

Guiding ways

As experiential tours cement their standing in travel, the need for tour guides with niche knowledge, greater accountability and authenticity is swelling

Good for the family

Families that play together, stay together, and there are several retreats and attractions here in Asia that encourage just that

Food advantage

As Macau nears the home stretch of its four-year plan to promote its food culture, it is time to look back at how the destination has fared

PPS 1885/02/2017 (025627)

TTG

A S I A

No. 1776/May 2020



Bonding generations

Regional industry players are fine-tuning offerings to welcome a growing number of multigenerational groups from high-end longhaul markets



Making memories

Familial interactions during trips matter



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Singapore has been in what I call a tender lockdown since April 7. The government has ordered suspension of most business operations and closure of workplaces and schools. People are asked to stay home to break the chain of Covid-19 transmissions. They have stopped short of making it a crime for us to leave home.

This is a strange period. Streets are empty and silent by 20.00. Never have I stayed home for such long stretches, leaving only for a quick grocery run, knowing I have to be back within an hour.

Even stranger is the absence of travel, not just for work but for leisure as well. My last work trip was to Berlin in March this year, while my last family vacation was to Perth in – gasp – October 2018!

Last year was extremely busy for me and with hindsight, I made the poor choice of postponing our holidays multiple times.

My firstborn, who is now five years old, went on his first holiday with us when he was 10 months old. We flew to Bali and spent several wonderful days at the serene Kamandalu Ubud.

From then on, he became our travel buddy and joined us twice every year somewhere in Asia-Pacific.

I never realised how much he appreciated travel until one day, during the second week of our movement restriction, he asked wistfully: “When Covid-19 is over, can we take an airplane to go somewhere?”

He reminded me how much travel is a part of our life, and how no pandemic will dull the wanderlust in our heart.

As I typically travel for work once a month and for a week on average each time, family vacations are an invaluable opportunity for me to spend waking moments making up for all the lost time with my loved ones.

My firstborn’s wish to resume travels soon certainly overturns the common belief that children never remember and appreciate vacations, and that money is better spent on other things. He remembers how we tried to stop curious deers in Nara from nibbling at his pants, the poop-inspired cartoon character we posed for a photo with at an indoor playground in Seoul, the colourful sprinkles on the chocolate discs I got for him at the Fremantle Markets, and the instant noodles his grandpa made for him at Uncle Alan’s house (the jolly owner of the Airbnb apartment we rented in Perth).

His memories clearly show that it is the interactions with family members on a trip that leave the deepest imprint.

Travels will not resume swiftly, with countries battling the pandemic at different paces. Some travel restrictions are likely to remain. So, it is unlikely I can fulfil my firstborn’s wish any time soon. But once the Singapore government lifts the movement restrictions, I will be glad to resume a different kind of travel – first by exploring my own backyard and supporting local tourism players. There will be plenty for us to do together.

This time, we will have our youngest to join us in making new discoveries. I wonder what memories will stick for him?



(My firstborn’s travel memories also clearly show that it is the interactions with family members on a trip that leave the deepest imprint.

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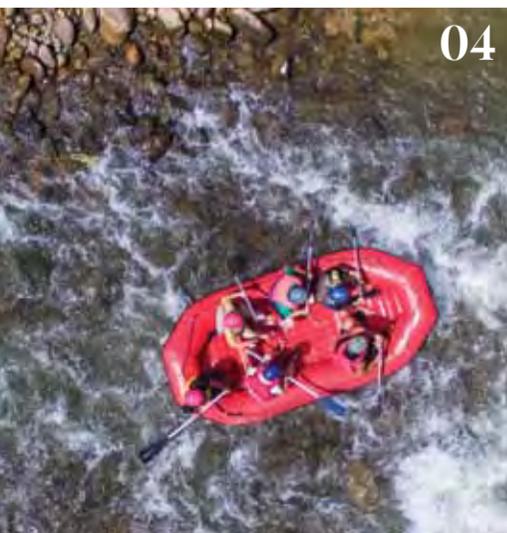
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BPA TTG Asia is a product by TTG Travel Trade Publishing, a business group of TTG Asia Media. It is mailed free on written request to readers who meet predetermined criteria. Paid subscriptions are available to those who do not meet the criteria. Annual airmail subscriptions are US\$180 to Asia and US\$199 elsewhere. Cover price US\$5.
MCI (P) 026/09/2019 • PPS 1885/02/2017(025627)

Printed by Times Printers Pte Ltd
16 Tuas Avenue 5, Singapore 639340

Travel Hall of Fame

Since 2002, TTG Asia Media has honoured luminaries that have won the prestigious TTG Travel Award for at least 10 consecutive times for the same award title in the Travel Hall of Fame.

At present, these exceptional organisations and their years of induction are:

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- Royal Cliff Hotels Group - The State of Exclusivity & Fascination (2006)
- Star Cruises (2008)
- Sabre Asia Pacific Pte Ltd (2009)
- SilkAir (Singapore) Private Limited (2010)
- Lotte Tour (2011)
- Hong Kong International Airport (2013)
- Raffles Hotel Singapore (2013)
- Regal Airport Hotel (2015)
- Banyan Tree Spa (2015)
- Qatar Airways (2016)
- Thai Airways International Public Company Limited (2016)
- Thailand Convention & Exhibition Bureau (2016)
- Royal Plaza on Scotts (2018)
- Royal Caribbean International (2018)
- Best Western Hotels & Resorts (2019)
- Travelport (2019)

TTG Asia Media is pleased to announce that it has set up a virtual TTG Travel Hall of Fame (www.ttgtravelfof.com), which will enable us to showcase the accolades, artefacts and memorabilia of the region’s most exceptional travel organisations in a far more effective way and to a global audience.



Guiding ways

As experiential tours cement their standing in travel, the need for tour guides with niche knowledge, greater accountability and authenticity is swelling, operators tell **Pamela Chow**



On a crowded bus heading towards Singapore's famous Merlion Park, a tour guide rattles off a template tale of the fabled structure to rows of tourists. He caps off his monologue by whipping out a collection of souvenirs – keychains, magnets and other generic trinkets – and makes his way down the aisle, hawking the wares to the visitors. They had come to learn about the Singapore story, but a tour guide is now selling them a quick fix – and they are in love with it.

Many grab the goods by the fistfuls, grateful for the chance to squeeze some shopping into their short and hectic schedule. Cash from these purchases goes to the bus driver, who relies on the guide's pitch to help supplement their income, explained Veronica Yu, a freelance guide.

"Some markets, such as those that are new to travel, want or even expect to be sold such (shopping) options and souvenirs," she shared.

