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ONYX Hospitality's return as Amari Colombo to Sri Lanka

A New Horizon: Inside Amari Colombo, Sri Lanka with Indika Jayawardena and Yuthachai Charanachitta

DINUSHKA CHANDRASENA

Amari Colombo, the latest gem in the ONYX Hospitality Group's crown, is set to redefine luxury and comfort in Sri Lanka's vibrant capital. Indika Jayawardena, Executive Assistant Manager (EAM), and Yuthachai Charanachitta, CEO of ONYX Hospitality Group, map out the vision, challenges, and future of Amari Colombo.



Yuthachai Charanachitta

Indika: One of the biggest challenges has been navigating the uncertainties brought about by the global pandemic and times of economic uncertainty in Sri Lanka. Despite these challenges, the team's dedication and resilience have been instrumental in successfully launching

Amari Colombo, Sri Lanka.

Can you tell us about the vision behind Amari Colombo and what makes it stand out in the Sri Lankan hospitality market?

Indika: Our vision for Amari Colombo is to seamlessly blend Sri Lanka's rich cultural heritage with the contemporary sophistication that defines Amari Hotels and Resorts across the globe. We aspire to offer our guests a distinctive upper-upscale experience that captures the island's warmth and hospitality, while delivering the modern comforts and refined elegance they expect. What truly sets us apart is our unwavering attention to detail, from our thoughtfully curated culinary journeys to our personalized services, all designed to craft memorable, one-of-a-kind.



Indika Jayawardena

Yuthachai Charanachitta:

Amari Colombo, Sri Lanka, makes a significant milestone for ONYX Hospitality Group our strategic expansion efforts. We aim to manage over 50 hotels and residences by 2025, with plans to increase that number to 70 by 2028, while re-establishing and expanding our presence in Sri Lanka. Our goal is to showcase the warmth and vibrancy of the Amari brand while celebrating the unique charm of Colombo. We believe that our blend of Thai contemporary design and local Sri Lankan elements creates a distinctive offering that resonates with both local and international travellers.

What challenges have you faced in bringing this project to life, especially considering the current global situation?

Yuthachai Charanachitta: The pandemic has certainly tested the hospitality industry, but it has also provided us with an opportunity to innovate and rethink our strategies. We must unlearn traditional practices and implement new, innovative approaches to attract the modern traveller. In response to market demands, we are advancing our business with a robust and steady expansion strategy centered on "A

Tailored Approach to Hospitality." We have leveraged technology to enhance our guest experiences while focusing on sustainable practices to ensure long-term resilience. Our commitment to excellence remains unwavering, and we are confident that Amari Colombo, Sri Lanka, will thrive in this new landscape, delivering an unparalleled luxury experience and solidifying its reputation as a leader in world-class hospitality

What can guests expect from their stay at Amari Colombo, Sri Lanka in terms of amenities and experiences?

Indika: Guests at Amari Colombo can expect a blend of modern luxury and traditional Sri Lankan hospitality. Our amenities include spacious and elegantly designed rooms, a rooftop pool with stunning city views, a state-of-the-art fitness center, and a variety of dining options that cater to different palates including curated Thai Food by our specialty Thai Chef and rooftop dining menu crated by Chef Marco Bosciani.

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Sri Lanka Tourism Gears up for WTM 2024: Strategic Vision for Growth

DINUSHKA CHANDRASENA

As Sri Lanka prepares for its highly anticipated appearance at the World Travel Market (WTM) 2024 in London, the tourism sector is set to showcase its resilience and renewed vigor under a new government. With strategic plans underway, Sri Lanka Tourism is not only focusing on increasing visitor numbers but also ensuring long-term, sustainable growth across the sector.



Buddhika Hewawasam

The United Kingdom has long been one of the most important markets for Sri Lanka, maintaining strong tourism ties even during challenging times. As the global tourism industry begins to recover, Sri Lanka is capitalizing on its historical relationship with the UK while expanding its appeal to a wider audience of discerning travelers.

"This year, we have over 100 operators attending WTM, the highest number in our history," noted the Chairman of Sri Lanka Tourism Development Authority and Sri Lanka Tourism Promotion Bureau Mr. Buddhika Hewawasam. "It's a significant milestone that showcases the capabilities of both larger players and the SME sector, reinforcing that Sri Lanka has the capacity to cater to the diverse demands of the UK market."

The Sri Lankan delegation at WTM will emphasize the country's political stability and social strength following peaceful elections, giving confidence to international travelers. "This was one of the most peaceful elections in our history, which sends a clear message to the world that Sri Lanka is ready to welcome visitors in a politically stable and secure environment," he added.

One of the key strategies driving Sri Lanka's tourism growth is the recent simplification of the visa process. The government has made the visa application process more user-friendly and is looking to expand the free visa scheme to more countries. "We've made it easier for travelers, and the free visa process is in the pipeline, pending approval. It will be a game changer in attracting more visitors," the Chairman explained.

A well-researched, data-driven destination marketing campaign is crucial to the long-term success of Sri Lanka's tourism industry. However, the Chairman emphasized that the country is taking a cautious and calculated approach before launching the campaign. "We don't want to be premature in our approach. Right now, bottlenecks are being cleared to ensure that when the campaign is launched, it can derive the most effective results"

This thoughtful approach is rooted in a deep commitment to research and development. Both the Sri Lanka Tourism Development Authority (SLTDA) and the Sri Lanka Tourism Promotion Bureau (SLTPB) are working in tandem with a strong R&D department to make sure the campaign is backed by factual data and analytics. "We need our own research and measurement strategies in place before launching such a large-scale campaign," said the Chairman. "We are committed to making decisions based on solid data, and this will ensure the campaign's long-term success."

In addition to marketing efforts, product development remains a key focus for Sri Lanka's tourism authorities. The goal is to enhance the country's offerings in a way that directly benefits local communities. "Tourism dollars must trickle down to the grassroots level, contributing to the development of local communities. This is why product development is such an essential part of our strategy," the Chairman stated.

One example of this approach is Kalpitiya, a region with significant potential for kite surfing and eco-tourism. Despite its organic growth, Kalpitiya is not yet fully integrated into the country's broader tourism framework. By promoting such hidden gems, Sri Lanka aims to diversify its tourism offerings while ensuring that development leads to tangible benefits for local communities.

Cont on Pg 2

Sri Lanka Tourism Gears up....

As the world navigates its way through economic challenges, geopolitical tensions, and ongoing conflicts, global tourism has shown remarkable resilience, with travelers eager to explore new destinations. Amidst this backdrop, Sri Lanka is making significant strides as it prepares for one of its most robust showings at this year's World Travel Market (WTM) in London. With over 100 exhibitors representing the country at the prestigious event, it marks the largest contingent of industry stakeholders at the event.

In addition to showcasing Sri Lanka's diverse tourism offerings, this year marks a key milestone for Travel Talk, as we celebrate our 20th Anniversary of attending WTM. We are immensely proud to be media partners with Reed Exhibitions, a prestigious platform that connects industry leaders, travel professionals, and destinations from across the globe. This collaboration is a testament to our continued commitment to bringing Sri Lanka's tourism industry to the forefront.

The UK market remains a cornerstone of Sri Lanka's tourism industry. With long-standing ties and a shared history, British visitors have consistently ranked among the top inbound travelers to the island.

This season also ushers in two monumental developments in Sri Lanka's hospitality landscape. The opening of Cinnamon Life, South Asia's largest integrated resort, a mixed-use development featuring luxury hotels, residences, and entertainment spaces, it is set to become a hub for tourism, business, and lifestyle in Colombo. Additionally, the re-entry of the renowned Amari brand into the Sri Lankan market signals a renewed interest from international players and reinforces the country's growing appeal as a vibrant and promising destination.

Furthermore, we must acknowledge the new leadership at Sri Lanka Tourism, whose vision and strategic focus are set to bring renewed optimism and momentum to the industry. This fresh approach, combined with a solid plan for the future, lays the groundwork for a bright recovery period.

Sri Lanka has faced its fair share of challenges over the past few years, but with resilience and determination, the tourism industry has demonstrated its ability to bounce back stronger.

This year, as we make our mark at WTM London and roll out new initiatives, we anticipate a transformation that will position Sri Lanka as a leading travel destination in South Asia. The road ahead may not be without obstacles, but with these exciting developments and a unified effort from all stakeholders, Sri Lanka's tourism story is set for a remarkable new chapter.



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Sri Lanka is also looking to revolutionize its marketing strategies by empowering the private sector to take on a larger role. By streamlining decision-making processes and fostering private sector-driven marketing initiatives, the country hopes to improve the efficiency and effectiveness of its tourism promotion efforts.

As Sri Lanka takes the stage at WTM 2024, the country is poised to re-energize its tourism industry and reinforce its position as a leading destination for international travelers. With a clear vision, well-researched strategies, and a focus on sustainability, the country is ready to meet the growing demands of the global travel market.

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ONYX Hospitality's return as Amari....

We also offer curated experiences, such as cultural tours, well-being and food and beverage focused initiatives, to provide guests with a holistic and enriching stay.

Yuthachai Charanachitta: We have designed Amari Colombo to be a haven for both business and leisure travellers. Our meeting and event spaces are equipped with the latest technology to facilitate seamless business interactions, catering to the ever-evolving MICE market. We are particularly proud of our culinary offerings, which feature both local and international flavours, showcasing the best of Sri Lankan and Thai cuisine. Additionally, Prego Colombo, founded by the visionary Chef Marco Boscaini in 2003, serves as a testament to our dedication to delivering premium Italian home-style cooking. It has earned heartfelt acceptance and loyalty from diners in Thailand and around the world over the past two decades. Currently, Prego has locations in Koh Samui, Bangkok, Pattaya, and Phuket, and we are excited to bring this dynamic dining experience to new horizons in Colombo. With its coastal Italian vibe and a menu that resonates with a beachside or poolside atmosphere, Prego will be a fantastic addition to our dining portfolio.

How do you see Amari Colombo contributing to the local community and economy?

Indika: We are deeply committed to supporting the local community and economy. We have created numerous job opportunities for local residents and are actively involved in community initiatives. Our focus on sustainability includes sourcing locally-produced goods and collaborating with local artisans to promote Sri Lankan culture and craftsmanship.

"We are highlighting that Sri Lanka is a peaceful and stable country, and we are ready to welcome the world," the Chairman concluded. "The UK has always been a strategic player in our tourism growth, and we are confident that Sri Lanka will continue to offer some of the best products and services to this key market."

As Sri Lanka looks to the future, the focus is not just on growing visitor numbers, but on ensuring that tourism development benefits all stakeholders—both within the industry and beyond. With WTM 2024 as the platform, Sri Lanka is ready to showcase the very best it has to offer.

Yuthachai Charanachitta: Amari Colombo is more than just a hotel; it is a partner in the community. We aim to foster strong relationships with local businesses and contribute to the overall development of Colombo as a premier travel destination. By promoting local culture and sustainability, we hope to create a positive impact that extends beyond our hotel premises.

What are your future plans for Amari Colombo and the ONYX Hospitality Group's presence in Sri Lanka?

Our immediate focus is to establish Amari Colombo, Sri Lanka as the preferred choice for travellers seeking five-star living with upscale luxurious amenities and authenticity. We plan to continually enhance our services and offerings based on guest feedback and emerging trends. Additionally, we are exploring opportunities to introduce more community-centric initiatives that align with our values.

Yuthachai Charanachitta: ONYX Hospitality Group has ambitious plans for Sri Lanka. We see immense potential in this beautiful country and are committed to expanding our footprint here. Beyond Amari Colombo, we are hoping to expand our portfolio to cater to different market segments. Our goal is to contribute to the growth of Sri Lanka's tourism industry while maintaining our commitment to excellence and sustainability.

Amari Colombo represents a new chapter for both ONYX Hospitality Group and Sri Lanka's hospitality landscape, as they return to our shores. With a strong vision, commitment to quality, and a deep connection to the local community, Amari Colombo is poised to become a beacon of upper-upscale living and warmth in the heart of Colombo.

Colombo's Latest Retail Experience at The Bottle Shop

TTA BULLETIN

The Bottle Shop opened its doors recently ushering in a new retail experience in the heart of Colombo. The Bottle Shop is the first wine and spirits beverage store to open in an elegant colonial architecturally inspired villa offering customers and extensive selection of international brands.

With its entry into the locale, The Bottle Shop is offering the residents of the area, and those who travel into Colombo, a retail outlet to experience, browse and shop from a selection of over 500 products. These include high-end brands of fine wines, premium spirits, beers, ciders, and champagnes, bringing the widest selection of well-known brands under one roof.

In addition to a broad selection of brands from across the world, customers will also benefit from the expertise of the store's friendly and knowledgeable Wine Spirit and Educational Trust (WSET) certified Kamal Malik who is also the first South Asian to earn the prestigious Master Sommelier title who will be on hand to provide recommendations and advice on beverage selections.



Kamal Malik



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The Serendipity Experiences Positions Sri Lanka as a Premier Destination for High-End Global Travelers

TTA BULLETIN

The Serendipity Experiences (TSE) is transforming the landscape of luxury travel in Sri Lanka, positioning the island as a premier destination for high-net-worth individuals across the globe. As the world increasingly seeks unique and exclusive travel experiences, TSE is leading the way by curating bespoke, high-end journeys that cater to the discerning traveller. Through a combination of world-class services, exclusive partnerships, and a deep understanding of the luxury market, TSE is revolutionising how Sri Lanka is perceived on the global tourism stage.

With its lush landscapes, rich cultural heritage, and stunning coastlines, Sri Lanka has long been a hidden gem in the global tourism industry. However, TSE is elevating this tropical island's appeal by



offering experiences that cater to the elite traveller. Through strategic marketing efforts, TSE is committed to promoting Sri Lanka as a destination of choice for high-net-worth individuals, ensuring that the country is recognised for its potential in the luxury travel market.

TSE's approach to luxury travel goes beyond traditional tour packages, offering an array of tailored experiences that include luxury air transfers, exclusive excursions, and personalised services. TSE's vision is not only to attract the global elite but to showcase the best that Sri Lanka has to offer by providing immersive and unforgettable journeys.

At the heart of TSE's offering is its high-end concierge service, designed to cater to every need of its clientele. From the moment a guest arrives in Sri Lanka, TSE's team ensures a seamless and luxurious experience. Travellers can enjoy luxury air transfers, moving effortlessly between destinations in style and comfort, ensuring they make the most of their time on the island.

TSE's portfolio of experiences includes

exclusive offerings such as whale watching via helicopter, a rare and breathtaking opportunity to witness Sri Lanka's natural beauty from the skies. Additionally, TSE provides luxury yacht charters and overnight cruises, allowing guests to explore the island's stunning coastlines in ultimate comfort and privacy. The flagship of TSE's fleet, the Ocean Diamond, is a symbol of the elegance and sophistication that the company brings to the luxury travel market, offering an unparalleled experience on the water.

For those seeking land-based indulgence, TSE collaborates with the finest high-end properties across Sri Lanka to create comprehensive, all-around tour packages. These partnerships ensure that guests have access to the best in luxury accommodation, dining, and services, providing a holistic experience that meets the highest standards of comfort and exclusivity.

TSE's main objective is to divert the attention of high-net-worth travellers to Sri Lanka, a destination that is primed to offer unique and luxurious experiences. In a world where luxury travellers seek novelty,



personalization, and exclusivity, TSE's ability to craft custom experiences tailored to individual preferences sets it apart. By highlighting Sri Lanka's potential as a top-tier destination, TSE is helping to shift perceptions and attract global interest in the country's luxury travel market.

As TSE continues to expand its portfolio of services and experiences, its commitment to redefining luxury travel in Sri Lanka remains at the forefront. By combining world-class concierge services, exclusive partnerships with high-end properties, and innovative, unforgettable experiences, TSE is setting a new standard in the industry.

For high-net-worth individuals seeking to explore Sri Lanka in unparalleled style, TSE offers the key to discovering the island's hidden gems through the lens of luxury.

Nalin Jayasundera Elected President of SLAITO

Association Charts Course for Sri Lanka's Tourism Growth

TTA BULLETIN

The Sri Lanka Association of Inbound Tour Operators (SLAITO) recently held its Annual General Meeting at Heritance Ahungalla. Nalin Jayasundera, Managing Director Aitken Spence Travels was elected as the new President, taking over from Nishad Wijetunga, Managing Director, Wayfarers Limited.



Nalin Jayasundera

With over 180 Destination Management Companies (DMCs) as members, SLAITO continues to serve as the apex body representing the key players in Sri Lanka's tourism industry. Notably, 90% of these members belong to the Small and Medium Enterprise (SME) sector, and collectively, they are responsible for generating more than 65% of tourist arrivals in the formal tourism sector.

During his inaugural speech as President, Jayasundera emphasized the critical role SLAITO plays in driving the industry forward, contributing over LKR 2 billion annually to promote Sri Lanka globally, alongside the Tourism Development Levy (TDL). He highlighted a study conducted by Ernest & Young that showcased the immense value SLAITO members bring to suppliers, service providers, and government institutions.

"Our association is robust, vibrant, and plays a pivotal role in advancing Sri Lanka's tourism," said Jayasundera. "SLAITO is always open to change if it benefits the industry, and we urge the government to engage with key stakeholders in any plans to reform the Tourism Act or introduce new policies."

Jayasundera expressed his optimism about Sri Lanka's target of welcoming 4 million tourists and achieving USD 9 billion in revenue by 2030. However, he stressed the urgency of launching a sustained global marketing campaign and completing key infrastructure projects, including the airport expansion and the Colombo-Kandy highway, to help meet these targets. He also called

for better regulation of tourism enterprises to ensure a level playing field for all stakeholders and maximize the economic benefits of tourism for the nation.

As the tourism industry is primarily driven by the private sector, SLAITO members play an instrumental role in shaping the future of the industry. Jayasundera noted that, while some predicted the decline of DMCs due to the rise of online service providers, SLAITO is committed to embracing technology, innovation, and high-quality service to remain competitive globally.

He also extended his thanks to his predecessor, Nishad Wijetunga, for his leadership, and acknowledged the collaborative efforts of other associations in overcoming obstacles facing the tourism sector.

"We are confident that, by working closely with all stakeholders, including the national carrier, foreign tour operators, and diplomatic missions, Sri Lanka can achieve its arrival and revenue targets before 2030, and make tourism the number one foreign exchange earner for the country," Jayasundera added.

Tourism in Sri Lanka Surges ahead: Positive Outlook for Arrivals and Revenue in 2024

TTA BULLETIN

As Sri Lanka inches closer to the end of 2024, the tourism industry is set for a promising season, with record arrival figures and a strong, positive outlook. M. Shanthikumar, President of The Hotels Association of Sri Lanka, expressed optimism, highlighting the favourable environment for travelers and the industry's confidence in a thriving winter season.



Shanthikumar

"It is delightful to see tourism in Sri Lanka on the rise. Industry stakeholders are looking forward to a positive season ahead. The environment in the country is extremely conducive for travelers," said Shanthikumar.

The country recently completed a competitive Presidential election, marking a historic milestone. The new President, much like his predecessors, remains committed to the growth of the tourism sector, which is a critical foreign exchange earner for the nation.

Despite a minor setback earlier in the year regarding visa issuance for foreign visitors, this issue has since been resolved. Visitors can now easily obtain entry visas online, with seven countries granted visa-free entry and others required to pay only a nominal fee. The 30-day visa application process has been streamlined, further encouraging tourist arrivals.

With key source markets showing strong numbers, hotel occupancy rates

are on the rise. According to Shanthikumar, the industry is confident that the upcoming winter season, which begins in November 2024, will be a significant boost for Sri Lankan tourism. Forward bookings indicate a promising trend, and resort hotels are preparing to welcome an influx of tourists during the season.

"Sri Lanka's appeal as a destination remains undeniable. For the past four years, it has consistently ranked among the finest places to visit. The island offers an unparalleled mix of wildlife, golden sandy beaches, cultural and religious landmarks, lush forests, stunning waterfalls, and a unique culinary scene that cannot be found elsewhere"

Accommodation options across the country cater to every budget, from luxurious 5-star hotels to more modest 1-star establishments. Visitors can choose from a variety of offerings, including large international hotel chains, boutique resorts, bungalows, villas, wildlife lodges, and homestays located throughout the country. These options, coupled with diverse experiences, make Sri Lanka an attractive destination for all types of travelers.

