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## Ready for a reset

Indonesia is raring to bring tourism back to life, but in patient and calculated steps that take in new considerations around health, safety and traveller needs

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# TTG

A S I A

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# Leading in stormy seas

Former airline executive Dane Cheng has his leadership skills put to the test, as he steps into the role of Hong Kong Tourism Board's executive director just as the city is plagued by civil unrest and on the cusp of a global tourism meltdown due to the Covid-19 pandemic



# The other side of C-19

## Expediting digital and business transformation



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There was this joke I saw on Facebook a while ago about what pushed a company towards digital transformation. The options were: COE, CTO and Covid-19. Guess which 'C' was the catalyst?

Without downplaying the evil of the pandemic, we should also acknowledge how it has forced us into new ways of thinking that we may not have otherwise considered in good times.

In a short few months since the onset of Covid-19, people have accelerated their technology adoption.

Those who had never worked from home are now remotely performing their tasks as they would in the office.

Those who had shied away from virtual calls are now familiar with Zoom, WebEx, Skype and other platforms used for official communication, and are even participating in virtual game nights with family and friends. Companies that had never seriously considered online meetings are going down that route swiftly and learning ways to make their next session better.

Those who had never participated in online shopping have now discovered a glorious new world of consumerism at their fingertips (save me!).

For Vox Group's John Boulding, Covid-19 and the growing need for safe distancing have enhanced the appeal of self-guiding products. He has seen an about-turn in marketplace acceptance and his team has smartly sped up innovation to bring two new products to market. You can read about this on TTGAsia.com.

Covid-19 does not only have a hand in digital transformation. Between the human survival instinct of fight or flight, some travel companies have chosen to fight back in innovative ways, pivoting away from travel while retaining the flexibility to bring back its tourism arm or enhance its original forte as soon as the world is ready to wander again.

Trazy – Travel Crazy Korea, MAD Travel Philippines, and Joy Paradise Solution Japan have been exemplary in this regard.

Once tour operators, these companies are now raking in vital income through proxy shopping services offered in popular destinations people cannot visit at the moment, grocery and food delivery services that support local farmers and SMEs, and virtual educational tours that facilitate safe interactions with local communities and social entrepreneurs. Again, you can read about these on our website.

Such pivots require an open mind and courage – something we all need in times of crisis when normal ways of doing things can no longer work.

Here's another thing we all need now – kindness. Remote working now is nothing like remote working pre-pandemic. Schools and child-minding services may be closed, jobs and income may be at stake, and people are stuck at home all day. Working from home really is taking care of the family first and foremost while trying to work. So if your colleagues or business partners have fallen short of usual standards, patience and kindness can save the day and everyone's sanity.



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### Coming Up

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#### Dual-branded hospitality special

We are partnering our sister publication, TTGmice, to produce a special issue that looks into Asia's hotel developments (yes, there's still life there!), the future of hotel design and tech apps, what's brewing at the IRs for holidaymakers and business event planners, the evolution of hotel loyalty programmes, and more to help shape your business and travel plans as travel resumes.

**MGallery Hotel de la Coupole, Vietnam**



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### 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:

- Singapore Airlines Limited (2002)
- Singapore Changi Airport (2002)
- Hertz Asia Pacific (2005)
- 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.ttgtravelhof.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.



# Leading in stormy seas

Former airline executive Dane Cheng has his leadership skills put to the test, as he steps into the role of Hong Kong Tourism Board's executive director just as the city is plagued by civil unrest and on the cusp of a global tourism meltdown due to the Covid-19 pandemic. By **Prudence Lui**

## What are you bringing from your time at Cathay Pacific to this new executive director role with Hong Kong Tourism Board?

I started in 1986 as a Cathay Pacific management trainee and spent half of my time overseas in postings to Mainland China, Thailand, Taiwan, Japan and New Zealand/Australia. During those times, one of my roles was to promote inbound traffic to Hong Kong which gave me some valuable experience in destination promotion.

After moving back to Hong Kong, the city saw a change of sovereignty in 1997 and fought against SARS in 2003. Throughout those days, I worked closely with Hong Kong Tourism Board (HKTB), serving as a board member for three years.

## You stepped into the new role in such challenging times!

When this job was posted last year, I said to myself: 'You can do that'. Many critics told me that it was the worst time to take on such heavy responsibilities, as a year's worth of tourist traffic has being cut in half (by the civil unrest).

There were also others who said it was the best time to join as things couldn't get any worse. Of course, at that time, nobody knew that the world's tourism would collapse (because of the Covid-19 pandemic).

The gloom was a blow to me at first, but I've learnt to treat it as a test presented by Fate. I'm thankfully to be supported by a big team.

## What do you hope to do at HKTB?

We need to renew our tourism branding. It's not because of Covid-19, but because it is time for change since Hong Kong has been so successful in the last 15, 16 years.

It is time to reset, review and reposition ourselves. This includes changing some propositions and visitor experiences. For instance, we have a splendid harbour but our water activities have been weak in attracting tourists. The upcoming water taxi concept can reinvigorate the harbour experience.



**As long as the situation permits, we would continue to push for (major drawcard) events to happen. They can also be major attractions for the domestic market to enjoy.**



Right now we are about to appoint a project manager – an outsourced firm – to manage this massive destination rebranding for us. Some exciting ideas will emerge within the next 12 months.

## HKTB has unveiled a recovery plan for Hong Kong tourism. What aspects are you most excited about?

The three-stage tourism recovery plan will focus first on domestic tourism before expanding to create travel bubbles, where limited travel is allowed between specific tourist destinations where the outbreak is under control. Finally, the plan will tackle full resumption at the international level.

The HK\$40-million (US\$5.2 million) Hello Hong Kong campaign is scheduled to kick off in mid-June. It will encourage locals to explore the city, not just through wining and dining but also to discover the many hidden gems Hong Kong has.

The campaign has three main components.

First, we are giving away tips on in-depth, immersive travel across six themes. Next, we will have a first-ever one-stop online platform spiced up with over 11,000 offers from dining, shopping and entertainment merchants. That is followed by a spend to redeem free local tours exercise.

These are what we can do at this point when the city is ahead of the curve in combatting the virus.

We intend to use this down-time to rekindle our interest in and love for our home city. I hope to set the right ambience and send a positive message to overseas markets that Hong Kong is doing well and life is pretty much back to normal.

Establishing the right ambience is important because if it is not positive, people may hesitate to come

## Is Hong Kong ready to form travel bubbles?

There are cities and countries that are considering bilaterally- or multi-laterally-accepted travel protocol.

In fact, HKTB and the Hong Kong government are closely monitor-

ing the situation in various tourist source markets. Factors that will be considered include quarantine, travel and immigration measures between Hong Kong and selected markets that are suitable for travel bubbles. So far, possible candidates include Mainland China, Macau, South Korea and Thailand.

But for longhaul markets, it will take a longer time to rebound as the US and Europe are still in different stages of lockdowns and border closures.

## Do you think the road to recovery will be hard and long for tourism?

That's a question on many destination players' mind. The path to recovery will, undoubtedly, be very long. We are still talking about whether Hong Kong can start easing health and safety restrictions, such as social distancing, by the end of June or early July.

HKTB spoke about a relaunch in October with such big events as the Hong Kong Rugby Sevens and Clockenflap Music and Arts Festival. While I hope such drawcard events can be a reality, we need to think if, as we move closer into June, a full recovery is possible by October.

But as long as the situation permits, we would continue to push for these events to happen. They can also be major attractions for the domestic market to enjoy.

## What is HKTB doing in terms of regional marketing?

We launched the #MissYouToo online social campaign to convey hopes of better times ahead. Our initial target is the local community and their social network overseas.

Our plan is to roll out this campaign in global markets in stages, and in consideration of the market's pandemic control and containment. As soon as people in a specific source market are able to travel again, we will deploy targeted promotions and distribute information and offers under the Hello Hong Kong campaign. The offers will include special tour packages.

## 10 NEED TO KNOW'S ABOUT DANE CHENG

■ **Who's in your family?** My wife and three kids – one boy (14) and two daughters (12 and 6). They are my reasons to keep moving on. Also, the birth of my youngest daughter in Beijing was my 50<sup>th</sup> birthday present.

■ **What do you do for fun?** Going out with my kids and playing with them.

■ **Your ideal vacation?** With my

family in a holiday house amid green surroundings.

■ **How do you book your leisure trips?** Always through travel agents as I have a big family. I'm happy to pay more for the services offered by travel agents.

■ **What are you reading right now?** Mystery novels by famed Japanese author Keigo Higashino. They whisk me away from reality and help me distress.

■ **How do you stay healthy?** Playing with my kids keeps me healthy in body and mind. I've got to update myself, be positive, learn new things, see the world from a different perspective – and all that helps me stay young.

■ **Favourite food?** Culinary delights made by my Taiwanese wife.

■ **A bad habit you cannot kick?** I tear easily when I watch sentimental movies.

■ **Your pet peeve, something that never fails you to annoy you?** Bad service.

■ **Most people don't know...** I have a Japanese mother and my father is from Mainland China. English was my major in university and when I joined Cathay Pacific in the 1980s, it was rare for somebody to be trilingual in Mandarin, Japanese and English.