These guides tread a delicate balance between telling a tale and making a sale. As travellers become more informed and their standards rise, many have also come to demand personalised service, expert knowledge and authenticity as the minimum standard. In contrast, some guides have fallen behind in their approach to guest service.

"I've been on tours where, the moment the tour guide gets on the bus, it's not about giving a commentary of Singapore – it's about selling key chains and demanding tips – and he doesn't even get off the bus (with the group at the attractions)," described Stanley Foo, founder and managing director, Oriental Travel and Tours.

Such practices, can "damage the quality of the experience both for the guides and the guests, and by extension, the industry", explained DMC

Xperience Singapore's director, Jane Goh.

Guides versus ambassadors

The issue is compounded with the swelling popularity of niche tours centred on themes like architecture, gastronomy, local businesses and fading industries. Pioneered by boutique agencies, similar itineraries have been adopted in tours marketed towards large groups.

However, not all of such tours in the mass market are led by well-trained and expert guides. Part of the reason is that such new tour concepts are not addressed in the Singapore Tourism Board's (STB) guiding examination, which is mandatory for certification. The curriculum, which was last revised in 2015, covers skill-sets such as "create customer experience", "apply tourism knowledge" and "promote Singapore as a tourist destination", said Kenneth Lim, director, travel agents and tourist guides, STB.

As a result, many fresh guides enter the market with little to no training on niche topics of interest. TY Suen, founder & CEO of Woopa Travels, expressed: "I think the (tourism) school can be updated much more because a lot of the material is outdated. It only teaches guides about the standard attractions, history and culture."

Other avenues exist to help guides pick up courses on specialty tours, such as STB's 60 Professional Redevelopment Courses, of which guides must clock 21 hours every three years to renew their license. However, these classes alone are not enough to make a guide an expert in the chosen topic, said Ryan Lim, a freelance guide. Instead, the onus of training and research falls on tour companies or the guides themselves.

"Travellers are now so savvy with

information. They want guides who can provide local expertise and personal communication with locals. Guides need a flexible mindset and do their own research," commented Desmond Wee, a freelance guide.

Yet not all guides are open to adapting and making full use of these courses to stay updated and relevant, observed Foo. In this, they are doing a disservice to the hardworking guides and operators who attend or craft their own training programmes in order to create memorable experiences for travellers.

For instance, each guide taken in by Oriental Travel and Tours must undergo at least two training sessions per itinerary, including observation and trial runs. Food tour company Wok 'n' Stroll trains its guides – some freelancers – to be "food explorers", and has written up a special curriculum for its new farm-to-table tour.

Many guides in the market even take the initiative to sign up for enrichment and training courses on their own volition, shared Karni Tomer, founder & CEO of Wok 'n' Stroll. She said: "There is a wonderful generation of guides who want to

learn as much as they can, so that clients know they are given the best value. They are not just tourist guides, but ambassadors of Singapore."

With specialty content on the rise – even among mass market tours – passionate and skilled guides are increasingly coveted by the country's growing number of tour providers, and the pressure is on for the remaining to shape up into effective representatives of Singapore.

Greater emphasis on service

As industry players race to develop unique experiences and take on passionate recruits, tour operators and guides have commented that they willingly bear the responsibility of training. In Suen's words, it helps the company "stand out as an employer", and it gives guides the opportunity to take on more interesting assignments.

Instead, what is sorely needed is a curriculum that recognises Singapore's changing tourism landscape, evolving tourist expectations and current tour formats, as well as a sharper focus on personal service and accountability.

Suen said: "I think the school should place more emphasis on character building and conduct, not just on content and knowledge, which they can come out and learn. How a guide behaves and welcomes (unique tours) is very important."

Xperience Singapore's Goh concurred. She remarked: "To improve the image of guiding, not only should there be an emphasis on the quality of the guides, but the programmes that the travel agencies are producing."

Looking for change, the trade has banded together to push growth in this field. Freelancers like independent guide Lionel Chee and operators like Wok 'n' Stroll are cooking up programmes to train the trade for specialty tours. The National Association of Travel Agents Singapore (NATAS) is developing a series of travel-specific service quality courses with the Singapore Management University's technology college.

Charles Tan, secretary-general, NATAS, told *TTG Asia*: "It's not about changing the role of the tour guide to something else. It's about re-designing the job to see how we can bring more value to the customers. The standards and quality of guiding service is something we're always looking at."

Tomer remarked: "This down period would be a good time for the trade to pick up some new skills and training, so they can be prepared for recovery once the pandemic is over."



Travellers are now so savvy with information. They want guides who can provide local expertise and personal communication with locals. Guides need to have a flexible mindset and do their own research.

DESMOND WEE
freelance guide



From left: Freelance guides Ryan Lim, Veronica Yu and Desmond Wee



Asian/Visitors/Intertock

Local leverage

As Asian travellers increasingly seek tours where soft adventure meets culture, travel players are discovering the benefits to community support and preservation, writes **S Puvaneswary**

A decade ago, adventure tourism used to be associated with Europeans on holiday seeking an adrenaline high through adventurous pursuits such as bungee jumping, rock climbing or a hiking expedition.

This trend is changing. Over the last couple of years, the travel trade in Asia has seen increasing demand from Asians looking for soft adventure activities as well as authentic experiences in destinations off the beaten track.

Natasha Martin, a freelance consultant on adventure travel based in Cambodia, reckoned that the trend is motivated by an increasingly mature Asian traveller market. Unsatisfied with the typical shopping and sight-seeing, the market is eyeing more meaningful experiences.

That is where adventure travel comes in. Travellers are given the opportunity to explore new places and learn about new cultures – two elements which make for “a memorable holiday”, noted Martin.

Where nature meets culture

It is that emphasis on not just nature and adventure, but education and culture that sets Asian adventure travellers apart.

Irshad Mobarak, founder of JungleWalla Tours – a tour operator specialising in taking groups to eco-tourism destinations in Langkawi – has seen that with his company.

He noted a rise in the number of participants from Singapore, South Korea, Japan and the domestic Malaysian market over the last five years. “Most (of them are) FIT nuclear and multigenerational families, who appreciate an educational element in the programme,” he shared.

Unlike European travellers, the Asian market prefers soft adventures. “They seek (activities such as birdwatching, wildlife spotting and kayaking, as well as the opportunity to say, trek to a waterfall and enjoy a home-cooked meal at a local’s residence on the way back,” revealed Mobarak.

In comparison, guests from France and Germany tend to engage JungleWalla Tours for hardcore adventures.

Where dollars make sense

Given the high-risk and specialised nature of adventure tours, travellers in this niche sector are more likely to engage professional services – including that of guides and tour operators – than the traditional travel market, noted Martin.