With all these factors at play, Sri Lanka is positioned as a top destination for international visitors, not only today but well into the future.

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Classic Travels Celebrates 30 Years of Excellence with Prestigious World Travel Award Win

TTA BULLETIN

Classic Travels, one of Sri Lanka's premier travel agencies, has reached a significant milestone in its journey—celebrating 30 years of shaping unforgettable travel experiences. Over the past three decades, the company has grown to be an industry leader, offering a comprehensive array of services ranging from corporate travel to customized holiday packages for both the inbound and outbound markets. As a testament to their continued commitment to quality and service, Classic Travels was recently honoured with the prestigious World Travel Award for "Best Travel Agency in Sri Lanka."



Sabry Bahaudeen

"Oscars of the travel industry," is a global symbol of travel excellence, and for Classic Travels, it marks a crowning achievement on their 30-year journey.

Sabry Bahaudeen, Director of Classic Travels, commented saying, "Winning this prestigious award on our 30th anniversary is truly an honor.

It's a recognition of the hard work and dedication of our entire team. We are incredibly proud of our journey, but this award is also a reminder that we must continue to innovate, adapt, and provide the best possible service to our clients in the years to come."

Throughout its three-decade journey, Classic Travels has remained committed to pushing boundaries and setting new benchmarks in Sri Lanka's travel industry. The company's success has been built on a foundation of trust, innovation, and a deep understanding of customer needs. Classic Travels has continuously invested in technology and staff training to ensure that its services remain top-notch and in line with global trends.

Looking forward, the team at Classic Travels is poised to take on new challenges and opportunities, building on their legacy of success. The agency is committed to further expanding its offerings, focusing on sustainable and experiential travel, and continuing to lead the way as one of Sri Lanka's most trusted names in travel.

Founded in 1994, Classic Travels has been a pioneer in the travel industry in Sri Lanka. Over the years, the agency has consistently adapted to the ever-evolving travel landscape, embracing innovations and maintaining a customer-centric approach. Whether catering to individual leisure travelers or managing large-scale corporate accounts, the agency has always strived to provide a seamless and personalized travel experience.

This commitment to excellence has not only earned them a loyal customer base but also led to significant industry recognition. Winning the World Travel Award for "Best Travel Agency in Sri Lanka" further solidifies their position as a top-tier provider of travel services. The award, often referred to as the

Arabian Travel Market expands marketing team with new appointment

TTA BULLETIN

RX, organisers of Arabian Travel Market (ATM), have appointed Hassan Merchant as Marketing Manager for the leading international travel trade show.



Hassan Merchant

invaluable experience in marketing from both the UAE and India to ATM. His results-oriented approach and dedication to detail make him a highly valued asset to the team. I look forward to working together on the continued growth and development of the ATM brand."

In his new role, Merchant will report to Danielle Curtis, Exhibition Director ME, Arabian Travel Market, managing the development and implementation of the marketing strategy for the Dubai-based exhibition, which welcomed a record 47,000 attendees last year.

Merchant will develop and manage the marketing strategy for ATM across multiple channels, including digital, public relations and event management. He will also oversee all exhibitor marketing initiatives for the event and collaborate with a diverse group of stakeholders from government organisations to industry associations.

Originally from India, Merchant holds a Bachelor of Commerce degree from the Ness Wadia College of Commerce in Pune. On graduating, he embarked on a career in events before moving to Dubai in 2014 to work in marketing and event management at Messe Frankfurt Middle East. His career then continued with the Landmark Group before joining RX in 2020.

As part of the strategy, there will be a strong emphasis on securing high-value visitors, ensuring exhibitors can engage with key decision-makers, and gain valuable insights ensuring ATM continues to grow its influence in the global travel and tourism landscape.

Having previously held the position of Senior Marketing Executive at ATM, Merchant rejoins the team from his role as Marketing Manager for the World Future Energy Summit.

"It is an exciting time to work in the travel and tourism industry, which is growing at a remarkable rate both in the GCC and worldwide. The expansion of ATM has gone hand in hand with this over the past three decades, and I am committed to contribute to its continued success in 2025 and beyond."

Commenting on Merchant's appointment, Curtis said: "Hassan brings 12 years of

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Sail Lanka Charter Pioneers Luxury Yacht Tourism in Sri Lanka

TTA BULLETIN

Sail Lanka Charter (SLC), the leading provider of luxury yacht charters in Sri Lanka, is setting new standards in high-end tourism by offering exclusive, ocean-based experiences. As demand for elite travel continues to rise globally, Sail Lanka Charter is positioning Sri Lanka as a premier destination for luxury yacht tourism, targeting high-net-worth individuals seeking unparalleled marine adventures.

Driving the growth of luxury yacht tourism in Sri Lanka, SLC is leveraging the island's stunning coastline, diverse marine life, and untouched beaches to attract affluent travelers. Offering bespoke yachting experiences, the company is redefining the exploration of the island's natural beauty from the sea.

"From short sunset cruises to multi-day charters, Sail Lanka Charter provides tailored journeys along the island's scenic waters" said Mario Stubbs, Managing Director Sail Lanka Charter (Pvt) Ltd. "The focus is on delivering world-class service with attention to detail, ensuring an exclusive experience for guests aboard our modern, state-of-the-art fleet"

Mario Stubbs



marine ecosystem while offering the highest standards of luxury.

Beyond whale watching, SLC offers a diverse portfolio of luxury sea experiences, designed to cater to various tastes. These include private snorkeling and diving tours, island-hopping adventures, and overnight yacht cruises. These experiences allow guests to discover Sri Lanka's coastline and marine wildlife in privacy and comfort, with access to remote and pristine destinations.

The company's flagship yachts, including Ocean Diamond and Sea Voyager, offer top-tier amenities such as gourmet dining, personalized crew service, and premium onboard accommodations. With a fleet of high-end vessels, Sail Lanka Charter ensures every guest receives a bespoke and memorable luxury experience.

In addition to its ocean-based experiences, Sail Lanka Charter has formed partnerships with some of Sri Lanka's most exclusive resorts and boutique hotels. These collaborations allow the company to offer a seamless blend of land and sea luxury, ensuring guests experience the finest Sri Lankan hospitality throughout their journey.

By partnering with high-end properties, Sail Lanka Charter creates a complete travel experience for its clientele, providing tailored itineraries that combine the best in marine exploration with luxurious accommodations and services on land.

Sail Lanka Charter's innovative approach to luxury yacht tourism is playing a key role in the expansion of Sri Lanka's marine tourism sector. The company is not only attracting high-net-worth travellers but also contributing to the development of sustainable tourism initiatives. As part of its vision, Sail Lanka Charter is helping to solidify Sri Lanka's reputation as an elite travel destination, enhancing the country's global appeal.



As the renowned Mirissa whale-watching season approaches, Sail Lanka Charter is preparing to offer an exciting array of exclusive excursions. Guests will have the opportunity to witness blue whales, sperm whales, and other marine wildlife up close, aboard luxury yachts equipped for the ultimate comfort and experience. These premium whale-watching tours from Mirissa will provide travelers with an extraordinary, private vantage point, allowing them to explore one of Sri Lanka's most breathtaking natural wonders.

With its fleet ready to head to Mirissa, SLC's whale-watching excursions are designed to immerse travelers in the awe-inspiring beauty of Sri Lanka's



N.S.N. Mohan Elected as Deputy Vice President of Skål International at the 83rd World Congress in Izmir, Turkey

TTA BULLETIN

In a landmark moment for Skål International, N.S.N. Mohan has been elected as Deputy Vice President at the 83rd Skål World Congress held in Izmir, Turkey. This historic election represents the first time in Skål's 90-year legacy that an Asian and Indian leader has ascended to this prestigious position. This milestone is a testament to Mohan's dedication and vision within the global tourism industry.



international profile within Skål.

In 2018, Mohan's contributions were further recognized with the Skål International Ambassador Award at the World Congress in Mombasa, Kenya. His election as Deputy Vice President highlights his commitment to fostering innovation, collaboration, and sustainable growth within the hospitality sector, aligning with Skål's mission to promote tourism inclusivity and amical friendship.

Founded in 1934, Skål International is the world's oldest and largest global network for hospitality and tourism leaders, with chapters in 303 cities across 82 countries. The organization is dedicated to fostering collaboration, friendship, and professional networking among tourism professionals.

Mohan's longstanding commitment to Skål is marked by numerous achievements. Currently serving as Skål International's Director of Finance, he previously led initiatives as Director for Technology Innovation and Special Projects in 2023 and held key roles in PR and Communications for both Skål Asia and Skål India. As President of Skål Hyderabad for two terms, Mohan helped the club achieve the "Club of the Year" award in 2022. His leadership was also instrumental in bringing the 2017 Skål World Congress to Hyderabad, enhancing the city's

This achievement is a moment of immense pride for India, Asia, and Skål International as a whole, signaling an era of inclusive leadership and expanded representation on the global stage. The entire Skål community extends heartfelt congratulations to N.S.N. Mohan on this historic accomplishment and eagerly anticipates the positive impact of his visionary leadership.

This is indeed a proud moment for Skål Asian Area, Skål International India, and Skål International, exemplifying Skål's commitment to exclusive inclusivity and global unity.



OTM recognised as the "Leading Travel Trade Show in India and Asia"

TTA BULLETIN

The customised study, conducted by NielsenIQ — the world's leading consumer intelligence company and commissioned by Fairfest Media, indicated that travel industry professionals who attended multiple trade shows in the region identified OTM as a leading travel trade show in India and Asia.

OTM Mumbai has been named the #1 travel trade show in India and Asia in a customised market research study commissioned by Fairfest Media Limited which was conducted by NielsenIQ — the world's leading consumer intelligence company.

The customised research, conducted among participants and visitors who have attended two or more travel trade shows in the region, found a "significantly higher quantum of respondents stating OTM (Mumbai) to be the leading show at a National, Regional and Asia level" — outperforming other major shows in the region, including ITB Asia, ITB India and SATTE Delhi.

The comprehensive survey evaluated 18 international travel trade shows across Asia and 20 regional shows in India. In addition to identifying the leading travel trade show, the survey highlighted key findings related to exhibitors' and visitors'



overall experience, satisfaction, and willingness to attend again.

The fieldwork by NielsenIQ is done in an unbiased manner without intervention from Fairfest Media Limited and quality control procedures were followed strictly. The date of the fieldwork is 2nd Aug to 4th Sept 2024. The areas covered in the customised study (conducted by NielsenIQ & commissioned by Fairfest Media) include India, Vietnam, Bangladesh, Singapore, Sri Lanka, Nepal, United Kingdom, Kenya, Bahrain, Thailand, Maldives, Rwanda, Greece, Malaysia, Seoul, Philippines, Ethiopia, Nigeria and South Africa.

The next edition of OTM, from 30 January to 1 February 2025, at the Jio World Convention Centre in Mumbai, is expected to be the largest ever, further strengthening its substantial lead in both the country and the region, according to the organisers. It will bring together over 40,000 travel industry professionals from over 60 countries, with pre-qualified buyers from India, Asia and beyond.


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Hahn Air Hosts Exclusive Agents Appreciation Night at Galle Face Hotel

TTA BULLETIN

Hahn Air, a global leader in airline distribution, celebrated its Sri Lankan travel agents at an exclusive appreciation night held at the historic Galle Face Hotel's 1864 venue. The event marked a special visit to Colombo by Hahn Air's Vice President Agency Distribution, Kimberley Long, who expressed her gratitude to the local partners for their continued support and collaboration.



Manager of Jetwing Air.

During the evening, Santhush Udumalagala emphasized the importance of the strong partnership between Hahn Air and its Sri Lankan agents,

stating, "We deeply appreciate the unwavering support of our local agents, whose efforts have been instrumental in driving Hahn Air's success in Sri Lanka. We extend our gratitude to Kimberley Long for her visit to Colombo and for acknowledging the significance of our market."

The event provided an opportunity for agents to engage with Hahn Air's leadership and Jetwing's team, fostering closer collaboration and reinforcing the airline's commitment to enhancing connectivity for Sri Lankan travelers. Hahn Air, known for its extensive network of airline partnerships, continues to empower travel agents worldwide with innovative solutions.

The appreciation night at Galle Face Hotel underscored Hahn Air's dedication to nurturing strong relationships within the travel community, reflecting their ongoing commitment to the Sri Lankan market.

Jetwing Travels, Hahn Air's General Sales Agent (GSA) in Sri Lanka, played a central role in organizing the event. Among the notable attendees were Shiromal Cooray, Managing Director of Jetwing Travels, Raju Arsaratnam, Executive Director, and Santhush Udumalagala, Deputy General



Hospitality Tech Innovators Unite to Drive Direct Bookings and Transform Guest Experiences

TTA BULLETIN

An insightful event titled Transforming Guest Experiences: Winning the Battle for Direct Bookings was held at the Galle Face Hotel, Colombo recently, jointly organized by Antyra Solutions, The Hotels Network, Profitroom and Hoteltime Solutions. The brought together industry leaders, hoteliers, and experts for an afternoon of insightful discussions focused on redefining guest experiences to enhance direct booking strategies.



The event featured sessions by Niranka T. Perera, CEO and Co-Founder of Antyra Solutions; Marisa Nolan, Senior Business Development Manager for Profitroom; Ivan Cintado, Director APAC for The Hotels Network; and Shaham Naufer, Country Manager for Hoteltime Solutions. Their discussions delved into the power of personalization in the guest experience and presented successful strategies that have helped hoteliers drive direct bookings in a highly competitive market.

In his session titled, 'The First Impression and How to Get Better at It', Niranka T. Perera focused on the importance of understanding guest archetypes and the opportunities this understanding creates for funnel expansion.

"Hotel marketing teams must understand

the importance of creating strong user journeys and building the connecting tissue from the inspiration stage to the booking stage in the travel buying cycle", he said. Additionally, Niranka stressed the significance of Conversion Rate Optimization (CRO) in improving the booking funnel, emphasizing that the first impression online is often the deciding factor for a potential guest.

The well attended event was designed to empower hoteliers with the latest insights and strategies to maximize direct bookings while enhancing the guest journey. It provided a collaborative space for industry leaders and hoteliers to share knowledge and connect with peers, paving the way for a more personalized, direct booking-focused future in Sri Lanka's hospitality sector.

TAT wows foreign tourists with 'Amazing Thailand Passport Privileges'

TTA BULLETIN

The Tourism Authority of Thailand (TAT) is wowing visitors with fantastic experiences in shopping and enjoying tourism services in the kingdom under the "Amazing Thailand Passport Privileges" project, which will run between 1 November and 16 December, this year.

Ms. Thapanee Kiatphaibool, TAT Governor, said "In response to the government's tourism stimulus policy, TAT – is continuously implementing strategies and promotions to stimulate tourism recovery. Emphasis is placed on boosting tourist spending, especially in the Hidden Gem Cities. In this connection, the Amazing Thailand Passport Privileges project is aimed to boost foreign arrivals to achieve this year's target of 36.7 million visitors."

The project is a key element under the "WOW! Thailand Passport Privileges" campaign to boost income for the tourism industry, stimulate the economy and enhance the good image of Thai tourism services. Special benefits are designed to elevate travel experiences in Thailand for tourists from both short-haul markets, including China, South Korea, Japan, Taiwan, Indonesia, and Malaysia, and long-haul markets such as the UK, US, Canada, and Europe.

The Amazing Thailand Passport Privileges comprises four key activities.

The "Must Do Souvenirs: From Heart to hands" activity gives away 10,000 souvenirs based on the 'Must-Do in Thailand' concept to foreign tourists arriving at three of Thailand's international airports – Suvarnabhumi, Don Mueang, and Phuket.

The "WOW Thailand: Must Do Package" activity offers discounts and special privileges for the first 10,000 foreign tourists to Thailand, all of whom must complete the online registration. They can redeem the privileges to use at participating establishments.

The "WOW Thailand: Lucky Number" activity offers a total of 20 holiday packages, valued at 700,000 Baht in total, for every 10,000 tourists to Thailand, from the 10,000th, 20,000th to 200,000th tourists. Each package, valued at 35,000 Baht, comprises domestic air tickets and discounts on accommodation, restaurants, and activities.

The "WOW Thailand: Big Surprise!" activity awards the grand prize, valued at 300,000 Baht, for the lucky winner who



completes the questionnaire through a random picker.

Mr. Chamnan Srisawat, President of the Tourism Council of Thailand, said "The Amazing Thailand Passport Privileges project offers discounts and special deals at more than 300 establishments, including department stores, shopping centres, credit cards, airlines, restaurants and diners, accommodation, and health and beauty centres. Tourists can simply present their passports to receive special privileges."

Some of the participating establishments include Central Sriracha Shopping Mall, Sri Panwa Hotel, Phuket Luxury Pool Villa, Best Western Patong Beach Hotel, InterContinental Bangkok Sukhumvit, Masumi Spa Chiang Mai, Amara Bangkok, and Kacha Resort Koh Chang, to name a few.

Mrs. Saranya Boonyawattana, Executive Vice President, Corporate Strategy of Airports of Thailand, said "We are delighted to support the Amazing Thailand Passport Privileges project by assigning special areas for the souvenir giveaway booths at Suvarnabhumi Airport, Don Mueang Airport, and Phuket Airport. We hope that this project will help attract foreign tourists to travel more to Thailand."

The "Amazing Thailand Passport Privileges" project plays a crucial role in enhancing the positive image of Thailand, supporting the tourism sector, and driving sustainable recovery for the Thai economy. The project's various amazing activities and offers are strategically designed to stimulate tourism spending and enable Thailand to achieve this year's revenue target of 3.5 trillion Baht.



citrus

Waskaduwa

Nestled along the shores of Sri Lanka's west coast, Citrus Waskaduwa offers a luxurious beachfront escape. With elegantly designed rooms, world-class amenities, and breathtaking ocean views, this resort is perfect for both relaxation and adventure.



citrus

Hikkaduwa

Located in the heart of one of Sri Lanka's most vibrant coastal towns, Citrus Hikkaduwa blends laid-back beach vibes with modern comforts. Known for its lively atmosphere and direct access to the beach, it's a favourite for travellers seeking sun, sea, and sand.



This boutique hotel, housed in a colonial-era building, combines historic charm with modern comforts. With easy access to the city's top attractions and a cozy pub-inspired dining experience, The Steuart by Citrus is perfect for business travellers and leisure seekers looking for a touch of old-world elegance in the bustling city.



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MOVEMENTS

Taru Villas Strengthens Management Team with Key Appointments

TTA BULLETIN

Taru Villas Boutique Hotels & Villas, has announced the strengthening of its management team with the appointment of two seasoned hospitality professionals. These new team members bring a wealth of experience, having held senior positions in the hotel industry both locally and internationally, further enhancing Taru Villas' commitment to providing exceptional guest experiences.



Wigneswaran Thurairajah

Mr. Wigneswaran Thurairajah has been appointed as the Head of Operations. A graduate of the Ceylon Hotel School, Mr. Thurairajah brings a distinguished career in hospitality management. He has previously held senior roles at prestigious properties including Galle Face Hotel, Grand Oriental Hotel, and Waters Edge, as well as international assignments at Burj Al Arab in Dubai, Creek Golf & Yacht Club Dubai, and Hilton Abu Dhabi.

Serving his role as Head of Finance, Mr. Ajith Nishantha brings extensive expertise from his leadership roles in the Maldives



Ajith Nishantha

and Sri Lanka. He has previously worked with Velidhu Island Resort and John Keells Maldivian Resorts Limited in the Maldives, as well as Cinnamon Lodge Habarana, Keells Hotel Management Services Limited, and Cinnamon Hotel Management Limited in Sri Lanka.

These strategic appointments come at a time when Taru Villas continues to expand its portfolio and strengthen its presence as a leader in Sri Lanka's boutique hospitality sector.

"We are excited to welcome such esteemed professionals to our leadership team," said Alvin Jacobs, CEO of Taru Villas. "Their wealth of experience and proven track records in the hospitality industry will undoubtedly help us elevate the guest experience and operational excellence across all of our properties. As we continue to grow, having a strong management team in place is essential to maintaining our high standards of luxury and personalised service."

Minor Hotels appoints Rohit Chopra as Area Commercial Director, India

TTA BULLETIN

Global hospitality group Minor Hotels announces the appointment of Rohit Chopra as Area Commercial Director, India, as the group sets its sights on increasing its presence in the country.

