

# expressions

An in-house quarterly publication of Caesars Travel Group

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## Kuwait International Airport welcomed IndiGo's inaugural flight

IndiGo is the fastest growing low-cost carriers in the world, bringing a simple philosophy of

part of organic expansion within the Gulf for us, as we complement our domestic network with

The event was show of an excellent team work and planning and Kudos to the awesome team whoever had worked behind it.



low-cost fares, on-time flights and a courteous, hassle-free travel experience. With its fleet of 189 Airbus A320 and 12 ATR aircraft, the airline offers over 1200 daily flights and connects 48 domestic destinations and 11 international destinations.

The inaugural IndiGo flights from Chennai had touched down on Monday, 15th October '18 and from Cochin and Ahmedabad will touch down on 2nd November'18 respectively.

On the occasion of IndiGo launch, IndiGo had arranged a Press meet on 11th OCT'18, where Mr. Michael Anthony Swiatek, Chief Planning Officer, Indigo and Mr. P. N. J. Kumar, Chief Executive Officer, Caesars Travel Group was present.

Mr. Michael Anthony Swiatek, Chief Planning Officer, IndiGo, said, "I would like to remember a quote by an ancient Chinese philosopher; ten thousand miles journey begins with a single step, so it is our new beginning in Kuwait"

Mr. P. N. J. Kumar, Chief Executive Officer, Caesars Travel Group, said, "IndiGo's operation to Kuwait will offer more capacity and affordable fares to the Indian community of 1 million in Kuwait."

Mr William Boulter, Chief Commercial Officer, IndiGo, said, "We are pleased to launch Kuwait as our 10th international destination effective October 2018. IndiGo has completed 12 years of successful operations in the India market as a low cost carrier, and adding Kuwait to its network will further augment the regional connectivity that we aspire to provide to our customers. With these non-stop flights between Kuwait and India, IndiGo operates 63 daily non-stop flights between the Middle East and India."

Mr. Boulter further added, "Kuwait holds immense potential for IndiGo, and this launch is

international connectivity. IndiGo will continue to provide an on-time, courteous and hassle free service, and affordable fares to our customers, as always."

Also Caesars International travel had hosted a gala dinner and presentation for the trade which was held in JW Marriott on 11<sup>th</sup> Oct'18 evening. It was a grand event where approximately 130 people from 91 travel agents were present. Mr. Ghazi Yousef Abdullateef A Abdulrazzaq - Chairman - Caesars Group of

We also have arranged a touchdown event at the airport where DGCA, Security and NAS top level representatives was present along with Mr. Ghazi Yousef Abdullateef A Abdulrazzaq- Chairman - Caesars Group of Companies, Mr. Abdulaziz S Y Al Mutawa - Director - Caesars Group of Companies, Mr. P. N. J. Kumar - CEO, Caesars Travel Group, Mr. Rajesh Reghunathan-Director - Commercial & Marketing - Caesars Travel Group. His Excellency the Indian Ambassador had cut the cake and the first passenger who was present at the check in counter had cut the ribbon during the occasion. Ms. Cynthia Crabill Szadokierski - Vice President Airport Services was present during the occasion and had greeted all the representatives.

The IndiGo commercial team in Kuwait included Mr. Babu Pillai - Manager Sales & Reservations, Mr. Joby Abraham - Sales Executive, Mr. Arun Kumar - Sales Executive, Mr. Utkarsh Madan - Reservation Officer, Ms. Nisha Thankachan - Reservation Officer, Ms. Marchita Cordoso - Reservation Officer, Mr. Amal Raj - Accountant, Mr. Rakesh Kumar - Cashier.

IndiGo's new city office address is Al Jawhara



Companies, Mr. Abdulaziz S Y Al Mutawa - Director - Caesars Group of Companies, Mr. Michael Anthony Swiatek - Chief Planning Officer - IndiGo, Mr. Ajay Bhatnagar- Senior Vice President International Sales - IndiGo and Mr. P. N. J. Kumar - CEO, Caesars Travel Group, and many top officials of IndiGo and Caesars Travel group were also present for the event.