# A finer way to fly

The flight experience is not restricted to the skies, as airlines push the innovation envelope to begin charming their passengers on the ground. TTG Asia reporters find out how

## Air New Zealand

Air New Zealand is working on making lie-flat beds in economy class a reality, in what would be an industry-first move to shake up the base offering of rival airlines. A launch isn't confirmed but ANZ appears to be in the final stages of developing the Economy Skynest after three years of research and testing at their Hangar 22 innovation centre in Auckland.

The Skynest accommodates six full-length bookable sleeping pods, each equipped with a full-sized pillow, sheets and blanket, ear plugs, privacy curtains and lighting designed for sleep. Other features are also being explored, including a separate reading light, a USB outlet for personal devices, and an improved ventilation outlet.

"The scale of the challenge in developing the Economy Skynest and working through its certification with the necessary regulators is immense, but we believe it is a prize worth chasing and one that we think has the potential to be a game changer for the industry," said Jenni Martin, general manager, South & South East Asia, Japan, UK and Europe at Air New Zealand.

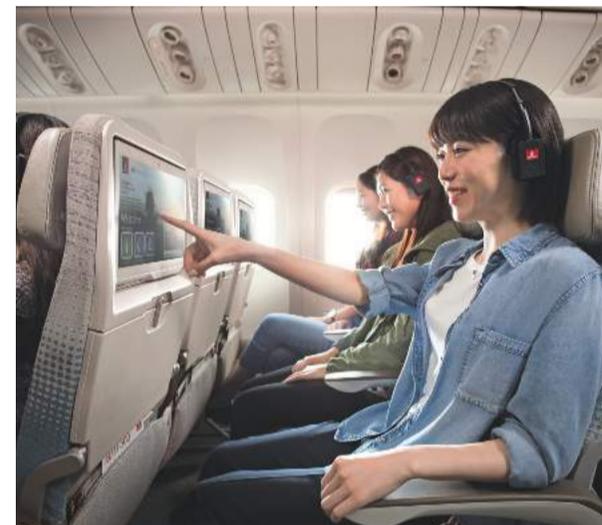
"If successful, we expect other airlines to explore licensing the Economy Skynest from us just as they have with the Economy Skycouch," she continued, referring to another innovation introduced in 2010 that effectively combined three economy seats and turning them into a couch.

ANZ also prides itself in providing gate-to-gate inflight entertainment, the ability to order food and drinks from passenger touchscreens, and its own AI chatbot Oscar which can answer commonly asked questions about flight, baggage, lounge and Airpoints.

But would the Skynest cannibalise ANZ's business class offering? The airline doesn't think so.

"The Economy Skynest is tailored for economy travellers and clearly differentiated from our business class offerings," said Martin.

"It is envisaged to be an added option for economy passengers where they will be able to book a session in the pod and



Clockwise from above: Air New Zealand's Economy Skynest; ANA Lounge's Live Kitchen; Emirates' ice entertainment system

still have their seats for the remaining portions of the flight. A clear pain point for economy travellers on longhaul flights is the inability to stretch out, and the development of the Economy Skynest is a direct response to that feedback," she concluded. — **Adelaine Ng**

## ANA

Japan's largest airline is boosting efficiency, comfort and barrier-free facilities on the ground. ANA rolled out the range of

new offerings in March to improve passenger experience.

For international departures at Haneda Airport Terminal 2, self-service baggage drops with capability in seven languages have been installed. Smart lanes that allow four customers to use baggage screening lanes simultaneously are in place to reduce security waiting times.

There is also wheelchair-accessible counter and streamlined check-in for passengers who need special assistance.

Four new lounges have been opened, three at Haneda and one at Narita International Airport.

At Haneda, the 360-pax ANA Suite Lounge focuses on privacy and relaxation as well as made-to-order F&B. Its reception area features a Japanese garden and bamboo forest, designed to promote a calming atmosphere. The Napping Area features six beds and five reclining chairs as well as a private area with booths fitted with televisions.

## Invaluable loyalty

By Pamela Chow

As commercial airlines buckle under the pressure of the Covid-19 pandemic, innovations in mobile apps, loyalty programmes and client data may be the linchpin for recovery.

Independent consultant Nik Laming of Urban Leopard Ventures noted that loyalty programmes are "probably the most valuable asset that airlines have at this moment", and are a "very quick recovery option for revenue".

He explained: "Airlines have a database of highly engaged, valuable people. They have the ability to go to cobrand partners

— especially banks — and give them a very good deal to pre-purchase miles to generate cash."

And as airlines struggle to stay up during these uncertain times in travel and tourism, New World Loyalty's airline loyalty consultant Mark Ross-Smith recommended that airlines heavily consider perks like extending members' elite status or incentivising the collection of miles.

Ross-Smith cited an example of an airline in the US that is offering 10 times the number of elite miles to its members.

These promotions can be tweaked based on different markets and their price

sensitivity, which may affect how quickly their travel demand will return once travel restrictions ease up, said Laming.

He continued: "Airlines should be able to pick the promotions extended to each market to maximise cash yield and get people flying again. We will see a rebooting market that will hopefully (result in bigger and better) loyalty programmes."

Sumesh Patel, SITA president, Asia Pacific, sees the innovations in airlines' direct mobile apps as a possible necessity and mainstay in the future.

He shared: "Automation is of paramount importance. Contactless, self-ser-



In the Live Kitchen, chefs serve omelets in the morning and *nigiri* sushi in the evening, while the Bar prepares coffee by day and more than 20 kinds of cocktails at night.

The 900-pax ANA Lounge also has a Live Kitchen and Bar as well as 24 booths offering semi-seclusion and a kids' room.

Open from 04.30 to 12.30, the ANA Arrival Lounge has a footbath with an ocean view and 18 shower rooms, two of which are barrier free. It also serves light meals and beverages.

At Narita, the ANA Lounge is located in Satellite 2, catering to passengers departing from farther gates or taking a bus to their aircraft.

"Ensuring that passengers can easily access one of ANA's lounges no matter where they are located in the airport exemplifies ANA's commitment to Japanese hospitality and passenger convenience," commented Hideki Kunugi, executive vice president of ANA, on the lounge's location. — **Kathryn Wortley**

**Emirates**

One of Emirates' most recent innovations is its biometric path at Terminal 3 of the Dubai International Airport.

Utilising the latest biometric technology, comprising a mix of facial and iris recognition, Emirates passengers will be able to check in for their flight, complete immigration formalities, enter the Emirates Lounge, and board their flights. Notably, this is a world-first for passport control, where passengers are "cleared" by immigration authorities without human intervention or the need for a physical passport stamp.

This technology can be found at select check-in counters, at the Emirates Lounge in Concourse B for premium passengers, and at select boarding gates. For instance, customers flying from Dubai to any of its 12 destinations in the US can benefit from this service, reducing the time taken for identity checks.

The Dubai-headquartered airline also adopts a customer-centric, technology-enabled approach to enhance a passenger's travel experience through big data, predictive analytics, artificial intelligence, crowd sourcing and collaboration.

In 2018, Emirates introduced 3D seat models on emirates.com, becoming the first airline to introduce web virtual reality (VR) technology on its digital platform. In 2019, Emirates introduced a new function on its app to allow customers to create bespoke playlists ahead of their flight and sync it to their seats once on board.

Big data is also used to better understand an individual passenger's needs and predict what they would want for a personalised flight experience. For example, flight attendants have access to tablets onboard filled with data gleaned from its website and the 25 million members of the frequent flyer programme, Emirates Skywards.

Regardless of cabin class, all customers can look forward to savouring regionally-inspired and diet-specific meals, to enjoying over 4,500 channels of on-demand

audio and visual entertainment in multiple languages on its inflight entertainment system, ice.

On the ground, Emirates' airport lounges are an integral part of the airline's service and product offering for its premium and loyal customers.

The Emirates First and Business Class lounge at Changi Airport, for example, was designed with a focus on comfort and quality, offering facilities such as LED TVs, showers, a business centre as well as a dedicated dining area which features

an extensive menu of complimentary hot and cold dishes.

First and Business Class passengers can enjoy complimentary chauffeur service the airline offers in over 75 cities worldwide, for a seamless journey from start to finish. Those travelling with young children meanwhile, will benefit from dedicated and faster check-ins, complimentary strollers, family baggage allowance and early bag drop-off when they travel via Dubai International Airport. — **Rachel AJ Lee**



In everything that we do, your clients' well-being has always been our priority. To date, we have been working hard to enhance our safety measures further onboard. We are working together with the government and our team of medical experts to improve our boarding screening process and health protocols. We look forward to seeing you all onboard soon.

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vice technologies at every step will facilitate passenger flow, cutting queues while ensuring a social distancing-friendly passenger experience.

"Given the vulnerability of the industry as we see now with the pandemic, investment in technology enables scalable operations, which enables long term cost efficiencies and flexibility."

He added that it would be "perfectly realistic" to see airlines start to deploy such innovative technology solutions, as they can also serve to "differentiate from competitors and boost passenger loyalty".

# A long engagement

Although Covid-19 has derailed wedding and honeymoon bookings in recent months, industry experts remain cautiously optimistic that couples will return this year. By **Shamilee Vellu**



An endless honeymoon is not as wonderful as it seems, discovered a South African couple recently in the Maldives. The duo went viral after a New York Times report revealed that they were stranded at a luxury resort due to border closures.