In his new role at Minor Hotels, Chopra will spearhead commercial activities across the group in India, emphasising driving revenue growth, building long-lasting client relationships, and enhancing customer satisfaction and loyalty. Chopra will report to Vijay Krishnan, Vice President of Operations, India, and Richard Beh, Vice President of Commercial, Asia.

Chopra is a seasoned leader in the hospitality industry with a career spanning over 26 years, including roles at global hospitality groups Marriott, Hyatt, and Accor. His career began as a Sales Executive in 1998, after which he joined Hyatt in 2004, advancing to Director of Sales & Marketing. In 2013, Chopra moved to Accor, where he spent over a decade rising through the ranks and most recently holding the position of Director of National Sales for India & South Asia. There, he led strategic sales and distribution initiatives, contributing to the company's exceptional performance in India and internationally.

On his appointment, Chopra said: "I am excited to join Minor Hotels at such a pivotal moment in its growth journey. I look forward to leveraging my experience to drive commercial success and strengthen our relationships with clients

and partners. Minor Hotels' brands are renowned for their exceptional service and guest experiences. I look forward to working with our team members to continue our success in the dynamic Indian market."

Puneet Dhawan, Head of Asia at Minor Hotels, commented: "We are thrilled to welcome Rohit to the Minor Hotels team. His extensive expertise in sales, marketing, and strategy, coupled with a deep understanding of the Indian hospitality market, make him the ideal leader to drive our commercial strategy in India. Rohit's ability to foster strong client relationships and deliver growth aligns perfectly with our vision for expansion in India."

An Indian national, Chopra holds a Bachelor's in Commerce from DAV College Amritsar and a Master's in Tourism Management from the Institute of Management Studies (IMS) Ghaziabad.

Earlier this year, Minor Hotels set an ambitious growth target for its operations in India, with plans for 50 new hotel openings over the next decade. The focus will be on the upper-upscale and luxury segments, catering to the high demand for the Anantara, Avani, and NH Collection brands. The group is set to open its second property in India, Anantara Jewel Bagh Jaipur Hotel, later this year.



Rohit Chopra

Erik Billgren takes over as General Manager - Anantara Peace Haven Tangalle

TTA BULLETIN

Minor Hotels has appointed Erik Billgren as General Manager of Anantara Peace Haven Tangalle Resort, effective September 2024. He takes the reins at one of Sri Lanka's most sought-after coastal retreats, bringing with him a wealth of expertise in experiential luxury hospitality following roles at several of Minor Hotels' key properties in Asia.



Erik Billgren

Billgren began his journey with Minor Hotels in 2021, drawing on more than a decade of experience in Vietnam to quickly establish himself as a dynamic and forward-thinking leader as General Manager of Anantara Mui Ne Resort. He was soon promoted to Complex General Manager for Anantara and Avani Quy Nhon Resorts, where he also oversaw operations for The Vietage by Anantara, one of Asia's leading luxury railway experiences.

"I am thrilled to take on the role of General Manager at Anantara Peace Haven Tangalle Resort, a destination that truly embodies the spirit of Sri Lanka," Billgren said. "From its breathtaking coastal location to the deep cultural heritage that touches every part of the guest experience, this resort offers a unique combination of natural beauty and authentic Sri Lankan hospitality."

In his new role at Anantara Peace Haven Tangalle, Billgren brings his expertise and passion for luxury hospitality to lead the resort in delivering the highest

standards of service and luxury to its guests. His appointment marks an exciting new chapter for the resort, known for its breathtaking beachfront location, world-class spa and wellbeing facilities, and authentic Sri Lankan cultural experiences.

"Sri Lanka is rapidly emerging as a sought-after global destination, and Anantara Tangalle stands out as a beacon of environmentally and culturally immersive experiences," said Puneet Dhawan, Head of Asia at Minor Hotels. "With Erik Billgren's proven leadership and commitment to excellence, I am confident the resort will continue to elevate its standing as one of Sri Lanka's premier luxury destinations, attracting discerning travellers from around the world."

Nestled on Sri Lanka's rugged southern coast, Anantara Peace Haven Tangalle Resort features 152 rooms and villas, spread across a 22-acre estate that has been transformed into a thriving wildlife corridor. Under Billgren's leadership, the resort is poised to continue its legacy as a top-tier destination for discerning travellers seeking an exquisite blend of serenity, luxury, and cultural immersion.

Billgren holds a Bachelor of Commerce degree, with a Hospitality & Tourism major, from Blue Mountains International Hotel Management School in Australia.

Sarath Ganegoda appointed Chairman of SriLankan Airlines

TTA BULLETIN

Ganegoda replaces business leader Ashok Pathirage who served as Chairman of the national carrier since December 2019.

A prominent business leader, Mr Ganegoda currently serves as the Group Executive Director of Sri Lankan multinational Hayleys PLC and Deputy Chairman of Alumex PLC. He joined the Hayleys Group in 2007 and was appointed to the Group Management Committee in July 2007.

He was appointed to the Board of Hayleys PLC in September 2009 and to the Board of Alumex PLC in November 2010.

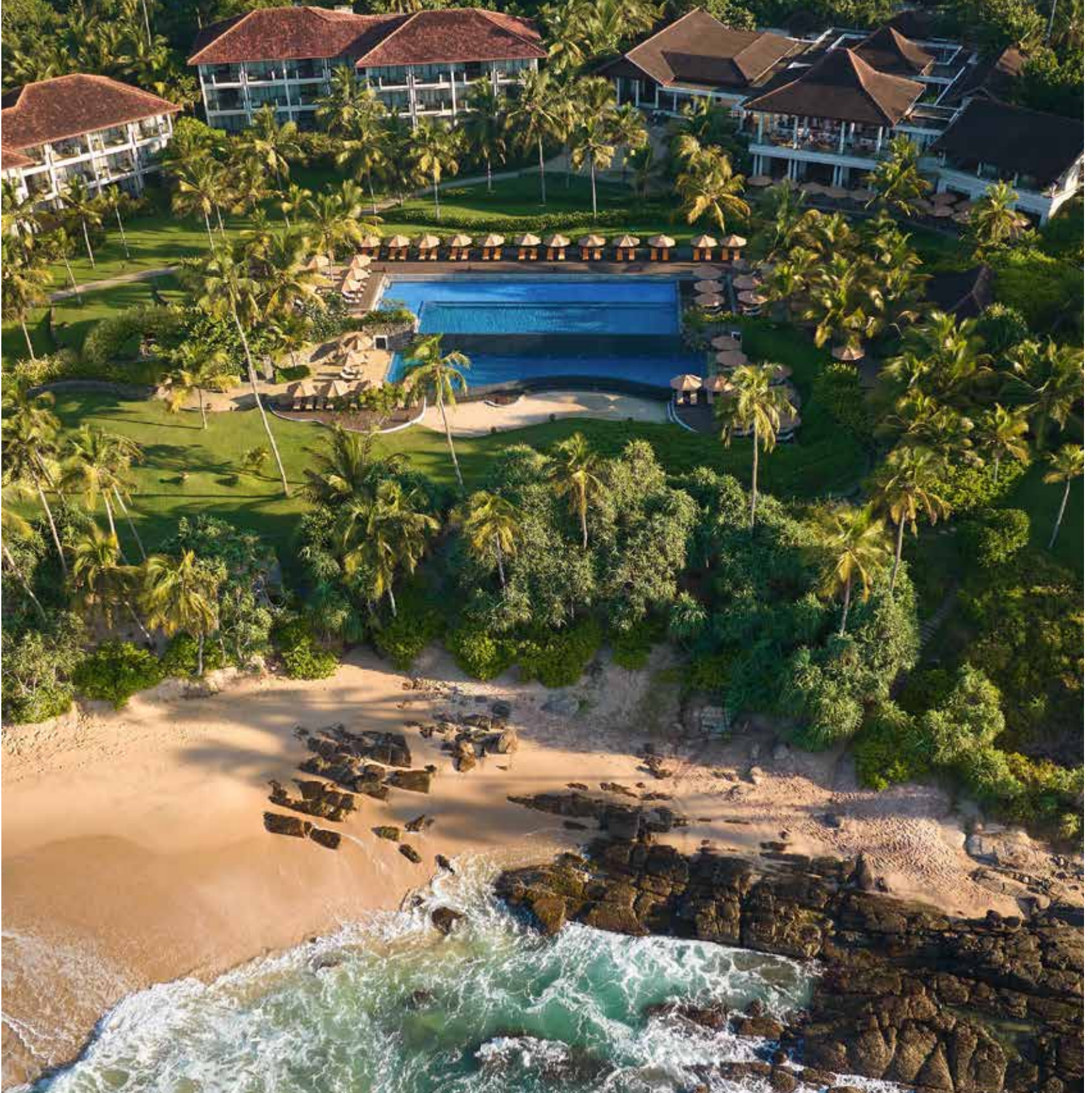


Sarath Ganegoda

He is a Fellow Member of CA Sri Lanka and a Member of the Institute of Chartered Management Accountants of Australia. He holds an MBA from the Post Graduate Institute of Management, University of Sri Jayewardenepura.

He held several senior management positions in large private entities in Sri Lanka and overseas.

The new Board of Directors appointed are: Buddhika Hewawasam, Sugath Rajapakse, Eranga Rohan Peiris Goonetilleke, D. Arandara, Ananda Athukorale, Lakmal Ratnayake, and Niranjan Arulpragasam



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Explore Peace Haven
in Tangalle



Explore Bawa's Sanctuary
in Kalutara



ANANTARA
HOTELS & RESORTS

Ceylon Soul Marks 10 Years of Cultural Immersion with TripAdvisor Recognition

TTA BULLETIN

Ceylon Soul, renowned for its immersive cultural experiences in Sri Lanka, is proudly celebrating its 10th anniversary. Over the past decade, the company has dedicated itself to preserving and promoting Sri Lanka's rich cultural heritage through uniquely crafted visitor experiences in Galle and Colombo. In recognition of its efforts, Ceylon Soul was recently awarded a prestigious accolade from TripAdvisor, placing it among the top 10 percent of activities worldwide.

Founded by Galle native Atheeq Ifthikar, Ceylon Soul is much more than a typical tour operator. It serves as a vital platform for storytelling, cultural education, and heritage preservation. Ifthikar's deep personal connection to Galle and his ancestral roots has shaped the company's philosophy, offering visitors authentic, in-depth encounters with Sri Lanka's history and traditions. Through private walking tours, hands-on workshops, and curated activities, Ceylon Soul provides a comprehensive exploration of the island's multi-faceted heritage.



"We are honored by this recognition from TripAdvisor. It validates our commitment to preserving Sri Lanka's cultural legacy and sharing it with the global community," said Atheeq Ifthikar, Founder and Owner of Ceylon Soul. "Our mission has always been to inspire appreciation for the complexity and beauty of our heritage and to foster a deeper understanding of what makes Sri Lanka culturally unique."

Ceylon Soul's offerings include private walking tours of the historic Galle Fort, where visitors are guided through centuries of rich history and diverse influences. Additionally, the company hosts workshops on traditional mask carving and painting, led by local artisans in the tranquil surroundings of a Buddhist temple. These workshops provide not only a hands-on learning experience but also valuable insights into the significance of these traditional practices.

Looking ahead, Ceylon Soul remains committed to expanding its offerings while maintaining the authenticity and respect that have defined its approach. As it enters its second decade, the company continues to play an essential role in preserving and sharing Sri Lanka's vibrant cultural tapestry.



eMarketingEye Earns Global Recognition as Finalist in Google Agency Excellence Awards 2024

TTA BULLETIN

eMarketingEye, Sri Lanka's leading digital marketing agency specializing in the travel and hospitality industry, is proud to announce its finalist status in the prestigious Google Agency Excellence Awards 2024. This recognition comes across three competitive categories: International Growth, Search Transformation, and Measurement Solutions—marking a significant milestone for both eMarketingEye and the Sri Lankan digital marketing landscape.



Lanka. This recognition highlights our consistent focus on delivering best-in-class solutions that empower our clients to thrive in the ever-evolving digital landscape."

Being the only Sri Lankan agency named a finalist at this global event highlights our team's relentless pursuit of innovation, expertise, and measurable success in digital marketing. Competing among the top agencies worldwide, this achievement underscores eMarketingEye's commitment to delivering cutting-edge strategies that drive real-world results for our clients.

Recognizing Excellence on a Global Stage

The Google Agency Excellence Awards honor agencies that demonstrate exceptional performance in shaping the future of digital marketing through advanced strategies, innovation, and impactful results. eMarketingEye's nominations in International Growth, Search Transformation, and Measurement Solutions affirm our ability to craft customized campaigns that resonate across borders, enhance search performance, and drive data-backed business outcomes.

Leading with Vision and Innovation

Rajitha Dahanayake, CEO of eMarketingEye, expressed his excitement for this global recognition, stating:

"To be acknowledged as a finalist in three key categories of the Google Agency Excellence Awards is not just an honor for our agency, but a moment of pride for Sri

eMarketingEye has consistently focused on providing solutions that scale with client needs, delivering measurable success and ROI. From driving international expansion for hospitality brands to leading the transformation of search marketing strategies and delivering advanced measurement solutions, the agency's work has been a driving force behind numerous client success stories.

A Commitment to Client Success

As eMarketingEye continues to push the boundaries of digital marketing, this recognition further motivates us to elevate our efforts and deliver even more value to our clients. Our focus on combining strategic insights, innovative technology, and creative expertise has been the foundation of our continued growth and industry leadership.

Looking to the Future

As we await the announcement of the final results in Q4, we are immensely grateful to our clients, partners, and team for their ongoing trust and collaboration. Their unwavering support has been instrumental in helping us achieve this recognition, and we look forward to continuing our journey of excellence in the digital marketing space.

Stay tuned as we anticipate the final results and continue to set new benchmarks in delivering world-class digital marketing solutions that empower brands to reach their full potential.

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TAT welcomes four new Deputy Governors

TTA BULLETIN

The Tourism Authority of Thailand (TAT) announced the appointment of four new Deputy Governors, effective October 1, 2024



Mr. Banyat Kalasuwan, Executive Director of the General Administration Department, has been promoted to Deputy Governor for Administration. Miss Pattaraanong Na Chiangmai, Executive Director of the Northern Region, has been promoted to Deputy Governor for International Marketing – Asia and the South Pacific. Mrs. Chiravadee Khunsub, Executive Director of the Europe Region, has been promoted to Deputy Governor for Tourism Products and Business. Mr. Kittipong Prapatpong, Executive Director of the Advertising and Public Relations Department, has been promoted to Deputy Governor for Digitalisation, Research and Development.



Mr. Apichai Chatchalermit, Deputy Governor for Tourism Products and Business, has been reappointed as Deputy Governor for the Domestic Market.

Mr. Teerasil Tapen, Deputy Governor for Digitalisation, Research and Development, has been reappointed as Deputy Governor for Policy and Planning.

TAT has also restructured the positions of two existing deputy governors.

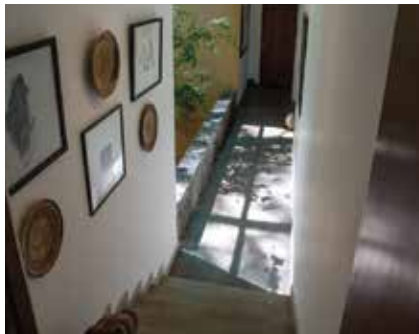


THE SERENDIPITY COLLECTION: LUXURY, REDEFINED BY YOU

True luxury lies in personal experiences. At The Serendipity Collection, we offer more than just luxurious villas – we create spaces where your definition of indulgence comes to life. Whether it's the serenity of waking up to the sounds of nature or the sophistication of cutting-edge amenities, we tailor your stay to your desires. From tranquil hideaways to modern elegance, each villa blends Sri Lanka's natural beauty with your unique vision of comfort and style, delivering a bespoke experience that is both transformative and unforgettable.



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HOTELS

Secrets of Ceylon Collection— Preserving the Essence of Sri Lanka Through Sustainable Growth

TTA BULLETIN

Since its launch in August 2022, Secrets of Ceylon Collection has not only met but exceeded its targets, setting the stage for an exciting new phase of growth. With a mission to support unique, boutique experiences across Sri Lanka, Secrets of Ceylon remains focused on maintaining the essence of what makes the island's hospitality so special. Jean-Marc Flambert, Managing Director, has redefined the brand's core purpose as they move forward.

"We continue to bring to life boutique experiences that aren't reaching their full potential, but now we are even more focused on ensuring that all our partners adhere to our 'BEE' philosophy—Buy local, Employ locally, and Enrich the lives of the communities in which we live," says Flambert.

This emphasis on sustainability and community development is evident in the success of projects like Idal Villa, where a local vendor has been empowered to supply traditional Sri Lankan treats for their High Tea service.

The growth of Secrets of Ceylon Collection has been driven by four key brands, each offering a unique experience of Sri Lanka's natural beauty and heritage:

- **Wild Culture, Yala:** Nestled 25 minutes from the Palatupana entrance to Yala National Park, this retreat offers breathtaking views of paddy fields,

two pools, and vast gardens. Visitors are treated to a fire-lighting ceremony each evening, and recent additions include basketball and mini-golf.



Kulu Safari

- **Ferncliff Bungalow, Nuwara Eliya:** This heritage property, dating back to 1870, has recently undergone a transformation, modernizing the rooms while preserving its old-world charm. Guests can also enjoy the new Club House and use the



Horathapola

BaLaMu app to explore the hidden gems of Nuwara Eliya.



Wild Culture



Wild Culture



Ferncliff

- **Kulu Safaris, Yala:** For nature lovers, Kulu Safaris offers a secluded lakeside experience near the Katagamuwa entrance to Yala. The property features free birdwatching, hillside walks, and kayaking, along with signature game drives led by expert guides.

- **Horathapola Coconut Estate, Panala:** Located just an hour from the airport, this working coconut estate offers a glimpse into Sri Lankan agriculture. A cooking demonstration



Floating Mountain

teaches guests about the local cuisine, while the manicured gardens and jungle jacuzzi provide a relaxing environment.

2024 has been a year of reinvention and reinvestment for Secrets of Ceylon's partner brands:

- **Idal Villa, Idalgashinna:** This property offers a unique mountain retreat near the Idalgashinna Train Station. New additions include a massage room, sauna, cold pool therapy, and a gym with stunning views, perfect for guests hiking the nearby Pekoe Trail.

- **Floating Mountain Villa, Ramboda:** Strategically located along the Pekoe Trail, this villa offers spectacular views and exclusive services such as a complimentary High Tea and floating breakfast for guests booking through local travel agents.

- **3 Sisters Beach House, Matara:** Tucked away along a quiet beach, this



3 Sisters Beach house



Forgotten Colombo

Dutch-style villa is perfect for swimming, surfing, and complete relaxation. The on-site butler and cook ensure every need is met for a seamless experience.

- **Forgotten Colombo on a Landy:** This two-hour guided tour in an open-top Land Rover explores Colombo's historic and modern highlights, complete with street food sampling.

- **Kudakalliya Beach Houses, Arugam Bay:** Popular with wildlife enthusiasts and surfers alike, Kudakalliya has begun renovations on one of its houses to provide more space and comfort for guests.

With new additions on the horizon, including the soon-to-be-announced Hapu Tales in lower Haputale, Secrets of Ceylon is expanding its portfolio while staying true to its core values of supporting local communities and preserving the island's rich culture.

To learn more about the experiences available through the Secrets of Ceylon Collection, visit www.SecretsofCeylonCollection.com.



Idal Villa



Kudakuliya



THE
HABITAT

Tropical beach and Sri Lankan hospitality

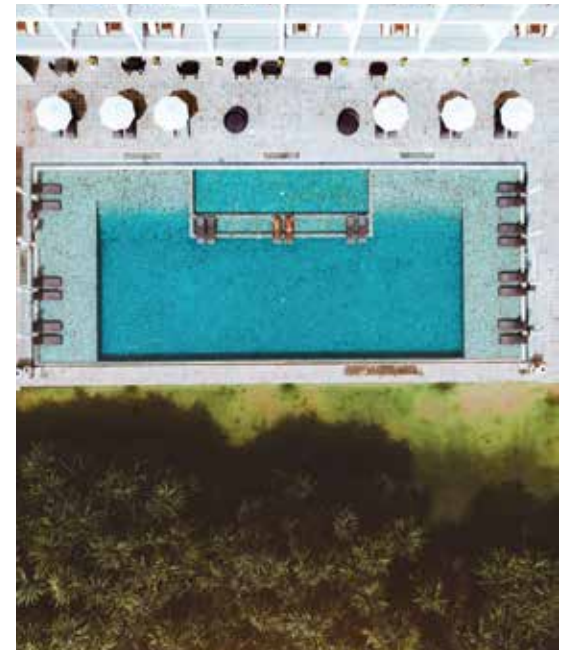
A renown Sri Lankan welcome, our relaxed comfort and true islander spirit will seep in. Sounds of waves, feisty beach vibes, aroma of spicey cuisine; days of sunny smiles and tranquil nights.

