

Airline industry to post USD 9.8 bn profit in 2023; revenues to grow over 9%: IATA

Despite economic uncertainties, the airline industry has achieved a noteworthy return to net profitability, with a 1.2 percent net profit margin. The industry's outlook is driven by rising revenues surpassing expenses, with passenger revenues projected to reach USD 546 billion. Additionally, an estimated 4.35 billion individuals are expected to travel in 2023, approaching the pre-pandemic figure of 4.54 billion recorded in 2019.

IATA has upgraded its outlook for the airline industry in 2023, anticipating stronger profitability compared to previous forecasts. The industry is expected to record a net profit of USD 9.8 billion, more than double the earlier projection of USD 4.7 billion. Operating profits are also predicted to reach USD 22.4 billion, significantly surpassing the previous estimate of USD 3.2 billion for the year.

The anticipated total revenues for the industry are also projected to grow by 9.7 percent year over year, reaching USD 803 billion. This marks the first time since 2019 that industry revenues are expected to surpass the USD 800 billion mark. The growth in expenses is anticipated to be contained at an 8.1 percent annual increase. In terms of passenger numbers, approximately 4.35 billion individuals are expected to travel in 2023, which is closing in on the pre-pandemic figure of 4.54 billion recorded in 2019.

IATA's May 2023 passenger polling data supports the optimistic outlook, with 41 percent of travellers indicating they expect to travel more in the next 12 months than in the previous year and 49 percent expect to undertake the same level of travel. Moreover, 77 percent of respondents indicated that they were already traveling as much or more than they did pre-pandemic. The high demand for travel in many markets is keeping yields strong with a modest 1.1 per cent decline expected in 2023 compared to 2022 levels. Efficiency levels are high with an expected average passenger load factor of 80.9 per cent for 2023. That is very near the 2019 record performance of 82.6 percent.

"Airline financial performance in 2023 is beating expectations. Stronger profitability is supported by several positive developments. China lifted Covid-19 restrictions earlier in the year than anticipated. Cargo revenues remain above pre-pandemic levels even though volumes have not. And, on the cost side, there is some relief. Jet fuel prices, although still high, have moderated over the first half of the year," said Willie Walsh IATA's Director General. The return to net profitability, even at a 1.2 percent net profit margin, is considered a significant accomplishment given the economic uncertainties faced, said IATA. This follows the unprecedented losses of USD 183.3 billion experienced by the aviation industry from 2020 to 2022, resulting in an average net profit margin of -11.3 percent during that period.

It is also worth noting that the industry entered the Covid-19 crisis after a historic period of profitability, with an average net profit margin of 4.2 percent from 2015 to 2019. While the outlook for the industry is positive, challenges remain in repairing damaged balance sheets and providing sustainable returns on capital for many airlines. Walsh emphasized the need to address these challenges, as

airlines are currently making an average of USD 2.25 per passenger.

The outlook drivers for the industry, according to IATA's report, include rising revenues outpacing expenses, with passenger revenues expected to reach USD 546 billion, reflecting a 27 percent increase compared to 2022. Passenger traffic is also expected to strengthen throughout the year, reaching 87.8 percent of 2019 levels. Expenses are expected to grow to USD 781 billion, primarily driven by jet fuel costs, which are forecasted to average USD 98.5 per barrel in 2023. Non-fuel expenses have been well-controlled by airlines, resulting in a decrease in non-fuel unit costs per available tonne kilometer (ATK) to 39 cents per ATK, returning to pre-Covid levels.

The outlook for the airline industry is not without risks. Economic and geopolitical factors could impact profitability, including the pace of

investors, fund sustainability, and invest in efficiencies to connect the world even more effectively. That's a big 'to do' list to achieve with just a 1.2 per cent net profit margin. That's why we call on governments to keep their focus on initiatives that will strengthen safe, sustainable, efficient, and profitable connectivity," said Walsh.

The priorities for 2023 outlined by Walsh include incentivizing sustainable aviation fuel (SAF) production to accelerate progress towards achieving net-zero carbon emissions. It is also crucial to maintain the integrity of CORSIA, the economic measure applied to international aviation while eliminating inefficiencies in air traffic management and ensuring consistent adherence to global standards, he advised.

IATA further revealed that passengers place high expectations on the airline industry, seeking a safe, sustainable, efficient, and profitable travel



inflation-fighting measures, the war in Ukraine, supply chain issues, and potential increases in regulatory costs. Financial performance across different regions varies, with North America leading in terms of profitability. European carriers are expected to strengthen their profitability in 2023, while Asia Pacific carriers are experiencing a recovery in passenger volumes and capacity. The Middle East has shown significant improvement, with a high passenger load factor and a return to international connectivity. Africa continues to face challenges but is moving towards overall industry profitability.

The way forward

"Resilience is the story of the day and there are many good reasons for optimism. Achieving profitability at an industry level after the depths of the Covid-19 crisis opens up much potential for airlines to reward

experience. A recent IATA poll conducted across 11 global markets revealed that 81 percent of respondents developed a greater appreciation for the freedom that flying provides after the pandemic.

