

**Subject: Weekly News Digest from Scottish Tourism Forum**

**Scottish Tourism Forum  
Weekly News Digest**



14 September  
2009

Dear STF,

Welcome to your weekly news digest from STF, the independent forum of Scottish tourism businesses and associations. This digest gives a brief round up of the main stories concerning the industry over the past week.

If you have any comments about any of the issues mentioned in this week's digest I would be glad to hear them. Email [ruth.greig@stforum.co.uk](mailto:ruth.greig@stforum.co.uk)

### STF News

STF attended a meeting with Fergus Ewing MSP, Minister for Community Safety, to discuss the fire regulations in connection with B&B and self-catering accommodation.

Dumfries and Galloway Tourism announces new Shadow Board. Ten representatives from across the region's tourism industry were invited to form a shadow board to take forward the concept of a new Destination Development Organisation for Dumfries and Galloway. To read the full story [click here](#).

BHA Chief Executive will be leaving BHA mid 2010 after 10 years as Chief Executive. For more information [click here](#).

STF member Janet Hood, BII Scotland mentioned in [Scotsman](#) article.

VisitScotland has released statistics for Scottish Tourism for the current year. The data represents the progress of Scottish Tourism to date. Additional commentary is available with each data release, outlining factors influencing the developing trends. [Click here](#) for full details.

STF member Shirley Spear, The Three Chimneys, and STF board member mentioned in [Daily Telegraph](#) article.

### Scottish Tourism News

1 September 2009 - **If you go down to the pub today** - [Scotsman](#)

4 September 2009 - **Marketing cash boost for far north tourism** - [Press and Journal](#)

4 September 2009 - **Tourism first for Pitlochry** - [Perthshire Advertiser](#)

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### STF Swine Flu Web Poll - please cast your vote!

STF is running a web poll on the current impact of Swine Flu on tourism. Please vote and tell us if Swine Flu has affected your business. [Click here](#) to complete the web poll.

Swine flu: the definitive guide. [Guardian](#)

### Events

17 - 18 September 2009  
**The Changing Nature of Scotland**  
Perth Concert Hall  
Scottish Natural Heritage's conference explores the changes that are taking place

5 September 2009 - **Major American film studio's next movie to be set in Highlands** - [Press and Journal](#)

5 September 2009 - **Scottish Food & Drink Fortnight** - [Press & Journal](#)

7 September 2009 - **Stagecoach set to pay £100m to government, insisting it's fair fee** - [Scotsman](#)

7 September 2009 - **New £65m project for Fife golf resort** - [Courier](#)

7 September 2009 - **Three-year bid to boost tourism** - [BBC](#)

7 September 2009 - **More Scots restaurants make guide** - [BBC](#)

7 September 2009 - **Cruise liner hit by vomiting bug** - [BBC](#)

7 September 2009 - **Major summit to be held over jobs** - [BBC](#)

7 September 2009 - **Hotel industry needs to update its classification schemes** - [Times online](#)

8 September 2009 - **Forrester targets families in £65m West Fife expansion** - [Scotsman](#)

8 September 2009 - **Fife targets the international jet set** - [Scotsman](#)

8 September 2009 - **Mountain accident blackspots: what's to be done** - [Grough](#)

8 September 2009 - **Protection for iconic Scottish foods** - [Scottish Government](#)

8 September 2009 - **Progress made on emissions** - [Scottish Government](#)

8 September 2009 - **Tourism figures up 12.7 per cent** - [Stornoway Gazette](#)

8 September 2009 - **Grangemouth train campaign boost** - [BBC](#)

8 September 2009 - **Eleven UK cities campaign for high-speed rail network** - [Guardian](#)

9 September 2009 - **Landslide closes A83 as storms lash Scotland** - [Times](#)

9 September 2009 - **National Trust finances 'sound'** - [BBC](#)

9 September 2009 - **Flybe announces second wave of new 2010 summer schedule** - [TravelDailyNews](#)

September 2009 - **Golf clubhouses - do they have the right atmosphere?** [VisitScotland](#)