Our sole purpose is living up to our name, The Habitat, the tropical beach home.



Food & beverages

Our familiarly traditional dishes are served warmly, as from a Sri Lankan hearth. An indoor and pool bar serve tropical cocktails to keep smiles cheerily on the rocks.



Fun & frolic

Never a dull day. A large pool for water polo or a lazy swim. Perfectly located with a 360° surround of marine life, botanical gardens, history, archaeology, beach sports, traditional artisans and lapidaries.

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Colombo 02, Sri Lanka
Hot Line : +94 704909500
Email : reservations@asialeisure.lk
Website : thehabitat.lk

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THE
HABITAT
KOSGODA BY ASIA LEISURE

HOTELS

Celebrate the Festive Season at Occidental Eden Beruwala

TTA BULLETIN

Nestled along the sprawling golden sands of Beruwala, Occidental Eden invites you to immerse yourself in the magic of the holiday season. With its festive line-up for Christmas and New Year, this vibrant tropical oasis celebrates the rich tapestry of Sri Lankan culture and tradition during this special time while offering an unforgettable experience.

As you step into the hotel, you are welcomed by a dazzling array of decor that captures the essence of Sri Lanka during Christmas. Expect to be swept away by vibrant colours, traditional motifs and seasonal ornaments that beautifully reflect our cultural heritage. Each thoughtfully-designed space creates an inviting atmosphere, ensuring that your holiday is nothing short of magical.

All decor and seasonal lighting will be displayed from the start of December, getting a kick-start on holiday cheer. The joyful sounds of Christmas music will fill the air, creating a festive ambiance that lingers throughout the hotel until the end of December. Our entertainment programmes



promise to blend the old with the new, featuring a lively line-up of performances that include solo artists, duos, cultural shows, acoustic bands and thrilling fire limbo acts, all designed to spark joy and celebration.

As the festive holidays approach, Occidental Eden Beruwala is ready to weave unforgettable memories for you and your loved ones. Our interactive programmes will commence from the 22nd of December, offering delightful activities daily from 10 AM to 6 PM at the pool bar. Relax with expertly crafted cocktails by our barman and savour delicious snacks that perfectly capture the seasonal spirit.

For those seeking a lively atmosphere, the Champs Sports Bar is the place to be. Sip on exquisite cocktails, mocktails and spirits while enjoying live entertainment and animated dance performances that will ensure the festive energy remains high.

Open from 10 AM to midnight, Champs offers a unique holiday mixology experience that invites early celebrations.

At Cocoon Waters, guests can unwind while overlooking the shimmering blue horizons of the Indian Ocean. Join our animation team for invigorating water aerobics in the pool—an enjoyable way to stay active while soaking in the holiday spirit.

Sippi, our newest culinary gem, operates around-the-clock, delighting your taste buds with international flavours infused with Sri Lankan spices. This season, indulge in a special menu from 11 AM to 11 PM that promises to elevate your gastronomic journey to new heights.

For our younger guests, our dedicated kids' centre is a haven of fun and creativity. With a range of activities planned throughout the



holiday period, children will have plenty of opportunities to play and explore, ensuring a joyful time for families.

Join us at Occidental Eden Beruwala for a festive celebration that beautifully intertwines local culture, vibrant activities and unforgettable experiences. Your holiday getaway awaits, ready to create cherished memories that will last a lifetime.



Experience the Festive Season at Occidental Paradise Dambulla

TTA BULLETIN

Set against the backdrop of the lush wilderness of Dambulla, Occidental Paradise Dambulla offers a tranquil and enchanting retreat this festive season - the perfect escape into nature's embrace. This idyllic retreat provides the perfect getaway for relaxation during the holidays, where one can awaken to the soothing sounds of birdsong and be embraced by the lush greenery. Here, you can immerse yourself in nature's embrace and discover a sanctuary that rejuvenates your holiday spirit.

This year, Occidental Paradise will be beautifully adorned with sustainable decorations throughout the hotel, blending cultural and traditional themes that reflect Sri Lanka's rich artistic heritage. The festive décor serves as a vivid reminder of the past, allowing guests to appreciate Sri Lanka's unique traditions while embracing the spirit of the season. Each ornament and decoration embody its own story, connect-



ing visitors to the vibrant history of the island.

As we approach December, excitement builds as the Christmas tree will be illuminated by our young guests, creating treasured memories that encapsulate the festive spirit. To add to the celebration, delightful Christmas-inspired treats will be served for children, complemented by a festive meal designed to evoke the warmth of the season. For the adults, we will offer an elegant selection of canapés and cocktails, ensuring that everyone can partake in the celebrations.

Leading up to Christmas, one is invited to indulge in a special festive high tea at the Orchid Restaurant. This culinary experience promises to delight your taste buds with an array of exquisite treats. For those staying in suite rooms, the high tea can be served on your private terrace, allowing you to savour these delights while overlooking the lush surroundings—truly a perfect way to celebrate your holiday getaway.

On Christmas Eve, you can look forward to a sumptuous dinner that will create a memorable evening filled with joy and laughter. With a full programme of entertainment planned, including a live band to set the festive mood, it promises to be an occasion to remember.

For those eager for adventure, Occidental Paradise offers a range of thrilling activities that make this festive season even more exciting. From zip-lining through the treetops to navigating the Burma bridge and enjoying tree abseiling, there are plenty of opportunities for both adults and children to experience the thrill of adventure in the heart of nature.



At Occidental Paradise Dambulla, we invite you to create lasting memories this festive season, whether you seek relaxation, adventure or a taste of Sri Lanka's rich culture. Come and experience the magic of the holidays with us—your perfect festive getaway awaits.



taru VILLAS

VILLU

Welcoming guests from September 2024

SMALL
LUXURY
HOTELS
OF THE WORLD™

Tucked into the quiet landscapes of Eluwankulama, this eco-luxury retreat opens the door to the untamed wilderness of Wilpattu National Park, where nature's rarest creatures await.

Independently minded

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 taruvillas.com

FAMILY ALBUM

SLAITO Annual General Meeting 2024

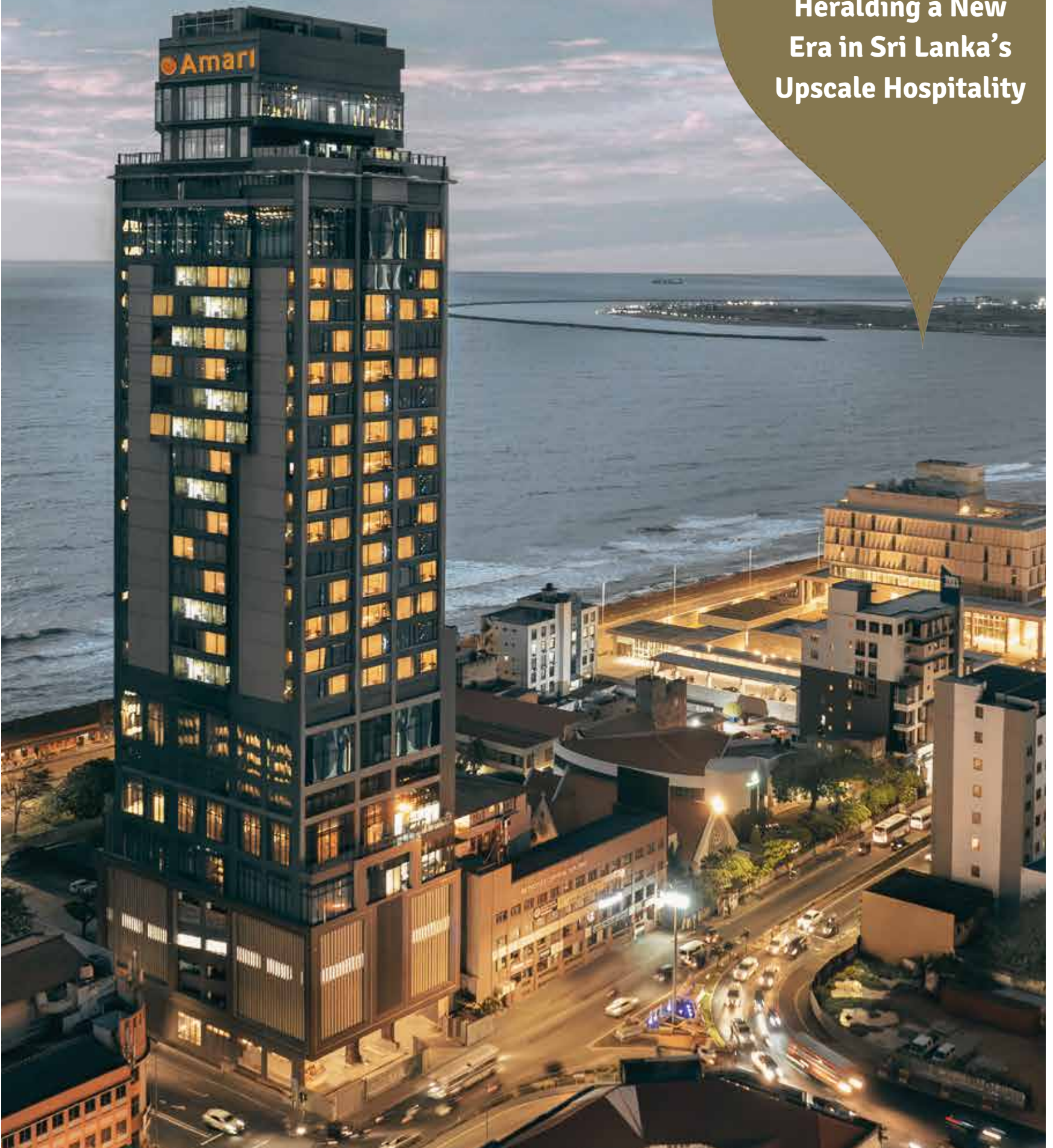
The Sri Lanka Association of Inbound Tour Operators (SLAITO) held its Annual General Meeting recently at Heritage Ahungalla where Nalin Jayasundera, Managing Director Aitken Spence Travels was elected President.

The office bearers for the year 2024/2025 are Nalin Jayasundera of Aitken Spence Travels (Pvt.) Ltd., President Nishad Wijetunga of Wayfarers Ltd – Immediate Past President, Bobby Jordan Hansen of Columbus Tours (Pvt.) Ltd, Vice President, Gayangi Wirasinha of Abercrombie & Kent (Pvt.) Ltd, Vice President, Charith de Alwis of Tangerine Tours (Pvt.) Ltd and Nalaka Amaratunga of Walkers Tours Ltd Hon'y. Secretary.



AMARI COLOMBO

Heralding a New
Era in Sri Lanka's
Upscale Hospitality



Discover Amari Colombo, introduced by ONYX Hospitality Group in the heart of Kollupitiya. This urban retreat blends contemporary elegance with Sri Lanka's rich heritage, offering upscale comfort and exceptional service. ONYX's return to Sri Lanka brings warm, personalised experiences, reflecting the spirit of modern Asia.



An ONYX Hospitality
Property

HOTELS

Three Taru Villas Properties Join Prestigious Small Luxury Hotels of The World

Taru Villas Maia - Habarana, Taru Villas The Long House - Bentota, and Taru Villas Villu - Wilpattu Recognised for Exceptional Luxury and Unique Experiences

TTA BULLETIN

Taru Villas, Sri Lanka's premier luxury hospitality brand, is proud to announce that three of its properties: Taru Villas Maia - Habarana, Taru Villas The Long House - Bentota, and the newest addition, Taru Villas Villu - Wilpattu, have joined the exclusive Small Luxury Hotels of The World™ (SLH). This recognition affirms Taru Villas' commitment to providing unparalleled, boutique luxury experiences in Sri Lanka.

SLH is renowned for its curated selection of over 570 independently spirited hotels across more than 90 countries. Known for its rigorous vetting process, SLH personally visits and verifies each property, ensuring they meet the highest standards of luxury, uniqueness, and guest satisfaction.

"We are thrilled and honoured to have Taru Villas Maia Habarana, Taru Villas The Long House Bentota, and Taru Villas Villu - Wilpattu recognised by Small Luxury Hotels of The World," said Ashan Malalasekera, Chairman of Taru Villas. "This inclusion is a testament to our dedication to providing intimate, luxurious, and authentically Sri Lankan experiences. It aligns perfectly with our vision of offering discerning travellers unique stays that capture the essence of our beautiful island."

Taru Villas Maia - Habarana, nestled in the heart of Sri Lanka's Cultural Triangle, offers a serene retreat amidst lush landscapes and rich history. A fresh interpretation of old-world Sri Lankan architecture, the property features a confident use of exposed brickwork in rooms and public areas,

providing an unfussy simplicity that pays homage to an ancient monastic legacy. Spanning woodland and fields, Maia extends towards the tranquil waters of Habarana Lake, offering breathtaking views of the iconic Sigiriya Rock Fortress and Pidurangala. Its ideal location provides guests easy access to explore the Cultural Triangle's UNESCO World Heritage sites, making it the perfect blend of luxury and cultural immersion.

Taru Villas The Long House - Bentota, the largest property in the Taru Villas portfolio, is a luxurious 10-bedroom villa nestled between Galle Road and the shores of Bentota's Southern coastline. Offering breathtaking ocean views, this expansive villa epitomises beachfront luxury, providing an intimate escape that seamlessly blends indoor and outdoor living. With spacious accommodations and personalised service, The Long House - Bentota offers the perfect retreat for families or groups seeking privacy and tranquillity in a stunning coastal setting.

The latest addition, Taru Villas Villu - Wilpattu, surrounded by the serene landscapes of Eluwankulama, officially welcomed its first guests on the 1st of September 2024. This eco-luxury property offers an exclusive experience with seven exquisitely designed chalets, each featuring private plunge pools that harmoniously blend into the natural surroundings. Located near Wilpattu National Park, guests can embark on thrilling whale and dolphin expeditions off the nearby coastline, while also encountering Sri Lanka's Big 5— Sri



Lankan leopard, Sri Lankan elephant, Sri Lankan sloth bear, blue whale, and sperm whale. The property is a haven for nature lovers and offers curated wildlife experiences, all while maintaining a strong commitment to sustainability.

"As part of the SLH family, we look forward to welcoming guests from around the world who seek out truly special and authentic luxury experiences," added Alvin Jacobs, CEO at Taru Villas. "This recognition motivates us to continue elevating our offerings across all Taru Villas properties."

He further added "All three properties exemplify the SLH ethos of being "anti-chain and anti-same," offering unique experiences that reflect their distinct locations and Sri Lankan heritage. With an average of just 10 rooms per property, guests at Taru Villas can expect personalised service, privacy, and attention to detail that larger chains cannot match."

Key features of the Taru Villas SLH properties include:

- Intimate settings with a limited

number of rooms for personalised experiences

- Locally inspired architecture and design
- Gourmet dining featuring Sri Lankan and International cuisine
- Curated experiences that showcase the best of local culture and nature
- Commitment to sustainability and supporting local communities

Mark Wong, Senior Vice President Asia Pacific, Small Luxury Hotels of The World said: "We are thrilled to partner with Taru Villas and support Sri Lanka's resilient tourism industry recovery. Together with our existing member hotels, these new additions allow our guests to explore locally curated experiences from different parts of the island."

The inclusion in the SLH collection opens new avenues for Taru Villas, connecting these properties with a global network of luxury travel enthusiasts and further establishing Sri Lanka as a premier luxury travel destination.

Discover a holistic retreat at our renewed sanctuary of wellness, Jetwing Lagoon

TTA BULLETIN

Nestled amidst the serene Negombo Lagoon and the shimmering Indian Ocean, Jetwing Lagoon is a secluded sanctuary of luxury, wellness, and romance. Originally envisioned by the legendary architect Geoffrey Bawa in 1965 as "The Blue Lagoon," this was Bawa's first hotel design and Sri Lanka's first resort. The luxurious, villa-style accommodations are a harmonious blend of tropical modernism, bathed in natural light, and surrounded by lush greenery that mirrors the lagoon's serenity.

Whether you're a wellness novice or a seasoned traveler seeking rejuvenation, Jetwing Lagoon now offers a haven for detoxing, de-stressing, and revitalizing. The comprehensive wellness programmes focus on five pillars: mindfulness, nutrition, movement, rest, and community. From sleep retreats to weight management, Jetwing Lagoon has the perfect programmes to suit your wellness goals. A dedicated wellness concierge team is committed to crafting personalized experiences, managing all aspects from the point of reservation to departure, and ensuring a seamless and rejuvenating journey. The Lagoon Wellness Experience covers all aspects for a rebalancing and restorative wellness

getaway. For the ultimate luxury holiday, choose to stay at the spacious Lagoon Suite, which offers incredible views, a vast outdoor balcony, a private jacuzzi, and your very own in-suite spa treatment area.

Whether you are looking for a complete wellness retreat or a relaxing and luxurious getaway from daily life, Jetwing Lagoon offers unique and tailored experiences for each guest. Personalized care and attention to individual needs ensure that your stay is as fulfilling and rejuvenating as possible with a range of daily activities accessible to each guest.

At Jetwing Lagoon, it is believed that true well-being stems from a natural, nutritious, and delicious diet. The health-conscious fine dining menu is crafted to aid the body in regaining health, vitality, and balance. The dishes are made with the finest quality ingredients, rich in nutritional value without compromising on flavor or aesthetic appeal. Focusing on plant-based whole foods, lean meats, and seafood, Jetwing Lagoon ensures that no processed foods with artificial additives or preservatives are served.

Experience a sanctuary of wellness at the enhanced spa, where time-honored

Ayurvedic methods and a wide range of treatments and therapies influenced by global wellness traditions are offered. Whether you're looking for relaxation, revitalization, or specific therapies, the skilled therapists will create a customized experience to suit your needs. Stay active and energized with the state-of-the-art gym, equipped to support your high-performance workout goals, or take a refreshing dip in the resort's 100-meter swimming pool, the longest in Sri Lanka, offering a serene oasis amidst the lush surroundings.

Jetwing Lagoon is committed to ensuring the wellness of the environment and the surrounding communities. Jetwing Hotels' comprehensive sustainability strategy guides all operations, focusing on energy conservation, resource management, biodiversity conservation, community empowerment, local sourcing, and uplifting associates. The solar photovoltaic (PV) system, biomass boilers, and innovative vapor absorption chiller contribute to reducing the environmental footprint. While comprehensive waste management systems, including an effluent treatment plant and a composter, ensure efficient resource utilization. Local sourcing is prioritized, in



addition to growing their own fruits, vegetables, and herbs, in their own organic garden. Beyond environmental stewardship, Jetwing Lagoon is committed to empowering local communities and supporting economic growth by providing employment opportunities and programmes focused on skills development for youth.

Experience the ultimate in wellness and luxury at Jetwing Lagoon. With its serene setting, personalized wellness programs, and commitment to the holistic well-being of guests, communities, and the planet, this secluded haven offers an unforgettable escape. Whether you're seeking a rejuvenating retreat, a transformative journey, or a romantic escape, Jetwing Lagoon provides the perfect refuge for mind, body, and soul.



Geoffrey Bawa-inspired elegance

From thrilling adventures to historic temple excursions,
immerse yourself in Sri Lanka's rich heritage. Your paradise is here.


ANANTARA
KALUTARA • RESORT

HOTELS / FAMILY ALBUM

The Joy of Christmas Cake Mixing: A Festive Tradition

TTA BULLETIN

Excel World Entertainment Park recently hosted its annual Christmas cake mixing event, bringing together staff and a select group of invitees. With the excitement of the approaching holiday season, the air was infused with the delightful aroma of spices and dried fruits, heralding one of Christmas' most cherished traditions—cake mixing. The festive event fostered a sense of community, uniting friends, family and colleagues in a joyful celebration of flavours and holiday cheer.



with joy and togetherness.