The study also emphasized the vital role that travellers attribute to the airline industry, with 90 percent recognizing air connectivity as crucial to the economy, 91 percent considering air travel a necessity for modern life, and 88 percent acknowledging its positive impact on societies.

Furthermore, 82 percent of respondents recognised the global air transport network as a key contributor to the United Nations Sustainable Development Goals (SDGs). Overall, 96 percent expressed satisfaction with their last flight, and 77 percent believed that flying provided good value for money.

New Courtesy: travel.economicstimes.indiatimes.com

Editorial

Successful Tourism Business Factors

Running a successful tour business requires a combination of excellent planning, exceptional customer experiences, and effective marketing. Here are some key tips to help ensure the success of your tour business

Offer Unique and Memorable Experiences

Differentiate your tour business by providing unique and memorable experiences that stand out from standard tours. Tailor your itineraries to cater to specific interests and preferences of your target audience.

Focus on Customer Satisfaction

Prioritize customer satisfaction above all else. Ensure that your tour guides are knowledgeable, friendly, and skilled in creating engaging experiences for participants.

Safety and Reliability

Make safety a top priority in all aspects of your tours. Ensure that your guides are well-trained to handle emergencies and that all equipment and transportation are regularly inspected and maintained.

Build Relationships with Local Partners

Establish strong relationships with local vendors, attractions, and businesses. Collaborating with

Utilize high-quality images and videos to showcase the highlights and experiences of your tours. Visual content can be powerful in attracting potential customers.

Offer Excellent Customer Support

Provide prompt and helpful customer support to address inquiries, concerns, and booking-related questions.

Be Transparent with Pricing and Inclusions

Clearly communicate the pricing and inclusions of your tours to manage customer expectations and avoid any misunderstandings.

Stay Compliant with Regulations

Stay informed about the local and regional regulations related to tour operations, permits, and licensing. Compliance with regulations is essential to run a legitimate and trustworthy business.

Consider Sustainability

Integrate sustainable practices into your tour operations, such as minimizing environmental impact and supporting local communities.

Continuously Improve and Innovate

Regularly seek feedback from customers and use it to improve your tours. Stay updated with industry trends and consider introducing new tour offerings to keep your business fresh and appealing.

Offer Group Discounts and Referral Incentives

Implement group discounts and referral programs to incentivize repeat business and word-of-mouth referrals.

Network and Collaborate

Collaborate with other tour operators or businesses in the travel industry to expand your reach and offer combined packages or experiences.

By focusing on delivering exceptional experiences prioritizing customer satisfaction, and effectively marketing your tours, you can build a successful tour business and establish a strong reputation in the industry. Remember that building a reputable business takes time, dedication, and a commitment to continuous improvement.

Mantra

Intelligent retailing way forward in travel:

Sabre expert

Unlocking exceptional customer experiences is crucial for success in any industry, especially so in the dynamic world of travel. According to an expert from Sabre, the key to achieving this is by embracing innovative technologies that promote seamless collaboration and integration across the industry, resulting in unforgettable journeys for travellers.

“When we look at customer experiences in other industries, we see that they have done a better job at understanding customer expectations and delivering on them. There is a huge opportunity for the travel industry to offer intelligent retailing experiences for consumers, using technology,” says Andy Finkelstein, SVP, Global Agency Sales & Delivery, Sabre.

Finkelstein spoke about intelligent retailing and travel trends shaping travel at a panel discussion titled ‘The Main Trends Impacting Travel in 2023 and Beyond’ at the Arabian Travel Market (ATM) 2023 in Dubai, recently.

“We feel that Sabre can lead the market of personalised travel by working across suppliers such as airlines, hoteliers, car rental companies, and the buyer community, including travel agencies, whether it’s an Online Travel Agency (OTA) or Travel Management Company (TMC), or corporations, all for the consumer’s benefit. With our solutions and technology, we aim to work together across the travel ecosystem to enable a better outcome for the consumer.

“Collaboration is crucial for the industry, and being a part of the travel tech theatre allows us to share the stage with our partners, talk about insights and trends, and collaborate to move the industry forward,” he said.

What is intelligent retailing?

Intelligent retailing is about knowing your customer and presenting them with a curated set of offers that are targeted to them. It involves understanding the context of their journey, including their trip history, preferences, loyalty programmes, and what they are trying to accomplish. Intelligent retailing simplifies the booking process by presenting a limited number of options that are easy to understand. Additionally, it offers suggestions for things to do during the trip, such as booking a show or dinner reservation. The goal is to enhance the traveller’s experience and allow suppliers to offer travel and experiences that meet the needs of their customers. As a traveller, you get a curated set of offers that you feel are prepared for you and you have the confidence that they are the best value.

The next key component is a simple booking process. Take the example of Apple - when you browse their products, there are only a few options to choose from, making it easy to understand and efficiently book your purchase.

Another important aspect is how we can enhance your trip experience while you’re in your destination. For instance, if you’re in New York City, how can I offer you additional retail opportunities such as show tickets or dinner reservations at specific locations? These extras can elevate your experience and allow travel suppliers to market to you in-destination. These enhancements aren’t just limited to leisure travel, they can also be applied to corporate travel experiences.