9 September 2009 - **Arts merger funding issue now 'crystal clear', MSPs told** - [Scotsman](#)

9 September 2009 - **Makeover plan for John o' Groats** - [BBC](#)

10 September 2009 - **Standards at NTS will decline, admits**

in Scotland's natural heritage. Changes in important ecosystems such as woodland, uplands, marine and fresh waters both urban and rural will be discussed by specialists and business representatives. Day two includes a dedicated session on how the natural heritage contributes to improved health and well being. For further information and details of how to register please go to our conference website.

[www.eventsforce.net/SNHConference2009](http://www.eventsforce.net/SNHConference2009)  
**18 September, The Drumossie Hotel, Inverness**

**H&I Annual Dinner & Business Excellence Awards 2009**

These awards provide a unique platform to showcase the achievements of the region's companies and is the key event for the recognition of excellence in a wide range of sectors.

Single tickets £110 + VAT. Table of 10 £1,110 + VAT. To reserve your space email [lesley.rhind@scdi.org.uk](mailto:lesley.rhind@scdi.org.uk) 01463 231 878

**24 September 2009 1.30 - 5pm  
 Tourism is Everyone's Business  
 Cowalfest tourism forum**

**Ardkinglas House, Cairndow**  
 Speakers include Scott Armstrong, Regional Director covering Argyll & Bute; Ben Thorburn, VisitScotland Highland marketing team; Iain Herbert, CE, Scottish Tourism Forum; Fiona Murray, Manager, Forest Tourism Initiative and Elaine Jamieson, Development Officer at Perth & Argyll Conservancy of Forestry Commission Scotland; Dr Mike Cantlay, Loch Lomond & The Trossachs National Park Authority. To register please visit [www.cowalfest.org](http://www.cowalfest.org) £8 per delegate.

**26 September - 4 October 2009  
 Kirkcaldy Comedy Festival**

The Kirkcaldy Comedy festival returns as a bigger and better Festival than the inaugural festival last year. Thanks to funding from EventScotland, the Festival will be expanded from 4 days to 9 days. Performers include: Adam Hills, Kevin Bridges, Tam Cowan, Sean Hughes and Des Clarke. The full programme is now on the website, book tickets through the website [www.kirkcaldycomedyfestival.com](http://www.kirkcaldycomedyfestival.com) or hotline 0844 481 5659.

**28-29 September 2009  
 CPT Conference: A Climate Change for Sustainable Growth**

**Crieff Hydro Hotel, Perthshire**  
 28 September: John Swinney MSP, Cabinet Secretary for Finance and Sustainable Growth. Gavin Booth (Chairman, Bus Users UK). Panel members include: Jonathan Pryce, Head of Transport Directorate, The Scottish Government; David Middleton, CE, Transport Scotland; Brian Juffs, Senior Bus Development Advisor; Russell Imrie, Regional Transport Partnership Chair; Alison Hay, COSLA; Eric Guthrie, SCOTs; Brian Souter, CE, Stagecoach PCL.  
 29 September: Stewart Stephenson MSP,

chief executive - [Times](#)