Uzaidi Udanis, general manager, Eyes Holidays, agreed and noted that, in fact, travellers were ready to fork out more than usual for such services. This was evident when his company took FIT travellers from neighbouring countries to Gopeng, Perak, for a two-day, one-night whitewater rafting trip.

“(The travellers) were willing to pay US\$500 for the unique experience of being in an all-natural, pristine setting where rapids were of Class One to Class Four,” he shared.

Paul Landgraver, co-founder of Wicked Adventures, said travellers were willing to pay for his packages, which are priced at the higher end of the market. Wicked Adventures draws an increasing number of working professionals from Singapore, Bangkok and Kuala Lumpur, aged 25 to 35.

Wicked Adventures takes travellers to remote Indonesian destinations, such as Komodo, Flores and

Sumbawa, where they can engage in active adventures.

Where sustainability matters

Landgraver shared that a percentage of his company’s revenue is channelled to the local community through the Wicked Good Foundation. The latter provides on-the-job training for locals interested in the tourism industry, and funds turtle conservation camp Pante Hera in the Savu Sea Marine Protected Area.

Run by volunteers and operated through donations, Pante Hera camp works to protect endangered hawksbill sea turtles and raise environmental awareness among local villagers.

Considering the close relationship between nature, culture and adventure travel, making genuine efforts to engage with and give back to the local community – while taking on the responsibility of environmental conservation – seems the natural course of action for players in the sector.

One of Malaysia’s many adventure spots, Kiulu River, Sabah, is suitable for families and amateurs with its gentler Class One to Two rapids

Where community is key

This brings to mind another niche sector where adventure and experiences of local culture can meet: community-based tourism (CBT).

Guam, located in the western Pacific Ocean and nearest to the Philippines among ASEAN nations, is a choice location for CBT travellers, with culture dating back to neolithic times. Latte stone structures on the island are testament to the culture of her indigenous people – the Chamorros – which dates back to the Latte Period of 2000BC.

Currently, the US island territory receives mostly tourists from Japan and South Korea, which are a few hours’ flight away. However, Guam is looking to promote CBT on the island to South-east Asian markets.

Mark Manglona, marketing manager, Guam Visitors Bureau, shared that his team is looking to set up marketing representation in either Singapore or Malaysia.

One of the island’s key eco-tourism destinations closely tied with the community is The Valley of the Latte Adventure Park. Locals are involved in the tours offered, which feature an adventure riverboat cruise on the Talofoto and Ugum Rivers, kayaking as well as stand-up paddle-boarding.

After all the action, visitors go on a tour of the Latte Stones and an ancient Chamorro village. They are also invited to witness fire-starting and basket-weaving demonstrations and learn about the culture of the Chamorros.

Within South-east Asia, CBT is also thriving. Local communities have been able to benefit from tourism while visitors get to appreciate the heritage of the places they visit. And for this authentic exchange to happen, local communities find value in preserving their environment and way of living.

Where they get the word out

Tapping on the potential of adventure travel and CBT is inevitably tied to responsible promotion.

In mid-February, 347 delegates from 33 countries gathered in Sabah, Malaysia, for the 2020 run of the PATA Adventure Travel Conference & Mart to promote their destinations, network, and better understand the adventure travel market.

Sabah took the opportunity to bring some of the delegates to the renowned Kinabalu National Park, where they learnt about local culture and myths amid unspoiled nature.

Considering Sabah’s status as a key eco-tourism spot in Malaysia, the local tourism office continuously emphasises to CBT players the need to market their products online, Noredah Othman, general manager, Sabah Tourism, told *TTG Asia*.

They are also encouraged to follow Sabah Tourism on overseas roadshows and tradeshows for promotions.



“(Asian travellers) seek soft adventure... such as (trekking) to a waterfall and (enjoying) a home-cooked meal at a local’s residence on the way back, unlike the European guests ... who engage us for hardcore adventure activities.”

IRSHAD MOBARAK
Founder, Junglewalla Tours



Bonding generations

Regional industry players are fine-tuning offerings to welcome a growing number of multigenerational groups from high-end longhaul markets, finds **Marissa Carruthers**



From exclusive private islands and spacious villas to luxurious itineraries designed to cater for children through to grandparents, the region's upmarket travel companies are eyeing the rise in longhaul multigenerational bookings.

Generations of family members travelling together has continued to be a significant trend in luxury travel, making the top observation in Virtuoso's *Luxe Report* for five straight years.

Prior to the Covid-19 outbreak, travel consultancy Strategic Vision's annual *Pulse of the Industry Survey 2020* found 81 per cent of the top luxury travel executives surveyed expected to see a surge in interest in multigenerational travel in 2020 and beyond.

Tailored experiences

Nicky Thongpunarn, director-sales, ICS Travel Group, shared that multigenerational travel has always been popular with the Asian market. However, she has seen an increase in longhaul bookings – particularly from the US.

Nicky's company offers customised itineraries for well-heeled travellers through its premium brand, STYLE by ICS.

Recently, STYLE by ICS designed an itinerary for a family of 15 from the US who chose Thailand as for their vacation.

The itinerary involved luxurious

private accommodation as well as curated experiences – cooking classes, picnics on the beach, and excursions to the countryside.

Nicky observed that travellers in the segment are looking for spacious villas, educational sight-seeing experiences, and the opportunity to forge lasting family memories.

Hospitable response

The segment's interest in Asia has also not escaped the notice of Martin Koerner, group director-sales, marketing and distribution, The Anam.

Since the upmarket, 213-key resort opened in April 2017 at Cam Ranh on the central Vietnamese coast, Koerner has been seeing a "steady increase" in large family and multigenerational bookings from longhaul markets.

This prompted The Anam to launch its Family is Everything package in February. It combined a stay in one of the resorts' two-storey Family Hall Villas and a wide range of culinary and recreational experiences for all ages.

The Anam is one among many accommodations that have been tracking and responding to the preferences of the segment.

Simona Chimenti, general manager, The Pavilions Bali – a boutique retreat with 24 traditional-style villas – noted that the segment would opt for beachside resorts with a kids' club in the past. Parents would drop children off at the club and head to other

Greater connectivity and safety, and a wider range of family-friendly options could be some of the pull factors drawing the segment to Asia

sights and activities by themselves.

"Now, it's about wanting to spend quality time with kids and (the rest of the) family. They want to be together in a boutique resort, experiencing things together and creating common memories," observed Chimenti.

Drivers of growth

Koerner attributes the rise in bookings from the segment to three factors: more connectivity; wealthier, healthier, and more active retirees; as well as the wider availability of family-friendly options.

Commenting on the work Vietnam has put in for the last factor, he said: "Once the realm of intrepid backpackers, the destination is now on the luxury travel map and lends

itself to extraordinary family experiences."