New Courtesy: ttnonline.com



reliable partners can lead to better deals and enhance the overall quality of your tours.

Invest in Marketing

Develop a strong marketing strategy to promote your tours. Utilize social media, email marketing, content marketing, and search engine optimization (SEO) to reach your target audience effectively.

Leverage Online Booking and Payment Systems

Offer online booking and secure payment options to make it convenient for customers to reserve their spots on your tours.

Obtain Positive Reviews and Testimonials

Encourage your satisfied customers to leave positive reviews and testimonials. Positive feedback can significantly impact potential customers' decision-making process.

Use High-Quality Visuals

Saudi Arabia announces cruise line brand, AROYA Cruises

Tourism highlights

Saudi Arabia has launched its own cruise line brand, AROYA Cruises, designed to appeal to both GCC travellers and the wider expat community. Under the wider PIF-owned Cruise Saudi, AROYA Cruises will offer a modern interpretation of Arabian hospitality.

While a part of Cruise Saudi, AROYA will operate independently, described as a “separate business unit.” It will initially sail around parts of KSA and the wider GCC, with the potential to go further afield as the company progresses.

AROYA Cruises itineraries and packages are currently under development and will be announced at its commercial launch to be held in the coming months.



AROYA Cruises’ independent operational and management team will be led by Ghassan Khan. Khan will manage the brand as a separate business unit supporting the fulfilment of Cruise Saudi’s strategic goals of welcoming 1.3 million cruise visitors by 2035 and providing 50,000 direct and

indirect jobs.

Khan said: “This is an extremely exciting time. It is a privilege to bring this cruise line to launch as a core element of Saudi’s development as an international cruising destination.” “This momentous step marks a historical milestone in Cruise Saudi’s ambitious strategy to create a premium cruise ecosystem in Saudi, in line with Vision 2030.” added Lars Clasen, CEO of Cruise Saudi. “AROYA Cruises will be operating as an autonomous brand within the Cruise Saudi portfolio, aiming to provide experiences and services specifically designed to embrace Arabian preferences.”

New Courtesy: www.hoteliermiddleeast.com

GCC could launch Schengen-style visa for easy travel across countries

GCC countries are currently in talks to launch their own ‘Schengen-style’ visa which will facilitate entry into all partner countries under one visa.



The development was revealed during this year’s Arabian Travel Market on a panel with HE Fatima Al Sairafi, Minister of Tourism, Ministry of Tourism, Kingdom of Bahrain, Undersecretary HE Abdulla Al Saleh, Government of UAE, and Fahd Hamidaddin, CEO, Saudi Tourism Authority (STA).

Responding to a question from the moderator on whether the GCC could go down the same route as

the Schengen zone when it comes to visas, all panelists responded, prompting a discussion around the future image of the Gulf and how it can supercharge international visitation.

Bahrain’s minister of tourism said: “We have huge opportunity, the effort is in how to unify all the countries in the GCC. “We had 9.9 million visitors in 2022. How? There was one key initiative that year, we started to co-promote Bahrain as a unified destination with the GCC. “If all the GCC countries unified their efforts in promotion, the opportunities are incredible.” The GCC countries are Bahrain, Kuwait, Oman, Qatar, Saudi Arabia and the United Arab Emirates.

The World Cup test pilot

STA’s Hamidaddin added that last year’s FIFA World Cup was a good “test pilot” for cross-collaboration between the Gulf, both in terms of marketing and travel rules. Saudi, for example, provided 60-day visas to all Hayya Card holders during the event.

“Visas are naturally tricky. We are all regulating at different paces in regards to visas,” said Hamidaddin. “But collaboration is the name of the

game for us. I strongly believe the success of each complements the other. A rising tide lifts all ships.”

Agreeing that the World Cup was proof of concept for such unified travel, Al Sairafi said the event has sparked discussions for similar, more permanent travel policies.

She revealed: “Discussions have been taken place how we can achieve similar in the long term. We really saw the value it adds to the whole region. People spend more when they travel across countries. “The day will come, very soon, where tourists will say they are going to the Gulf, similar to how they say they are going to ‘Europe,’ ‘Asia’ and so on.”

The UAE’s Al Saleh said that easy travel across the Gulf would boost tourism for everyone. He explained: “If long distance travellers come to this region, having a programme to maximise their visit to more than one country is amazing. The visitor will be more happy with visiting several countries, without restrictions crossing borders.”