Widespread travel restrictions have led several industry players across popular wedding and honeymoon destinations in Asia, including Japan and Bali, to report a sharp decline in business.

Capella Singapore, known for its upscale weddings, saw nuptial bookings dwindle to zero over the last two months as the local government introduced a “circuit breaker”, which prohibited people from gathering

with those outside of their immediate household.

“We (used to have) an average of two to three weddings every weekend, and (even) more during peak months,” said Dora Wong, the hotel’s creative style director.

Over in Japan, Tomoko Yagi, general manager, Aman Tokyo and regional director, Aman Japan, shared with *TTG Asia* that the hotel “used to welcome at least four to five couples a week on honeymoon”. Those numbers have since dropped off.

A property in Bali – a favourite destination among couples – has also been affected. Hemal Jain, general manager, Alila Villas Uluwatu, said that the resort hosted up to 250 wed-

dings a year prior to the pandemic. Now, a small number of weddings have been cancelled, though many have been postponed to next year.

Moving the date forward appears to be the way to go for several clients of bespoke travel agency Lightfoot Travel. Co-founder and director Lucy Jackson shared that “a couple of honeymoon bookings for this summer” had been moved to summer 2021.

## Flexibility in demand

Wong recalled how two weddings at Capella Singapore across the weekend of March 28 and 29 were impacted, when a series of new social

to ensure we were complying with the new measures,” Wong recalled.

As decor and florals had to be reconsidered, her team worked “round the clock to ensure the wedding day was “(one) to remember” even amid the restrictions, she added.

Due to the new restrictions, guests were offered the flexibility to postpone or cancel the celebrations, she shared.

## Challenges and outlook

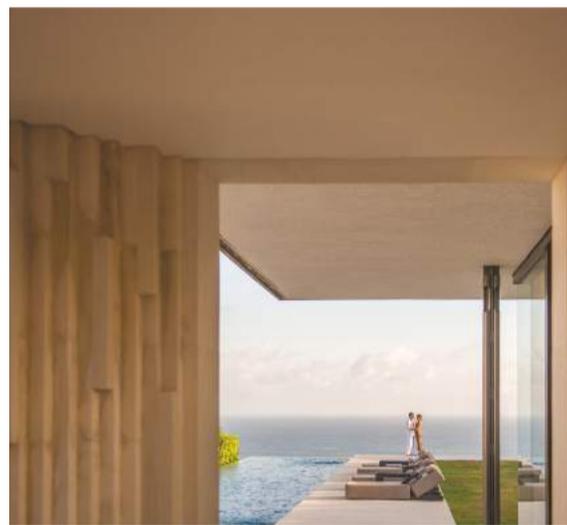
Having been monitoring the progression of the pandemic, many players seemed hopeful that couples would begin making reservations again in 4Q2020.

Of course, travel restrictions continue to present a challenge to businesses. Recovery at the Fivelements Bali, for instance, could be partly contingent upon European guests being allowed back into the province, noted John Nielsen, general manager.

Other industry players gave their predictions on when numbers would start to rebound. Nielsen believes it will gradually occur in or around October and November, and initially involve Indonesian couples hosting small, intimate celebrations; Yagi, more optimistic, reckoned it may happen by September.

Despite the uncertainty, Wong shared that her team has been receiving new enquiries for celebrations to be held next year and beyond.

Goh Wan Qi, wedding planner, Beautiful Gatherings, remains positive. While she acknowledged that couples are less likely to spend on travel or wedding planning services in the current downturn, she reckoned there might be a boom in both industries once the pandemic is over.



From top: a wedding at Capella Singapore; a couple at one of Alila Villas Uluwatu’s three-bedroom cliffside villas

distancing measures kicked in on March 26. Wedding planners and hosts were advised to keep total participants and attendees to ten persons and under, and ensure minimal social interaction.

“We had to entirely reconfigure our ballroom setup and seating plans

## Look beyond

Post-pandemic is more than a buzzword; it will be a reality. **Shamilee Vellu** finds how couples’ choices could change

**Bathroom with a view at the Nagi Suite in Amanemu, Japan**



## Think local and regional

Wong predicted an increase in staycation honeymoons after the pandemic, sharing that couples who want to “spend some time away together” but are not yet comfortable to travel overseas are likely to choose the option. Jackson agreed that couples would probably consider travel within their country or to nearby nations.

Jain added that couples could come out of the pandemic with a greater appreciation of their country’s “charm”, which could contribute towards making domestic travel a more compelling option.

## Think intimacy and personalisation

When asked about business outlook post-Covid-19, several industry players reckoned there would be a greater demand for private and intimate settings, including more unconventional options such as villas and a chef’s table celebration.

Meanwhile, mega weddings – traditionally popular in Asian countries – could fall out of favour, shared Nielsen.

For Jain, this is an opportunity for destinations and resorts in Asia to improve

on their offerings and services. They would likely need to deliver personalised and authentic wedding experiences of a variety of sizes, he said.

He predicted that unique regional traditions, such as Fivelements Bali’s healing *Agni Hotra* fire ceremony, could prove increasingly sought-after for small celebrations.

## Think health and sustainability

Besides a new focus on the local and the intimate, industry players expect the pandemic to bring home concerns over health and well-being.

According to Yagi, couples might opt for serene locations or look to places offering programmes with a focus on fitness and wellness.

Meanwhile, Jain predicted that the renewed focus on health would extend to concerns over the source of ingredients. He reckoned that sustainability-driven accommodation, such as Alila Villas Uluwatu, would have a competitive advantage, as such a business model would involve sourcing food responsibly.



**Eco-conscious retreat Fivelements Bali**

Goh shared couples might also come out of the crisis with a greater appreciation of nature, borne out of the need to stay indoors. This could lead them to scout for nature-based travel options.

Slow travel could also be the new normal, posited Malik Fernando, owner, luxury Sri Lankan resort Resplendent Ceylon. Couples might choose to combine their wedding and honeymoon into one longer trip to more remote locations, Fernando added.



Travel: ian/shutterstock

## Destination

# The changing face of Thai luxury travel

The coronavirus pandemic is rewriting the playbook for Bangkok's luxury hotels, with a greater focus on wellness, localism and curated touchpoints emerging as key themes in the post-pandemic future of travel. By **Anne Somanas**

“The word luxury is out; we’ve reached the age where it’s very unfashionable to be pretentious.” These words, uttered by Leanne Reddie Hucker, director of sales & marketing, Rosewood Bangkok, at the Thailand Tourism Forum in Bangkok on January 20, days before Wuhan shut itself down in a bid to contain the coronavirus, have taken on new meaning in the pandemic’s wake as the crisis has upended the luxury travel industry, and spurred greater demand for more targeted and personalised services.

“There is no question we have entered a new era of defining the traveller. The one-size-fits-all approach is not going to work anymore,” Hucker added. “Memory creation, personalised experiences are in. The key to the heart of a new luxury consumer is personal relevance.”

Little did she know how much weight her words, spoken before a thousand hoteliers and travel industry professionals in a ballroom at the Intercontinental Bangkok, would carry in the following months, as no one could have predicted how the

**Aerial view of Bhumibol suspension bridge cross over Chao Phraya River in Bangkok city**



**(This downtime is the perfect chance for brands to reassess who they are, how they’ve changed and what differentiates them from the rest.**

**LAUREL TUOHY**  
Deputy content director, QUO

burgeoning Covid-19 crisis would instantly transform how the world defines luxury.

But the crisis offers hotels themselves a luxury – the luxury of time to rethink themselves and refine essences and brand messages, said Laurel Tuohy, deputy content director at Bangkok-based hospitality brand consultation agency QUO. “Although it’s a scary and uncertain time, I think that, looked at with a certain optimism, high-end hotels and brands can use this down time well. It’s the perfect chance for brands to reassess who they are, how they’ve changed and what differentiates them from the rest,” she stated.

QUO is hosting a series of podcasts titled the Future of Travel, in which themes of simplicity, radical localism and less crowding have emerged, with the new luxury defined by authentic local experiences, integration of technology and well-being as core components of a hotel’s offer.

These are themes that many of Bangkok’s luxury hotels are focusing on as they prepare to relaunch. As part of its efforts in stepping up sanitation to tackle the new normal,

Rosewood Bangkok’s Hucker said the hotel “will heighten existing health and safety techniques, policies, and procedures”.

Elswhere, at the opulent 285-room Sindhorn Kempinski Hotel Bangkok, whose scheduled May opening has been pushed to 3Q2020, Aaishah Bohari, director of sales and marketing told *TTG Asia*: “The pandemic has changed the world’s views and expectations of travel which directly impacts the choices people will make when they can travel again.”

Speaking of the hotel’s 4,000m<sup>2</sup> of wellness facilities and carefully designed health-centric programmes, she added: “At our hotel, well-being is at the heart of every guest experience. Sindhorn Kempinski Hotel Bangkok is designed in every sense with comfort and well-being in mind. Health or wellness has taken centre stage and this allows us to enter an already crowded market with a point of differentiation that is relevant and important – more so now – to discerning travellers.”

“We are now planning a series of campaigns leading to our opening later this year, from beautiful per-



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formances specific to various service touchpoints that are unique to the Kempinski DNA to inclusive dining experiences where every culinary ethos is embraced.”