For Andreas Grosskinsky, general manager, Destination Asia Indonesia, increased safety in the region has encouraged multigenerational groups planning longhaul trips to consider Asia.

Paradise dreams

It remains to be seen how important privacy will be for the segment. Some families have, after all, chosen to reserve an entire island.

Over at the Philippines' North-eastern Palawan, multigenerational groups have been travelling to Banwa Private Island since its opening in 2019, shared Robert John Horrigan, CEO, Aquos Management, the company behind Banwa's operations.

He shared that some of these groups booked out Banwa, which is able to cater for 48 pax at a time.

According to Horrigan, the Middle East is the top longhaul market for the island located in one of the Sulu Sea's protected marine areas.

At Banwa, families are offered activities such as scuba diving at the famed Tubbataha Reef – accessible via a day cruise – and stargazing.

The segment's influence cannot be underestimated.

"We are seeing a lot of bookings (where all three generations are) travelling together, wanting to share the ultimate experience. This is becoming a big thing," Horrigan remarked.



Travel has become much more accessible for families. Also, many destinations are increasingly opening up with family-friendly options.

MARTIN KOERNER
Group director-sales, marketing and distribution, The Anam



Good for the family

Families that play together, stay together, and there are several retreats and attractions here in Asia that encourage just that. By **TTG Asia** reporters



Alma Resort, Cam Ranh, Vietnam

Opening in 2Q2020 on Cam Ranh's Long Beach, the Alma Resort is an integrated development that boasts a diverse picking of attractions and activities that everyone in the family can appreciate and enjoy.

To start off, Alma Resort's accommodation collection seeks to impress. Every one of its 580 oversized suites and pavilions afford sweeping vistas of the ocean. Multigenerational travelling families can check into a three-bedroom oceanfront pavilion, each offering 224m² of space that takes in a living room, kitchen, four bathrooms and a private pool.

Resort guests will never have to go hungry, as the development features a broad spectrum of restaurants helmed by top chefs, a food court as well as a classical bar, pool bar and beach bar.

For recreation, Alma Resort keeps guests busy with 12 swimming pools cascading down to the beach, the 6,000m² Splash Water Park, a 13-treatment room spa, a 70-seat private Alma Cinema which airs three films daily, the 400-seat Alma Amphitheater, an art gallery, a science museum, a gym and yoga room, an 18-hole mini golf course, a youth centre outfitted with virtual reality games, a kid's club, and a water sports centre.

What's super: Alma Resort provides multigenerational families, especially those with little ones, the convenience of having so much to do, see and savour under one roof.

Foodie Jet ski tour, Langkawi, Malaysia

Conducted by Mega Water Sports in the Malaysian resort destina-

tion, Langkawi, the food tour on Jet ski is designed for participants aged five and up. While Jet ski riders must be at least 16 years old, younger tour participants can join as pillion.

Prior to the tour, a safety briefing is carried out and it includes a lesson on how to ride a Jet ski.

The two-hour long guided tour explores Langkawi's much-loved local cuisine. It starts on Pantai Cenang Beach and goes all the way to Pantai Kok Beach, before returning starting point. On Pantai Kok, guests will get to try dishes such as *laksa pulau*, *pasembor* and *mee rebus*.

Along the way, views of Mt Machinchang can be enjoyed from a distance and the local guide will narrate the legend of the mountain. Participants will also learn what a geopark is, and the significance of Langkawi's UNESCO Global Geopark status.

What's super: More than just a food tour, the activity packs in educational, fitness and bonding opportunities. It is also the only food tour on the island which is water based, requiring participants to Jet-ski their way to venues to savour local delights.

The company scores bonus points for its commitment to green practices – it uses a fleet of low emission Jet skis that reduces noise, air and water pollution. It also maintains a high safety standard.

The Great Asia Africa, Lembang, West Java, Indonesia

Opened December 2019, The Great Asia Africa in Indonesia's Lembang is an interesting family attraction



From above: The luxurious Melia Koh Samui has families in mind; explore Langkawi's tastiest finds on a Jet ski tour

that takes visitors on a whirlwind tour of seven countries in a single day.

Miniature tourist destinations in Asia and Africa – specifically Japan, South Korea, India, Turkey, Egypt, Indonesia and Thailand – are recreated in seven pavilions. Each pavilion displays one or two local landmarks. In the Japan pavilion, for example, one can find a duplicate of Fushimi Inari Taisha, a popular Shinto shrine in Fushimi-ku, Kyoto.

Cooking demonstrations are offered at selected pavilions, providing a real taste of the destination to curious visitors.

The Great Asia Africa promises a great snapshot of the diverse cultures of Asia and Africa, through stories and visuals of local history, arts, ornaments and traditional clothing.

Visitors can choose to rent tra-

ditional clothing and dress up for a memorable family portrait against the miniature background, enjoy performances, and participate in cultural workshops that teach traditional dances or kimchi making, among many other things.

Besides the country pavilions, The Great Asia Africa also boasts a chocolate factory where visitors can marvel at the production process of the popular sweet treat, and even try their hand at making some chocolate to bring home.

What's super: When a real-life world tour is not possible, a day at The Great Asia Africa makes a great alternative. There are plenty of activities to engage everyone in the family. Families can also choose to book a private workshop, which is good for groups of up to 20 people.



Hong Kong Disneyland Hotel
Kingdom Club Themed Suites at the Hong Kong Disneyland Hotel, inspired by popular fairy tales, unveiled last summer a new accommodation offering in the form of four Cinderella Suites.

As its name suggests, each Cinderella Suite takes guests into the realms of Cinderella and Prince Charming where it is romance everywhere and interior decorations convey the famed rags to riches tale. Themed amenities and a complimentary Cinderella refreshment platter round up the experience.

The Cinderella Suite can accommodate up to four guests.

Families staying at the Hong Kong Disneyland Hotel are invited to partake in a variety of recreational activities suitable for all ages, such as a treasure hunt that requires participants to find a hidden Mickey on premises and discovering magic within the architecture.

With recreational activities updated from time to time, returning guests at the hotel are bound to be surprised by fresh experiences.

What's super: While many hotel

club lounges are off-limits to younger guests, the Hong Kong Disneyland Hotel has chosen to welcome all with open arms.

A dedicated section within the club lounge is designed for children, featuring smaller-sized furniture and a collection of Disneyland cartoons and storybooks to keep little ones engaged.

Many activities elsewhere in the hotel have also been designed just for children, so that parents wanting their own relaxation time know that their little ones will be entertained on their own.