New Courtesy: www.hoteliermiddleeast.com

Middle East Emerges as Preferred Travel Destination for Affluent Chinese

Over 20 percent of Chinese millionaires plan to visit the Middle East in the next 12 months, according to the latest TrendLens report from luxury consulting firm Agility. The report analyzed the survey responses of 315 affluent and 216 high net-worth individuals in China in March and April this year. Those planning overseas leisure trips jumped from 50 percent in 2022 to 75 percent this year. High net-worth individuals expressed a preference for buying beauty, alcohol, watch, and jewelry products abroad in search of better deals. China’s high net-worth individuals and affluent consumers are more confident about their disposable income and investments, and spending on luxury products and experiences like tourism, according to the report. Having welcomed 989,000 Chinese tourists, China was Dubai’s fifth-largest source market in 2019. When Saudi Arabia opened to tourism in 2019, the maximum number of tourist visas issued were to Chinese tourists. More than 100,000 Chinese tourists visited Saudi Arabia in 2019. Following the resumption of outbound group tours for Chinese citizens on February 6, Middle East destinations have been wooing Chinese tourists. Dubai has been actively promoting travel-related campaigns in China and has continued to implement a visa-free policy for Chinese visitors as well as a “China Ready” strategy. With plans to welcome 4 million Chinese visitors by 2030, Saudi Arabia included China in its e-visa program and in the 96-hour stopover visa program that allows guests flying in to the country to avail a complimentary one-night hotel stay. Ahmed Issa, the tourism minister of Egypt had said this year that

around 30 million Chinese tourists are interested in visiting Egypt over the next few years. China’s largest online travel agency Trip.com Group has also signed an agreement with Saudi Arabia, Qatar and Abu Dhabi to promote these destinations. Speaking at the Skift Global Forum East in Dubai last year, Trip.com’s Chief Operating Officer, Schubert Lou, said old marketing strategies would not work on the new Chinese traveler.

In a bid to improve transparency and increase confidence among investors and visitors in the short-term rental market, Dubai’s Department of Economy



and Tourism has announced the launch of a new QR Code initiative for holiday homes in Dubai. The initiative is also in line with Dubai’s digital transformation strategy, which seeks to establish the emirate as a leading global smart city. As part of the initiative, owners of holiday homes will now be required to display a QR code on the main entrances of their vacation properties in Dubai. This code would then enable visitors and guests to access essential

information about the operator of the holiday home and provide relevant contact details of the Department of Economy and Tourism. The initiative will also facilitate oversight and inspections conducted by the Dubai Corporation for Consumer Protection and Fair Trade, ensuring strict compliance with procedures, a release from the government stated. The holiday homes segment in the emirate has registered substantial growth, reaching 21,132 units, 46 percent growth, with 32,794 rooms by the end of March 2023, according to Department of Economy and Tourism data. Additionally, holiday homes hosted 137,144 guests in the first quarter of 2023.

India was one of the major tourism source markets for the United Arab Emirates as the country welcomed nearly five million Indian visitors in 2022, said Abdulla bin Touq Al Marri, United Arab Emirates’ minister of economy. Bin Touq was speaking during a meeting with Indian tourism minister G Kishan Reddy in which the ministers explored the possibility of enhancing investment exchanges in the tourism sector. The ministers also discussed increasing tourism flows between the two countries, in addition to increasing the number of mutual flights. “We are keen to enhance cooperation with India to explore more promising opportunities in the tourism sector and launch innovative tourism projects that harness the potential of latest technologies in hospitality services. This will enhance the tourists’ experience and make the two countries preferred tourism destinations,” Bin Touq said.

New Courtesy: skift.com

Airline News



Kuwait Airways to launch 20 new routes in 2023

Kuwait Airways will launch 20 new destinations in 2023, including a number of new cities to its winter schedule, said Shorouk Al-Awadhi, the Director of Distribution and Network Planning.



“Kuwait Airways will operate its flights, starting in June to Budapest in Hungary with two flights per week on Tuesdays and Saturdays, to Malaga in Spain with three flights per week on Tuesdays, Fridays and Sundays, to Sarajevo in Bosnia with two flights per week on Thursdays and Sundays, and to Mykonos in Greece with two flights per week on Sundays and Wednesdays.

Saudi Arabia flexes muscles with launch of new Gulf airline Riyadh Air

As the deafening roar of an F35 fighter jet washes over the Paris air show, Tony Douglas allows himself a moment of nostalgia: he was formerly responsible for the UK government agency charged with buying the planes.

Now he is in charge of a different aviation proposition, leading the launch of a new commercial airline belonging to the Saudi Arabian state. Riyadh Air, owned by the country’s Public Investment Fund, was first revealed in March alongside a provisional order for up to 72 Boeing 787 aeroplanes.

Now its full launch comes as the global aviation industry races to meet resurgent demand for air travel after the end of coronavirus pandemic lockdowns. The carrier is this week showing its new purple livery – on a Boeing 787-9 Dreamliner – to the industry at the Paris air show, after making its debut last week in the Saudi capital, with which it shares its name.

However, many of its routes are geared towards passengers travelling to Mecca for the

Nesma Airlines

Nesma Airlines is a carrier in the Arabic Republic of Egypt and a member of Saudi Arabia’s



Nesma Group. Nesma Airlines operates as a full-service carrier on international flights, offering a choice of travel between Business Class and Economy Class. Nesma Airlines officially took to the skies in June 2007. Al Khaleej is the GSA of Nesma Airlines in Kuwait.

Kuwait's Jazeera Airways to Launch New Saudi Low-Cost Carrier

Saudi Arabia could be looking at two new airlines taking to the skies very soon. Jazeera Airways announced that it plans to create a new low-cost carrier in Saudi Arabia as part of the Kingdom's 2030 Vision. The new airline will be based in Dammam at King Fahd International



Airport, a major hub in the country and one with several local airlines concentrated. New bases for Middle Eastern carriers have become a new and lucrative trend, with the likes of Air Arabia and even Wizz Air jumping in.