Localisation is a strong theme at another long-awaited luxury opening: Capella Bangkok, situated in cultural hotspot Charoenkrung overlooking the Chao Phraya river. It is now slated for an end-of-year opening due to the coronavirus crisis. “By promising ‘Crafted Moments, Steeped in Tradition’, our new-age urban resort maintains a great connection with the local community,”

*Continued on page 8*

What's hot

# What Thai hotels are bringing to the luxury travel table

From sustainable, anti-plastic ethos to curated experiences, here's how new and soon-to-open Thai luxury properties are raising their game, discovers **Anne Somanas**

**1 In history's embrace**

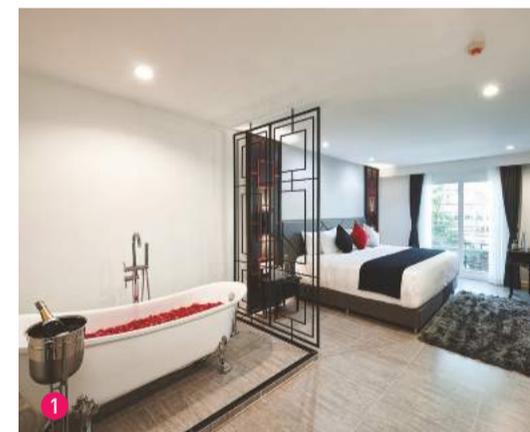
Located just around the corner from Michelin-starred Jay Fai of Netflix's *Street Food* fame, and steps from Thip-samai Pad Thai, the 47-key Hotel Villa De Pranakorn in historic Sam Yot district is the old town's first boutique five-star property. Since opening its doors in February 2020, the Sino-Portuguese inspired hotel is also Bangkok's first property to become a member of Relais & Châteaux, a globally established collection of independently run luxury properties and restaurants across the world. It features Thai and pan-Asian fine-dining restaurant Samranraj, and a plastic-free mantra – its onsite water filtration system by Nordaq enables guests to refill their own glass bottle with drinking water for free during their stay.

**2 Seasons of luxury**

Designed by Jean-Michel Gathy of Deniston, the Four Seasons Hotel Bangkok at Chao Phraya River is a 3.6ha riverside oasis on Charoenkrung. It will boast 299 keys and 3,823m<sup>2</sup> of meeting space, including an 801m<sup>2</sup> Grand Ballroom and 425m<sup>2</sup> Conservatory Ballroom. Culinary options will include Riva del Fiume serving up Italian cuisine, Brasserie Palmier for French fare, Yu Ting Yuan offering Cantonese cuisine, Café Madeleine for fresh bakes and aromatic brews, and BKK Social Club helmed by mixologist Philip Bischoff. Its opening has been pushed to October 2020 from its initial launch plan in May.

**3 It's all well and green here**

Billed as a city wellness sanctuary, extreme relaxation and comfort are themes at Kempinski Hotels' second Bangkok property. Nestled close to the edge of Lumpini Park and Bangkok's 'green corridor' in the prestigious Langsuan neighbourhood, the 285-key



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All reports include an appendix with forecasts adjusted for the COVID-19 pandemic.



Asia Pacific: Scenario Analysis of Visitor Arrivals, 2017-2024

Continued from page 7

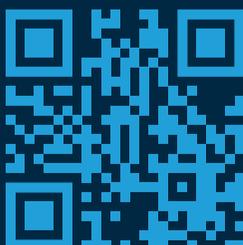
### The changing face of Thai luxury travel

said John Blanco, its general manager, of the hotel's plans to draw luxury travellers. "The hotel's Capella Culturist team will assist to craft original and inspiring experiences around the neighbourhood's highlights for food, wellness and culture, allowing guests to discover their inner selves with energising alfresco activities during their stay."

Other luxury properties are making use of the downtime to upskill their staff. At the Hotel Villa De Pranakorn – Sam Yod district's first five-star boutique hotel which opened in February – for instance, kitchen staff have been undergoing cooking courses, while accountants are brushing up their computer software skills.

"As we are a new hotel, this break gives us time for staff training and making sure

Visit [PATA.org/store/publications/asia-pacific-destination-forecasts-2020-2024/](https://PATA.org/store/publications/asia-pacific-destination-forecasts-2020-2024/)



## DESTINATION: THAILAND

Sindhorn Kempinski Hotel Bangkok will form part of the Sindhorn Village development. The opulent eco-luxury property's lead-in room begins at 66m<sup>2</sup>, with two other room types at 70m<sup>2</sup> and 80m<sup>2</sup>. Its over 4,000m<sup>2</sup> of wellness spaces will include the Sindhorn Wellness by Resense centre. F&B-wise, all-day dining will be available at Flourish, while Flow will feature plant-based cuisine, and Firefly Bar promises the finest spirits and cocktails. Originally slated for a May 2020 launch, its opening date has been postponed to October 2020.



### 4 A new escape in Krabi

Banyan Tree Holdings' ninth property in Thailand and first in Krabi is located on Tubkaek Beach, a 35-minute drive from Krabi Airport. Overlooking the Andaman Sea, Banyan Tree Krabi will offer 72 pool suites and villas across six accommodation options including two- and three-bedroom units. Slated to open in 4Q2020, the luxury resort will keep guests engaged with a fitness centre, a beach club, a kids' club, and a Banyan Tree Spa with Mini Rain Forest Facility. There will also be all-day dining as well as a ballroom and wedding chapel.

### 5 Cultural dive

Owing to its location on Charoenkrung, the city's oldest paved road, every room at the 101-key Capella Bangkok will come paired with a Capella Culturist to curate local experiences by the river. F&B venues will include Côte by three-Michelin star chef Mauro Colagreco, and Thai restaurant Phra Nakhon. Also on show are over 1,000m<sup>2</sup> of wellness amenities and 1,617m<sup>2</sup> of meeting space, including a 747m<sup>2</sup> ballroom. Its long awaited opening has been rescheduled to 3Q2020.



we have more knowledge and experience, so we will be ready when we are back in business," shared Erik Lanng, general manager of the luxury heritage hotel.

At the Grand Hyatt Erawan Bangkok, one of the city's most established luxury fortresses, a special taskforce has been set up to reimagine the new normal after Covid-19, and adapt its services and products to meet evolving guest needs.

"This (crisis) is going to require us to rethink and redesign the way we operate and accelerate the green and sustainable transformations initiated in the past," said its general manager Edouard Demptos.

"Additional precautionary measures such as social distancing capacity in event venues and restaurants are being developed so that guests are assured that it's safe to meet and stay at Grand Hyatt Erawan Bangkok. To communicate all our efforts, we are preparing a holistic marketing communications plan that is digitally-driven and customer-centric."

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## Destination

# Ready for a reset

Indonesia is raring to bring tourism back to life, but in patient and calculated steps that take in new considerations around health, safety and traveller needs. By **Mimi Hudoyo**

Indonesia tourism stakeholders are taking steps to resume business in the new normal, as president Joko Widodo shared a welcome decision to gradually allow businesses to reopen and for his people to learn to live with Covid-19.

Without a vaccine, Cleanliness, Health and Safety (CHS) will become an important focus for travellers when considering a trip, opined Wishnutama Kusubandio, Indonesia minister of tourism and creative economy.

“We are working hard to formulate a protocol to speed up the recovery of tourism in the country,” he added.

Bali will pilot the new CHS proto-

col before it is rolled out across Indonesia, according to the minister.

Nia Niscaya, deputy of marketing with the Tourism and Creative Economy Board, projected that attraction capacity would be impacted by social distancing concerns and requirements.

“(One of the) new challenges for tourist destinations is therefore to rearrange the flow and determine the capacity allowed for attractions and supporting facilities,” she said.

At press time, the Ministry of Tourism and Creative Economy (MOTCE) is working with the Ministry of Health and related agencies to finalise new standard operating procedures (SOP) and certification for the industry.

The new SOP is part of the tourism authority’s three-phase recovery plan.

The emergency response phase will last until June 2020, and thereafter the recovery phase will take over from July to December. The normalising phase is expected to set in by January 2021.

“The communications strategy that we have been using during the emergency response period focuses



**We are working hard to formulate a protocol to speed up the recovery of tourism in the country.**

**WISHNUTAMA KUSUBANDIO**  
Minister of Tourism and Creative Economy, Indonesia





Chris Suter/istock



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of travellers' mind and will be the biggest contributor of arrivals to Indonesia. (Bali will also catch the first group of returning tourists because it) has managed to curb (the spread of Covid-19) cases earlier than the rest of the country."

Besides Bali, Yogyakarta is a favourite among domestic travellers while Riau Islands is a hit with Singapore and Malaysian markets, explained Nia.

During the recovery phase, the MOTCE will run activities such as joint promotions with travel companies and airlines, and familiarisation trips highlighting the readiness of destinations in the new normal.

Destinations and tourist attractions are eager to respond to the government's call for preparation.

Yanuar Bramuda, head of Banyuwangi Tourism and Culture Office, said in a webinar: "We have established the Nursing Tourism Programme, a collaboration between the Banyuwangi Regency government and the National Nurses Association in 2019, before this outbreak. The programme does not only take care of travellers who fall sick during their visit but also develop Banyuwangi as a healthy destination (defined as having a clean environment, hygienic facilities and healthy food products)."