From left: Alma Resort's virtual games room and resort layout from a bird's-eye view; roam the world in a day at The Great Asia Africa

Melia Koh Samui, Thailand

Opened on January 10 this year, the luxurious nautical-themed Melia Koh Samui on Koh Samui island's secluded Choeng Mon Beach charms holidaying families with some outstanding recreational facilities and programmes.

The large lagoon pool that loops like a river through the resort's lush grounds is bound to fascinate all ages who may desire some impressive Instagram shots if not some splashing good fun in the sun. Ask the hotel for complimentary foam floats.

Multigenerational families can



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participate in yoga, Muay Thai, and cooking classes that impart the art of whipping up local favourites such as *tom man goong* and *tom kha gai*.

Other children-friendly fun facilities include an outdoor playground, a mini-waterpark, and a kid's club manned by professionals who curate entertaining and educational activities for the little ones.

Melia Koh Samui clearly had holidaying families in mind when it designed its accommodation product. Its 200 keys include spacious family suites that come



From top left: Hong Kong Disneyland Hotel's four new Cinderella Suites are designed for families; a beautiful Cinderella snack platter awaits guests; Singapore Rugby Sevens packs in a bevy of fringe activities for the family

with complimentary access to board and console games.

For a truly unique stay, opt for the elegant two-story boat suites that were converted from century-old merchant vessels. Boasting sizes 91m² to 100m² each, these suites offer either sea views, garden views or direct pool access.

What's super: The hotel is luxurious and beautiful enough to please grown-ups, and entertaining enough to exhaust high-energy youngsters. And should the grown-ups crave some time alone to enjoy a restful treatment at YHI Spa or a drink at the bar, Melia Koh Samui has a babysitting service on request.

Singapore Rugby Sevens

A unique leg of the Rugby Sevens international tournament, the Singapore Rugby Sevens is catered specially to sporting fans with children from around the region. Besides revelling in the energy of the highly charged matches, fans and their families can enjoy a bevy of fringe activities and live performances.

Last year's carnival was headlined not only by rugby stars, but also by popular DreamWorks characters from movies such as *Trolls*, *Shrek*, *Kung Fu Panda* and more. The action moved from centre field to centre stage as local and international acts – featuring American rock band Smash Mouth and Broadway musical *Rock of Ages* – charged up the crowd.

The event returns this year on October 10 and 11 with more spoils for all-round fun, such as a new "Flying Try" foam diving pit; the Singapore Sevens Splash Party with local entertainment as well as a children's Fun-Zone with stage performances, live shows, art activities and face painting. More activities will be announced at a later date closer to the event, which has been pushed from its initial April run.

What's super: To entice younger and bigger family groups, the Singapore Rugby Sevens is free to enter for children under four years old. The event also offers a family package that admits two adults and two youths across both days.



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Destination

Food advantage

As Macau nears the home stretch of its four-year plan to promote its food culture, it is time to look back at how the destination has fared. Can more be done? **Prudence Lui** finds out

Not all destinations can invite food bloggers to make and keep up a steady stream of posts on its trendiest gastronomic offerings for two years. Macau is one such destination, and for good reason.

The city's unique position to offer flavours from across the globe led the Macau Government Tourism Office (MGTO) to launch a Gastronomy Map, with recommendations from local food blogger Memo Foodie.

Efforts to promote Macau's food culture are set to continue as the city approaches the final year of a four-year action plan to extend its gastronomic influence, ensure sustainable food culture, and forge relevant international collaboration.

The MGTO launched the plan in January 2018, following the crowning of Macau as a UNESCO Creative City of Gastronomy in 2017.

Galaxy Macau's Fook Lam Moon offers Cantonese cuisine and that 'wow' factor

In today's fast-paced world, food might be what can truly differentiate a destination. Cuisine is tied to history, making it harder to replicate than even cutting-edge attractions.

Olinto Oliveira, director-live communications, business events services company MCI Group – experienced at introducing Macanese food culture to business groups – puts it this way: “In today's global village where truly unique characteristics are hard to find for a destination, (where) retail and (hotels) are becoming more dominated by major global brands, it is food culture and arts which has been highlighted as the true barometers of a destination's identity.”

Nevertheless, tourism players with larger establishments in the city have been practical in their approach: serving up both local *and* regional gastronomic favourites with a “wow” factor.

Hong Kong-listed Galaxy Entertainment has continuously emphasised the group's intention of keeping its Galaxy Macau and Broadway Macau developments Asian-centric, and in the latter case, Macau-centric as well. Their dining options are of course, no exception.

Broadway Food Street is the star dining venue of the latter development. Visitors can sample Macanese favourites: famed sea crab congee from Wong Kun Sio Kung; beef of-fal from Chi Kei Ngao Chap; and Portuguese-style baked duck rice by Dragon Portuguese Cuisine.

Over at Galaxy Macau, Michelin-starred restaurant Lai Heen is billed “Macau's highest Chinese restaurant”, referencing its location on the 51st floor of The Ritz-Carlton Macau.

Meanwhile, celebrities have graced the iconic Fook Lam Moon – with a brand name harking back to Hong Kong in the 1940s, and synonymous

with authentic Cantonese dishes.

Also located in Cotai is City of Dreams – an integrated resort (IR) developed by Melco Resorts & Entertainment. While City of Dreams seems to emphasise that it offers an international selection, it has its fair share of Asian fare.

One of its signature restaurants, Yi, sits on the Sky Bridge at Level 21 of Morpheus Hotel. Yi offers multi-course tasting menus that change on a daily basis. Certified tea sommeliers are also at hand to proffer the perfect pairing.

With its appeal as a tourism destination riding on its gastronomic culture and offerings, it is pertinent that Macau continues its efforts to promote food sustainability.

Last year, the MGTO partnered National Geographic to launch the The Great Green Food Journey campaign, which saw the sustainable practices of Macanese food outlets being recognised.

Promotional efforts have also been tied in with that of other cities. As part of a tourism alliance with China's Zhongshan and Zhuhai, the MGTO released a handbook of collective gastronomic offerings last August.

Nevertheless, promotion must work hand-in-hand with operations. The city will face the same challenges as Penang, Hong Kong and Singapore, also known for food culture that is steeped in tradition.

Keeping smaller establishments with traditional practices on the map, decentralising promotional efforts, and encouraging a new generation of chefs to take over the helm are some of them.

While significant effort has been put into broadening the reach of the city's gastronomic culture, these pertinent issues need to be tackled.

What's hot

Engage all ages

1 Explore the city on the Macau LRT

In December, the first Macau Light Rapid Transit service began. Currently, 11 stations on the Taipa Line are open.

Passengers can now conveniently access the Macau International Airport, the Lotus Bridge checkpoint, Cotai's intergrated resorts, as well as Taipa Village. The MTR Macau website features helpful guides indicating the attractions nearby each station.