10 September 2009 - **Fringe given £125k council loan** - [Scotsman](#)

11 September 2009 - **Scotland restaurant guide: The Three Chimneys, Skye** - [Telegraph](#)

11 September 2009 - **Hundreds of golfers hit as finance firm goes under** - [Scotsman](#)

11 September 2009 - **Trump's masterplan for golf resort goes out for public scrutiny** - [Press & Journal](#)

11 September 2009 - **Visitors boost in isles put down to cheap ferry fares** - [Press & Journal](#)

11 September 2009 - **Despite recession and rain, capital's hotels enjoy record Festival** - [Scotsman](#)

11 September 2009 - **Passengers on the up with 30,000 per day at Edinburgh airport** - [Scotsman](#)

11 September 2009 - **Stores targeted in war on cut-price alcohol** - [Herald](#)

## UK Tourism News

4 September 2009 - **Ryanair increases luggage charges by 50 per cent** - [Telegraph](#)

5 September 2009 - **England loses out to Scotland in battle of tourism budgets, warns Lady Cobham** - [Telegraph](#)

10 September 2009 - **Traffic down at UK airports** - [Travelmole](#)

11 September 2009 - **UK 'could face blackouts by 2016'** - [BBC](#)

## International Tourism News

7 September 2009 - **Hotels.com reveals literary faux pas for holidays** - [TravelDailyNews](#)

8 September 2009 - **Festival chiefs head across Atlantic for marketing push** - [Scotsman](#)

9 September 2009 - **Loganair launches low fare seat sale** - [Easier.com](#)

## Open Meeting "Leading by Example" 1 October 2009

(Full - waiting list now in operation)

Minister for Transport, Infrastructure and Climate Change; Gordon Hanning, Head of Concessionary Travel and Integrated Ticketing Transport Scotland; Ian Morgan CPT President; Richard Noble OBE, Project Director, Bloodhound SSC & Thrust SCC. To book your place at the 2009 CPT Conference visit their website [www.cpt-uk.org](http://www.cpt-uk.org)

**3 October 2009**

### Kirkcaldy Light Night

Scotland's first 'Light Night' hits the streets of Kirkcaldy Town Centre with the spectacular 'Big Man Walking' being the centrepiece of the family friendly event. More details available shortly.

**6 October 2009 2-5pm**

### Institute of Hospitality Scotland 'Developing Your Business and Your Team'

**Culloden House Hotel, Inverness**  
Join IoH Scotland for an informative and interactive afternoon with presentations from IoH Management Qualifications, VisitScotland, Highlands & Islands Enterprise, Hospitality Assured, Johnston Carmichael - Accountants and Business Advisers. The event is free but pre-booking essential. Please email your name, telephone and email address to [IoHScotland@hotmail.com](mailto:IoHScotland@hotmail.com) or call IoHScotland Chair, Rob Moore on 077717 78187

**7 October 2009**

### HIT Aberdeen Dinner

**The Marcliffe Hotel, Aberdeen**  
£55 pp. Email [sophie@eventconsultants.com](mailto:sophie@eventconsultants.com)

**9-18 October 2009**

### Cowalfest

Cowalfest in 2009 will be a very special festival. All this set within the breathtaking scenery, so inspirational to artists and writers, of Argyll's Cowal Peninsula with its hills, lochs, firch, forests and the exotic trees and shrubs that flourish in the mild west coast climate, and of course our great diversity of wildlife including red squirrels and eagles, not to mention our wonderfully varied and enticing walks.

The programme includes: walks: old favourites and exciting new ones; mountain bike rides; horse rides; tours of great houses in Cowal; theatre and food events; wildlife walks and events; music; talks. Full details on [www.cowalfest.org](http://www.cowalfest.org)

**8 October 2009**

### Ayrshire & Arran Food Clinic Ayrshire Chamber of Commerce/Kit Out, The Gailes Hotel, Irvine

Free drop-in event to meet food experts from Glasgow Caledonian University who will be available to provide advice on: shelf-life testing; labelling; food safety and hygiene; factory audits; nutrition and dietetics; business and grant advice; selling products to supermarkets. Over a buffet lunch you will have the chance to meet with other food companies and new suppliers. 11.30 - 3.30. To register your interest please contact Audrey Meikle by calling

**Venue: Discovery Point, Discovery Quay, Dundee DD1 4XA.**

**Registration 10.30 open meeting 11.00 - 4.00**



Scotland the brand already enjoys a worldwide reputation disproportionate to its size and population, it is up to us all to enhance this even further, to work together to unlock the economic potential that exists within tourism in Scotland.