The Recreational Park Management of Borobudur, Prambanan and Ratu Boko Temples (TWC) has started implementing health protocol since March, according to Hetty Herawati, its director of marketing.

The parks are currently closed but Hetty said the management has come up with SOPs that will kick in once the government lifts the compulsory closure.

The SOPs will include a cap on visitor numbers, temperature checks and provision of hand sanitisers around the temple complex.

"During the closure we have installed more signs in several languages to convey self-distancing reminders in restaurants and at sales counters," Hetty added.

Jawa Timur Park Group, which manages several theme parks in Batu, East Java, has also used the downtime to develop new rides and adding areas for washing and hand sanitising.

Yokka Rismadora, Jawa Timur Park Group's spokesperson, told TTG Asia that there was a silver lining in the quiet business period – Batu Secret Zoo, Eco Green Park and Predator Fun Park welcomed several new babies from rare animal species.

But before the park gates can reopen, Jawa Timur Park Group is bringing visions of its premises and animal residents to travellers through virtual tours on social media platforms.

on education and campaigns related to Covid-19 through our social media platforms. In addition, we have been providing market updates for industry players in Indonesia and overseas through webinars," shared Nia.

These updates, which contain information on destinations and products as well as CHS measures, are being communicated through Visit Indonesia Tourism Officers (VITOs) in places such as France, Germany and China.

Content is tailored to specific markets, pointed out Nia.

Citing an example, she said that while Bali is a major destination for the Australian market, buyers that have requested for more updates on lesser known areas such as West and North Bali and even Banyuwangi, a destination in East Java which is gaining popularity among international travellers to Indonesia.

When asked to paint a picture of how tourism recovery would look for Indonesia, Nia said domestic travel would return before the regional and international markets.

Bali, Yogyakarta and Riau Islands would likely see the initial wave of returning tourists. As such, they will be promoted by the tourism authority in the first stage of recovery efforts.

Nia said: "Bali is obviously on top

**Top: Indonesia women walk at rice field in the morning**



## What's hot

# Fresh stays and ways to get around

New tourism developments may be rare in this uncertain times, but Indonesia manages field new accommodation and touring additions, discovers **Mimi Hudoyo**

### 1 New stay option in Jababeka

Swiss-Belhotel International has taken over the 138-room hotel in Jababeka, Cikarang, the biggest industrial estate in South-east Asia. Formerly known as Celeceton Jababeka, the hotel took on the new label, Swiss-Belinn Cikarang as of March 1.

Located in the Jababeka complex, a fully-integrated township in the Bekasi Regency of West Java, the hotel is 35km east of Jakarta and 45km from Halim Perdana Kusuma Airport – making it an affordable hotel choice for leisure and business travellers. Swiss-Belinn Cikarang grants guests convenient access to an array of entertainment, shopping options as well as the Jababeka Golf & Country Club.

### 2 ibis Styles opens close to Jakarta

Opened in January, ibis Styles Bekasi Jatibening boasts easy access to three major toll roads leading to Jakarta and the Bekasi industrial area.

Armed with 185 guestrooms, sTREATs restaurant, a kid's corner, an outdoor swimming pool, and a gym, the hotel also offers guests an in-room spa experience. For corporate groups, there is a grand ballroom for up to 600 people and four meeting rooms bathe in natural lighting.

The hotel's easy access to a supermarket, restaurants and shopping centre in the vicinity makes it a perfect haven for leisure and business guests alike.

### 3 Blue Bird launches two fancy tour buses

Indonesia's major transportation company, Blue Bird, has added two new BigBird Premium Alpha tourist buses to its existing fleet of eight Premium Bravo buses.

Each BigBird Premium Alpha has 14 seats as well as an entertainment room, exclusive seats with massaging features, karaoke equipment, a kitchenette, a mini fridge, Wi-Fi connection and a meeting facility.



Destination

# Unchartered waters

A landmark integrated project that opened last September has altered the Maldivian tourism landscape, but **Feizal Samath** notes that the pandemic has put a freeze on potential growth



Photo by Shihab Estaha

**B**illed as the first integrated resort in a country traditionally known for its one-resort-per-island tourism product, the Crossroads Maldives opened its first phase last September. Located in the Kaafu Atoll, the project which will eventually span nine islands is said to be a 20-minute

**The 178-key Hard Rock Resorts Maldives at the Crossroads Maldives**

speedboat ride away from Velana International Airport, Malé.

Even with just the first phase completed, the Crossroads Maldives already has a host of offerings: two resorts; a massive leisure, retail, and entertainment space called the Marina @ Crossroads; and spa and wellness centre Lèn Be Well.

Currently, accommodation within the project comprises the 178-key Hard Rock Resorts Maldives and the 198-key SAii Lagoon Maldives. Guests at the two resorts have direct access to The Marina @ Crossroads.

Housed within the 11,000m<sup>2</sup> leisure and entertainment zone is a watersports and dive centre, 12 F&B outlets, and the Koimala & Maalimi's Junior Beach Club and Camp for families. Guests can dock their private vessels at the yacht marina, which has 30 berths.

Other highlights include the Maldives Discovery Centre, where guests can find out about local heritage, and a Marine Discovery Centre.

Sharfraz Fazley, managing director, Viluxur Holidays, who has recommended Crossroads Maldives to clients, said the development has "completely transformed" the Maldives' tourism product.

From a destination for dive enthusiasts, honeymooners and couples,

the Maldives is now a place for families, group travel with friends, and even shopping, shared Fazley.

In fact, the Marina @ Crossroads had not only attracted visitors, but also affluent Maldivians, making it a shopping destination in itself, according to the manager of a DMC, who declined to be named.

It was not all smooth-sailing, however, when the Crossroads Maldives first opened. "It took a little time and (there were) some hiccups... but there has been tremendous interest since then," said Dharshan Munidasa, owner of three restaurants at the Marina @ Crossroads.

While occupancy at the project's two resorts was high between December and mid-January, it later fell through to April, shared Munidasa.

Late-January was the point where the potential impact of the pandemic began to sink in worldwide. China, where cases were first reported, was the Maldives' largest source market between 2015 and 2018.

Nevertheless, Dillip Rajakariar, CEO, Minor Hotels Group – who oversees multiple properties in the Maldives – is confident that the country's tourism can recover by leveraging on pent-up demand.

Rajakariar cautioned, however, that the industry "(needs) to be prepared for six to 12 months of slow recovery" after borders reopen. He called for more government support for the hospitality sector.

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What's hot  
**New treasures**

Seek new adventures, taste delectable cuisine and re-focus on wellness. By **Feizal Samath**

**1 Novel adventures in blackwater diving**

While divers have traditionally enjoyed swimming with manta rays and turtles in the Maldives, blackwater diving at the pictured Six Senses Laamu offers guests the rare opportunity to see lesser-known creatures of the ocean.

Guests would be led by the experienced team at the resort's five-star PADI dive centre, Deep Blue Divers, on a night-time journey underwater, where they can see critters attracted to LED lights fixed to a drift line.

These include pygmy squids and rainbow-pulsating comb jellies – nocturnal creatures that hide in the depths of the ocean during the day and migrate to the surface to feed at night.

The micro creatures make for stunning photographs amid the distinctively dark background of the black, nighttime waters, which is what gave blackwater diving its name.

Each blackwater dive also provides the chance of spotting something yet to be identified by science, according to the team at the resort's dive centre.

While divers are not required to undergo special training to go on blackwater dives, a good command of buoyancy is required.

**2 Local, seasonal ingredients take centre stage**

For modern Japanese cuisine in the tradition of *washoku*, guests can head to Nihonbashi Blue.

Located at the Marina @ Crossroads in Crossroads Maldives, the offshoot of the renowned Nihonbashi restaurant in Sri Lanka is helmed by half-Japanese, half-Sri Lankan chef Dharshan Munidasa.

Amid tatami-style seating, guests can enjoy signature items such as the seasonal Maldivian lobster sashimi and wagyu sukiyaki with beef direct from Japan.

Guests on longer-stays can also take the opportunity to explore Munidasa's two other restaurants in The Marina @ Crossroads.

Besides the Ministry of Crab – a spinoff of one of Asia's Top 50 Restaurants 2020 with the same name – the chef also owns the steakhouse Carne Diem Grill.

**3 Wellness on an island**

Designed by famed architect Yuji Yamazaki, the Kagi Maldives Spa Island is set to open in the North Malé

Atoll come September.

It will feature 50 lagoon, ocean and beach pool villas as well as a wellness spa – the centrepiece of the island – offering holistic treatments alongside

fitness, meditation and yoga sessions.

Guests can access the Kagi Maldives through a 90-minute picturesque boat ride from Velana International Airport.



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Winners in this category are decided by votes from industry suppliers.

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- Best Travel Agency – India
- Best Travel Agency – Indonesia
- Best Travel Agency – Japan
- Best Travel Agency – Malaysia
- Best Travel Agency – Singapore
- Best Travel Agency – South Korea
- Best Travel Agency – Thailand
- Best Travel Agency – The Philippines
- Best Travel Agency – Vietnam
- Best Corporate Travel Agency
- Best Online Travel Agency

### 2. Travel Supplier Awards

Winners in this category are decided by votes from travel consultants and experts.

