Scottish Tourism Forum
Weekly News Digest

19 January 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.

The digest also includes updates on forthcoming events. Red Tape News, STF Member News, New Members and a fuller Events directory will continue to appear in the STF Member Newsletter.

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

STF News

Iain Herbert mentioned in The Herald article in support of Homecoming 2009. "We are getting a lot of positive feedback. I think the timing is particularly good with the current state of the economy and the level of the euro. There is a good push behind it and now that the advertisement is being shown in America, too, that should really push it forward." For full article click here.

STF met with Iain Smith MSP, who was appointed Convenor of the Scottish Parliament's Economy, Energy and Tourism Committee in September 2008.

ScotHot would like to offer STF members the chance to become Priority Visitor Club members during the ScotHot Exhibition 2-4 March 2009. If you do not wish to be contacted by ScotHot regarding this please email ruth.greig@stforum.co.uk and you will not be contacted.

Scottish Tourism News

9 January 2009 - **Scotland's economy in numbers** - Business Insider

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Events

26 January 2009
Visitor Experience Workshop
Royal Dunkeld Hotel, Dunkeld
The free workshop will offer a chance to see the visitor's view. Tourism business people and front line staff are invited to see first hand what it takes to turn customers into ambassadors for the area and an extra salesforce for businesses that really follow through on their sales pitch and anticipate

9 January 2009 - **SNP threatens to quit if budget is rejected** - The Herald

9 January 2009 - **MSPs divided over support for year-long Homecoming campaign** - The Herald

9 January 2009 - **Homecoming's leading lights** - Dumfries & Galloway Standard

9 January 2009 - **Scottish government to bring forward £230m projects in bid to combat recession** - Guardian

10 January 2009 - **Scotland's in the grip of a green revolution** - Scotsman

10 January 2009 - **Scotland's first astronaut on his trailblazing journey into space** - Daily Record

10 January 2009 - **Retailers warned: Brace yourself for financial meltdown (Rise in sales from Tourism)**- Scotsman

11 January 2009 - **Fresh criticism of Homecoming campaign as marketing budget gets £500,000 bail-out** - Sunday Herald

11 January 2009 - **SNP 'must look again at Forth crossing cash'** - The Times
12 January 2009 - **Vital that SPT continues to be well resourced** - The Herald

12 January 2009 - **National pride or tartan tat?** - The Journal

12 January 2009 - **Transport champion of Grampian** - The Herald

12 January 2009 - **Tourism plan has created 1000 jobs** - Evening Times

13 January 2009 - **Destination Edinburgh: 'A vital chance to fill Capital's leadership gap'** - Scotsman

14 January 2009 - **Residents vote to take ownership of Scottish island of Rum** - Guardian
14 January 2009 - **Lochhead says calls for resignation over 'conflict of interest' in transport projects are ridiculous** - Press & Journal

14 January 2009 - **Clydesdale Bank celebrate Homecoming with celebrates famous Scots on bank notes** - Scottish Government
14 January 2009 - **North-east restaurants invited to try for a taste of success** - The Press and Journal

14 January 2009 - **MSPs give initial backing to SNP budget plans** - Guardian
14 January 2009 - **Ferry switch plans approved** -

visitors' needs. To book a place please call 0800 028 0588 or email team@prideandpassion.net www.prideandpassion.net

28 January 2009
Right Direction Conference - Inspiring you to Excellence in 2009
Achnagairn House, Nr Inverness
Speakers: Bob Downie, CE, Royal Yacht Britannia, Ian Whitaker, CE, Chairngorms Mountain. The conference will centre on development and promotion of service and business excellence in Scotland, through quirky and innovative knowledge sharing exerciseses and workshops.
For more information visit www.tourism-excellence-scotland.co.uk or email cathleen@prime-promotions.com
3 February 2009
Tourism Innovation Day
Glasshouse, Eskmills
Spot the opportunities for innovation and growth in your organisation, learn from experts how to turn ideas into reality.
Speakers: Murial Gray (Chair); Severine Philardeau, TripAdvisor, Bettina von Stamm, Innovation Leadership Forum; Ellis Watson, Mirror Group Newspapers.
For more information visit
www.tourisminnovation.com

3 February 2009
Edinburgh Chamber of Commerce - Leadership in Challenging Times
9.30 - 2pm
Napier University Business School
Speakers: Jim Mather MSP, Tim Waterstone founder of Waterstones, Graham Hardie, Director of North Point Consultancy Service.
'Building a business today - in the worst economic conditions for many decades is possible. But only for the very, very strongest and the clearest, clearest thinking' Tom Waterstone. The conference has short breakout session on: managing talent in challenging times; managing the mood within organisations; people, leadership and culture - due diligence in mergers, acquisitions and integration; 21st Century leaders thinking and acting differently. £55 including buffet lunch. To book a place email events@edinburghchamber.co.uk or call 0131 221 3194.

