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## December 2018

As we approach the end of 2018, ETOA finalises another Partnerships in European Tourism conference and matchmaking event in Chengdu, China.

For 2019, there is a steady flow of events and opportunities for members to meet and develop more business. On the 29th January the [Britain and Ireland Marketplace](#) takes place in London to showcase more product and services to buyers contracting for global clients. Just two weeks after, the [Hoteliers European Marketplace](#) on 11th February is for the first time in Seville.

The very last Partnerships in European Tourism conference and matchmaking event will take place 15th February in Los Angeles. For more information or to apply, please click [here](#).

Finally, members are encouraged to join us at both Fitur in Madrid this January and ITB in Berlin. Bookings are open for the latter, so please [contact us](#) today for the best spaces.

**Jay Munro-Michell**

**ETOA**



## FEATURED NEWS



### **Travel Technology Europe, 20-21 February, London**

Travel Technology Europe is Europe's leading event for travel technology professionals, bringing together more than 6,000 attendees and over 100 exhibitors from every area of travel technology: booking and payment systems, CRM and customer loyalty, content management, marketing and accommodation.

Running alongside the exhibition is Europe's largest conference programme. Independently produced and supported by over 120 expert speakers, the 80 + topical sessions cover the full spectrum of travel technology, facilitating peer to peer learning and debate to enable companies to drive the industry forward.

Don't miss the popular technology and marketing conference sessions delivered by expert speakers, a glimpse in to the future in our Innovation Playground and the Disrupt Launchpad and Awards, the chance to get free, tailored expert knowledge in our Advice Clinics, share knowledge in the Tech Huddles, take part in the VIP programme and enjoy free access to Business Travel Show.

Visit [www.traveltechnologyeurope.com](http://www.traveltechnologyeurope.com) for more details and to register for your FREE tickets.





## Europe Incoming celebrates 40 years

Incoming tour operator, Europe Incoming celebrates 40 years in 2018. Managing Director, Uma Somia says: "Our company started back in 1978 as a small incoming tour operator specializing in student tours to London. We now cover all of Europe and our turnover exceeds EUR 30M."

Executive Director, Dylan Lall adds: We've always been strong in the leisure segment and in 2009 we started working with MICE. Director, Staffan Nilsson fills in: "We've also introduced FITBOOKINGS.COM which handles online and offline FITs."

Uma, Dylan and Staffan continue: "The main success factors are strong customer and supplier relationships as well as a strong product and competitive rates. We employ great people to be able to continue to deliver customer service and grow the business at the same time" And they finish: "Here's to another 40 years!"

**About Europe Incoming**  
 Europe Incoming is a leading provider of hotels, European tours and ground services to the travel trade. The company handles leisure groups, educational groups and MICE movements across Europe. Website: [www.europeincoming.com](http://www.europeincoming.com)

**About FITbookings.com by Europe Incoming**  
 FITbookings.com offers online and offline access to over 300.000 hotels worldwide with transport and activities across Europe. Website: [www.fitbookings.com](http://www.fitbookings.com)

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## Join the International Tourism Trade Fair!

FITUR is a global meeting point for tourism professionals and the leading trade fair for inbound and outbound Ibero-American markets.

Organised by IFEMA, FITUR 2019 is opening the doors to its 39th edition held at Feria de Madrid from the 23rd to the 27th of January 2019.

After 2018's successful edition, another record year is expected to surprise and engage thousands of participant companies with a programme full of news, activities, seminars and much more. Click [here](#) for more information.