#### Airline Awards

- Best Full Service Carrier
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- Best Inflight Service
- Best Boutique Airline
- Best Airline Connectivity
- Best Low-Cost Carrier

#### Hotels, Resorts and Serviced Residences Awards

##### HOTEL Chains

- 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

##### RESORTS – Individual Property & Serviced Residences

- Best Beach Resort
- Best Integrated Resort
- Best Serviced Residence Operator
- Best Serviced Residence (Property Level)

##### BT-MICE Awards

- Best Business Hotel
- Best Meetings & Conventions Hotel
- Best BT-MICE City
- Best Convention & Exhibition Centre
- Best Convention & Exhibition Bureau
- Best Events Technology Provider

##### Travel Services Awards

- Best Airport
- Best Airport Lounge Operator
- Best NTO (National Tourism Organisation)
- Best Tour Operator
- Best Theme Attraction
- Best Cruise Line
- Best Luxury Cruise Line
- Best River Cruise Line
- Best Car Rental Company
- Best Travel Technology Provider

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- 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)
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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

For voting by travel consultants, tour operators and destination management companies only.

#### Online Voting Forms

You can also opt to vote using our online form at [awards.ttgasia.com](http://awards.ttgasia.com)

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

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- 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.

### 4. Voting Form Submission

Completed voting forms are to be returned to:

#### SINGAPORE

**Delia Ng** (TTG Travel Awards 2020)  
TTG Asia Media  
1 Science Park Road #04-07 The Capricorn  
Singapore Science Park II  
Singapore 117528  
Tel: (65) 6395-7575 Fax: (65) 6536-0896

#### HONG KONG

**Ms Carol Cheng** (TTG Travel Awards 2020)  
TTG Asia Media  
8/F, E168, 166-168 Des Voeux Road Central,  
Sheung Wan, Hong Kong  
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](http://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

**VOTER INFORMATION**

Name:

Job title:  Company:

Address:

Country:

Telephone no.:  Fax no.:

Email:  Signature:

VOTE ONLINE AT  
[awards.ttgasia.com](http://awards.ttgasia.com)

VOTING CLOSES  
**10 JULY 2020**



# **HONG KONG EMBRACES NEW NORMS OF TRAVEL**

A spotlight on concerted efforts by the public and private sectors in preparation for tourism revival in the post-pandemic city



# Stronger, Together

There is strength in numbers, as evidenced by the concerted efforts by public and private sector stakeholders in preparing Hong Kong for a new tourism landscape post-pandemic

The COVID-19 pandemic has grinded global tourism to a halt and presented unprecedented challenges to Hong Kong's tourism.

As the pandemic gained traction worldwide, the Hong Kong government acted swiftly by imposing strict border controls to mitigate community spreading.

From end March until further notice, all non-Hong Kong residents arriving by plane from overseas countries and regions; as well as non-Hong Kong residents from mainland China, Macau and Taiwan who have travelled overseas in the past 14 days are denied entry to the city.

All arriving passengers fulfilling the entry criteria and are asymptomatic are escorted by PPE-wearing staff to a Temporary Specimen Collection Centre by shuttle buses, where safe distancing is in place for them to fill up health declaration forms before taking swab tests.

Depending on the time of their arrival to Hong Kong, asymptomatic travellers with negative test results will either return to their respective residences to serve out the 14-day quarantine or stay overnight

at a government designated hotel to await their test results.

Travellers displaying respiratory symptoms or positive test results at the Temporary Specimen Collection Centre would be admitted into the hospital for further tests.

These measures will ensure community contact is kept to a minimum.

In a recent web conference with 1,500 industry stakeholders in attendance, Hong Kong Tourism Board (HKTb) projects a shift in travellers' behaviours and preferences in

Hong Kong has mitigated community spreading of COVID-19 by imposing strict border controls as the pandemic gained traction

a post-pandemic travel landscape.

Public health conditions of destinations, hygiene standards of transportations, hotels and other tourism facilities, short-haul breaks and shorter itineraries are expected to take precedence.

HKTb has devised a recovery plan to reinvigorate the city's tourism, which complements the tourism board's allocation of HK\$400 million (US\$51 million) to support promotions by the trade once COVID-19 is over.

Similarly, service providers in other tourism-related assets have also been unanimously stepping up in adapting to a post-pandemic world.

These include capitalising on artificial intelligence and cleaning technologies in supplementing health and sanitation measures, on top of other service touchpoints such as the provision of hand sanitisers and face masks.

In tandem with HKTb's directives on promoting tourism and revitalise retail, featured hotels in this supplement have indicated their interests in marketing staycations, and retail malls have illustrated their proactiveness in endeavouring a safe experience for shoppers, while devising multiple promotional activities to encourage spending.

Finally, uncover how the government's allocation of the anti-epidemic fund and organisers' implementation of revolutionary cleaning technologies in making event venues safer than ever will seek to boost the city's allure as a coveted MICE destination in Asia.

# HKIA and Cathay Pacific Step Up on COVID-19 Surveillance

Aviation players capitalise on cleaning technology to prepare for air travel rebound



## Hong Kong International Airport (HKIA)

Airport Authority Hong Kong (AA) has implemented revolutionary cleaning technologies at Hong Kong International Airport (HKIA) – one of Asia’s busiest travel hubs and gateway to the city – in enhancing its existing health and sanitary measures to protect staff and passengers from COVID-19.



Intelligent Sterilization Robots (ISR) are programmed to move with minimum human direction and use a combination of UV light, 360-degree spray nozzles and air filters to sterilise up to 99.99 per cent of bacteria within its proximity in 10 minutes. Previously used only in hospitals, this is the first time the cleaning robots

are being used outside a clinical setting. They are now being deployed for round-the-clock disinfection of public areas and passenger facilities in the terminal building at HKIA.

Pilot tests are also being conducted for the application of antimicrobial coating on high-touch surfaces in passenger facilities such as: smart check-in kiosks, baggage trolleys, bathrooms, seating areas, automated people movers and apron passenger vehicles.

The availability of alcohol hand sanitising dispensers at HKIA have been doubled and extended to all major passageways and high traffic areas inside the terminal buildings. Posters, notices and public service announcements are also prominently featured around the airport, reminding passengers to maintain a social distance of at least 1.5m while waiting in queues.

Vivian Cheung, executive director, airport operations, AA, said: “It is of utmost

importance to protect passengers and airport staff from public health risks. We continue to explore and deploy new technologies, facilities and measures in keeping HKIA safe for all users.

For instance, HKIA is extending the use of biometrics and facial recognition for check-in and boarding procedures, which will reduce human interface and physical touch points to lower the risk of transmitting virus.”

Meanwhile, departing passengers will now be required to wear face masks in the restricted areas of the departure levels – including SkyPier Sea-To-Air levels, automated people movers and apron passenger vehicles. All persons must undergo temperature checks before being allowed entry into the terminal building, and arriving passengers are required to submit a health declaration form and provide deep throat samples via a remote testing facility upon arriving at HKIA. Arriving passengers are also advised to wear face masks.

A disinfection booth named CLeanTech is now on trial for staff who perform public health and quarantine duties at the airport. Individuals who pass an automatic temperature check at the booth will enter an enclosed space one at a time for a 40-second disinfection procedure.

The interior of the enclosed space is equipped with antimicrobial coating that can remotely kill viruses and bacteria on human bodies and clothing through photocatalyst and nano needle technology, with sanitising spray applied for quick disinfection in the last step.

On the travel retail front, the majority of airport shops have suspended their businesses since late March as the pandemic led to a significant reduction in passenger traffic. Airport shops will reopen when passenger traffic begins to recover, with promotional initiatives lined up to stimulate retail spending.



“We continue to explore and deploy new technologies, facilities and measures in keeping HKIA safe for all users.

– Vivian Cheung, executive director, airport operations, AA



## Cathay Pacific (CX)

Despite trying times, the airline has been proactive in providing updates on their health and safety protocols to reassure passengers – noting the necessity for people to travel even with a reduced number of flights.

These included stepped up efforts in cabin disinfection and deep cleaning, inflight health update broadcasts, usage of HEPA filters to refresh the cabin air, additional precautions in lounges, catering safeguards, temporary modifications in inflight F&B offerings, additional temperature taking for staff and increased cleaning frequencies of all food preparation equipment and areas.

Passengers must complete a pre-flight health declaration upon check-in at worldwide airports including Hong Kong, and are required to wear face coverings when they cannot maintain a physical distance of 2m from others, or as directed by airline employees as required.

The carrier is also providing assistance to passengers whose flights have been affected by travel bans, with the flexibility to reroute, rebook (to a later date in the year) or refund at no additional charges.



# Technology and Stringent Health Measures to Aid Hospitality Recovery

Across Hong Kong, hotels are aggressively ramping up health measures and marketing efforts for a post-pandemic hospitality landscape, where the spotlight is on health and safety for both guests and staff



New models and management concepts will need to be developed in the wake of COVID-19 – which “has created a massive disruption in existing hotel operations and management practices” – in catering to travellers’ needs for a safe, social and hospitable environment and experience, shared Michael Li, executive director, The Federation of Hong Kong Hotel Owners.

These would necessitate the move towards addressing public health concerns and incorporating innovative technology to complement existing offerings and manpower in remaining relevant for a post-pandemic hospitality landscape, with drastic changes in consumer behaviour projected.