Investment in the workforce is investment for the future; leading to development of sustainable growth. Good working practices sit at the core of the TFFC, and people are at the heart of success for tourism. A skilled and positive workforce can make the difference to a business's potential success or failure. We need to develop inspirational leadership, to deliver change and engage with grass roots where the economic growth is generated.

The open meeting will discuss the TFFC review on leadership, investment and customer experience; and seek speakers from public, retail, and business sectors to encourage entrepreneurship, creativity and innovation.

The open meeting is now full. We are operating a waiting list and if you wish to be added to the waiting list please email [events@stforum.co.uk](mailto:events@stforum.co.uk) For full details of speakers visit our website.



**Sponsor of STF AGM and Open Meeting 'Leading by Example'  
1 October 2009**

## Training Courses



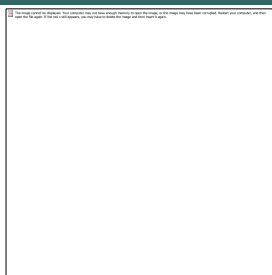
**Business  
Development  
Centre**

**BIAB Scottish Certificate for Personal Licence Holders - 1 day - £140**

This course is for anyone who wishes to work in a licensed premises or any venue or site where alcohol is sold, for drinking on or off the premises; in a position where they will authorise the sale of alcohol to the public.  
Dates (2009) 22 Sept, 27 Oct, 24 Nov

For more information or to book your place on this programme contact:  
Business Development Centre, Perth College Tel: 01738 877333 Email:  
[info.bdc@perth.uhi.ac.uk](mailto:info.bdc@perth.uhi.ac.uk)

## Competitions and Awards



**Springboard Awards for Excellence 2009  
Open for Entries**

Hospitality skills champion Springboard is now calling for entries to its annual Awards For Excellence.

Now in their seventh year, the Springboard Awards for Excellence reward inspiring people, organisations and initiatives - those that work hard to elevate the profile of the hospitality industry as an employer and attract and retain talent.

With several awards in each category, there's something for everyone in every sector - and you can submit as many entries as you want.

Entries can be made by individuals, teams or partnerships for initiatives that

0141 331 8458 or email  
[audrey.meikle@gcal.ac.uk](mailto:audrey.meikle@gcal.ac.uk) or visit our  
website [www.kit-out.org](http://www.kit-out.org)

**19 October 2009  
Springboard Charity Golf Day  
Dalmahoy Marriott Hotel and Country  
Club, Kirknewton**

The Golf Day is open to Hospitality senior executives and is likely to attract teams from the top hospitality and tourism companies in Scotland. The Springboard Scotland Golf Day will underline the Scottish industry's commitment to helping home grown talent of all ages find sustainable employment and rewarding careers in the Scottish Tourism industry. For more information contact Anne Piece,  
[annep@springboarduk.org.uk](mailto:annep@springboarduk.org.uk)

**23 October 2009 11am - 3pm  
Technology Showcase 2009  
Promoting Small Business  
Collaboration with Glasgow Caledonian  
University  
Saltire Centre, Glasgow Caledonian  
University**

Expert advice on; green technologies, IT & Communications, food technology, sustainable construction, business process improvement, current project exhibitions, discuss project ideas with experts, network with businesses over lunch, business and grant advice, information on placements, CPD.

To register visit [www.kit-out.org](http://www.kit-out.org) email  
[kitout@gcal.ac.uk](mailto:kitout@gcal.ac.uk) 0131 331 8458