Struggling to resume operations, Go First seeks additional funds

Crisis-hit airline Go First, which is under bankruptcy protection, has sought additional funds from its lenders in order to resume operations, reported by aviation sources. It is worth mentioning that the planned resumption of operations depends on a number of factors, including regulatory approvals. The future of Go First remains uncertain. The airline has a number of additional challenges to overcome, including securing additional funds, obtaining regulatory approvals, and rebuilding its customer base.



However, if Go First is able to overcome these challenges, it could be a viable airline in the years to come.

Hajj pilgrimage. Rivals in the Middle East such as Qatar Airways, Dubai’s Emirates and Abu Dhabi’s



Ethiad have built up extensive networks with luxurious facilities for travellers in business and first class. Those fleets of planes are seen as important boosters of the countries’ “soft power”, carrying hundreds of millions of passengers each year through airports that have become hubs for connecting flights.

Saudi Arabia is not the only market expecting

booming aviation demand. European plane-maker Airbus announced a deal with Indian carrier Indigo for 500 of its bestselling A320 at the Paris show on Monday, thought to be the biggest single order in history. Hanging over the launch of the new airline, and the broader show, is the question of the carbon emissions that will be created by an enormous expansion of global air traffic. That question “will define ultimately who the winners and losers are”, says Douglas. “Anybody who doesn’t take it seriously will almost certainly fail.”

Riyadh Air will have a sustainability advantage because it will only have the newest, more efficient planes. Douglas says that so-called sustainable aviation fuel – made from plants or using chemical processes powered by renewable electricity – will play an important role. However, he says he is unable to commit to using a certain proportion of the fuel because of uncertain future supply. The new airline’s local rivals are playing down the threat of a new player with deep pockets.

Jazeera Airways stimulates traffic with new routes and low fares

Jazeera Airways, Kuwait's leading low cost carrier introduced many new destinations with three new European destinations – Munich, Germany, Belgrade, Serbia and Tirana, Albania. In addition, the airline will also restart its flights to Prague, Czech Republic and Sarajevo, Bosnia and Herzegovina.



Fujairah Joins Salam Air's Expanding List of Destinations in the GCC

SalamAir, Oman’s first value-for-money airline, continues expanding its reach with the addition of



a new destination to its network. SalamAir meets the nation's growing demand for affordable travel options and aims to generate further employment and business creation opportunities in various sectors in Oman. In a short span, SalamAir has grown in its operations and expanded its reach across the region, serving customers across a cross-section of society.

Kuwait News

Kuwait to build \$660mIn fun city

OPEC oil producer Kuwait is planning to build a fun city with a value of nearly 200 million Kuwaiti dinars (\$660 million) to attract tourists as part of an economic diversification strategy, quoted by a Kuwaiti newspaper. It includes amusement park, hotel and shops.



The costs of the project in the coastal Doha area in the capital Kuwait City comprise around KWD80 million (\$264 million) for infrastructure and KWD120 million (\$396 million) as capital expenditure, the Arabic language daily Alqabas said, citing a study by Kuwait's Touristic Enterprises Company.

The study expects the amusement city to attract more than 900,000 visitors by 2030 and to generate high income that will support the Gulf state's drive to lessen its heavy reliance on volatile oil export earnings.

Kuwait announces mandatory biometric fingerprinting for Gulf citizens, expats

The Kuwait Ports Authority (KPA) has recently introduced a new regulation mandating biometric fingerprinting for Gulf nationals and expatriates visiting the country, local media reported. The mandatory fingerprinting of visitors is subject to the frequency of flights arriving at the airport.



Kuwait Government lists 107 projects in its four year action

Projects include new entertainment city, Failaka Island Tourist attractions. Under the programme, the Government pledged to operate a number of mega



projects like Kuwait's part of the Gulf Railway project, operating in the third year the new Kuwait Airport Terminal 2 and raise the number of flights to and out of Kuwait by building three new runways

Camping in winter – Enjoy your stay in desert

The winter camping season in the Arabian Gulf is a long-standing tradition that has been modernized to suit the needs of people today.

The camping season in Kuwait starts around mid-November and lasts until mid-March. During those months, families in Kuwait will set up their campsites throughout the various camping grounds approved by the government.



These campsites will serve as a temporary space for families to gather during the winter months where they partake in activities like grilling, riding quad bikes/ATV's and more. The desert is an incredible place to explore and is a must experience in the winter. It's truly amazing to think about how the plants and animals in this terrain can thrive in such vast changes in weather with little precipitation.

Plan ahead and create some amazing winter memories on your next desert camping adventure. Contact hotelsglobe.net, your Inbound Tour Operator, contact numbers: +965 22463419/ 2579/ 3420, Email: inbound@hotelsglobe.co.