Following the cake mixing ceremony, staff indulged in a selection of delicious Christmas sweets and festive cocktails, further enhancing the celebratory spirit of the occasion. This annual event transcended the mere preparation of a cake, making it a heartfelt gathering that embraced the spirit of giving, sharing and creating lasting memories. Once complete, the mixture was packed away to mature, allowing the flavours to deepen in the weeks leading up to Christmas.



Every employee of Excel World participated in blending the ingredients for the much-celebrated holiday cake. Bowls brimmed with vibrant cherries, plump raisins, and a delightful medley of nuts, while aromatic spices like cinnamon, nutmeg and

cloves filled the air, creating an irresistible fragrance that evoked cherished memories of festive gatherings. As Christmas carols played in the background, laughter and camaraderie thrived, creating an atmosphere overflowing

Christmas Cake Mixing and Seasonal Calendar Launch at Sheraton Kosgoda

TTA BULLETIN

Sheraton Kosgoda Turtle Beach Resort, recently ushered in the holiday season with a delightful Christmas cake mixing event, led by General Manager Mano Gunasekara. Joined by hotel guests, chefs, staff, and media, participants mingled and set the



Mano Gunasekara

stage for a celebration ahead.

The festivities will continue with the Christmas Tree Lighting ceremony and heartwarming Christmas carols. The S Restaurant will host a Christmas Eve Gala Dinner, followed by a sumptuous Christmas Day Brunch

As we bid farewell to the year, plans for an extravagant New Year's Eve Dinner is on the cards followed by a New Year festive brunch on January 1st.



Thai Culinary Delights Take Center Stage at Hilton Colombo Residences

Hilton Colombo Residences recently hosted a delightful Thai Food Feast offering guests an authentic Thai culinary journey. Led by renowned chefs Netsarin Pimtes and Aekkapon Congchum (Mister Egg) from DoubleTree by Hilton Phuket Banthai Resort, the event featured a carefully curated menu offering an exceptional dining experience that brought the vibrant flavors of Thailand to Colombo

The opening night was graced by the Ambassador of the Royal Thai Embassy in Colombo H.E. Mr. Paitoon Mahapannaporn, along with his associate, members of the media and guests who were warmly welcomed by General Manager of Hilton Colombo Residence, Karim Schadlou



blue Orbit
BY citrus



📍 Level 27, Colombo Lotus Tower

☎ Hotline - 0765 444 111 | 0765 443 333



📍 No. 2, Dutch Hospital Shopping Precinct, Colombo 01

☎ Hotline - 077 339 3391

Your Table Is Waiting

Discover the culinary excellence of Citrus restaurants, where world-class chefs craft unforgettable dining experiences. From the contemporary Sri Lankan flavours at Ceylon Curry Club to the top notch international fare at Blue Orbit by Citrus, Heladiv Tea Club, and &Co Pub and Kitchen, each venue offers a unique blend of exquisite cuisine, charming interiors and warm Sri Lankan hospitality.

&Co
pub and kitchen



📍 No 45, Hospital Lane Off Chatham Street, Colombo 01

☎ Hotline - 076 557 5575



HELADIV TEA CLUB
COLOMBO



📍 No. 8, Dutch Hospital Shopping Precinct, Colombo 01

☎ Hotline - 077 267 3873

HOTELS

Unveiling Amba Yaalu Kandalama: Sri Lanka's Trailblazing Women-Led Retreat by Kandalama Lake

TTA BULLETIN

We are excited to introduce the latest addition to Thema Collection, Amba Yaalu Kandalama. Set to open doors in December 2024, this will be our 14th property and the second to launch this year. Nestled within a picturesque mango plantation featuring 457 TJC mango trees, this thematic resort sits serenely on the tranquil banks of Kandalama Reservoir, with breathtaking views of the Sleeping Soldier Mountains. Inspired by the novel Amba Yaluwo (Mango Friends) and the golden age of Sri Lankan cinema, this resort is imbued with a unique charm, offering guests a blend of cultural richness and modern comfort.

At Amba Yaalu Kandalama, nature and architecture exist in perfect harmony. Designed with a deep respect for the natural surroundings, the resort's architectural style embraces a calming palette of

greens and blues, seamlessly blending with the environment. The open, elegant interiors are crafted to connect guests to the outdoors, creating a tranquil, refreshing atmosphere that soothes the senses.

One of the most remarkable aspects of Amba Yaalu Kandalama is its pioneering approach to female empowerment in the hospitality industry. As Sri Lanka's first hotel fully managed and operated by women, it represents a groundbreaking step toward increasing female participation in this sector and advancing female empowerment. This vision sets the resort apart and strengthens the core values of inclusivity and progress in the country's hospitality landscape.

Amba Yaalu Kandalama boasts 33 elegantly designed rooms, each offering picturesque views of Kandalama Lake, the lush mango garden, and the Sleeping Soldier Mountain. Thoughtfully adorned with interiors that celebrate the rich history of Sri Lanka, these rooms create a unique and immersive cultural experience for our guests. The resort also features a main restaurant, a BBQ terrace, a coffee shop, and a



vegetarian/ vegan restaurant offering diverse cuisines to satisfy every palate. Guests can relax at the Ayurvedic spa, enjoy yoga sessions on the terrace, or dip in the infinity pool with stunning vistas of Kandalama Lake and the surrounding mango garden.

For those seeking adventure, Amba Yaalu offers a variety of experiences, including kayaking, bird-watching tours, e-bike

rides, hot air balloon rides, and village walks—all carefully crafted to meet the needs and desires of our guests. The resort also prioritizes sustainability with initiatives like a unique sustainable farming experience at our TJC Mango Farm, generating renewable energy from a solar farm, and biodiversity conservation efforts.

As we open the doors to Amba Yaalu Kandalama, we invite you to join us on this exciting journey. This resort not only promises a unique escape into nature but supports a vision of empowerment and sustainability, making it an exceptional destination in the heart of Sri Lanka. Experience the magic of Amba Yaalu Kandalama, where every moment is designed to connect you with nature and celebrate the rich cultural tapestry of our beautiful island.



Elevate Your Coffee Experience at BrickLane: Colombo's Coziest Coffee House

TTA BULLETIN

BrickLane Coffee House nestled discreetly within the premises of the vibrant Excel World Entertainment Park, stands as a speciality coffee shop dedicated to offering an exceptional experience for all its patrons. Its skilled baristas take immense pride in crafting an extensive selection of freshly brewed coffees, ensuring that each cup strikes the perfect balance of flavour accompanied by a rich, fragrant aroma.

In addition to its extensive coffee offerings; espressos, pour-overs, flat whites and crèmes, BrickLane present a delightful array of fruity chillers and frappés, ideal for those seeking a refreshing indulgence. Tea aficionados will find



pleasure in the premium Ceylon tea served, paired exquisitely with its selection of delectable sweets; gooey brownies, creamy cheesecakes and an assortment of desserts and bakes designed to satisfy every palate.

BrickLane additionally caters for special occasions with bespoke cakes made to order, ensuring that each celebration is as distinctive as it is memorable. The Café's morning menu features wholesome breakfast options, such as hearty porridge to set a nutritious tone for the day. For busy parents, convenient ready-made breakfast packs tailored for schoolchildren, facilitate a healthy start to their day. What's more, BrickLane Coffee House also boasts a variety of freshly baked savouries, ideal for a quick snack, grab-and-go option or breakfast on the move.

Offering convenient and ample parking ,



BrickLane Coffee House provides a cozy and comfortable venue for any occasion; whether it's starting one's day on a sweet note, enjoying a swift work lunch with a colleague, or grabbing an afternoon pick-me-up.

Revealing

Beach Bliss to Hilltop Haven



Discover the luxury of Reveal the Collection, where wanderlust souls find sanctuary. In Mirissa, relish floating breakfasts, dive into whale-watching, ride the surf, or witness the magic of the Reveal turtle hatchery at Ubuntu Beach Villas, The Beach House, and Lantern Boutique Hotel.

Seek serenity at The Lavender House in Pussellawa and Ayr Castle 1922 in Padukka where mountains meet the sky. Immerse in infinity pool vistas, enjoy high tea in verdant gardens, or trek to cascading waterfalls and misty mountains for an unforgettable adventure.

lantern boutique hotel | ubuntu beach villas | the beach house | the lavender house | ayr castle 1922



REVEAL

+94 77 376 5363
www.revealthecollection.com



HOTELS

Citrus Group: Leading Sri Lanka's Hospitality Industry with Heritage and Vision

TTA BULLETIN

Owned by George Steuart & Co., Sri Lanka's oldest mercantile establishment, the Citrus Group has become synonymous in the hospitality industry. Citrus goes beyond the call of duty to offer guests an unforgettable experience through personalized, professional service.



With over a decade in the leisure industry, the Citrus Group now operates multiple properties that embody the rich warmth of Sri Lankan culture. Whether in the bustling heart of Colombo or tranquil coastlines, Citrus properties blend modern elegance with the island's natural beauty, making the group a trusted name both locally and internationally. Leading the charge is a dynamic team of over 600 employees, all dedicated to providing world-class services to their guests.

Citrus Waskaduwa is the flagship of the group's portfolio. Located along the west coast, this 150-room resort epitomizes modern elegance. With 140 Superior rooms, 6 suites, an Executive Suite, and a Presidential Suite, every aspect of the resort has been meticulously designed to reflect luxury and comfort. Guests can indulge in culinary delights at Lemon Sun Restaurant or unwind at Pomelo Hi Bar and Aqua Peel Pool Bar, while the spa, offering both Eastern and Western therapies by skilled Balinese therapists, promises rejuvenation.

For events, Citrus Waskaduwa offers expansive spaces like the Mandarin Shore Grand Ballroom, which can accommodate up to 900 guests for theatre-style seating, making it ideal for weddings, conferences, and banquets. The beachfront and garden areas are perfect for outdoor celebrations, offering 400 meters of uninterrupted ocean views.

Honeymooners are particularly drawn to Citrus Waskaduwa for its special packages, offering a blend of privacy and pampering in luxury suites. Located just 37 km from Colombo and 78 km from Bandaranaike International Airport, this resort is a sought-after destination for both local and

international visitors.

Nestled in the vibrant coastal town of Hikkaduwa, Citrus Hikkaduwa offers a perfect blend of relaxation and adventure. This 90-room beach resort features 38 Deluxe rooms, 48 Superior rooms, and 6 Eco-Budget rooms, catering to a range of travelers. The resort's Lemon Fish Restaurant and Summer Salt Bar provide delectable dining options, while its garden and beach event spaces are ideal for gatherings.

Citrus Hikkaduwa is also renowned for its water sports offerings. Guests can partake in scuba diving lessons, wreck diving, snorkeling, night fishing, jet skiing, and more through Citrus Aqua, making the resort a hub for adventure seekers. The resort's spa, offers Balinese-inspired treatments, providing relaxation after a day of exploration.

Located in the heart of Colombo, The Steuart by Citrus stands as a boutique hotel steeped in colonial history. With 50 rooms, ranging from standard to deluxe and suite options, this property combines old-world charm with modern conveniences. The &Co Pub and Kitchen located at the ground floor of the hotel is a popular spot for both locals and travelers, offering a cozy yet vibrant atmosphere.

The Steuart caters to business travelers with its well-equipped boardroom for corporate meetings, while leisure guests enjoy its prime location in the city. Like its sister properties, The Steuart offers impeccable service, with 24-hour room service, foreign currency exchange, and free WIFI available to guests.

With a rich heritage rooted in George Steuart & Co. and a forward-thinking vision, the group is poised to further solidify its reputation as Sri Lanka's leading hospitality brand. Whether through the luxurious settings of Citrus Waskaduwa, the adventurous spirit of Citrus Hikkaduwa, or the colonial charm of The Steuart by Citrus, the group consistently delivers unforgettable experiences, making it a name trusted by travelers worldwide.



Escaping Winter to a Tropical Retreat in Sri Lanka with Minor Hotels

TTA BULLETIN

As temperatures drop and winter takes hold, Minor Hotels offers the perfect antidote—an escape to the warm, sun-drenched coastline of Sri Lanka. Known for its breathtaking scenery, cultural richness, and high-end hospitality,



Sri Lanka provides a tropical retreat for travelers seeking both luxury and adventure. From beachside relaxation to cultural immersion, Minor Hotels' premier properties—Anantara Peace Haven Tangalle Resort, Anantara Kalutara Resort, Avani Kalutara Resort, NH Bentota Ceysands Resort, and NH Collection Colombo promise an unforgettable getaway.

Nestled on a coconut plantation along the rugged southern coast, Anantara Peace Haven Tangalle Resort is a sanctuary for those seeking both seclusion and adventure. The resort's luxurious villas overlook the Indian Ocean, where guests can wake to the sound of waves crashing against the shore. With world-class surf, personalized culinary experiences, and excursions to nearby cultural landmarks and wild life, Peace Haven is the perfect fusion of island life and high-end luxury.

Anantara Kalutara Resort offers a unique blend of modern luxury and cultural charm. Set at the meeting point of the Kalu Ganga River and the Indian Ocean, the resort provides guests with stunning lagoon views and beach access. With watersports, excursions to historic temples, and its Geoffrey Bawa-inspired design, Kalutara invites travelers to immerse themselves in Sri Lanka's rich heritage while enjoying the comforts of a five-star resort.

For a more casual but equally luxurious experience, Avani Kalutara Resort delivers beachfront bliss between the ocean and river. Perfect for those seeking to unwind, the resort offers sun-soaked afternoons, long walks along the beach, and rejuvenating spa treatments. Avani Kalutara seamlessly balances relaxation with activity, offering an idyllic escape from winter's cold.

For travelers looking to connect with Sri Lanka's local life, NH Bentota Ceysands Resort presents a stunning beach retreat on the island's southwest coast. Located

between the Bentota River and the Indian Ocean, guests can experience everything from river safaris to local fishing village tours. With fresh seafood prepared daily, this resort pairs beachside relaxation with cultural exploration.

City sophistication for those craving the energy of an urban escape, NH Collection Colombo offers a modern, luxury stay in the heart of Sri Lanka's bustling capital. With panoramic views of the Indian Ocean, chic restaurants, and easy access to Colombo's vibrant street markets, galleries, and cafes, this new addition to the Minor Hotels portfolio promises a seamless blend of city life and tropical relaxation.

Culinary journeys across all of Minor Hotels' properties, the dining experience is as much a part of the escape as the stunning views. Anantara Peace Haven Tangalle offers immersive cooking classes, where guests can explore the island's spice markets and create traditional dishes. Anantara Kalutara Resort presents a seafood-forward menu inspired by the river and ocean, while NH Bentota Ceysands celebrates local, sustainable ingredients.

What sets Minor Hotels' Sri Lankan properties apart is their ability to provide more than just a tropical retreat. Through curated cultural experiences, including guided luxury wildlife safaris, tours to ancient temples, visits to local markets, and participation in cultural festivals, guests are invited to fully immerse themselves in Sri Lanka's vibrant history and community. As the world hunkers down for winter, Minor Hotels offers the ultimate solution.

Minor Hotels is a global hospitality group operating over 550 hotels, resorts and residences in 56 countries, pursuing its vision of crafting a more passionate and interconnected world. As a hotel owner, operator and investor, Minor Hotels fulfills



the needs and desires of today's global travellers through its diverse portfolio of eight hotel brands – Anantara, Avani, Elewana Collection, NH, NH Collection, nhow, Oaks and Tivoli – and a collection of related businesses. Minor Hotels is rapidly accelerating its global growth ambitions, aiming to add more than 200 hotels by the end of 2026.



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HOTELS

The Citrus Group Culinary Excellence: A Key Ingredient to Success

TTA BULLETIN

The Citrus Group has firmly established itself as a trusted name in both local and international hospitality sector while constantly striving to offer a consistent, personalized, and professional service that exceeds expectations. For over a decade, this commitment to excellence has driven the group's expansion, blending luxury, comfort, and the warmth of Sri Lankan culture across its properties and restaurants.

Today, the Citrus portfolio extends beyond accommodation, with a selection of premium restaurants designed to offer culinary experiences that reflect Sri Lanka's rich heritage and international sophistication.

Citrus Group's foray into the world of dining has been marked by innovation, offering visitors a diverse range of gastronomic experiences. Each restaurant is carefully crafted to provide not just a meal, but an experience that showcases the artistry of its chefs and the spirit of Sri Lankan

hospitality. From contemporary interpretations of Sri Lankan dishes to international cuisines, Citrus restaurants consistently deliver exceptional quality, reinforcing the group's reputation for excellence.

Blue Orbit by Citrus, located in Colombo's iconic Lotus Tower, offers an unparalleled dining experience as Sri Lanka's tallest revolving restaurant. With breathtaking 360-degree views of Colombo's skyline, this venue is a favorite for both locals and international guests. The menu, a fusion of international flavors, features over 300 varieties of dishes, including Italian, Japanese, Chinese, Middle Eastern, Indian, Sri Lankan, and Western cuisines

Blue Orbit's upscale atmosphere is elevated by its signature bar, making it the perfect venue for corporate gatherings, business lunches, and special celebrations. With a seating capacity of 225 and ample parking, the restaurant offers a sophisticated yet relaxed environment where guests can enjoy world-class food while taking in the city's panoramic views.

Located in Colombo's historic Dutch Hospital precinct, Ceylon Curry Club is a celebration of Sri Lanka's rich culinary traditions with a modern twist. Honoring the island's vibrant flavours, the restaurant has garnered

international recognition, most notably when it was invited to cater for high-profile events such as the wedding celebrations of Radhika and Anant Ambani in India, serving over 3,000 guests in Mumbai.

The restaurant's menu is a carefully curated journey through Sri Lankan cuisine with a twist, featuring dishes like the Negombo Lagoon Crab Cart, Mutton Kottu, and River King Prawn and Crab Cobbler. Its signature Ceylonese cocktails, such as the Arrack Mojito and Ceylon Colada, add a unique local flavor to the dining experience. With impeccable service and creative presentations, Ceylon Curry Club has earned accolades, including the Traveller's Choice Award in 2023 and 2024, solidifying its status as a must-visit culinary destination.

Situated in the bustling Dutch Hospital precinct, the Heladiv Tea Club offers a distinctive blend of tradition and modernity. Specializing in tea, Heladiv also features a diverse menu that includes cocktails, hearty meals, and light bites, making it a versatile venue for any occasion. Whether for a casual afternoon tea or a night out with friends, Heladiv's relaxed yet elegant setting ensures a memorable experience.

Located at The Steuart by Citrus, &Co Pub and Kitchen brings a taste of Scottish pub culture to the heart of Colombo. Known for its colonial charm, the venue offers a mix of European and Asian dishes alongside live



performances that bring the city's nightlife to life. With its warm, inviting atmosphere, &Co Pub and Kitchen is a popular destination for both locals and international visitors.

With its ever-expanding portfolio of resorts, hotels and restaurants, the Citrus Group continues to build on its legacy of excellence in the Sri Lankan hospitality sector. Whether at the cutting-edge Blue Orbit by Citrus or the heritage-inspired Ceylon Curry Club, the group's commitment to quality, service, and innovation is evident.



Asia Leisure Announces Reopening Post-COVID with First Hotel Habitat Kosgoda

TTA BULLETIN

Asia Leisure is delighted to announce the much-anticipated reopening of its hotel chain following the challenges posed by the COVID-19 pandemic. The first property to welcome guests back is Habitat Kosgoda, an exquisite resort nestled along the pristine beaches of Sri Lanka's southern coast.

Mr. Yudy Kanagasabai, Chairman of Asia Leisure, expressed his enthusiasm about the reopening, stating, "We are thrilled to welcome guests back to our properties, beginning with Habitat Kosgoda. As we embark on this new chapter, we are investing significantly in enhancing our services and facilities to ensure that we provide a safe and memorable experience for all our visitors. Our team has worked diligently to implement health and safety protocols, allowing guests to relax and rejuvenate in a worry-free environment."

In addition to the reopening, Mr.



Kanagasabai emphasized Asia Leisure's commitment to ongoing development and investment in the hospitality sector. "We believe in the resilience of the tourism sector in Sri Lanka. With our latest investment into Habitat Kosgoda, we aim to strengthen our brand and continue to contribute to the recovery and growth of Sri Lanka's tourism industry. Our focus will be on elevating the guest experience, integrating local culture, and promoting sustainable practices that benefit both our visitors and the communities we operate in."