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## Kuwait Tourism : Kubbar Island

## Tourism highlights

Among nature's best spectacles is the well-known Kubbar Island, relatively Small Sandy Island in the Persian Gulf .Kubbar Island is a serene getaway that gives the nation of Kuwait its pride in picturesque locations. The island is nothing short of spectacular and is unspoiled in every way. The sparkling blue waters and grainy crystal sands make the beaches on the island so enticing for the tourists. Even though the island's infrastructure remains yet to be developed, the Kubbar Island local tourist industry is beginning to flourish; it provides boating, sailing, swimming and water sports. Away from the city, the island has been a silent attraction and an unconventional feel which brings out visitors wildest spirit to enjoy a carefree day out at Kubbar Island.

Capacity of the Yacht : 75 guest's including children's

Every Friday : 9.30 A.M. to 8 P.M.

Breakfast, Lunch, evening snacks included

For more information please contact :



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## What to Expect for the Year Ahead: Tourism Trends for 2018

Tour and activity operators who want to make the most out of the new year will need to stay on top of the emerging trends in the tourism industry. These are the top trends for 2018 to keep an eye on:

### The Experience Economy

Today's travelers no longer view adventure travel as a holiday that involves gravity-defying excursions and exhilarating recreational

While tour and activity operators can appreciate the fact that 82 percent of bookings are made directly on their website, they should note that 49 percent of those direct bookings are completed on mobile devices. In 2018, a mobile-friendly website is an absolute necessity.

### Welcome the Generation Z

The first batch of Generation Z travelers are reaching adulthood, and these visitors love their

particularly as Millennials seek to spend their discretionary income on travel. These markets are looking for luxury products, and they aren't afraid to spend money to get what they want.

### The Less-Traveled Destinations to Overcome Overtourism

While some destinations are experiencing too many visitors, leading to over-crowding and maximum capacities during the peak travel season, 2018 will usher in a season in which lesser-known destinations begin to dominate. As the Experience Economy takes shape, more travelers will seek to explore more authentic, less-traveled destinations such as Belarus or Cyprus.



activities. In fact, recent data shows that travelers are 45 percent less likely to book that type of vacation, opting instead for cultural immersion opportunities. In 2018, globetrotters are setting out to new destinations in hopes of experiencing the people, the culture and the flavor of a new place, rather than simply stopping by a big attraction for a quick photo opportunity.

### Mobile Booking Growth

Mobile bookings are no longer the latest and greatest innovation, they are the new normal.

devices nearly as much as they love exploring a new destination. Tour and activity operators need to be ready to meet their needs and accommodate their tech-savvy preferences.

### Move Over China, Eastern Outbound Markets are Rising

For the last several years, everyone in the travel industry has been talking about attracting Chinese travelers. However, it's important to take note of the rising Eastern outbound markets. The Indian and Arabic outbound markets are growing,

### Brace Yourselves, Winter Will be the New Peak Season

It used to be that travelers sought to leave their homes in the winter in hopes of finding a warm weather escape. However, in 2018, nearly 53 percent of winter travelers claim that they will not choose their destination based on the weather alone. Many are completely willing to trek through snow and cold to experience someplace new.

### The New Era of Going Solo

Independent travelers are becoming more confident, and are booking vacations in greater numbers than ever before. Tour and activity companies should create products that are geared toward this niche market.

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WORLD WIDE...













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**Editorial**

**How safe your baggage while travelling?**

Traveling with a checked bag exposes you to one of travelers' greatest fear, losing their luggage as millions of bags were lost or mishandled every year and it seems like that no control whatsoever happening in the aviation industry to safeguard the interests of passengers towards it. Losing luggage is probably one of the worst nightmares any traveler could ever face. Not only are you left out of precious belongings, but also find yourself at the mercy of airline customer service and often lengthy claim processes but end up with disasters. In short, missing baggage can cause a whole lot of unpleasant delays that, in turn, could possibly ruin a holiday, not to mention an important business trip.

Most cases, we have noticed that the travel agents fail to educate the travelers what to do if an airline loses your baggage. Unfortunately, where the travel agents have to become the family doctor of passengers in guiding them about each and every step of their travel, it has become very common that their services are going to be over once the travel document is issued which is treated to be very unprofessional. It is one of the reasons that passengers are losing confidence in travel agents as they fail to cater to the required services of passengers.