3 Experience Macau with the young ones

Macau and families may not seem like a traditional combination, but local tour operator Macau Explorer seems intent on reaching out to the market.

Incorporating Macau's food and other aspects of its culture, its Things to do in Macau with Kids tour features a Portuguese egg tart baking class and a visit to the historic Ruins of St Paul.

Kids will undoubtedly enjoy the most quirky aspect of the tour – glass sledding – and meeting giant pandas and other animals at Coloane's Panda Pavilion.

3 Immerse yourself in teamLab SuperNature

The Venetian Macao Cotai Expo is set to welcome the teamLab SuperNature show, an interactive art experience across 5,000m² of labyrinthine floor space.

The ever-evolving digital show is set to blur the boundaries between the human body and art. Art enthusiasts and families, prepare to be inspired.



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Hotels

Sights on Cotai

Two integrated resorts are set to open this year in the ever-busy Cotai while players with a stake in the area are refurbishing and adding to their developments. By **Prudence Lui**



Galaxy International Convention Centre, set to open in Cotai come 1H2021

The pace of hotel openings is set to pick up this year, with two long-awaited integrated resorts (IRs) in Cotai – the Grand Lisboa Palace and Lisboeta Macau – set to receive their first guests in 2H2020.

Developed by Sociedade de Jogos de Macau, a company under Hong-Kong listed SJM Holdings, the Grand Lisboa Palace stands out from other accommodation on the Cotai Strip with its distinctive architecture and unique hotel offerings.

Billed as the first IR in the world to house two fashion-branded hotels under one roof – the Palazzo Versace Macau and the Karl Lagerfeld Hotel – the Grand Lisboa Palace is set to offer approximately 1,900 rooms and suites across three accommodation options.

Also taking its design seriously is the Lisboeta Macau, with architecture that harks back to Macau’s old cityscape and incorporates elements from icons such as Hotel Estoril.

Seeking similarly to tap on well-known brands and gain a competitive advantage, the IR offers 820 rooms across three themed hotels – The Lisboeta Hotel, Maison L’Occitane and Casa De Amigo by LINE Friends.

Rivals with interests in Cotai are also seeing the need to keep refining their product to stay competitive.

One of the several refurbishment projects the NASDAQ-listed Melco Resorts and Entertainment is undertaking is that of the Nüwa hotel at the City of Dreams. The Countdown Hotel, located at the heart of the IR, is set to be overhauled and rebranded as Libertine.

Meanwhile, the firm is also seeking to upgrade its offerings at the Hollywood-inspired Studio City on Cotai. Two new hotel towers with approximately 900 rooms in total will be added.

A new convention centre is also set to open its doors in Cotai come 1H2021. This will open a “new chapter for MICE tourism (in) the city”, said Rauf Malik, vice president, operations, The Ritz-Carlton Macau and the adjacent JW Marriott Hotel Macau. Both hotels are located within Galaxy Macau.

With an extended arena that can seat up to a massive number of 16,000 pax, the Galaxy International Convention Centre (GICC) will be the latest addition to Galaxy Entertainment Group’s IR precinct, which includes Galaxy Macau.

The four-storey GICC will be connected to the Andaz Macau – also opening in 1H2021. With more than 700 rooms and suites, the hotel will join the ranks of the IR precinct’s two largest accommodations – the JW Marriott Hotel Macau and Galaxy Hotel – in sharpening Cotai’s competitive edge.

In 2019, Macau’s accommodation operators welcomed more than 14 million guests, with average AOR of 91 per cent. Arrivals stayed an average of 1.2 nights. The need to come up with offerings that can engage longer-stay visitors remain.

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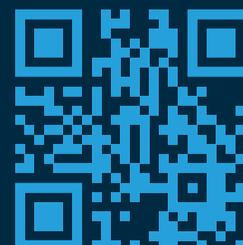
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Destination

Critical catch up

Less than two years after a six-month closure to clean up the island, Boracay is facing its next challenge with Covid-19. How will tourism players respond? By **Rosa Ocampo**



How Boracay navigates the double whammy of temporary closure in 2018 as well as her current lockdown will determine the speed at which she can rebound from the pandemic.

While tourism on the island has recovered well from the unprecedented six-month closure in 2018 as part of its rehabilitation programme, inbound arrivals started going downhill in February and March this year as the Philippines banned tour-

ists from China and parts of South Korea. The two countries are Boracay's biggest tourism source markets.

Tourists trickled to 1,000 daily from the 5,600 daily average in 2019 and hotel occupancy nosedived to 20 per cent, according to Teody Espalardo, director of sales and marketing, Alta Briza Resort Boracay.

“(During the 2018 closure, we knew) Boracay would reopen eventually. (This time, it's worse) with the loss of tourists from China and South Korea. We don't know how

The pandemic has disrupted the island's rehabilitation initiative

things will end,” a source told *TTG Asia* before the lockdown.

Rehabilitation efforts, which began in 2018 due to the devastating effects tourism and mismanagement had on the island's environment, lifted Boracay's status as a destination. With a carrying capacity imposed on its expanse of clean beaches and seas, these spaces became quieter and more peaceful.

However, the lockdown on March 23 put the brakes on the island's last phase of rehabilitation, which involves mainly road infrastructure.

Tourism undersecretary Art Boncato Jr said the Boracay Inter-Agency Task Force that is managing the island's affairs was meant to have been disbanded in April 2020 – two years after its inception.

The task force, however, has yet to hit certain milestones, said Boncato, including the road infrastructure project – which he claimed was on track. It must reach these targets before it can be dissolved and Boracay's management can be handed back to the local government.

How that is going to pan out is uncertain, what with the infrastructure work currently at a standstill. In all likelihood, the task force's life will be extended.

As the Philippines' tourism crown jewel, Boracay is expected to eventually rebound. The crux of the matter lies in when recovery will come, given that the current crisis is global.

Bill Barnett, managing director, hospitality consultancy company C9

Hotelworks, listed the factors that would help in the island's rebound.

“Philippines has (a relatively strong) domestic market. We expect her to have a stronger recovery than most countries in the region. Boracay will be a (beneficiary),” he remarked.

He also expects China to be the foreign source market to lead recovery when it comes to international arrivals. This will help Boracay's visitor numbers rebound.

In the meantime, the Covid-19 crisis has several lessons for Boracay, including the need for the major tourist destination to have adequate health and safety facilities. It has only one hospital – Ciriaco Tirol Hospital.

The facility was shut down on March 23, after one frontline medical worker tested positive for the virus, and 18 of his close contacts had to be quarantined for 14 days.

This meant that locals, tourists with existing bookings, and long-stay guests who chose to remain in the country have had to head to private clinics and other hospitals in the province for medical care.