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## Discover a host of wonderful new experiences in Northern Ireland

### Experience the ancient Irish craft of hurl making at Scullion Hurls

You'll be warmly received by the Scullion family in their workshop, situated in the village of Loughguile. Groups can learn about the production process and watch Michael and Denis carefully handcraft each Scullion hurl from ash wood in their workshop. Explore the exhibition area before trying out a hurl for yourself. [www.scullionhurls.com](http://www.scullionhurls.com)

## Learn the art of blacksmithing at Hot Milk Forge

Hot Milk Forge was founded in 2015 by Artist Blacksmith Eamonn Higgins. He has long been teaching blacksmithing, and aims to inspire students to embrace the full potential of steel as a creative medium. Groups can experience a demonstration in which Eamonn will talk about his experience, while forging different items. At the end groups have the opportunity to try blacksmithing for themselves. [www.artistblacksmithschool.com](http://www.artistblacksmithschool.com)

## Montalto Estate has recently opened its wonderful gardens

Montalto Estate is situated on the edge of Ballynahinch. It has a fascinating history, having been purchased and updated in both the 19th and 20th centuries, and used as a base for US soldiers during WWII. The estate boasts a variety of enchanting gardens and trails, including an an Alpine Garden, a Winter Garden, a Woodland Trail, a Lake Walk or the Orchard planted within a wildflower meadow. [www.montaltoestate.com](http://www.montaltoestate.com)

For further information on attractions and experiences in Northern Ireland go to [www.discovernorthernireland.com](http://www.discovernorthernireland.com)



## Integrated Travel Platform for Seamless Travel Experiences

[Rezopia](#), the first cloud-based end-to-end travel reservations, contracts, operations and distribution management system for travel providers.

Rezopia is a multi-tenant architecture-based system for the travel industry. What this means for our customers is that there is no hardware to purchase, system is deployed quicker than legacy platforms and new features are rolled out rapidly. Rezopia enables travel providers to transform business, innovate technology and deliver enhanced customer experiences. Rezopia is available on both Amazon and Azure cloud environments. It can meet the needs of Rail, Tour Operators, Airline Holiday Divisions, TMCs and Hotels. Rezopia was awarded the World Travel Award in 2018. It is the only Travel platform certified by Microsoft and available in APPSOURCE.



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**WHAT'S ON**



# Partnerships in European Tourism



Remaining funded places are available at the last Partnerships in European Tourism event taking place in **Los Angeles** on 15th February. For successful candidates the European Commission offer:

- Free participation at B2B matchmaking, offering pre-arranged meetings with US companies.
- Free attendance at thematic, market-focussed conference.
- Free access to the Travel & Adventure Show, Los Angeles.
- Exclusive opportunity to co-exhibit on the European Commission stand at the Los Angeles Travel & Adventure Show (upon approval by the European Commission and a fee might be applicable).
- Complimentary accommodation in Los Angeles for two nights during the event.
- Discounted rates at the hosting hotel for extended stays, where available.

[APPLY HERE](#)

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## **A successful GEM 2018 and Partnerships in European Tourism London**

We are pleased to have concluded both the 2018 edition of our members-only Global European Marketplace and the event of the EU funded project, Partnerships in European Tourism, which took place in London.

The events started on Thursday 1st of November at The Mermaid, where more than 300 delegates (both GEM and PET) attended a Conference focusing on the European Lifestyle and the markets of USA and China. The following day, we hosted 1000 delegates at the London InterContinental – The O2 for two B2B workshops, which saw over 21,000 meetings taking place in a single room in one day.

Photos from both GEM and PET London are now available and can be found [here](#).

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## MEMBER BENEFITS



### **Co-exhibit with us at ITB 2019**

Every year we give our members the opportunity to co-exhibit on our stand at ITB in Berlin. For 2019, we confirmed our stand in the usual position in Hall 9. Members can book a desk to conduct their meetings during the show and to give exposure to their brand on a busy stand. All the desks have storage space and benefit from power and complimentary WiFi. All the co-exhibitors are entitled to two badges per desk and have company registration and listing for the show.

Visit our [website](#) for more details and for availability.

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## NEW ETOA MEMBERS



## UPCOMING ETOA EVENTS



### About ETOA

ETOA is a leading trade association for tour operators and suppliers in European destinations, from global brands to local independent businesses. Over 1100 members deliver more than €12bn of business annually within Europe and include tour and online operators, intermediaries and wholesalers; European tourist boards, hotels, attractions, technology companies and other tourism and business service providers.

[www.etoa.org](http://www.etoa.org)



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