Asia Leisure is one of the



leading hospitality brands in Sri Lanka, renowned for its collection of boutique hotels and resorts in the island. With a commitment to exceptional service, immersive experiences, and sustainability, the company aims to create unforgettable

stays for discerning travelers. As we reopen our doors, we remain dedicated to showcasing the rich heritage and natural beauty of Sri Lanka, ensuring that every guest leaves with cherished memories and a desire to return.



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Cinnamon Life at City of Dreams Sri Lanka Opens, Ushering in a New Era for Colombo's Tourism and Entertainment Scene

TTA BULLETIN

The John Keells Group recently opened the doors of Cinnamon Life at City of Dreams Sri Lanka, the largest and most ambitious private investment in the country, valued at over USD 1.2 billion. This landmark project is set to redefine Sri Lanka's tourism landscape, providing a dynamic destination for business, leisure, and entertainment.



Alessandro Aldo Cabella

Alessandro Aldo Cabella, Senior Vice President and General Manager of Cinnamon Life, commented on the project saying "The highly anticipated launch of Cinnamon Life at City of Dreams Sri Lanka marks a pivotal step in enhancing Sri Lanka's tourism and elevating the country's global profile. As South Asia's largest entertainment hub, it positions Colombo to attract international travelers, high-profile events, and world-class exhibitions. This project enables Sri Lanka to participate in prestigious trade shows like ITB Berlin, IMEX Frankfurt, and the Arabian Travel Market and many others, opening new avenues for business and tourism. Cinnamon Life isn't just



reshaping Colombo's skyline, it's transforming how the world views Sri Lanka, creating fresh opportunities and placing the country on the map as a must-visit destination for entertainment and business events

Cinnamon Life at City of Dreams Sri Lanka offers 687 luxurious rooms, and an array of world-class facilities, including expansive ballrooms and state-of-the-art event and conference spaces with a capacity to host over 5,000 guests across various locations. As the largest event venue in Colombo, it is poised to set a new standard for international conferences and large-scale events, positioning Colombo as a premier global MICE (Meetings, Incentives, Conferences, and Exhibitions) destination.

With a workforce of over 1,500 professionals, including 250 highly skilled chefs, Cinnamon Life promises a culinary experience like no other. The venue offers a wide range of dining options, from a chic French bistro to an American grill, complemented by an exclusive wine bar with the most extensive wine selection in the city and a sophisticated two-tier Champagne and cocktail bar. More exciting dining experiences are set to open in the coming months.

Additionally, Cinnamon Life is set to become a premier location for destination weddings and special events. Its picturesque surroundings and modern

elegance blend seamlessly with Sri Lankan charm, offering a unique venue for unforgettable celebrations in the heart of the city.

While the hotel opens its doors in October 2024, the project will continue to evolve, with the shopping mall, entertainment areas, and the 113-key ultra-luxury 'Nuwa' hotel scheduled to open in mid-2025. This marks the final phase of this game-changing development.



Krishan Balendra, Chairperson of the John Keells Group, remarked on the long-term vision of the project: "City of Dreams Sri Lanka' is an iconic project that was conceived over a decade ago. It will undoubtedly convert Colombo into a preferred destination for leisure and entertainment in the region, offering best-in-class lifestyle, shopping, and entertainment spaces. We are confident that the convergence of all elements in this project will unlock its full potential as a transformative development for South Asia. It will create tourism demand, boost foreign exchange earnings for Sri Lanka,



and generate employment, with over 20,000 direct and indirect jobs and community engagement opportunities expected once all components are operational."

Situated at the heart of Colombo's rapidly evolving urban landscape, Cinnamon Life at City of Dreams Sri Lanka will also feature over 1,000 museum-grade artworks by celebrated Sri Lankan artists. This collection showcases the depth of Sri Lankan artistic heritage, offering a contemporary twist while celebrating the country's cultural richness.

More than just a hotel, Cinnamon Life at City of Dreams Sri Lanka aspires to be the cultural heartbeat of Colombo, providing a vibrant space for art, music, fashion, culinary exploration, and entertainment. From October 15th onwards, both locals and visitors can experience world-class service, as this landmark destination becomes a key player in Sri Lanka's hospitality and entertainment industries.

Crafting Experiences: The Journey of a Sri Lankan Mixologist

An inspiring story of creativity, resilience, and a passion for hospitality.

TTA BULLETIN

Travel Talk sits down with Ishara, a young and talented mixologist hailing from Gampola, Sri Lanka, who has made a name for himself at Banana Island Resort by Anantara in Doha. Working in one of the most prestigious resorts in the region, Ishara faces a unique challenge—crafting innovative, exciting mocktails in a dry island setting.

In this interview, he shares his inspiring journey from a small town in Sri Lanka to becoming a key player in a world-class resort, and how his passion for creativity and cultural heritage continues to shape his career in hospitality.

Q: Can you tell us about your journey from your hometown in Sri Lanka to becoming a mixologist at Banana Island by Anantara?

I was born and raised in the vibrant city of Gampola, Sri Lanka. My journey to becoming a mixologist at Banana Island Resort by Anantara has been an incredible one. It wasn't easy, but every challenge has shaped me into the person I am today. Starting in smaller hotels back home, I slowly worked my way up, learning the intricacies of the hospitality industry. Today, I have the privilege of working at one of the

most prestigious resorts in the world. It's a dry island, meaning I don't serve alcohol. But that's also my biggest challenge and creative outlet. I've had to think outside the box and use innovative ingredients to craft mocktails that are just as exciting and sophisticated as any cocktail.

Q: What inspired you to pursue a career in the hospitality industry?

I've always been a people person. The idea of making someone's day, of creating experiences they'll remember, fascinated me. Hospitality is about service, yes, but it's also about human connection. I loved the dynamic nature of the industry—there's always something new happening, new flavors to experiment with, new guests to meet.

Q: As a mixologist, creativity is key. Where do you find inspiration for your mocktails, and how do you incorporate elements of your Sri Lankan roots into your creations?

My Sri Lankan heritage plays a huge role in my creations. There's such a richness in the flavors of our spices, fruits, and herbs that I try to bring into every mocktail I craft. I draw inspiration from my travels back

home—whether it's the tangy kick of tamarind, the fragrance of lemongrass, or the sweetness of tropical fruits like mangoes and papayas. My goal is to give guests a taste of Sri Lanka, even here in Doha. I mix these traditional elements with more modern techniques to create something that feels both familiar and exciting. Each drink tells a story, and in some way, it's a connection back to my roots.

Q: Working at a world-class resort like Banana Island must be an incredible experience. How has your time there shaped your professional growth?

Banana Island has been an eye-opener for me. Working on a dry island, where we don't serve alcohol, has pushed me to be more innovative. It's about making every mocktail just as special as any cocktail you might get elsewhere. I experiment with textures, layering flavors, and using unique ingredients like herbs and spices to create a memorable experience for guests. It's taught me to think creatively about every aspect of the drink—from presentation to the sensory experience.



Ishara

Another important lesson has been teamwork and communication. We are a diverse team, and collaboration is key to delivering exceptional service.

I've also learned to adapt to different cultures and expectations, which has helped me grow both professionally and personally.

Q: What advice would you give to young Sri Lankans who aspire to build successful careers in the hospitality industry, especially in international settings?

My advice to young Sri Lankans is simple—stay curious and be willing to learn. The hospitality industry is constantly evolving, and every experience you gain will add to your growth. Don't be afraid to take risks, whether it's working in a new country or taking on a role that challenges you. Networking is crucial, too. Build connections with people in the industry, as these relationships can open doors. Above all, remain passionate about what you do. If you love hospitality, the hard work won't feel like a burden. It will be your fuel for success, no matter where in the world you go.

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Ayubowan from Ayugiri: Sri Lanka's Premier Luxury Ayurveda Wellness Retreat

TTA BULLETIN

Welcome to Ayugiri by Browns Hotels & Resorts, where the ancient art of Ayurveda meets luxury across 54 acres of untouched beauty, in the shadow of the iconic Sigiriya Rock. Designed to restore balance, health and well-being, Ayugiri offers a sanctuary that rejuvenates body, mind and spirit. With 22 exclusive suites, each featuring private plunge pools, Ayugiri blends wellness with indulgence, creating a unique experience that allows guests to reconnect with themselves and nature in an immersive and serene environment.



Eksath Wijeratne

At the heart of the resort is the Ayuwaśa Ayurveda Centre, dedicated to personalised Ayurvedic treatments, from addressing skin health to managing chronic conditions. Wellness journeys at Ayugiri include Ayurvedic treatments, yoga, meditation, dietary guidance and herbal remedies, all tailored to guide guests toward restoring their inner balance. Each guest's program is curated to support their unique health needs, creating a transformative experience unlike any other. Signature therapies such as Beheth Oruwa, a traditional herbal bath that

cleanses and harmonises the body's energies, are key elements of the experience, ensuring a deep sense of rejuvenation. At Amurtha Restaurant, dining is a holistic experience, with Ayurvedic meals designed to balance the body's energies, complimented with a breath-taking view of the Sigiriya Rock.

"Our recent addition of Ayugiri Ayurveda Wellness Resort Sigiriya marks a significant milestone in Browns Hotels & Resorts' strategic expansion into wellness tourism. For over a decade, wellness tourism has consistently outperformed the

broader tourism sector, driven by a global shift toward travel that prioritises rejuvenation and holistic well-being. At Ayugiri, we blend the timeless wisdom of Ayurveda with modern luxury, setting a new benchmark for luxury wellness tourism in Sri Lanka. Whether you're seeking prevention of illness, healing, or a deeper connection to inner harmony, Ayugiri provides a sanctuary for complete well-being" stated Eksath Wijeratne, CEO of Browns Hotels & Resorts.

Beyond physical healing, Ayugiri embraces spiritual wellness through rituals like Shanthikarma, which brings blessings and protection. Guests can also engage in meditative excursions to Kaludiya Pokuna, an ancient monastery known for its serenity, offering a spiritual escape that deepens inner peace. This balance of the body, mind and soul is the cornerstone of the resort's philosophy. Yoga and meditation spaces seamlessly integrated into the natural surroundings, provide guests with an opportunity to retreat from the stresses of daily life while soaking in the beauty of Sigiriya's landscape.

Ayugiri Ayurveda Wellness Resort by Browns Hotels & Resorts invites you to rediscover the essence of authentic Ayurveda, offering more than just healing treatment—it's a journey that goes beyond the ordinary, creating a holistic wellness experience that lingers long after you leave.





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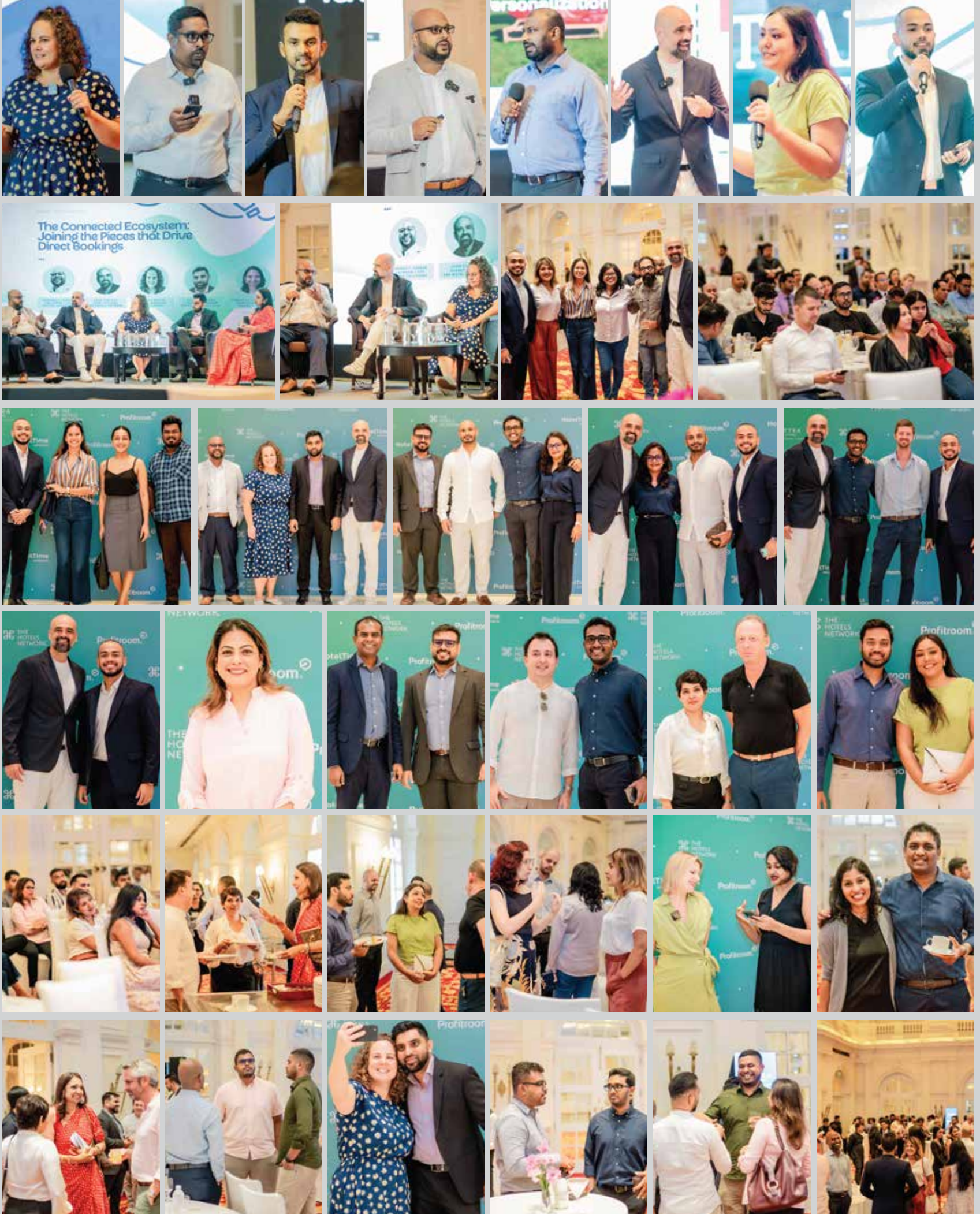
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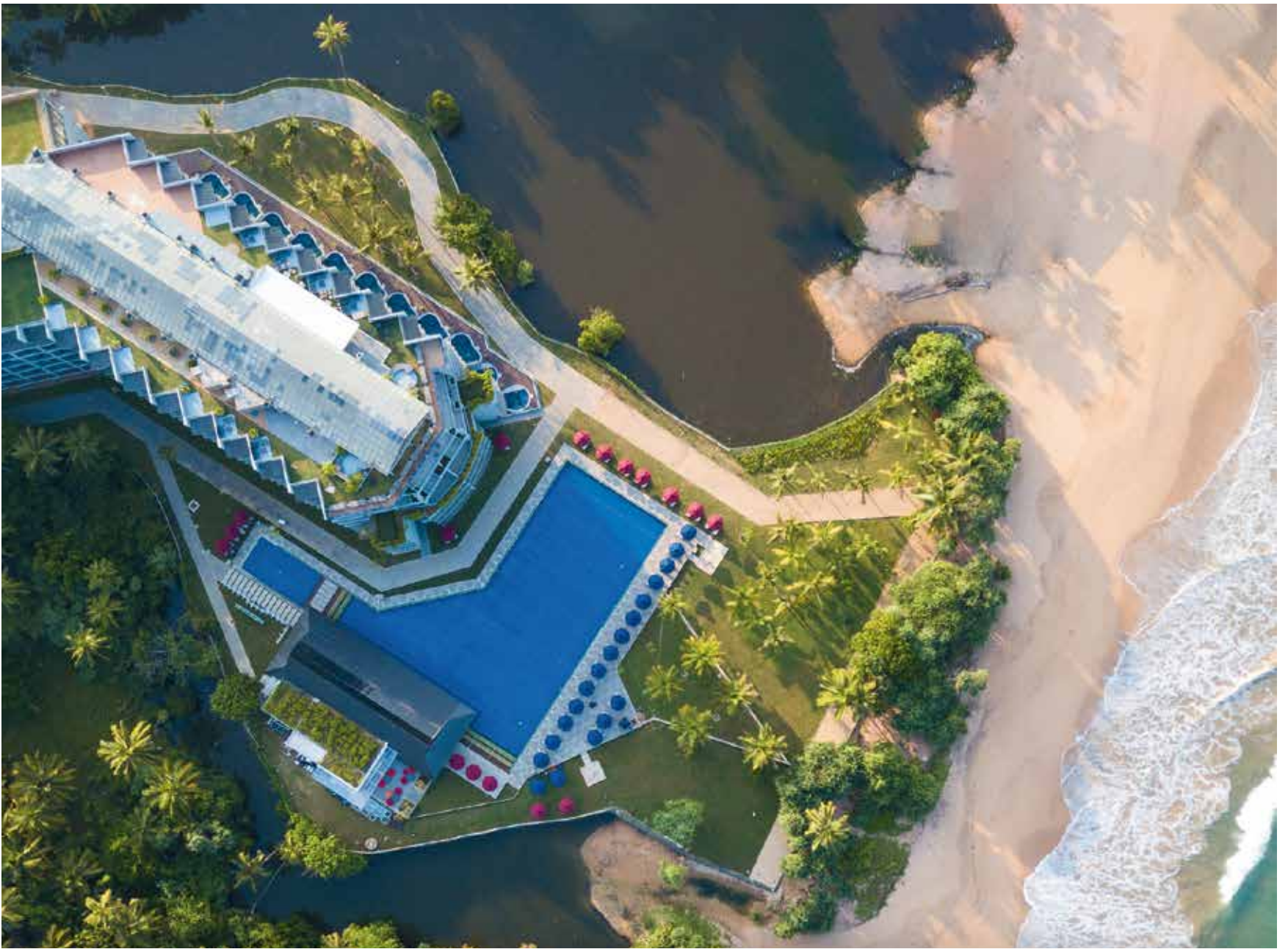
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Transforming Guest Experiences: Winning the Battle for Direct Bookings

Antyra Solutions, The Hotels Network, Profitroom and Hoteltime Solutions came together to host an insightful event bringing together industry leaders, hoteliers, and experts for an afternoon of presentations and discussions focused on redefining guest experiences to enhance direct booking strategies.

The event featured sessions by Niranka T. Perera, CEO and Co-Founder of Antyra Solutions; Marisa Nolan, Senior Business Development Manager for Profitroom; Ivan Cintado, Director APAC for The Hotels Network; and Shaham Naufer, Country Manager for Hoteltime Solutions.





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HOTELS

Hilton Sri Lanka Triumphs with 12 wins at World Luxury Hotel Awards

TTA BULLETIN

Hilton Sri Lanka has once again demonstrated its leadership in premium hospitality, taking home an impressive 12 awards across four properties at the prestigious World Luxury Hotel Awards gala held in Bali, Indonesia.

The accolades serve as a testament to the brand's commitment to excellence, world-class service, and innovative guest experiences.

Among the standout winners, Hilton Colombo was honored as a Luxury Business Hotel (Regional), Luxury Conference and Event Hotel (Country), and also secured recognition for Best Architectural Design (Regional). With a 37-year legacy, Hilton Colombo continues to set the bar for luxury hospitality in the heart of Sri Lanka.

Hilton Colombo Residences, located just minutes away from the flagship hotel, also added to the accolades with titles such as Luxury Family Hotel (Regional), Luxury Residences (Regional), and Luxury City Hotel (Country). The property is renowned for providing comfort and sophistication, particularly for families and long-stay travelers.

In southern Sri Lanka, DoubleTree by Hilton Weerawila Rajawarna Resort earned global recognition as the Best



Manesh Fernando

Lakeside Resort, alongside Best Presidential Suite (Continent) and Luxury Family Resort (Regional).

Adding to the success, Hilton Yala Resort, the latest addition to Hilton Sri Lanka's portfolio, was acknowledged for Best Interior Design (Global) and secured wins in the categories of Luxury New Resort (Continent) and Luxury Wildlife Resort (Continent).

Commenting on the achievement, Manesh Fernando, Area General Manager for Hilton Sri Lanka and General Manager of Hilton Colombo, said: "We are incredibly proud of these awards, which underscore our unwavering dedication to delivering unparalleled guest experiences. This recognition would not have been possible without the continued support of our valuable guests, owners, team members, and community, and we extend our heartfelt thanks to everyone who voted for us. Your trust and loyalty inspire us to strive for excellence continually."