**28 October 2009  
5.30 - 8.00**

**The Tourism Society Scotland  
The Changing Landscape of Destination  
Promotion: the DEMA approach.**

**Apex Waterloo Place Hotel, Edinburgh**  
Why Destination Edinburgh Marketing Alliance (DEMA), why now? What is it and what are its objectives? The seminar will look into the whole question of DMO's. What are the Destination Promotion trends and influences and different models and approaches being adopted around the world and what are the influencing factors leading to the different approaches? Speakers: Sue Crossman, Tourism Innovation Group; Dr Constantia Anastasiadou, Tourism School of Marketing, Tourism & Languages, Business School Edinburgh Napier University; Kenneth Wardrop, Head of DEMA. Fees £15 for TS/TMI members, Non-members £25, students £10. Visit web site to register  
[www.tourismsociety.org](http://www.tourismsociety.org)

**2 December 2009  
STF Open Meeting  
Eden Court Theatre, Inverness**  
More information to follow.

**17-20 March 2010  
Best of Britain & Ireland Travel Trade  
Forum  
Olympia, London**

This event is dedicated to showcasing the wealth of tourism products and destinations from across the UK and Ireland to travel

have achieved measurable results over the past year. To enter the awards, [click here](#).



Tourism is undoubtedly one of the most promising drivers to get our economy back on track and through the Scottish Thistle Awards, VisitScotland encourages professionalism and promotes the quality service and products that

reflect all that is great in Scotland's world reputed and foremost industry. The Scottish Thistle Awards Ceremony and Gala Dinner is the highlight of the tourism calendar. This year's black tie awards ceremony and dinner will take place on the evening of **Friday 23rd October 2009** at the Edinburgh International Conference Centre. You can view all the finalists, find ticket/table prices and a downloadable booking form from the web link above.



### The Robert Burns Humanitarian Award

#### Nominations are now open for the Robert Burns Humanitarian Award 2010.

The award recognises individuals and groups for their tireless efforts to improve and enrich the lives of others. Previous nominees have included UNICEF ambassador Ewan McGregor and Bollywood actress and political activist Shabana Azmi.

Now in its ninth year, the Robert Burns Humanitarian Award is presented annually to a group or individual who has saved, improved or enriched the lives of others or society as a whole, through personal self-sacrifice, selfless service, 'hands on' charitable/volunteer work or other acts. The winner will receive 1759 guineas, a sum which signifies the year of the bard's birth and the coinage then in circulation, as well as specially commissioned hand-made award.

Nominations will close on 30 September 2009 and the winner will be announced in January 2010.

To find out more about the criteria or to make a nomination please [click here](#).

## Institute of Leadership and Management Level 4 Programme



Tickety-Boo Training would like to invite you to join their Institute of Leadership and Management Level 4 Programme. STF members will benefit from a 20% discount on this interactive and informative 7 day programme held in the St Andrews area September to November.

Designed to improve delegate's performance in the organisation through focus on understanding the management role and developing management skills. This highly practical programme can also generate significant payback for the employer in terms of cost savings and quality improvements in the workplace through work-based assessment.

To benefit from this exclusive offer call the Tickety-Boo team on 01786 825200 or email [val@ticketybootraining.com](mailto:val@ticketybootraining.com) or check out our details on [www.ticketybooscotland.co.uk](http://www.ticketybooscotland.co.uk)

buyers and consumers. The travel trade forum takes place on 17-18 March 2010, with consumer days following on 19-20 March. Each event delivers thousands of engaged visitors and forms the centrepiece of the fourth annual British Tourism Week. For further details or to book a stand, email Angie Watson [angie@boevents.co.uk](mailto:angie@boevents.co.uk) or Madeleine Johnson [maddy@boevents.co.uk](mailto:maddy@boevents.co.uk) or call 020 8563 3249. [Click here](#) for more details

## Making the most of STF - member2member scheme

Please tell us of any offers you would like us to forward onto our members and we will feature these on our website, and feature weekly through NewsDigest with a link to the web for more information.

Email [ruth.greig@stforum.co.uk](mailto:ruth.greig@stforum.co.uk) with details of the offers you would like us to promote. \*Please note: This offer applies to all subscription paying members of STF.

Visit members' section of our website [www.stforum.co.uk](http://www.stforum.co.uk) for full details of offers.

### Forward email



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