**What to do if an airline loses your luggage?**

The very first step to finding a bag that doesn't show up at the baggage claim is to let the airline know it is missing as soon as possible. There should be a contact round-the-clock baggage tracing (Lost and Found) department, which is located in the baggage claim area, or check it with the the airline representative at the airport. Always keep safe your baggage identification tags which are normally stuck to your boarding pass issued at the check-in. Providing coupon of the baggage identification tag, the passenger forms a damage/loss application called Property Irregularity Report (PIR)) which should contain mainly a detailed incident description (damage character/ baggage state/ absent luggage items description, etc.), the flight number/ date, passenger's exact address and contacts. It may be helpful to have a couple of pictures of luggage on your phone to show airport staff which means, you should store your luggage picture on your mobile before check-in. Regardless, be sure to know a bag's brand, size and color before takeoff. Airlines will use this information when hunting down luggage.

According to the air transportation regulations, maximum period highlighted for baggage searching is 21 days starting from the application date. In case of the luggage being not eventually found, passenger would apply for financial compensation in the amount corresponding to the value of the loss/ caused damage (official inquiry).

Depending on how long it takes to trace your luggage, certain airlines could reimburse you for essential items which you had to purchase - this policy varies from airline to airline, therefore, upon submitting the PIR, you should check with the airline about the interim compensation which will help you to have a temporary relief, helping to buy the essential things, at least for a couple of days until you get the baggage back. Sometimes luggage does disappear, completely. If more than 21 days (3 weeks) have elapsed since your flight, then it will be officially declared as "lost". The compensation amount is very different from what you can get for a delayed or canceled flight.

The amount of compensation could be higher if you've purchased additional coverage. To claim lost luggage compensation, you must provide the airline with a detailed description of your items

and support it with receipts. That's the tricky part - if you keep any receipts ever, then the airline technically could refuse your claim, especially if you're going after the maximum amount. However, most airlines have an idea of what's "reasonable" and in certain cases - where your claim ends in court, the judge may rule in your favor even if you haven't kept all your receipts.

**What you have to do if your baggage found damaged?**

If your suitcase arrives smashed or torn, the airline will usually pay for repairs. If it can't be fixed, they will negotiate a settlement to pay you its depreciated value. The same holds true for belongings packed inside. Airlines may decline to pay for damage caused by the fragile nature of the broken item or inadequate packing, rather than the airline's rough handling. Carriers may also refuse to give you money for your damaged items inside the bag when there's no evidence of external damage to the suitcase. When you check in, airline personnel should let you know if they think your suitcase or package may not survive the trip intact. Before accepting a questionable item, they will ask you to sign a statement in which you agree to check it at your own risk. But even if you do sign this form, the airline might be liable for damage if it is caused by its own negligence shown by external injury to the suitcase or package. Carriers may also refuse to give you money for your damaged items inside the bag when there's no evidence of external damage to the suitcase.

**Delayed Luggage**

If your bags are delayed, airlines typically have ways to track them, and about 98 percent of all misplaced luggage is returned eventually. If your bags are on the next flight, you could have them within a few hours. If they've been sent to the wrong airport, it could take a couple of days to get them. Make sure to file your claim immediately at the airport and to give the attendant a hotel or home address, as well as a phone number where you can be reached.

If you and your suitcase don't connect at your destination, don't panic. In many cases, they will absorb reasonable expenses you incur while they look for your missing belongings. You and the airline may have different ideas of what is reasonable, however, and the amount they will pay is subject to negotiation. Most carriers set guidelines for their airport employees that allow them to disburse some money at the airport for emergency purchases. The amount depends on whether or not you're away from home and how long it takes to track down your bags and return them to you. If the airline does not provide you a cash advance, it may still reimburse you later for the purchase of necessities.

If your bags don't come off the conveyor belt, report this to the airline before you leave the airport. Insist that they fill out a form and give you a copy, even if they say the bag will be in on the next flight. If the form doesn't contain the name of the person who filled it out, ask for it. Get an appropriate phone number for following up (not the reservations number). Don't assume that the airline will deliver the bag without charge when it is found; ask them about this.

**If property is missing from your checked baggage**

The airline has no responsibility at all. Most of them very clearly state they are not responsible for expensive items packed in checked baggage. Many people can handle your bags, including people not employed by the airline. You can try filing a claim with your travel insurance, if you

had a policy, but a lot of them will have exclusions for items of value in checked bags. Some travel insurance plans and credit card travel protections include coverage that is intended to reimburse a traveler if their bag is lost, stolen or destroyed anytime during their trip (not just on a flight). This is important because the reimbursement you will get from an airline or hotel or transportation company is very limited and may come in the form of future-use vouchers instead of actual cash.