The World Luxury Hotel Awards is one of the most coveted accolades in the global luxury hospitality industry, recognizing exceptional service and innovation across a variety of categories.

Amari Pattaya Awarded Best 5-Star Hotel in Pattaya at the TTG Travel Awards 2024

TTA BULLETIN

ONYX Hospitality Group, Thailand's leading hospitality management company specialising in the management of hotels, resorts, serviced apartments, and luxury residences, announced that Amari Pattaya has been awarded the prestigious title of Best 5-Star Hotel in Pattaya at the TTG Travel Awards 2024, proudly organised by TTG Asia.



experiences for our guests. This recognition not only highlights our ongoing efforts to set the benchmark for luxury and service in Pattaya but also inspires us to continue enhancing our offerings."

Thoughtfully designed spaces blend modern Thai craftsmanship with the comforts of home, whilst convenient additions such as 2-3 Bedroom family friendly Amari Suites cater for larger groups, and the stunning infinity pool provides the ultimate in relaxation.

Amari Pattaya offers an exceptional dining experience, featuring beachside dining at Prego, the renowned Italian restaurant from ONYX Hospitality Group, originally from Koh Samui. Guests can indulge in classic Italian dishes crafted by Chef Marco Boscaini, with options for the whole family, including tailored meals for children.

The accolade of Pattaya's Best 5-Star Hotel highlights the resort's commitment to delivering outstanding guest experiences, top amenities, and personalised service that exceeds expectations.

The TTG Travel Awards is a highly respected platform within the travel industry, recognising excellence across various hospitality categories.

A premier beachfront resort at the tranquil northern tip of Pattaya Bay, Amari Pattaya offers luxurious accommodation, world-class facilities, and spectacular views, making it the ideal choice for travellers seeking a sophisticated yet relaxing retreat.

Yuthachai Charanachitta, Chief Executive Officer of ONYX Hospitality Group, expressed his gratitude, stating, "We are incredibly honoured to receive this prestigious award, especially amidst such strong competition from other outstanding hotels in Pattaya. It is a testament to the hard work and dedication of our team, who consistently strive to create unforgettable

W15 Ambuluwawa: A Magical Boutique Mountain Retreat Opens in November

TTA BULLETIN

The W15 Collection announced the opening of W15 Ambuluwawa, a boutique hotel set within the Ambuluwawa Biodiversity Complex, on November 1st. Offering stunning 360-degree views of Sri Lanka's lush hills and valleys, this retreat blends luxury and nature, giving travelers a truly immersive experience.



Perched high in the central highlands, just 1 kilometre from the iconic Ambuluwawa Tower and only a 40-minute drive from Kandy, W15 Ambuluwawa offers guests the perfect combination of seclusion and accessibility. The Ambuluwawa Tower, Sri Lanka's first Multi Religious Center, is a symbol of harmony, with a Temple, Kovil, Mosque, and Church standing side by side—a testament to the unity that has long defined Sri Lanka.

"We're immensely proud of what we've created at W15 Ambuluwawa," said Hardy Jamaldeen, Chairman of the W15 Collection. "This is one of the most breathtaking locations we've ever unearthed. With



Hardy Jamaldeen

360-degree views from every corner of the property, it feels like you're stepping into a work of art. We've designed the hotel to immerse guests in the surrounding landscape while ensuring that the natural environment remains untouched. It's a truly meditative and bespoke experience as we kept in mind how to create zen moments for our guests to enjoy."

W15 Ambuluwawa features a range of thoughtfully designed accommodations, including a master bedroom, three deluxe suites, and four standard rooms, each with floor-to-ceiling windows offering sweeping views. Guests can relax and enjoy the panoramic views from their private balconies or while soaking in the tranquility of the surrounding hills and valleys.

The dining experience at W15 Ambuluwawa is a highlight in itself. Guests can enjoy Italian-inspired al fresco dining made with fresh, locally sourced ingredients, all while being surrounded by nature. Whether you're dining on the sky deck, which offers 360-degree views, or enjoying a meal on the patio, the setting is just as captivating as the cuisine. The sunrise aligns perfectly with the infinity pool, while the sunset bathes the patio in a warm glow, creating the perfect ambience for every meal.

"We are creating a new destination for the Sri Lankan travel itinerary," said Nadeera Fernando, Head of Sales at W15 Collection. "W15 Ambuluwawa draws guests away from the traditional routes and into the serene beauty of the Ambuluwawa Biodiversity Complex. We wanted to offer something special—a place that travellers can truly immerse themselves in and that feels like a hidden gem within Sri Lanka."

Designed with sustainability at its core, W15 Ambuluwawa has been built to minimise environmental impact, allowing guests to connect with nature without compromising the surrounding ecosystem.

With its 360-degree views, eco-conscious design, and unforgettable hospitality, W15 Ambuluwawa is set to become one of Sri Lanka's premier boutique retreats.





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HOTELS

Dusit Hotels & Resorts Returns to India with the Soft Opening of dusitD2 Fagu – A Serene Himalayan Retreat – this December

TTA BULLETIN

Dusit Hotels and Resorts, under Dusit International—one of Thailand’s leading hotel and property development companies—announces its return to India with the anticipated soft opening of dusitD2 Fagu. This luxurious retreat, set amidst the serene mountains of Fagu, near Shimla, is scheduled to open its doors in December 2024, offering an exceptional blend of Thai hospitality and local charm.



Gilles Cretallaz

Surrounded by the majestic Himalayan landscape, dusitD2 Fagu promises a tranquil escape for leisure, wellness, and adventure seekers alike. The property features 80 elegantly appointed guest rooms, ranging from 38 sqm to 86 sqm, each designed to harmonize contemporary comforts with local cultural touches, and to showcase stunning views of the surrounding valleys and mountains.

Located just 80 minutes from Shimla Airport and four-and-a-half hours from Chandigarh Airport, which offers daily flights from major cities like Delhi, Mumbai, and Bangalore, dusitD2 Fagu is also easily accessible from Kalka Railway Station, 18 kilometers away, which provides access to the scenic Kalka-Shimla Toy Train. For road travelers, Fagu is well-connected, just 7 km from Kufri, 20 km from Shimla, and 133 km from Chandigarh.

Guests at dusitD2 Fagu will be able to explore nearby attractions such as Kufri, Mashobra, Narkanda, Mahasu Peak, and the UNESCO-listed Shimla-Kalka Toy Train. These destinations offer a variety of experiences, including adventure sports, cultural landmarks, nature walks, and amusement parks.

The hotel will feature the renowned Namm’s Thai authentic Spa, which offers treatments aimed at enhancing physical and mental well-being. Additionally, guests can relax in the city’s largest temperature-controlled swimming pool, with breathtaking views of the valley.

For meetings, weddings, and special events, dusitD2 Fagu will offer versatile function spaces, including the largest banquet and terrace lawn in the area. The hotel’s Amphitheatre, the only open-air theatre in the city, will provide a unique

venue for starlit performances, adding a touch of magic to any occasion. To complement its eco-friendly ethos, the property will also feature an EV charging station for guests’ convenience.

Dining at dusitD2 Fagu will be a culinary journey, with Dusit Gourmet offering a diverse selection of international dishes for all-day dining. SOI will serve rich Thai and Pan-Asian cuisine, while Fagu – The Destination Bar will offer guests the perfect spot to unwind with drinks and snacks, all while enjoying the panoramic views.

“We are delighted to bring Dusit International’s signature Thai hospitality back to India with the upcoming launch of dusitD2 Fagu,” said Mr Gilles Cretallaz, COO of Dusit International. “This opening is a major milestone in our expansion, and we are excited to offer guests a one-of-a-kind experience in one of India’s most stunning locations.”

Mr Aashish Gawari, General Manager of dusitD2 Fagu, added, “We look forward to welcoming guests to this serene retreat, where they can immerse themselves in the natural beauty of the Himalayas, enjoy exceptional dining, and rejuvenate with our wellness offerings. Our team is committed to creating unforgettable experiences that reflect Dusit’s blend of Thai warmth and local charm.”

Currently, Dusit International manages a collection of luxury villas in Goa through its subsidiary Elite Havens. With the soft opening of the 80-key dusitD2 Fagu, the company marks the debut of its Dusit-branded hotels in India. Furthermore, four additional properties are planned for Karnataka, set to open in mid-2026.

Established in 1948, Dusit International or Dusit Thani Public Company Limited (DUSIT) is a leading hospitality group listed on the Stock Exchange of Thailand. Its operations comprise five distinct yet complementary business units: hotels and resorts, hospitality education, food, property development, and hospitality-related services.

The group’s portfolio of hotels, resorts and luxury villas includes more than 300 properties operating under a total of eight brands (Devarana – Dusit Retreats, Dusit Thani, Dusit Suites, Dusit Collection, dusitD2, Dusit Princess, ASAI Hotels, and Elite Havens) across 18 countries worldwide. The group also operates culinary schools and hospitality colleges in Thailand, plus catering companies for the education sector in Thailand, Cambodia, and Vietnam.



Tea amidst tranquillity: Introducing High Tea at Ishq Colombo

TTA BULLETIN

Designed by the acclaimed architect Channa Daswatta, Ishq Colombo is a contemporary villa tucked away in the heart of Colombo. Once a beloved family home, Ishq Colombo has been meticulously transformed into a luxury sanctuary with lavish suites adorned with timeless decor and exquisite handpicked art.



A harmonious blend of modern and traditional aesthetics, the villa’s interiors

delicate tarts to flavourful sandwiches.

No evening tea is complete without freshly



baked scones and the ones at Ishq are nothing short of perfection. With a tender yet crumbly texture, these scrumptious Sultana scones are served with clotted cream and delectable artisanal jams such as Strawberry and Cinnamon. Complementing these are an assortment of

decadent desserts that are simply irresistible!

showcase Sufi artwork and Moroccan carpets that seamlessly blend with unique

Sri Lankan art and rare antiques. Each of the four suites offers unparalleled comfort and privacy for up to ten guests. The outdoor spaces feature a neatly kept garden, private terraces and a stunning swimming pool that beckons you to relax and unwind.



Amidst this tranquil haven, we invite you to indulge in a traditional high tea experience, offering a pleasant departure from the norm. A carefully curated menu promises to whisk you away on a journey of flavours while staying true to the essence of an authentic high tea. Guests who are warmly welcomed at the entrance can opt to have their high tea amidst the lush garden or within the elegant foyer.

Choose from an impressive range of Ceylon teas, including black teas, refreshing green teas or even herbal infusions. Tea connoisseurs will appreciate the silver tips tea, known for its hand-picked tender buds and exceptional quality. Herbal enthusiasts can sip a soothing Chamomile or a delightful Ruby Red infusion tea.

Presented on a beautiful tiered platter for two, delight in a tempting array of sweet and savoury delicacies as you savour the finest Ceylon teas. Start by enjoying a selection of carefully prepared hors d’oeuvres that will have you reaching for another bite from

Whether you’re seeking an afternoon getaway or celebrating a special occasion, the High Tea at Ishq Colombo promises you a memorable culinary experience infused with the warmth of Sri Lankan hospitality.



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Qatar Airways Hosted the 2024 Annual Investors' Meeting in Doha, Outlined Vision for 2024-2025 and Beyond

TTA BULLETIN

Qatar Airways hosted its 2024 Investors' Meeting in Doha, Qatar under the theme of "New Era of Dynamic and Sustainable Partnership". The world's leading aviation finance organisations, including leasing, banking, and insurance businesses attended the meeting for a holistic overview of Qatar Airways Group's financial results, fleet and network expansion, competitive differentiation, sustainability efforts, and employee engagement plans. The high-profile attendees were also presented with the airline's vision for the 2024-2025 fiscal year and beyond.

During the 2023-2024 fiscal year, Qatar Airways delivered the strongest financial performance in its 27-year history, reporting record-breaking net profits of QAR 6.1 billion (US\$ 1.7 billion) and a total revenue of QAR 81 billion (US\$ 22.2 billion).

Qatar Airways Group Chief Executive Officer, Engr. Badr Mohammed Al-Meer, said: "This year's theme of the Annual Investors' Conference was "New Era of Dynamic and Sustainable Partnership", which highlighted the driving forces for the Qatar Airways 2.0 vision. As we embark on a new chapter in our airline's success story, innovation, sustainability, and collaboration will guide our efforts to deliver long-term financial health, sustainably enhancing our global footprint and setting new benchmarks in travel solutions and passenger experiences."

With one of the youngest fleets in the industry, Qatar Airways continues to grow both its global network and fleet size. The airline now has 94 Boeing 777X aircraft on order, including commercial and cargo aircrafts.



Complementarily, the World's Best Airline is embracing the future by investing in digital technologies and innovative solutions to elevate its product offerings, particularly in its First Class and Business Class cabins. This is demonstrated by the latest unveiling of the 'QSuite Next Gen' at Farnborough Airshow 2024, set to debut on Qatar Airways Boeing B777-9 aircraft by 2026.

During the meeting, sustainability discussions focused on a wide range of operational measures spanning fleet, flight operations, and technologies

As the airline continues to expand, it remains dedicated to ensuring that its growth is both dynamic and sustainable, reflecting a steadfast commitment to environmental responsibility.

Part of the Group's ongoing strategic approach is to build deeper, more meaningful relationships with global audiences, solidifying the brand's leadership position in the social media landscape during the financial year 2023-2024. As a result, Qatar Airways is now the world's number one airline across social channels - with more than 47 million combined followers, and is the number one followed airline in the world on Facebook, TikTok, and YouTube.

Embrace the Festive Season with A Tropical Christmas at Pegasus Reef

The countdown to Christmas has officially begun at Pegasus Reef Hotel, where the much-anticipated Annual Cake Mixing Ceremony kicked off the hotel's festive celebrations in a uniquely tropical style! This beloved tradition marks the start of an exciting holiday season, inviting guests from near and far to celebrate amidst a picturesque, beachfront setting.

As chefs paraded the cake-mixing ingredients, the rhythmic beat of traditional drums filled the air, setting a festive mood. Guests actively participated in the age-old tradition of blending spices, fruits, and nuts, symbolizing good fortune and holiday cheer for the season ahead. The festive atmosphere buzzed with cheerful chatter and a delightful selection of refreshments. It was the perfect way for families and friends to come together and spread holiday cheer in a stunning tropical setting.

Renuke Coswate, General Manager of

Pegasus Reef Hotel, unveiled the theme for the season – "A Tropical Christmas at Pegasus." "We're thrilled to launch our festive celebrations," he said. "This ceremony fosters a sense of community as we embrace the joy of the holidays. Join us for a truly magical Tropical Christmas experience at Pegasus Reef Hotel this December!"

This Cake Mixing Ceremony is just the beginning! Rasaketha, one of the hotel's main restaurants, will be hosting a spectacular 7-day themed dinner series leading up to Christmas. These dinners will showcase the diverse culinary influences of the region, featuring North Indian, Sri Lankan, and BBQ nights. Prepare to be tantalized by a kaleidoscope of flavors!

But the festive cheer doesn't stop there! Get ready for Christmas-themed events at The Fishery, Pegasus Reef's renowned seafood restaurant. The hotel will be progressively unveiling all the exciting details, so stay tuned!



Club Vistara Named 'Airline Loyalty Program of the Year' in Asia Pacific at 2024 Frequent Traveler Awards

TTA BULLETIN

Club Vistara, the frequent flyer program of Vistara, India's finest full-service carrier and a joint venture between Tata Sons and Singapore Airlines, has been recognised as the 'Airline Loyalty Program of the Year' in Asia Pacific and the 'Best Airline Customer Service' in Asia Pacific at the prestigious 2024 Frequent Traveler Awards, for the second time in a row. The Frequent Traveler Awards is an annual event that focuses on travel loyalty programs for airlines, hotels, cruises, and car rental companies. These accolades were determined by over 3.4 million votes by customers from 186 countries. Nearly 300 travel loyalty programs were nominated across multiple categories.

These recognitions are a testament to Club Vistara's customer-centric approach, making it more of a lifestyle program offering maximum value to its

loyal customers across various aspects of their lives. Renowned for being one of the most customer-friendly loyalty programs, Club Vistara has been the winner of several Best Loyalty Program awards across the globe.

Speaking on the achievement, Deepak Rajawat, Chief Commercial Officer, Vistara said, "These awards reflect the hard work and passion of our team to constantly elevate the customer experience with our ever-evolving offerings. Ever since its launch in 2015, Club Vistara has been a much-appreciated loyalty program amongst customers and a key contributor to Vistara's growth. We truly cherish our family of frequent fliers for their love and support over the years, and look forward to their continued patronage in the unified program as Club Vistara integrates into Air India Flying Returns. I

would also express my heartfelt gratitude to the 2024 Frequent Traveler Awards for these recognitions."

Vistara is India's highest-rated airline on Skytrax and TripAdvisor, and it has been the winner of several 'Best Airline' awards, besides being lauded for world-class service, exceptional cabin cleanliness and upholding high safety standards. The only Indian carrier to feature amongst World's Top 20 Airlines, Vistara has been named '16th Best Airline', second time in a row globally while also being recognised as the 'Best Airline in India and South Asia' for the fourth time in a row, 'Best Airline Staff in India and



South Asia' for the sixth consecutive year, 'Best Cabin Crew in India and South Asia' for the fourth time in a row and 'Best Business Class Airline in India and South Asia' for the third time in a row at the coveted 2024 World Airline Awards by Skytrax. Vistara has also been recognised with the World's 4th Youngest Aircraft Fleet and Asia's 2nd Youngest Aircraft Fleet awards in 2024 by ch-aviation.

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Etihad Cargo ramps up its winter cargo schedule

TTA BULLETIN

Etihad Cargo, the cargo and logistics arm of Etihad Airways, has unveiled its expanded winter schedule, increasing belly hold cargo capacity across key global markets. Starting November 2024, the enhanced schedule will introduce additional frequencies to existing routes and a new passenger destination—Nairobi. Etihad Cargo will offer belly capacity on 880 passenger flights per week in November 2024, increasing to over 900 flights per week by March 2025.

Etihad Cargo will enhance its operations with additional weekly widebody flights. In Europe, the carrier will add 36 weekly flights, with destinations including Frankfurt, Paris, Rome and Milan moving to double-daily services. Additional flights will also boost capacity in Zurich, Manchester, and Düsseldorf. In Southeast Asia, services to Thailand will increase by nine flights, with Bangkok reaching triple-daily frequency and Phuket increasing to 20 flights weekly. In the US, flights to Boston will increase from four to daily.

Etihad Cargo will also upgrade existing services in South Asia and the Indian Ocean. The Malé route, which currently has 14 weekly flights, will switch entirely to widebody aircraft starting from December



15. Additionally, widebody frequencies will increase for Bengaluru from two to three flights per week, and Hyderabad will increase from nine to 11 flights weekly.

The capacity will further grow with the introduction of new A320 flights, including a new route to Nairobi, launching on December 15 with four weekly flights. This will strengthen the carrier's footprint in the Middle East and Africa, supporting increased regional connectivity.

The expanded winter schedule will boost trade between Abu Dhabi and key global markets, supporting industries reliant on fast, reliable cargo transportation services. Etihad Cargo's customers will also benefit from additional capacity in summer 2025, with 41 extra flights per week to Europe, Southeast Asia, Australia, and the Middle East. This includes double-daily flights to Barcelona, Madrid, Manchester, Paris, and Zurich. In June 2025, Etihad Cargo will also introduce two new destinations—Warsaw and Prague—with four weekly flights to each.

oneworld names new VP of Membership and streamlines leadership structure

TTA BULLETIN

The oneworld® alliance announced today the appointment of Loren Neuenschwander in the new role of Vice President, Membership. A seasoned aviation leader with more than thirty years' of international aviation experience, Neuenschwander spent 28 years with Delta Air Lines and joins the alliance most recently from the Boston Consulting Group.

Neuenschwander will drive oneworld's global membership strategy and relationship optimisation. He will spearhead the integration of Fiji Airways and Oman Air as full members of the alliance and champion oneworld's sustainability initiatives. Reporting to oneworld CEO, Nat Pieper, Neuenschwander's strategic vision will be integral to advancing the alliance's mission to consistently deliver a superior, seamless travel experience.

At Delta, Loren held senior leadership roles in airline partnerships and alliances, corporate strategy, and finance across Europe, Asia and Latin America, including management of Delta's Europe, Middle East, Africa and India business and its joint ventures with multiple global airline partners.