Besides responding to the need for such crucial facilities, Boracay will have to adapt to new travellers' concerns post-crisis. This will impact hotel operations in terms of receiving business event groups, providing buffets, ensuring hotel-wide hygiene, and many other areas, said Barnett.

He added that the crisis also brought home the need for diversification. The island will need to reduce its reliance on a few segments or geographical sources going forward, so it will be less vulnerable in tough times.

Jojo Clemente, president, Tourism Congress of the Philippines, said other destinations, not just Boracay, are facing the same difficulties.

Clemente estimated that clear signs of a rebound will occur in 2021 at the earliest. “Without a vaccine, no one will travel. Returning to the numbers prior to Covid-19 will be a challenge, (and) I don't see that (happening) in one or two years,” he said.

Hotels

Ride on

The national tourism office is looking to mitigate the adverse impacts of Covid-19 for hotels partly by tapping on new markets, writes **Rosa Ocampo**

A quick look at the performance of the Philippine hotel sector amid the Covid-19 pandemic is bringing up a mixed picture.

The lockdown that began in Luzon mid-March has since been extended to various other destinations. Hotels have been asked to close, save for those with long-staying guests and foreigners on existing bookings.

Jasper Palmqvist, area director-Asia-Pacific, STR, said in a webinar that “it's been ... complicated” for the local hotel industry as 60 per cent of the country is on lockdown “with regional variations”.

Hotels in Metro Manila's Quezon City, Pasig and Manila City are “keeping things afloat with high occupan-

cy levels” driven by the business processing outsourcing (BPO) industry – call centres – a big business in the Philippines, as well as long-stay business guests, said Palmqvist.

Hotels are also allowed to become quarantine centres for homebound overseas Filipino workers (OFWs) required to undergo a 14-day quarantine, and accommodation for healthcare workers on the front line.

As of April 15, Department of Tourism (DoT) data showed that 13,116 hotel rooms had been set aside in metro Manila for OFWs, while another 25,687 rooms have been assigned to house BPO staff, healthcare personnel and bank workers.

In an earlier April 8 report by the government news agency, tourism

secretary Bernadette Romulo-Puyat shared that 209 hotels had participated in the DoT's initiative to house the various groups. Of these hotels, 160 are located in Metro Manila, while 49 sit outside.

The recovery of the hotel sector across the nation, however, has a long way to go. Nevertheless, Palmqvist believes the domestic market will help the industry bounce back.

On the other hand, unemployment, lower wealth, fear of travel, border closure, and a long economic recession could hamper recovery. There is also the question of how long it would take for the badly-hit aviation sector to recover.

Joey Roi Bondoc, senior research manager, Colliers International Phil-



In metro Manila, 25,687 rooms have been set aside for healthcare personnel, BPO staff and bank workers as at April 15

ippines, reckoned that the Philippine government would recognise the direct impact of the pandemic on hotels and direct stimulus measures towards the sector.

Bondoc urged hotel operators to “closely monitor developments related to the proposed financial package from the government”.

He also advised hotels to “start lining up marketing efforts to recapture foreign and domestic tourists” once the pandemic wanes.



What's hot

Start anew

Rosa Ocampo identifies opportunities to appreciate emerging and rehabilitated destinations in the Philippines

- 1 New way to travel to Siquijor**
OceanJet has launched a new daily ferry service from Tagbilaran City in Bohol to emerging destination Siquijor. The 1.5-hour ride is one of the fastest and easiest ways to reach the island.
An oasis of calm amid fast-paced life today, Siquijor draws nature lovers with its marine sanctuaries, caves, as well as beaches covered with fine, white sand. Visitors interested in culture can look to two buildings steeped in heritage: the Church of St. Francis of Assisi as well as national historical landmark San Isidro Labrador Church and Convent.
- 2 New, familiar face in Davao**
After rebranding and an overhaul of its facilities, the Dusit Thani Lubi Plantation Resort began welcoming guests again in December last year.
Located off the Davao Gulf, the exclusive island getaway now houses 18 villas as well as new facilities and services, including the fully-equipped dive centre and western restaurant and bar The Mill.
Featuring breathtaking mountain and sea views, the studio to two-bedroom villas offer direct access to a private beach.
- 3 New insight into Philippines**
Visit the ancestral domain of the indigenous Aetas in Zambales province.

Learn about the tribe's way of life and lend them a helping hand through MAD (Make a Difference) Travel's Tribes and Treks tour.

Reaching the Aeta village is a challenge made for adventure lovers: participants trek through valleys and rivers covered with mudflows with volcanic debris thrown up by the Mount Pinatubo eruption in 1991.

Villagers will tell stories, impart the native way of archery and invite visitors to join in traditional dances. Visitors can also plant trees to replenish

destroyed rainforest areas. A sunset at Liwliwa Beach caps off the tour.

4 New life breathed into island

Located off the southwestern coast of Negros Occidental province, the Danjungan Island is a marine reserve and wildlife sanctuary.

A previously over-fished and threatened area is now one with incredible biodiversity. Visitors can spot resident sea eagles on hikes through the limestone forests, snorkel at unspoilt coral reefs, and kayak in its five lagoons.

5 New way forward after Taal

Embark on a day trip to Tagaytay and Batangas to discover how these destinations are faring after the Taal Volcano erupted in January.

Besides being a great vantage point for the volcano, Tagaytay is also known for its farms, including exquisite nursery The Flower Farm, and quaint restaurants and lodging, such as the storybook-inspired Bag of Beans.

Most tourist sites in Bantangas, such as the Taal Basilica and beaches are not affected by Taal's eruption.



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- Best Travel Agency – Japan
- Best Travel Agency – Malaysia
- Best Travel Agency – Singapore
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- Best Travel Agency – Thailand
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- Best Global Hotel Chain
- Best Regional Hotel Chain
- Best Local Hotel Chain
- Best Hotel Representation Company
- Best Luxury Hotel Brand
- Best Mid-range Hotel Brand
- Best Budget Hotel Brand

HOTELS – Individual Property

- Best Luxury Hotel
- Best Mid-range Hotel
- Best Budget Hotel
- Best Independent Hotel
- Best Boutique Hotel
- Best City Hotel – Bangkok
- Best City Hotel – Hanoi/Ho Chi Minh City
- Best City Hotel – Hong Kong
- Best City Hotel – Jakarta
- Best City Hotel – Kuala Lumpur
- Best City Hotel – Macau
- Best City Hotel – Manila
- Best City Hotel – Seoul
- Best City Hotel – Singapore
- Best City Hotel – Taipei
- Best New City Hotel
- Best Airport Hotel

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The winners in this category are decided by the TTG editorial team.