Of course, the reimbursement you'll get from travel insurance plans or your credit card travel protection is not unlimited either. Most plans (including your credit card protection) have policy limits, item limits, and limits on special items such as jewelry, watches, furs and more.

The Contract of Carriage spells out what is and is not covered and this is common for most if not all airlines. Therefore, it is a reminder to you that never pack your valuables in checked baggage. Contrary to this, certain airlines, a Checked Baggage Special Declaration of Value is a fee which increases the liability limit on a checked bag should that bag be lost, damaged or the items stolen. Customers can purchase this at the Airport Ticket Counter; the Checked Baggage Special Declaration of Value Fee must be paid for at each airport of departure. But don't forget, in such circumstances when you are declaring the items in your baggage, this will go to the customs and you have to face the consequences.

**Tips to never lose your baggage**

- Book your flights on an airline with a good track
- record for lost baggage which your travel agent can guide
- Book non-stop flights if possible
- Pick bags that stand out or make it recognizable such as decorating it with ribbons, a colorful strap around the outside, stickers or a distinctive luggage tag (Please try to understand that your beauty of the bag is not important)
- Remove old bag tags which was stuck on the bag when you travelled before
- Identifying information on the outside of every bag that you check which include your name and contact information
- Check in on time as the later you arrive at the airport and drop your bags, the more likely it becomes that they will not arrive at the same place and time because there is no enough time to get them to the plane. Besides, this gives your bag plenty of time to get through its Transportation and Security Administration screening and onto the tarmac.
- If a connecting flight, please choose enough time to connect the next flight, giving ample time to the ground staff to shift your bag to the next flight
- Know what you packed by writing it down on a list (you can add items you buy along the way). Keep the list on your mobile device. This helps you confirm a theft has occurred and makes it easier to report what's missing.
- Finally, try to pack less. The easiest way to avoid baggage claim problems is to not have any checked bags. If you plan on checking two bags, and you find that you can travel with only one checked bag, then do so
- Finally, use a Tracker which is recently using by many of the customers if agreed by the airline that you are travelling. It cost you approximately \$50 plus an annual fee, buy a Trakdot, a palm-sized device you place in your bag. It will deliver real-time tracking updates to your phone.



**Cruise Center won NCL's Million Partner Award**



Mr. Thomas Sebastian receiving the memento from Ms. Julia Wiencke – Marketing Director – NCL ( Granada, Spain)

Cruise Center Kuwait was honored for the first time on September 25- 2018 in the historic city of Granada, Spain with the "More than a Million Partner" award from Norwegian Cruise Line (NCL). This makes us one of NCL's largest sales partners in Europe, UK & Middle East & Africa. We look back on a successful long-term cooperation with NCL and will continue to offer our partners many attractive cruise deals on NCL.

Incidentally, the framework program of the award ceremony was completely under the banner of the More than a Million Destination Experience 2018- Andalusia, in one of the Luxury Boutique Resorts- La Bobadilla with a packed programme of exciting events like Tour of Old Farmhouse, Wine Workshop, surprise activity Hot Air Ballooning etc.. It was an unforgettable experience in the famous city for its history, culture and climate.

**Caesars Cargo retained Air Arabia's Best Station Award in GCC**



Mr. Unnikrishnan is receiving the memento from Mr. Adel Abdullah – Group C.E.O. Airarabia

Caesars Cargo had awarded the Best Station in GCC for the year 2018 at G9 Cargo Conference held in Sharjah from 21st to 24th October 2018.

The award was honored by Mr. Adel Abdullah Ali (Group C.E.O Airarabia), with the presents of Ms. Shalini Rajan ( Head of Sales & Cargo) &

Mr. Renjith Crown Thomas (Manager Cargo - HUB & Network at Air Arabia) at the dais.

It's our privilege to get the same for the last two consequent years.

**Caesars Cargo won Saudia's Top Performer Award in MENAT**

Caesars Cargo had received Award of Excellence in recognition to the top performance during 2018 on the region MENAT at 2nd Air Cargo & GSAs Meeting held in Jeddah, Saudi Arabia from 2nd to 4th October 2018.

The award was honored by Mr. Omar bin Talal Hariri (Saudia Cargo CEO), with the presents of Mr. Amer Abu Obeid ( Executive Director Commercial) , Mr. Teddy Zebitz (Chief Air Cargo Officer), Mr. Eng. Ayman Baker Shouri ( Director Global Sales & Support) & Mr. Mazen Saba (Regional Director – MENAT).