Loren holds an MBA from the Harbert College of Business at Auburn University and a dual bachelor's degree in Accounting and Computer Science from Grace College.



Nat Pieper, oneworld CEO, said: "Loren brings a wealth of experience and a deep understanding of the airline industry's complexities and opportunities across both developed and emerging markets. His strategic insight and leadership will be invaluable as we continue to strengthen our alliance and deliver value to our member airlines and customers."

Neuenschwander's appointment is part of a broader organisational change at oneworld, aimed at streamlining key areas of responsibility and enhancing operational efficiency. This includes the introduction of new appointments and realignment of existing roles to better support the alliance's strategic priorities and member airlines. As part of these changes, Elise Zealand has been re-appointed to her current role of Vice President, Legal, HR and Compliance; Nicholas Melfi as Vice President, Finance and Administration; and Gerhard Girking as Vice President, Customer Experience and Airports.

oneworld brings together 13 world-class airlines – Alaska Airlines, American Airlines, British Airways, Cathay Pacific Airways, Finnair, Iberia, Japan Airlines, Malaysia Airlines, Qantas, Qatar Airways, Royal Air Maroc, Royal Jordanian and SriLankan Airlines, and more than 20 of their affiliates.

SAS and Virgin Atlantic announce a codeshare partnership

TTA BULLETIN

SAS and Virgin Atlantic are delighted to announce a new codeshare agreement, strengthening vital business and leisure connections to and from Scandinavia.



Atlantic is the only UK airline, SAS EuroBonus members will receive instant earning and redeeming opportunities when travelling on Virgin

Atlantic. Additionally, Flying Club members will be able to earn and redeem their points across SAS services.

The codeshare partnership, launching on October 7th, will allow SAS customers to connect via Heathrow to additional Virgin Atlantic's destinations, with availability expanding as approvals are finalized. Virgin Atlantic customers travelling on flights from the US and Canada can purchase seamless onward connections through London Heathrow and Manchester, onto SAS' services to Stockholm, Oslo, Copenhagen, Stavanger and Bergen.

Following SAS' formal enrolment into SkyTeam on September 1st, of which Virgin

SAS EuroBonus Gold and Diamond members alongside Virgin Atlantic's Gold - Flying Club members, can take advantage of SkyPriority services at London Heathrow, with benefits including priority check in, baggage handling and boarding. Virgin Atlantic's Gold and Silver Flying Club members can take advantage of SkyPriority services and SAS lounges at Stockholm Arlanda, Copenhagen and Oslo airports.

Emirates crew trained to be future fit and A350-ready

TTA BULLETIN

In advance of its much-awaited Airbus A350s joining the fleet, Emirates has invested around US\$48 million in full suites of cutting-edge equipment and systems to support both pilot and cabin crew training.



The suites include three full flight simulators integrated with innovative pilot support systems (PSS), a fixed base training device, a cabin emergency evacuation trainer and a door trainer. This investment reflects the airline's commitment to achieve the ultimate standards and excellence in crew training.

The PSS is an industry first and was fully conceptualised inhouse by Emirates with a view to optimising the training experience. During the briefing phase, it allows trainees to carry out an interactive flight deck set-up, including building a flight plan, in a fully immersive environment. The set-up is recalled once the trainees move inside the simulator to resume their training. The PSS' debrief mode allows the instructor to playback the recorded session to review crew performance.

The airline's first A350 full flight simulator received a level D qualification, the highest for this type of simulators, from the European Union Aviation Safety Agency (EASA). The initial qualification was achieved with zero findings, another remarkable feat in the simulation industry. The advanced technology not only enhances training efficiency, but also empowers pilots to confidently master the skills required for smooth operations.

Emirates has ordered 3 full flight simulators for its A350 fleet. The second A350 simulator is currently in its onsite acceptance stage and is scheduled to receive EASA approval in November.

The A350 fixed base training device replicates the flight deck, using visual and audio systems to make training sessions as realistic as possible.

Capt Bader Al Marzooqi, Emirates' Senior Vice President Flight Training said: "Spearheading innovation is at the core of Emirates' DNA, and that is reflected in our newly acquired A350 training equipment suites and our advanced pilot training facility set to open later in the year. We're proud that we now have the potential to expand our pilot training capacity by 54%. With our investments in the new simulators and systems, our pilots and cabin crew are equipped, trained and supremely confident to manage any operational challenge safely and competently."

Currently, the airline has trained nearly 30 pilots and 820 cabin crew members. By end-November, more than 50 pilots will have completed their training on the A350 full-flight simulators prior to the aircraft's entry into service. Emirates' pilots and cabin crew receive robust, evidence-based training, delivered inhouse by highly experienced instructors in specially designed environments.

What's more, in June this year, Emirates announced a joint collaboration with IATA and Airbus to deliver an enhanced Competency-Based Training and Assessment programme for the A350 type rating.

For its next era of growth, Emirates has 65 A350s and a mix of 205 777Xs in its order book that will support the airline's expansion goals and provide flexibility to launch new, and better serve, existing routes on its network.

SriLankan Airlines Celebrates Sri Lanka in New Apron Bus Wraps

TTA BULLETIN

SriLankan Airlines has unveiled new apron bus wraps that celebrate the iconic cities forming the map of Sri Lanka. Through vibrant illustrations, the new wraps promote the extraordinary iconography and experiences that each location offers. These newly branded apron coaches, which transfer passengers between the terminal and remote stands at Bandaranaike International Airport, will be one of the first visual impressions of Sri Lanka for tourists arriving in the country after a long flight. As the National Carrier, SriLankan Airlines is committed not only to delivering



outstanding onboard services that enhance the travel experience, but also to promoting the incredible places and experiences that await travellers on their Sri Lankan adventure.

Emirates announces a suite of services and breakthrough innovations for People of Determination at AccessAbilities Expo 2024

TTA BULLETIN

As part of its 'Fly Better' promise, Emirates has showcased a suite of new services and innovative products for People of Determination at the 6th edition of AccessAbilities Expo in Dubai World Trade Centre. The largest exhibition for people with disabilities in the Middle East was officially opened by HH Sheikh Ahmed bin Saeed Al Maktoum, Chairman and Chief Executive, Emirates Airline & Group and patron of the AccessAbilities Expo.



on which direction to walk or what to do next. The Be My Eyes app has grown in popularity and is supported through 8 million volunteers who become the eyes for the blind and low vision community.

At the event, Emirates unveiled new products and creative innovations such as a virtual reality airport tour, a sign language robot, a new protective transportation device for wheelchairs, an app that provides accessible video support to the visually impaired, sensory guides to the airport for neurodivergent customers, and a chauffeur drive vehicle fitted with an electric wheelchair lift amongst others.

As part of many initiatives implemented for neurodivergent customers, Emirates has launched a new sensory guide in the form of an infographic for Emirates Terminal 3 in Dubai International Airport (DXB). The sensory guide is an educational, informative tool that has been developed in collaboration with the International Board of Credentialing and Continuing Education Standards (IBCCES) to identify sensory stimuli that customers may expect and experience across their journey through Terminal 3. The guide informs the customers of the potential intensity level of sensory stimuli such as sound, light, smell, touch and the presence of sudden noises or flashing lights at specific locations around the airport. The Emirates Sensory Guide will be available on the Accessible Travel page on Emirates.com.

Emirates has been committed to ensuring the end-to-end travel experience is accessible and inclusive for all travellers for many years, but this focus has been enhanced in 2024, following the milestone introduction of the Emirates Accessibility Policy, and launch of the Office of Accessibility and Inclusion within Emirates' Customer Affairs and Service Audit division, which facilitates the strategy across the business and drives advocacy across aviation ecosystem partners. AccessAbilities Expo Dubai provided an ideal platform to showcase the many innovations and services that have been in long-term development at Emirates and for teams to connect directly to the Accessible Travel community in the region.

At the expo, Emirates introduced attendees to the first Emirates-branded wheelchair accessible vehicle. The Chauffeur Drive vehicle is a Mercedes V250 Van featuring an electric wheelchair lift and ramp. The lift is a powered device which is designed to extend and lower onto ground level to safely raise a wheelchair and its occupant into the vehicle in a seamless manner. Once inside, the additional safety restraints secure the customer who may have severe mobility disabilities. Emirates' chauffeur drivers are currently being trained in mobility assistance and lifting to support customers with disabilities. Currently, the wheelchair accessible vehicle is used for First and Business Class customers availing of chauffeur drive services based in Dubai, with plans to extend its availability in the future.

Emirates will soon be integrated into the Be My Eyes app for the blind and low vision community, making it the first airline in the world to launch the service. The Be My Eyes app provides accessible video support for customers, creating empathetic experiences for customers with disabilities. Customers can download the Be My Eyes app for free on their smartphones and by selecting Emirates from the company profile list on the app, are then able to place a call routed through the Emirates Call Centre for support via a live video call. The Emirates agent can then direct the customer

Qatar Executive and Qatar Airways Privilege Club Announce First-of-Its-Kind Partnership

TTA BULLETIN

Privilege Club loyalty members and Qatar Executive members can now collect and spend Avios when flying with Qatar Executive



Qatar Airways Senior Vice President Loyalty, Mr. Thomas Vadakedath said: "As Privilege Club

Qatar Executive and Qatar Airways Privilege Club are proud to announce a new partnership that will bring exclusive benefits to loyalty members.

Propelling innovation in the loyalty and private charter industry, Qatar Airways' Privilege Club members and Qatar Executive clients will have an opportunity to collect and spend Avios when flying on Qatar Executive chartered flights, including the G700, G650ER, Global 5000 and Airbus A319CJ.

By simply booking directly with Qatar Executive, loyalty members can collect four Avios for every one USD spent. Members will also be able to redeem their Avios in full or through Cash + Avios for Qatar Executive flights.

The partnership brings exclusive benefits for first time bookings. Privilege Club members flying Qatar Executive will be entitled to receive four complementary tier upgrades, which includes one Platinum and three Gold tiers which can be offered to individuals of their choice.

continues to augment the loyalty programme with exclusive experiences for our members, we are proud to collaborate with Qatar Executive. Members who prefer flying in the comfort of private charters can now collect Avios when making their bookings with Qatar Executive. Furthermore, members can now also choose to experience the luxury of Qatar Executive by paying for their flight, either in full or part with Avios. We look forward to seeing our members benefit from this fruitful collaboration."

Qatar Executive Vice President Commercial, Mr. Trevor Esling, said: "As we continue to set the standard for business aviation, our partnership with Qatar Airways Privilege Club further enhances the exclusive benefits we offer to our clientele. The programme aims to reward our loyal passengers, while creating further synergies within the Qatar Airways Group. As a first-of-its-kind within our industry, we see it as another addition in providing a seamless and rewarding journey at every touchpoint."

Etihad Airways starts daily flights to Dusseldorf and Copenhagen

TTA BULLETIN

Etihad Airways, the national airline of the United Arab Emirates, announces an



European cities. These enhanced frequencies allow

enhancement to its European network. From 1 October 2025, the airline started offering daily services to both Dusseldorf, Germany, and Copenhagen, Denmark, further strengthening connections between the UAE and these European destinations.

us to offer our guests greater flexibility and improved connection options across our global network. As we continue to grow, we remain dedicated to delivering our award-winning service and hospitality on these routes, ensuring every journey with Etihad is exceptional."

The Dusseldorf route will see a substantial increase from its current schedule to a daily service. This expansion represents an addition of four weekly flights, providing passengers with greater flexibility and connectivity. Additionally, Dusseldorf will now be served year-round, offering consistent travel options throughout all seasons.

These enhancements reflect Etihad's commitment to expanding its global network and providing guests with even more flexible and reliable travel options between Abu Dhabi and key European cities.

Similarly, the Copenhagen route will be enhanced from its present four-times-weekly schedule to daily operations. This change adds three more weekly flights to the Danish capital, further strengthening Etihad's presence in Scandinavia.

A perfect blend of modernity and tradition, Dusseldorf offers a unique European experience. Known for its fashion industry and art scene, the city's Media Harbour showcases cutting-edge architecture. Visitors can enjoy luxury shopping along the famous Königsallee or explore the charming Altstadt (Old Town) for a taste of traditional German culture.

Arik De, Chief Revenue and Commercial Officer of Etihad Airways, commented: "This move to daily flights for Dusseldorf and Copenhagen marks an exciting chapter in our European expansion. It reflects our commitment to providing unparalleled connectivity between Abu Dhabi and key

The Danish capital presents a perfect mix of historical charm and contemporary design. Guests can explore the colorful Nyhavn waterfront, visit the iconic Little Mermaid statue, or experience the enchanting Tivoli Gardens – one of the world's oldest amusement parks.



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and many more...

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IndiGo Strengthens Commitment to Safety with Advanced Risk Management Technology

TTA BULLETIN

IndiGo, India's leading airline, today announced the integration of a cutting-edge, AI-powered risk management platform to further enhance its operational safety and efficiency. This initiative underscores IndiGo's unwavering dedication to maintaining the highest safety standards across its expanding network, particularly as the airline expands its international footprint.



This advanced technology platform utilizes artificial intelligence and machine learning to analyze vast amounts of data from various sources, including open-source intelligence (OSINT) and official aviation bodies like European Union Aviation Safety Agency (EASA). This comprehensive approach provides IndiGo with real-time alerts and actionable insights on a wide range of potential security risks, encompassing both airspace security and potential disruptions at airports and cities within its network.

Capt. Ashim Mitra, Senior Vice President - Flight Operations, IndiGo, said, "As IndiGo expands globally, the safety and security of our passengers and crew remain paramount. This new technology empowers us to proactively identify potential risks by

providing real-time intelligence, allowing us to make well-informed decisions that prioritize the well-being of everyone onboard. By integrating this intelligence into our operations, we can adjust flight plans proactively, minimize disruptions for our passengers, and ensure the highest level of safety across our expanding network."

This investment in advanced risk management technology reinforces IndiGo's position as a leader in aviation safety and its commitment to providing passengers with a secure and reliable travel experience.

IndiGo is amongst the fastest-growing low-cost carriers in the world. IndiGo has a simple philosophy: offer fares that are affordable, flights that are on time, and provide a courteous and hassle-free travel experience across its unparalleled network. With its fleet of 370+ aircraft, the airline is operating around 2100 daily flights and connecting 85+ domestic destinations and 30+ international destinations. India by IndiGo! For more information, please visit <http://www.goindigo.in/> or download our mobile app. You can also connect with us on Facebook, Twitter, and Instagram.

Cathay Pacific unveils Aria Suite, a new way to experience air travel

Showcasing a whole new cabin experience in Business, Premium Economy and Economy onboard the airline's retrofitted Boeing 777-300ER aircraft

TTA BULLETIN

Cathay Pacific is once again raising the bar for customer experience with the official unveiling of its all-new Business class, Aria Suite, together with its new Premium Economy and refreshed Economy onboard its retrofitted Boeing 777-300ER aircraft.



billion over the next seven years into our fleet, cabin products, lounges, and digital and sustainability leadership, reflecting our confidence in Hong Kong's

long-term growth and its position as a key player in global aviation.

The airline's retrofitted 777-300ER debuted on its Hong Kong-Beijing route today (18 October) before progressively being deployed on other regional and long-haul routes. The new cabin experience was introduced at a special ceremony for distinguished guests, valued customers and Cathay members, members of the media and Cathay employees at Hong Kong Aircraft Engineering Company Limited's (HAECO) hangar facility at Hong Kong International Airport on 16 October.

Cathay Group Chief Customer and Commercial Officer Lavinia Lau said: "At Cathay, we believe in moving people forward in life. This purpose goes beyond simply flying customers to their destinations; we are deeply woven into Hong Kong's identity as a global aviation hub. To solidify our role in both the industry and the community, we've committed a significant investment of over HK\$100

"As part of this evolution, we are excited to introduce new seat products over the next three years, each designed to elevate the inflight experience for our customers. First, we are launching our all-new Business and Premium Economy cabins, and a refreshed Economy cabin on our retrofitted Boeing 777-300ER. These will be followed by a new world-leading First class experience onboard our 777-9s, and a brand-new flat-bed Business class product on our Airbus A330s. Through our investments in cutting-edge aircraft, innovative technology and groundbreaking facilities, we are dedicated to moving beyond expectations – in the air, on the ground and in every experience we create."

In the highly anticipated Aria Suite, Cathay Pacific has placed customer experience at the heart of the design and conception of its new Business class.

Emirates flying high with title of 'World's Best Airline' from new comprehensive study

TTA BULLETIN

Emirates has come out on top as the 'World's Best Airline' amongst 90 global carriers in a recent comprehensive and methodological study by Telegraph Travel. The detailed ranking and ratings were calculated from more than 30 criteria such as punctuality, baggage allowance, route network, quality of home airport, age of fleet, value of rewards programme and tastiness of in-flight meals, while the results were calculated referencing data from more than 18 independent and international awards, readers polls, ratings websites and expert reviews.

Described as a 'worthy winner,' the study announced that Emirates 'ticks nearly every box, from baggage allowance to punctuality. It is the airline that operates the largest number of double-decker Airbus A380s, the jet that passengers love best – because it offers most space and legroom in all cabins, including economy.' The article adds 'Premium economy on its A380s is the best in the sky. Business class never disappoints and comes with a chauffeur to drive you to and from the airport, increasingly a rarity. First class has the finest wine list of any carrier – and showers. Its route network is also one of the biggest: 140 cities in 77 countries. It was voted the best long-haul carrier in the world by 30,000 Telegraph Travel readers.'

The independent methodology for the study

included 90 airlines, selected for the number of annual passengers carried and points were awarded based on each carrier's performance across a range of criteria, including reliability, connectivity, luggage rules, inflight experience, average age of fleet, quality of home airport, value of rewards programme, safety, heritage, quality of lounges as well as multiple readers polls and rankings from Apex to Airline Ratings, Skytrax to TrustPilot reviews and more.

So far in 2024, Emirates has received an additional 19 awards and recognitions from a wide array of sources across the globe, including 7 accolades at the Skytrax World Airline Awards in June for World's Best Airline Inflight Entertainment, Best First Class Airline Comfort Amenities, Best First Class Airline in the Middle East, Best First Class Onboard Catering in the Middle East, Most Family Friendly Airline in the Middle East, Best Premium Economy Class Airline in the Middle East and Best Premium Economy Class Onboard Catering in the Middle East.

Similarly at the Pax International Magazine Awards in May, Emirates was crowned the winner of 'Best Inflight Entertainment and Connectivity Middle East' for its combination of leading Wi-Fi connectivity in the sky, and extensive 6,500 channels of content on ice.

At the Business Traveller Middle East Awards in May 2024, Emirates took home top honours as 'Best Airline Worldwide' and scooped up four additional gongs for 'Airline with the Best Premium Economy Class', 'Airline with the Best First Class', 'Best Airport Lounge in the Middle East' and 'Airline with the Best Frequent Flyer Programme'.

At the World Travel Awards in May, Emirates took home top accolades for 'Middle East's Leading Airline 2024', 'Middle East's Leading Airline - First Class 2024' and 'Middle East's Leading Airline Rewards Programme 2024 – Skywards'. Emirates Skywards also won 'Global Loyalty Programme of the Year Middle East' at the International Loyalty Awards in May 2024.

Meanwhile, the March 2024 AirlineRatings.com Airline Excellence Awards gave Emirates the top spot for its 'Best-Inflight Entertainment' and 'Best Premium Economy' – an acclaimed customer experience now serving 21 destinations across the world.

Winning 'World's Best Airline Inflight Entertainment' is a testament to Emirates' renowned inflight entertainment system. Thanks to its diverse content and more than 6,500 channels of on demand entertainment



in more than 40 languages - there's something for everyone to enjoy. Customers are spoiled for choice with more than 4,000 hours of movies and TV channels, up to 3,500 hours of music and podcasts, more than 2,000 Hollywood and internationally acclaimed movies, 250 dedicated kids and family channels and hundreds of TV series and full box sets including the latest shows from Paramount+, HBO Max, Discovery+, BBC, Bloomberg Originals and Shahid. Emirates is also regularly lauded for its inflight connectivity experience, where all customers can access some form of free Wi-Fi inflight, as Emirates Skywards members.

The Emirates First and Business Class experience continues to be an industry benchmark for excellence, where customers can look forward to a seamless door-to-door travel experience with Emirates chauffeur-drive service (CDS) to/from the airport and access to over 34 dedicated premium airport lounges worldwide and 7 in Dubai.

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