Heeding the call of these expectations are hotels Dorsett and L’hotel, who have been making proactive revisions to their touchpoints and service delivery in adapting to the pandemic and beyond.

Dorsett Hospitality International revealed the hotel has incorporated Ecolab disinfectant 2.0 in cleaning its air-conditioning and dust filter systems daily, in addition to increased frequencies to the cleaning of rooms, public and high-touch areas; having referenced studies that suggest the respiratory disease is transmittable via centralised air-conditioning.

A hospitality trait which shines through is the provision of hand sanitisers across all

public areas of the hotel and its refill service for guests who are heading out.

To navigate around social distancing, the hotel has implemented self check-in kiosks and installed glass partitions at the reception area, in-house F&B establishments have increased takeout options, created digital menus with self-ordering functions via a QR code and encourage contactless payments to minimise contact between staff and guests.

Noteworthy, L’Hotel Group’s choice in embracing technology has put them in good stead in adapting to new hospitality norms. The hotel is the first in Hong Kong to introduce meal-delivery robots in enhancing guest experience, an already emerging trend in overseas hotels.

Currently, a family of three artificial intelligence robots powered by human-robot interaction and advanced sensors at its Island South property deliver meals and drinks to guest rooms with the aim of minimising contact between guests and staff, and will provide all-rounded assistance to existing manpower by performing multi-tasking functions when hotel occupancy rates rebound.

Guest amenities in their F&B establishments include complimentary travel-sized hand sanitisers and alcoholic wet towels – with face masks available upon request – in addition to using high-

grade disinfecting solutions (BioEm and Germagic) to support increased cleaning frequencies of rooms, public areas and high-touch areas.

Illustrating further information on the preparedness of staff, L’hotel shared: “In addition to our standard operating procedures in dealing with routine emergencies, we have developed a comprehensive set of drills and seminars in educating our staff for unforeseen events (such as the mitigation of a COVID-19 case on-site) so they know how best to assist.”

Moving forward with part two (Recovery) of Hong Kong Tourism Board’s three-phase plan to reinvigorate tourism – where focus is on encouraging locals to rediscover different neighbourhoods and community cultures in order to send a positive message to visitors and restore their confidence in the city – both hotels spoken to have shared a common goal of marketing staycations for the domestic market, until international borders can reopen.



There might be shifts or reductions in demand for existing hospitality products and services to focus on those related to health and safety.

**Michael Li, executive director, The Federation of Hong Kong Hotel Owners**

# Retail, F&B Outlets Proactively Roll Out Health Measures

Resilient dining and shopping facilities react promptly to continue providing a safe environment for patrons



Mention Hong Kong and everyone associates it with an array of shopping and dining options. As the pandemic wrecks havoc across the world, F&B establishments and major malls in Hong Kong come up with proactive measures and creative ideas in facing adversity. Here's how.

## Hysan Development

Hysan Development's Lee Gardens at Causeway Bay have taken further steps in reassuring guests' peace of minds while shopping at their malls. They use a series of sterilising and disinfection products to provide an all-round protection against possible virus and bacteria; strategic placement of infrared thermometers to ensure fever-free entry; usage of UV sterilisers on elevator handrails, as well as the installation of automatic hand sanitising dispensers.

Moving forward, on top of its stringent health and safety measures, Hysan plans to enhance its social media platform, work with online payment gateways to provide electronic shopping coupons for inbound tourists and strengthen its cooperation with Hong Kong Tourism Board and other local tourism partners.

## Sun Hung Kai Properties

In addition to over 320 automatic hand sanitiser dispensers that have been installed across its malls, Sun Hung Kai Properties (SHKP) addressed public concerns on mall hygiene by deploying a team of 300

uniformed Caring Ambassadors to provide additional services for guests.

These include: opening of doors or pressing lift buttons, body temperature taking across its 30 malls and 27 offices to help fight the pandemic. The implementation of these Caring Ambassadors not only raise public hygiene standards, but also support local employment.

MOKO, which is owned by SHKP, has its escalator handrails and elevator buttons cleaned every 15 minutes with disinfectant. Air purifying diffusers support the cleaning process and tenants have been advised to band together in combating the virus.

High-touch surfaces at Park Central (see picture below) are cleaned every 30 minutes with 1:99 bleach or equivalent disinfectant, and increased cleaning frequencies for lift buttons to every 15 minutes.



Black Sheep Restaurants has been leading the scene for the recovery of dining establishments in Hong Kong (and around the world by now) with a Playbook. What is it, you wonder?

An ingenious conception, the Playbook is a COVID-19 standard operating procedures manual which the restaurant group had developed in rapid response to the outbreak of the pandemic.

It was initially released publicly in a bid to stand united with other Hong Kong restaurateurs as one, but has now become a blueprint guide for other restaurateurs around the world.

Operating parameters today include the wearing of masks for staff, handing out health declaration forms to diners and the provision of hand sanitisers and mask storage bags on dining tables – thoughtful touches for patrons.

The restaurant group has acknowledged, social distancing is here to stay and are implementing long term tools to see them through.

Plans are underway to redesign the floor plans, install partition screens across tables and devise options to keep its restaurants better ventilated. On the service end, patrons will also have to understand how certain gestures may no longer be viable because of social distancing, i.e. decreased mingling between restaurant managers and guests.

Over at Kabushikigaisha, "proactive measures" such as table partitions were already in place before the governmental mandate. Store cleanliness and staff hygiene practices are their priorities, and they have installed high performance air purifiers and nano photocatalytic disinfect sprays to filter harmful airborne particles in place.

Customers who are on quarantine or not wearing masks are denied entry, and all diners are required to have their body temperatures taken.

Providing an overview of post-pandemic dining habits, Kabushikigaisha said: "Diners will become more health-conscious and we have launched a variety of new immunity boosting menus featuring responsibly-sourced ingredients in catering to their needs."

# Attractions Adapt to Post-Pandemic Norms

Versatile strategies and tactics revolving around guests' well-being are in place to welcome visitors again



Beloved Hong Kong attractions provide an update on how they are proactively working with relevant authorities in achieving a fine balance between continuing to provide a fun and memorable experience for domestic and international guests, and new visitation norms in a post-pandemic world.

## Ngong Ping 360

Over at Lantau Island, Ngong Ping 360 (NP360) reopened in March with precautionary measures such as companion cabin, allowing only family and friends within the same group to board the same cabin together. It also recommends four to six passengers per cabin, half the normal capacity, in order to ensure sufficient social distancing space inside the cabin.

NP360 foresees domestic travel to rebound ahead of international travel – with consumers preferring solo trips and smaller-scaled family outings, amid heightened sensitivities towards hygiene standards and public health and safety.

The breath-taking gondola will focus on targeting nature lovers by promoting

the hiking, nature and health elements in exclusive local tours; as green tourism and outdoor activities will bring about revisit intention to Lantau Island over the weekend and holidays.

Tying in with the anticipated new travel norms, subsidiary 360 Holidays is expected to launch small group and private bespoke tours in showcasing Lantau Island's diverse nature and authentic attractions to tie in with the anticipated new travel norms.

Once there is relaxation in travel measures, it will strive towards intimate collaborations with HKTB and travel agent partners in launching tactical promotional campaigns in recapturing the inbound markets.

## Ocean Park

Robust preparations have been underway for homegrown attraction Ocean Park's reopening.

It has shared the need to adapt its offerings and operations accordingly to meet the shift in market demand and visitor expectations, as global tourism

and economy "have been impacted by the pandemic."

A series of strict precautionary measures will be put in place to safeguard the health and safety of visitors, staff and animals after the park reopens. They include reducing park-wide capacity (to lower than 50 per cent), advanced reservations, body temperature screenings at entry points for all visitors and staff, compulsory donning of face masks in the park, enhanced cleaning and disinfection and regular spraying of a nano photocatalytic coat on its main facilities.

Additional hand sanitiser dispensers are installed at the entrances or exits around the park and animal exhibits and all F&B outlets will ensure social distancing of at least 1.5m apart, with no more than eight people allowed to be seated at one table together.

The park's focus moving forward would be to collaborate with HKTB on attracting domestic visitors; while the Get Closer to the Animals programmes would be suspended – noting the necessity to revise the format and operations of daily performances, seasonal events and other programmes in coping with "the new norm".

## Hong Kong Disneyland Resort (HKDL)

2020 marks the 15th anniversary for HKDL, and plans are underway to unveil The Castle of Magical Dreams and a brand-new nighttime spectacular.

In anticipating the throng of crowds returning to the theme park upon its reopening post-pandemic, the attraction has highlighted the importance of implementing crowd control in queues, F&B outlets, hotel, rides and other facilities throughout the park and across the resort.

This will likely impact guest capacities, phased reopenings of attractions, and theme park entries (guests will now be required to make reservations ahead of their visit) – moves regarded as "being in line with measures issued from the health authorities".

"Being together is the most magical moment of all and we will focus on our local guests – and when appropriate – guests from the international markets. We will be working collectively with HKTB and our valuable trade partners on the tourism revival plan during this unprecedented time," HKDL added.