Grave traffic violations fines cannot be settled at Kuwait airport

The General Traffic Department at the Ministry of Interior has advised all those fined for speeding or parking in areas designated for people with special needs to pay the fines at the Violations Department before they travel, reports Al-Rai daily quoting sources. Sources explained that fines for grave traffic violations cannot be settled through the electronic payment system or the designated offices at the land and sea ports and Kuwait International Airport shortly before departure, as the concerned individuals must complete the process at the Violations Department.

Sources revealed the General Traffic Department has activated the registration of violations through the violations system within six minutes of issuing the

Kuwait Visit Visas could return under new conditions

Official sources revealed that the Ministry of Interior will issue new conditions regarding family visas at the end of this year. Family visas have been suspended for over a year ago, in implementation of ministerial directives to re-evaluate the mechanisms for their issuance and applying new mechanisms that prevent visitors overstaying their permit. Sources told one of the leading newspapers in Kuwait, they expect the new conditions to be publicized in December.

"The new mechanism is almost ready and will be submitted to the Minister of Interior Sheikh Talal Al-Khaled in the coming period," sources said. "It will include a granting a special card to the visitor and mandating the visitor gets health insurance, whether they are a son, daughter, or parent of a child older than 16 years old or a parent and their child." Visas won't be issued for a resident's brother or sister, sources said. They added that the health insurance fee could reach up to KD 500 and the visit period can't exceed one month. "Fees for issuing a visit visa could increase by 100 percent from what was applied in the past," sources added. The new conditions include that the applicant promises that a visitor leaves the country immediately after the end of the visit period. If they do not leave, the resident who applied for their visa will be legally accountable and subjected to financial and administrative punishment, including permanently banning them from issuing a visit visa, sources said.

citations and notifications are sent to the concerned individuals through the Sahl platform to ensure the collection of fines when completing any government



transaction, when traveling or residency renewal for expatriates

Kuwait news outlet unveils AI-generated presenter Fedha

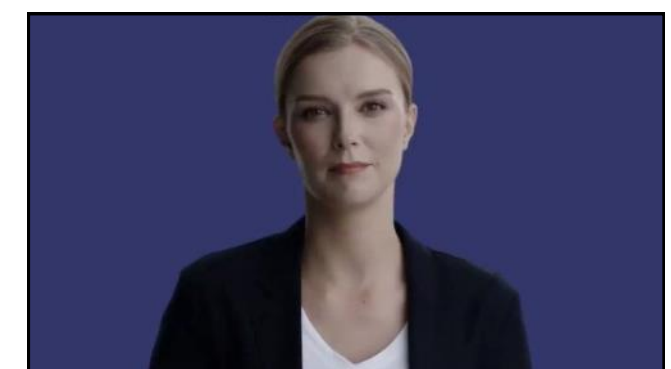
A Kuwaiti media outlet says it has created a virtual news presenter using artificial intelligence (AI).

"Fedha" made her debut on the Twitter account of Kuwait News, an affiliate of the Kuwait Times. She appears as an image of a woman with light-coloured hair, wearing a black jacket and white T-shirt. Abdullah Boftain, deputy editor-in-chief for Kuwait News, told AFP news agency the move tested AI's potential to offer "new and innovative content".

"I'm Fedha, the first presenter in Kuwait who works with artificial intelligence at Kuwait News. What kind of news do you prefer? Let's hear your opinions," the AI-generated presenter said in Arabic. Mr Boftain said Fedha may develop to have a Kuwaiti accent and read online news bulletins.

"Fedha is a popular, old Kuwaiti name that refers to silver, the metal. We always imagine robots to be silver and metallic in colour, so we combined the two," he said. The presenter's blonde hair and

light-coloured eyes reflect the country's diverse population of Kuwaitis and expatriates, Mr Boftain said.



Kuwait is not the first country to unveil an AI-generated news presenter: in 2018, China's state news agency unveiled its own virtual newsreader sporting a sharp suit and a somewhat robotic voice. A report last month by investment bank Goldman Sachs said AI could replace the equivalent of 300 million full-time jobs.

International News

India: Multiple entry tourist visas for Kuwaitis introduced

The Indian ambassador to Kuwait, Dr Adarsh Swaika, has announced multiple entry tourist visas for Kuwaiti nationals. Under this new visa arrangement, Kuwaiti visitors are given the privilege of travelling to India several times over a span of six months. This provision gives them the flexibility to visit other South Asian countries and re-enter India multiple times within the visa's validity.



World's largest cruise ship, Icon of the Seas, labelled 'monstrosity' ahead of maiden voyage

Construction on Royal Caribbean International's Icon of the Seas cruise ship recently completed in Finland, with the vessel expected to make its first official voyage in January 2024. This is going to the



world's largest cruise ship already unveiled to a range of reactions, with many unsure what to make of the gigantic ship.

According to Royal Caribbean, which describes the cruise ship as a "game changer" for vacations, the vessel will boast amenities such as seven pools, including the "largest pool at sea," the "world's largest waterpark at sea," six waterslides and nine whirlpools.

India: Ayush Visa launched for foreign travellers to promote medical tourism

The Ministry of Home Affairs has notified the creation of a new visa category, Ayush Visa, for foreign nationals, who are keen to visit the country for medical treatment including therapeutic care, wellness and yoga in India. The introduction of this special visa will meet the purpose of introducing a special visa scheme for foreigners visiting India for treatment across different streams.