- Travel Personality of the Year
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- Qatar Airways (2016)
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- Royal Plaza on Scotts (2018)
- Royal Caribbean International (2018)
- Best Western International (2019)
- Travelport (2019)
- Harbour Plaza Hotels & Resorts (2020)
- Phoenix Tours International Inc. (2020)

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For Travel Agency and Travel Supplier Awards

1. Please use the correct voting form.

Voting Form A: Travel Agency Awards

For voting by hoteliers, airline staff, car rental companies, cruise operators, national tourism organisations, GDS companies and all other travel professionals (except travel consultants, tour operators and destination management companies).

Voting Form B: Travel Supplier Awards

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You can also opt to vote using our online form at awards.ttgasia.com

2. Voting Criteria

Please refer to the voting criteria for each category and title to ensure that all judging is done on an equal basis.

3. Voting Rules

- Only one voting entry per person is allowed – using the voting form or online voting.
- All votes are confidential.
- Voting forms are published in selected TTG Travel Trade Publishing print titles and issues and are also available online at awards.ttgasia.com

- No responsibility will be accepted by the organisers for voting forms lost, delayed or damaged in the post.
- There are no pre-nominated contenders for any voting awards.
- The results for TTG Travel Awards 2020 are final and no correspondence will be entertained.
- Voting forms will be tabulated and evaluated by an independent auditor in Singapore.
- Voting Closes 10 July 2020.

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Tel: (852) 2237-7272 Fax: (852) 2237 7227

VOTING FORM A: TRAVEL AGENCY AWARDS

For voting by • Hoteliers • Airlines staff • Car rental companies • Cruise operators • National Tourism Organisations • GDS companies • All other travel professionals (except travel consultants, tour operators and destination management companies)

VOTE ONLINE AT
awards.ttgasia.com

Criteria

Best Travel Agency in its respective category in terms of:

- Professionalism and excellence in staff.
- Best value-added services to client.
- Best use of computer technology applications towards improving efficiency and effectiveness in services provided to client.

1. Best Travel Agency – **Chinese Taipei**

2. Best Travel Agency – **Hong Kong**

3. Best Travel Agency – **India**

4. Best Travel Agency – **Indonesia**

5. Best Travel Agency – **Japan**

6. Best Travel Agency – **Malaysia**

7. Best Travel Agency – **Singapore**

8. Best Travel Agency – **South Korea**

9. Best Travel Agency – **Thailand**

10. Best Travel Agency – **The Philippines**

11. Best Travel Agency – **Vietnam**

12. Best **Corporate** Travel Agency

13. Best **Online** Travel Agency

VOTER INFORMATION

Name:

Job title: Company:

Address:

Country:

Telephone no.: Fax no.:

Email: Signature:

Please refer to the next page for
VOTING FORM B:
TRAVEL SUPPLIER AWARDS

VOTING CLOSES
10 JULY 2020

VOTING FORM B: TRAVEL SUPPLIER AWARDS

For voting by • Travel Consultants • Tour Operators • Destination Management Companies

Airline Awards

Criteria

Best airline in its respective category in terms of:

- Best product, services and facilities.
- Most consistent and reliable network and schedules.
- Most agent-friendly in terms of reservations, commissions, incentives, ancillary opportunities and servicing.
- Best agency outreach programmes, including trade promotions and marketing, training and relationship-building.

14. Best **Full Service Carrier**

15. Best Airline - **Business Class**

16. Best **Inflight Service**

17. Best **Boutique Airline**

18. Best Airline **Connectivity**

19. Best **Low Cost-Carrier**

Hotels, Resorts and Serviced Residences Awards

Criteria

Best Hotel Chain in its respective category in terms of:

- Most consistent in products and services.
- Most professional sales and marketing team in terms of innovative ideas, incentive programmes and servicing.

Best Hotel/Resort/Serviced Residence in its respective category in terms of:

- Best services and facilities.
- Best range of value-added benefits.
- Most professional sales and marketing team in terms of innovative ideas and servicing.

HOTEL CHAINS

20. Best **Global** Hotel Chain

21. Best **Regional** Hotel Chain

22. Best **Local** Hotel Chain

23. Best Hotel **Representation Company**

24. Best **Luxury** Hotel Brand

25. Best **Mid-range** Hotel Brand

26. Best **Budget** Hotel Brand

HOTELS – Individual Property

27. Best **Luxury** Hotel

28. Best **Mid-range** Hotel

29. Best **Budget** Hotel

30. Best **Independent** Hotel

31. Best **Boutique** Hotel

32. Best **City** Hotel – Bangkok

33. Best **City** Hotel – Hanoi/Ho Chi Minh City

34. Best **City** Hotel – Hong Kong

35. Best **City** Hotel – Jakarta

36. Best **City** Hotel – Kuala Lumpur

37. Best **City** Hotel – Macao

38. Best **City** Hotel – Manila

39. Best **City** Hotel – Seoul

40. Best **City** Hotel – Singapore

41. Best **City** Hotel – Taipei

42. Best **New City** Hotel

43. Best **Airport** Hotel

RESORTS – Individual Property

44. Best **Beach** Resort

45. Best **Integrated** Resort

SERVICED RESIDENCES

46. Best Serviced Residence **Operator**

47. Best Serviced Residence (**Property Level**)

BT-MICE Awards

Criteria

- Best services and facilities catering specifically to the BT-MICE market.
- Most professional sales and marketing team in terms of innovative ideas and servicing the BT-MICE market.
- Most desirable and attractive incentives and value added services to business travellers and MICE planners.

48. Best **Business** Hotel

49. Best **Meetings & Conventions** Hotel

50. Best **BT-MICE** City

51. Best **Convention & Exhibition Centre**

52. Best **Convention & Exhibition Bureau**

53. Best **Events Technology Provider**

Travel Services Awards

Criteria

- Best product, services and facilities.
- Most consistent and reliable in delivery.
- Most innovative offerings.
- Most agent-friendly in terms of ease of booking, commissions, incentives and servicing.
- Best agency outreach programmes, including trade promotions and marketing, training and relationship-building.

54. Best **Airport**

55. Best **Airport Lounge Operator**

56. Best **NTO (National Tourism Organisation)**

57. Best **Tour Operator**

58. Best **Theme Attraction**

59. Best **Cruise Line**

60. Best **Luxury Cruise Line**

61. Best **River Cruise Line**

62. Best **Car Rental Company**

63. Best **Travel Technology Provider**

VOTE ONLINE AT
awards.ttgasia.com

VOTING CLOSES
10 JULY 2020

VOTER INFORMATION

Name:

Job title: Company:

Address:

Country:

Telephone no.: Fax no.:

Email: Signature: