrus Pun表示：“我们的团队拥有丰富的会奖服务经验，可以为客户提供全方位的解决方案。”

集团在缅甸设有三个旅游目的地，包括丛林、山脉和海滩，可以满足不同客户的会奖需求。集团还可以提供定制化的体验，满足客户的特殊需求。

除了传统的会奖服务，集团还提供了一种全新的体验模式，即“Memories Exclusive”，这是一种全新的个性化服务，可以让客户在会奖期间体验当地的风土人情。

集团还与当地的一些合作伙伴建立了合作关系，例如酒店、餐厅和旅游景点，可以为客户提供更丰富的体验。

Memories集团提供的服务覆盖了会奖的各个方面，包括住宿、餐饮、交通和娱乐等，旨在为客户提供一个完整的体验。

总的来说，Memories集团提供的服务可以让客户在缅北享受一个难忘的会奖体验。

Korea

韩国观光公社提高外国游客人权保障水平

据韩国观光公社表示，为了提高外国游客的幸福感，该社将提升外国游客的人权保障水平。

韩国观光公社表示，该社将加强外国游客的权益保障，特别是针对外国游客在韩国的旅游安全、就医、交通等方面的需求。

此外，该社还将加强对外国游客的旅游信息的宣传，提高外国游客对韩国旅游的了解和认识。

总体来看，韩国观光公社的这一举措将有助于提升外国游客的幸福感，促进韩国旅游业的发展。
槟城开启全新旅游推广活动 积极争取更多直航

旅游业者将开发更多元的一程多站主题

槟城环球旅游机构在执行长陈志伟（Choi Choy Weng）日前通过讨论后，提出汇聚至槟城的各大客源地，主要有中国、香港、台湾、澳门、泰国、新加坡、韩国、马来西亚等国家和地区。

今年，槟城环球旅游机构在执行长陈志伟（Choi Choy Weng）日前通过讨论后，提出汇聚至槟城的各大客源地，主要有中国、香港、台湾、澳门、泰国、新加坡、韩国、马来西亚等国家和地区。

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Taipei Nangang Exhibition Center, Hall 2
Taipei Nangang Exhibition Center, Hall 2 (TaiNEx 2), a new venue funded by the Ministry of Economic Affairs (MOEA) and operated by the Taipei World Trade Center (TWTC), had its grand opening on March 4, 2019. Combined with the space already available in Taipei Nangang Exhibition Center, Hall 1 (TaiNEx 1), the total capacity will soon hold more than 5,000 booths and 38 meeting rooms.

Hall 1 and Hall 2 are expected to become the core venues of Taiwan's MICE industry, in addition to being a major convention and exhibition center in the Asian region.

TaiNEx 2 Features
1. The first exhibition hall in Taiwan to receive the Green Building Label (Gold Level).
2. Convenient transportation: 2 metro lines, 3 railways, 4 highways.
3. Easy shopping and accommodation within 15 minutes by metro, 45 hotels with 11,500 rooms in Taipei.
4. High-ceilinged exhibition halls: 12 meters on the 1st floor and 9 meters on the 4th, adding space for 2,360 new booths.
5. A 9-meter multi-functional conference hall on the 7th floor with 14 convertible meeting rooms and maximum capacity of 3,600 persons.
6. 6,100 sqm unique sky garden on the top floor.
7. Free Wi-Fi.

Kaohsiung Center for the Arts (Weiwuying)
The Kaohsiung Center for the Arts (Weiwuying), opened in October 2018, is the world's largest performing arts center under one roof. Weiwuying sits on the 47-hectare Weiwuying Metropolitan Park. Surrounded by lush green vegetation and inspired by the lush banyan trees in the park, the architect created the design to resemble tree trunks and shaded open spaces to allow aerial routes over the Banyan Plaza. People from near and far can access the building freely to experience an intimate connection between theatre and life. In addition to the Playhouse, Opera House, Recital Hall, and Concert Hall, there is a Lecture Hall and Exhibition Center which are suitable for meeting events up to 500 attendees. An additional feature is an outdoor theater that can handle up to 20,000 attendees.

Dali Art Plaza, Taichung Software Park
The Ministry of Economic Affairs (MOEA) unveiled the Taichung Software Park in central Taiwan on December 2018. Dali Art Plaza, within the park, houses an array of art exhibitions and creative cultural products from Taiwan and around the world, covering 150 cultural creative shops and restaurants. Moreover, there are two exhibition halls (more than 1.4 thousand square meters each), one multi-functional auditorium (374 seats), and seven small meeting rooms. It is an ideal location for corporate meetings and events in central Taiwan.

Taiwan Incentive Travel Cloud
Taiwan Incentive Travel Cloud is a new service platform established by MEET TAIWAN in 2018 to integrate information about corporate meetings and incentive travel in Taiwan, such as Taiwan suppliers, itinerary suggestions, venues, festivals, and the like. Combined with its chatbot function, Taiwan Incentive Travel Cloud offers services without the boundaries of distance and time zones.

About MEET TAIWAN
Since 2009, the Bureau of Foreign Trade (BOFT) under the Ministry of Economic Affairs (MOEA) has been dedicated to improving Taiwan's MICE industry. Continuing its industry investment, the Taiwan’s MICE Promotion Program (MEET TAIWAN) is steering Taiwan’s MICE industry towards the global stage. The Taiwan External Trade Development Council (TAITRA) is the BOFT-authorized organizer of the MEET TAIWAN program.