Reports add that Ayush Visa aims to fulfil the need for introduction of a special visa scheme for foreigners. Referring to this, Union Minister of Ayush Sarbananda Sonowal added that this new initiative will help boost medical tourism in India, and will strengthen their endeavour of making Indian

Scoot launches Singapore - Thiruvananthapuram flight services

Bengaluru, Chennai, Hyderabad, Kochi, Lucknow, Tiruchirappalli and Thiruvananthapuram. The inaugural flight took off from Singapore Tuesday with a 180-seater Airbus A320 aircraft at around 8.40 pm local time and reached Trivandrum International Airport at around 10 pm local time, the airline said in a release Wednesday. Thiruvananthapuram is the first of the three new cities in India that Scoot will launch this year. Coimbatore and Visakhapatnam are other destinations.

The tickets for this sector can be issued from Singapore Airline's GSA, Caesars International Travel Company from Kuwait, the sources reported.



Indonesia: Fulfil your Bali dreams with the soon-to-be-launched Golden Visa

Do you dream of staying in Bali? This dream will, very soon, turn into a reality as Indonesia is currently working towards making Golden Visa available for tourists by the end of this year. Indonesia is one of the most popular tourist destinations in the world. Every year, the number of Indian travellers travelling to Indonesia is increasing

investment in the country by means of business or tourism.

The Golden Visa policy will come with validity for five and ten years. There are several plus points to this type of visa, one of which is expedited and more streamlined procedures. The Golden Visa will also allow a long-term visitor to own property in



steadily.

What is Indonesia's Golden Visa?

As per the reports, under the Indonesian Golden Visa policy, there will be visa waiver for foreign enterprises or foreigners who will make a significant

Indonesia. Also, there are talks about introducing a fast-track citizenship application process for those who have the Golden Visa. As of now, there have been no reports on the cost of the Golden Visa. Indonesia's Golden Visa policy is aimed at attracting foreign investors, professionals, wealthy individuals



traditional medicine a global phenomenon. Earlier, in 2022, PM Modi had announced creation of Ayush Visa, seeking to make it a part of India's roadmap for the Heal in India initiative of the government. Later, the Ministry of Ayush and the Ministry of Health & Family Welfare collaborated to develop a one-stop Heal in India portal to promote India as one of the top medical tourism destinations in the world. To enhance Medical Value Travel in Ayurveda and other traditional forms of medicine further, a Memorandum of Understanding (MoM) was also signed recently with India Tourism Development Corporation (ITDC), Ministry of Tourism, GoI.

Farewell to Senior Employee: Mr. Bijai Baby

In a heartwarming event filled with nostalgia and appreciation, the Caesars Intl Travel Co. bid a fond farewell to their esteemed senior employee, Mr. Bijai Baby who is leaving the organization after 15+ years of dedicated service. The farewell function took place

as colleagues from various departments shared their cherished memories, recounting how Mr. Bijai had been a pillar of support and a source of inspiration for the entire team.

A highlight of the evening was a

He also shared some pearls of wisdom and offered encouraging words to the younger members of the team.

In recognition of Mr. Bijai's outstanding contributions, the company presented them with a



at Caesars Intl Travel office where colleagues, management, and well-wishers gathered to honor the remarkable contributions of the departing employee.

The farewell function commenced with a warm welcome by Mr. Rajesh R – Director (Commercial & Marketing), who expressed heartfelt gratitude for Mr. Bijai's unwavering commitment and invaluable contributions to the growth and success of the company. A series of touching speeches followed

heartwarming speech by Mr. P.N.J. Kumar, CEO (Caesars Travel Group). "It's never easy to say goodbye to a colleague who has become family," said Mr. Kumar "We will truly miss Mr. Bijai's presence, but we know he will stay always in our hearts."

In the end, Mr. Bijai has given a farewell speech, and he reflected on his fulfilling journey with the company. Emotions ran high as he expressed gratitude to his colleagues and the organization for their support and camaraderie throughout his tenure.

personalized gift, a symbol of appreciation and gratitude. Mr. Bijai was visibly moved by the gesture and expressed heartfelt thanks to everyone present. The farewell function was not just a time of goodbyes but also an occasion to celebrate and foster the spirit of camaraderie. The farewell function marked the end of an era, as Mr. Bijai embarks on a well-deserved send-off. As he steps into a new phase of life, the Caesars Travel Group family wishes him happiness, good health, and success in all his future endeavors.

Oman Air Named 'Best Airline Staff in the Middle East' at the Skytrax 2023 World Airline Awards

Oman Air has been designated 'Best Airline Staff in the Middle East' at the Skytrax 2023 World Airline Awards. Aboudy Nasser, Chief Commercial Officer, received the award on behalf of the company during the Paris Air Show, with members of the airline's team in France also in attendance. Oman Air also scored highly in a string of global rankings, including 8th for World's Best First Class Airline Seats, 12th for World's Best First Class Airlines, 14th for World's Best Airline Cabin Crew, 18th for World's Best Inflight Entertainment, and 27th in the World's Top 100 Airlines list, climbing 10 places from last year. The World Airline Awards, which are in their 24th year, are voted for by travellers from all over the world based on their experiences both on board and at the airport.