# Public Transport Cleanliness to Be Comprehensively Strengthened

HK public transport operators endeavour a safe travelling environment for commuters



Despite low numbers in public transport ridership due to reduced movements of local residents from non-essential activities during the pandemic, land transport operators have spared no effort in securing a safe and comfortable travelling environment for these commuters.

MTR Corporation, for one, has installed disinfection points with hand sanitisers for passengers' use upon boarding or alighting of trains and enhanced the frequency of fresh air intake for better ventilation across its stations.

It has also comprehensively strengthened the cleaning and disinfection of its network – with regular cleaning of stations and train compartments at depots and terminating stops using diluted bleach solution, increased frequency in replacing and cleaning of air-conditioner filters and deploying the Vapourised Hydrogen Peroxide (VHP) Robot.

The VHP Robot automatically sprays hydrogen peroxide



solution that is atomised to a specific concentration in ensuring disinfectants penetrate small gaps that are difficult to reach during normal cleaning work. Preset to operate automatically with a designated floor plan or remotely controlled with a mobile device within a 20m distance, cleaning of an 8-car train in automatic mode take about 4 hours to complete and will also be deployed to perform deep cleaning in unforeseen events such as passenger vomiting.

Most taxi drivers these days are also heeding health measures by donning face masks and attach hand sanitisers to the back of their seats for passengers' use.

Not to be outdone, KMB has started installing hand sanitiser dispensers on buses, as well as at various stations. Buses are also equipped with bleach-solution lined floor mats to facilitate the disinfection of passengers' shoes as they board the bus.

Transport counterpart Kwoon Chung Bus Holdings Limited (KCHB) has a host of new

proactive precautionary measures in place to give customers and staff a peace of mind – such as issuance of masks, hand sanitisers and temperature checks, on top of enhancing the cleaning process across their fleet of 1,200 buses.

New Lantau Buses (NLB) are served by a team of professional "bus dusters" carrying out daily cleaning routines whenever the vehicles return to terminus and cross-border buses to China are cleaned after every round trip.

To minimise cross contamination, drivers for its luxury coach fleet – which operates popular cross-border tourist routes and supplement NLB services for Lantau Tours on weekends – are often allocated to a dedicated coach which they take pride in cleaning daily.

Concluding KCHB's efforts in advancing its sanitation efforts for the burgeoning local tourism market post-pandemic, the bus company shared latest deep cleaning services involve the use of Germagic – an innovative product which protects surfaces against SARS-CoV-2 and over 100 viruses for 90 days.



# Hong Kong to Uphold Its Allure as Asia's MICE Capital

Government backed anti-epidemic funding, HKCEC's advancement project and venue health and safety measures are in the line-up to retain the city's competitiveness as a business events destination



The norms on the organisation and holding of business events are expected to be revised in the wake of COVID-19, as planners will look to higher weightage on public health and safety measures, as well as the extent of a venue's readiness in reacting to contingencies and operation disruption in moving forward with venue selection.

Hong Kong Convention and Exhibition Centre (HKCEC) recently hosted the city's first exhibition since the COVID-19 outbreak – the 98th Hong Kong Wedding Fair from May 22-24.

The Hong Kong Convention and Exhibition Centre (Management) (HML) team partnered with the organiser to implement preventive measures such as floor plan design, enhancing venue ventilation, queuing logistics at washrooms, ticket counters and F&B outlets, etc.

All arrangements complied with the requirements imposed by

the local authority and made reference to industry guidelines and best practices; as illustrated by the provision of a health advisory booklet issued by the Hong Kong SAR government.

HKCEC has also embarked on a HK\$1 billion (US\$129 million) Five-Year Advancement project to demonstrate its

confidence on the long term growth of the industry and business at the HKCEC.

At press time, stages one and two involving a majority of the interiors, ancillary rooms and 5G infrastructure have been completed, with full completion expected in 1Q2024.

Readying itself for the eventual turn in business once the pandemic blows over, Asia-World Expo (AWE) has been capitalising on the deployment of innovative technologies in coping with the upcoming expectations.

AWE is said to be the world's first exhibition and event venue to introduce CleanTech, a three-in-one disinfection installation combining a suite of technologies including BioEm Air Sanitising and Purifying technology, Aegis Intelligence and negative room pressure design.

Before entering event halls, visitors will go through a body temperature check and the door to this pod will only automatically open if the visitor does not display signs of fever. The device will also help sanitise visitor's outfits and carry-on items of visitors in 12 seconds.

In addition, BioEm is a natural botanical disinfection solution that can kill a variety of viruses, while Aegis Intelligence is used to purify venue facilities such as doors and door handles at major entrances, escalator handrails, washrooms and chairs in the restaurant. The cleaning will also be done for the uniforms of frontline staff.

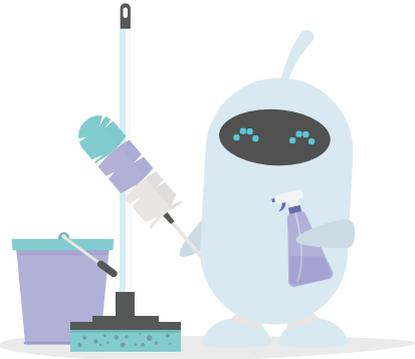
As well, Intelligent Sterilization Robots (ISR) equipped with UV light and vapourised disinfecting air sterilisers are deployed to assist the cleaning team in performing venue sanitising processes with its smart and autonomous build-in function.

As part of the anti-epidemic fund by the HKSAR government, HK\$1.02 billion (US\$131 million) has been apportioned to re-ignite the city's convention and exhibition (C&E) industry.

Under this one year scheme, all organisers of exhibitions and international conventions/conferences (i.e. with over 400 participants, of which 50 per cent are non-local participants) at HKCEC and AWE can expect to receive full subsidies for venue rental, which they are strongly encouraged to share with their event participants.



# Traveller Safeguards at a Glance

<p><b>Aviation</b></p> <p><b>HKIA</b></p> <ul style="list-style-type: none"> <li>• Application of antimicrobial coating on high-touch surfaces</li> <li>• Introduced sterilisation cleaning robots and disinfection booth</li> <li>• Increased availability of hand sanitising dispensers in terminal building</li> <li>• Biometrics and facial recognition for check-in and boarding procedures</li> <li>• Face masks must be worn in the departure levels</li> </ul> <p><b>Cathay Pacific</b></p> <ul style="list-style-type: none"> <li>• Deep cleaning and cabin disinfection efforts stepped up</li> <li>• Catering safeguards</li> <li>• Additional temperature taking for staff</li> <li>• Usage of HEPA filters to refresh cabin air</li> <li>• Temporary modifications in inflight F&amp;B offerings</li> <li>• Additional health precautions taken at airport lounges</li> <li>• Passengers are required to answer health-screening questions upon check-in at airports worldwide, including Hong Kong</li> <li>• Passengers are required to wear face coverings when they cannot maintain a physical distance of 2m from others</li> </ul>	<p><b>Hotels</b></p> <ul style="list-style-type: none"> <li>• Incorporate germicidal cleaner and deodorant in cleaning its air-conditioning and dust filters daily</li> <li>• Self check-in kiosks, glass partitions at reception, creation of digital menus with self-ordering functions and encouraging contactless payments</li> <li>• Provision and refilling of hand sanitisers for guests</li> <li>• Staff are trained in emergency response protocols to deal with suspected COVID-19 cases</li> </ul> 	<p><b>F&amp;B and Retail</b></p> <ul style="list-style-type: none"> <li>• Strategic placement of infrared thermometers to ensure fever-free entry</li> <li>• Usage of UV sterilisers on elevator handrails</li> <li>• Installation of automatic hand sanitising dispensers in malls</li> <li>• Limit number of diners in restaurants and partitioned seating in adhering to social distancing rules</li> <li>• High performance air purifiers and nano photocatalytic disinfect sprays to filter harmful airborne particles installed</li> <li>• Increased frequencies in cleaning and disinfecting of high-contact areas</li> </ul> 
<p><b>Attractions</b></p> <ul style="list-style-type: none"> <li>• Advance reservations required for entry to selected attractions</li> <li>• Limiting visitor numbers as a crowd control measure</li> <li>• Compulsory body temperature screening at entrances for all staff and visitors</li> <li>• Revise format and operations of daily performances, seasonal events and other programmes</li> </ul>	<p><b>Transportation</b></p> <ul style="list-style-type: none"> <li>• Hand sanitising dispensers are installed either onboard or in stations</li> <li>• Most taxi drivers provide face masks to passengers upon request</li> <li>• MTR: deployment of atomising disinfectant Vapourised Hydrogen Peroxide (VHP) Robot</li> <li>• Utilise the latest technologies in sanitising commuter environment, with some companies assigning dedicated drivers to minimise cross-contamination</li> </ul>	<p><b>MICE</b></p> <p><b>HKCEC</b></p> <ul style="list-style-type: none"> <li>• Floor plan re-design</li> <li>• Enhanced venue ventilation</li> <li>• Improved queuing logistics at washrooms, ticket counters and F&amp;B outlets</li> </ul> <p><b>AWE</b></p> <ul style="list-style-type: none"> <li>• Body temperature checks prior to entering CLeanTech 3-in-1 disinfection installation - capable of sanitising clothing</li> <li>• ISRs with UV light and vaporised disinfecting air sterilisers deployed to assist in performing venue sanitation duties</li> </ul>