It's our privilege to receive this award within one year time upon the appointment as GSA of Saudia Cargo.



Mr. Unnikrishnan is receiving the memento from Mr. Omar bin Talal Hariri - CEO Saudia Cargo



**The Loyalty Effect: Hidden Force behind the growth of Caesars Travel Group (An interaction with a Senior Staff)**

Loyal employees are always an asset for our company. In this edition, we would like to spare an interactive session with one of our very senior staff, Mr. Aji T. John, Branch Manager - Caesars Travel Group, who led a way to different developmental activities of our organization.

**As a first question, would like to know about your educational & professional background?**

I am a B.A. History graduate, but it is not at all related to my current profession. After that I have done the travel and tourism course to get into this industry.

**Your study stream is history, then what makes you passionate to travel domain?**

To be frank it's not the matter of passion to this field at that time, but to get a job very fast. I found difficult to get job as per my graduation subject so that compelled me to pick different domain and at that time travel field has enough job opportunities. Also my friends and relative recommended this field.

**How was your first job experience in this travel domain?**

After my studies, I joined in one of the travel agency in Kerala called United Tours & Travels as reservation officer. I worked there for 3 years and it was a good turn to my life as I got enough experience on practical scenarios on travel field.

**What makes you feel to relocate abroad, I mean to Kuwait?**

While I am picking travel field, my core ambition was to work abroad. Also I was not that specific on a particular country, but while searching I got in Kuwait.

**Who was your first employer in Kuwait and what was your experience with them?**

I landed in Kuwait in the year 1999, and I worked in an non travel industry for first 6 months as a secretary. Later I got an offer from Al Kahleejia travel company in Kuwait, the place where I started my travel career in Kuwait and I got good experience initially. While I am joining as reservation officer in Kuwait, I felt huge difference in working atmosphere as there was no advance systems were in place like in India.

**Why you moved to Caesars Travel? And what was your intension while joining?**

**Aji T. John - Branch Manager - Jaleeb 2 - Caesars Travel Group**

Like every common man, I joined Caesars Travel because that was my first opportunity to work abroad and to earn more career growth. At that time, Kahleejia travel, my previous company was not in good shape and the growth opportunity is limited. As every employee I joined Caesars with full of dreams and that was my life turn.

**How is your experience with our company, better you can share your likes and dislikes?**

No room for dislikes, that's why I am still here. All I have to say I am completely happy with Caesars and wish to be like that always. I joined with Caesars as reservation officer and now become Branch Manager, that itself shows the support I am getting from our company.

**What is your major achievements and contributions to our company till date?**

There are many, and it is very hard to count. I joined as reservation officer and now became manager and that shows my report card based on my contributions and achievements. Also our management provided me a good platform to grow in all means based on my skills and dedication.

**Travel market is getting more competitive, as a manager what is your plan or idea to lift our company to top?**

Competition is there for all time, it's not specific to a particular domain. Travel and tourism is entirely depending on customers and need good support and quality on services than pricing structure. My intension is to explore more to improve our support and quality to our customers. We need to maintain a good rapport with customer by calling them after their trip to get feedback, so that they will feel our care for them. This will help to retain our existing customers and also to get new customers. Also aiming to get corporate companies with our present potential sources.

**Last but not least, who is your role model and what is your dream?**

My role model is my father. I learnt a lot from him and strongly holding his views. I am sure that makes me more comfortable while doing my duty and that's why I am here. My dream is to grow maximum in travel field based on my skills and also to lift my company along with me. I am sure I can achieve my goals with help of my management.

**HOW YOU CAN BE A PART OF "expressions"**

By sending your submissions to "expressions" newsletter, including articles, photographs, aviation updates, personal information which can be released in our newsletter, etc. The next issue will be out in January 2019. Please send us your article or similar texts as soon as you can and it should reach us on or before 15th December, 2018. The contribution Articles should be submitted in Word format. All articles which are selected for publication will be proof read for content, spelling and grammatical errors. Also please note that it is not mandatory that these articles will be published in "expressions" newsletter as it is strictly subject to screening before publishing. Furthermore, we may make minor editorial changes or correct spelling mistakes. To establish the identity of the authors, your name will be published with your article.

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**The Editor**

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