Eng. Abdulaziz Al Raisi, Chief Executive Officer of Oman Air, said, "Our people are the heart and soul of our airline. We are driven by a passion that embodies exceptional professionalism and going above and beyond to create extraordinary and unforgettable moments for every guest. Receiving this prestigious award for the sixth time amongst our other global rankings is a source of immense pride and a testament to our unwavering commitment to set

new benchmarks for guest experience, year after year."

Edward Plaisted, CEO of Skytrax, added, "It is a superb achievement for Oman Air to win this award for having the Best Airline Staff Service in the Middle East for the sixth time. The unique



hospitality provided by the multi-national cabin crew and ground services team is clearly very popular with customers of Oman Air."

Launched in 1999 by Skytrax, the World Airline Awards are widely regarded as 'the Oscars of the aviation industry', remaining totally independent and impartial. Over 100 customer nationalities participated in the 2022-2023 survey, with travellers across the globe taking part each year in the world's largest airline passenger satisfaction survey to decide the winners. Distinguishing itself for its personalised service, authentic Omani hospitality, and meticulous attention to all elements of the guest journey, Oman Air continues to position itself among the world's major carriers.

Having won the 'Best Airline Staff in the Middle East' Award in 2011, 2014, 2015, 2017 and 2021, the airline also recently earned the 2023 Five-Star Major Airline rating by the Airline Passenger Experience Association (APEX), as well as World's Leading Airline: Business Class, World's Leading Airline: Customer Experience, and World's Leading Airline Lounge at the World Travel Awards 2022.

New Courtesy: www.omanair.com

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, Ms. Emily Bautista, Reservation Officer, 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 started working as a Document Controller in one of the known Companies in the Philippines. Then I feel bored that's why I shifted. I worked in several travel agencies in Manila (IATA) Now, it's been 21 years since I started joining in Travel Industry. I became a travel agent to help others plan and enjoy their destination of choice while expanding my knowledge and understanding of different places and how others spend and enjoyed their time there. That is the reason I enjoyed my job.

What makes you passionate about to travel domain?

For me, it's a great opportunity because it challenges me to help and fulfill where the passenger or customer/s wanted to travel. I feel like it is an intense liking for something that guides your actions. It's a challenging role, it's a privilege to learn and explore.

How was your first job experience in this travel domain?

At first month, I'd feel pressured, but my goal was to build my client base through my reputation. I want them to remember and talk about the good service I provided to them. And I want them to go out in our office with a big smile and satisfaction on their faces.

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

I've been to Caesars Travel for 14 years now, I wouldn't be here if I dislike the company, Caesars Travel become my second family. I always feel very comfortable by all means with our company. And in every difficult situation that I encountered, I always looked at that as a task to improve my skills and strength.

How was your career ladder in Caesars as you are one of the senior employees?

I can certainly see the wisdom in developing a comfortable or suitable position in life or employment. And my objective is to perform my duties, responsibilities, and other tasks.



Emily Bautista

Reservation Officer - Kabayan Corner - Caesars Travel Group

What are your major achievements and contributions to our company to date?

For me, as for individuals my passion and being consistent with my work and being confident with my own decisions and my honesty, loyalty, and hard work that I can say my contribution & achievement to the company and I considered self-growth.

What is your expectation regarding the travel domain in the future?

I expect a better and bright future in the coming days for the travel industry. That will boost again like before after the pandemic Travel Industry must continue to push the boundaries to promote, exploring with time and purpose.

The travel market is getting more challenging due to Corona outbreak, as a senior staff what is your plan or idea to tackle the situation?

As a Travel Agent, my primary role is to continue helping them with their travel needs and assess each customer's preferences and budget to ensure their trip goes smoothly as possible. Travelers are anxious about catching COVID-19. This means they must know and guide them to comply with the travel requirements needed in destinations.

Who is your role model and what is your dream?

Every one of us, has a role model, and most of us are our parents, for me, they are the best role models because they take care of me very well when I'm in confusion, tension, and trouble. And I can say I'm lucky because I'm surrounded by good people with compassion. That's why I'm doing my best to become a role model to others

What is advice to the new staff who joined Caesars?

For the new or future staff, I would advise them to be passionate about the job, In our work as a travel agent. You should have listening and communication skills and have confidence in yourself and your work. And accept all the new challenges. Focus and learn to build your career.

What is your advice to the new staff who joined Caesars?

Ability is what you're capable of doing. Motivation determines what you do. Attitude determines how well you do it. The only way to achieve the impossible is to believe it is possible. Hard work, Loyalty to the company will set you on top and climb the ladder. Ability, Motivation and Attitude AMA.

HOW YOU CAN BE A PART OF "Xpressions"

By sending your submissions to "Xpressions" newsletter, including articles, photographs, aviation updates, personal information which can be released in our newsletter, etc. The next issue will be out in October 2023. Please send us your article or similar texts as soon as you can and it should reach us on or before 15th September, 2023. 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 "Xpressions" 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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