10 February 2009
Listening to Our Visitors Workshop
Arcasaid Hotel, 8-10 Atholl Road, Pitlochry

A practical guide and workshop will be launched in March, produced in partnership with Scottish Enterprise, Highlands & Islands Enterprise and VisitScotland. The workshop will look at ways to gather and effectively utilise feedback to help business and understand your customer. A pilot workshop will run on 10 February from 10am - 1p.30pm finishing with an informal lunch. To book a place please visit
www.registerforevent.co.uk/visitorworkshop or for further information contact
visitor@starkeventsuk.com

10 February 2009 9.30 - 4.30
100k Welcomes - Operational

Dumfries and Galloway Gazette

15 January 2009 - **Homecoming year 'will help Scotland through recession'** - The Herald
15 January 2009 - **Crowds flock to Mining Museum** - Advertiser

15 January 2009 - **Tourism action plan boosts jobs** - BBC

15 January 2009 - **CBI Scotland to map way ahead for tourism at city forum** - Press and Journal

15 January 2009 - **Positive outlook for British tourism in 2009** - MediaCentre

15 January 2009 - **Scheme to boost tourism income is funded by £400,000 of european cash** - The Press and Journal

15 January 2009 - **City in wrong gear to drive off with bus tourism boom** - Scotsman

15 January 2009 - **Victory for SNP as 'lifeline' Budget clears first hurdle** - The Herald

15 January 2009 - **City in wrong gear to drive off with bus tourism boom** - Edinburgh Evening News

16 January 2009 - **Positive message for Scots tourism** - The Press and Journal

16 January 2009 - **Scotland-London high speed rail link plans unveiled** - The Herald

16 January 2009 - **One in five Scots premises miss licence deadline** - Morning Advertiser

17 January 2009 - **Capital's hotels hit by slump as banks withdraw bookings** - Scotsman

18 January 2009 - **Law is a rod for the back of Scottish angling** - Scotsman

UK Tourism News

10 January 2009 - **Calls for tourism crisis strategy** - Herald Express

10 January 2009 - **UK slump 'is worst for 28 years'** - BBC

11 January 2009 - **Plummeting pound sparks invasion of UK** - Independent

12 January 2009 - **Figures show airline industry facing terminal decline** - The Herald

12 January 2009 - **London hotels face massive slump** - Travelmole

Carnegie Conference Centre, Dunfermline

The course is designed to be motivational and interactive with the focus being on enpowerment for each individual, creating a workforce that not only delivery excellent Customer Service but also enthusiastically drive forward the ambition of ever improving Customer Service.
£65 pp inc lunch.
For more information contact Heather Malcolm on 01383 845 019 or
hmalcolm@carnegiecollege.ac.uk

10-11 February 2009
Travel Technology Show
Earls Court 2, London
Are you looking for information on travel technology solutions. . . What are the
new technologies available? What are the latest industry trends? How can
you maximise technology in the current economic climate?
For more information visit
www.traveltechnologyshow.com
11 February 2009
Glasgow Caledonian University Food Clinic
CPD Centre, GCU
A free drop-in event to meet GCU food technology experts. Joint GCU for a practical lunchtime networking session featuring expert advice on food safety & hygiene, labelling, nutrition and dietetics. Visit GCU food laboratories, gain business and grant funding advice, network with other food/tourism business.
For more information email kitout@gcal.ac.uk or visit www.kit-out.org

11 February 2009
HIT Emerging Talent Conference - Scottish Roots: Bright Future
Old Fruitmarket, Glasgow
Host: Fred MacAulay. Keynote speakers: Charan Gill, Harlequin Leisure Group; Guy Crawford, CEO, Jumeirah Group (the largest hotel group in Dubai); Mick Jackson, entrepreneur, founder of Wild Hearts Foundation.
Early bird offer £65 until 31 Dec. Then £75. For more information visit www.hitscotland.org

23 February 2009
Scottish Enterprise Tourism Masterclasses
Future - Where our industry and your business is going
Gleneagles Hotel 9.30 - 1pm

Magnus Lindkvist, a leading expert on what the future holds for businesses will give an insight on how the world is changing. Future trends and brands, how they affect the way you do business, best practice examples from around the world.
£65 Plus VAT. To book
katharine@starkeventsuk.com or
www.registerforevent.co.uk/gleneagles

1 March 2009
The Scottish Hotel Awards
Crown Plaza, SECC, Glasgow
The opening event for ScotHot 09, launched by the First Minister. www.scottishhotelooftheyear.com
Tickets £89 per person or £890 for tables of ten.

13 January 2009 - **UK tourism has until Monday to draw up government 'wish list'** - Travelmole

13 January 2009 - **Floating wind farms to be developed as part of government-backed research** - Telegraph

14 January 2009 - **Protesters buy land earmarked for Heathrow expansion** - Travelmole

14 January 2009 - **Ryanair launches seven new routes** - BBC

14 January 2009 - **The UK Government has announced up to £22 billion of support to guarantee credit to business** - Scottish Government

15 January 2009 - **Heathrow runway approval is due** - BBC

15 January 2009 - **A new online tool from VisitBritain** - TravelDailyNews

15 January 2009 - **Heathrow third runway reaction** - BBC

16 January 2009 - **Ministers back third runway for Heathrow - and high-speed Scotland to London rail link** - Scotsman

16 January 2009 - **Fears new bridge 'not up to the job'** - Scotsman

International Tourism News

9 January 2009 - **Virgin, BA Fight For Business Class** - Forbes

10 January 2009 - **Bargains have no borders this spring in Europe** - The Statesman

12 January 2009 - **Heathrow protests at growth plan** - BBC

14 January 2009 - **Air France-KLM to buy stake in Alitalia** - Travelmole

14 January 2009 - **Obama to give extra push to climate talks: U.N. official** - Reuters

Fire Regulations

Members may be aware that following a meeting convened at the Parliament before Christmas,at which the ASSC represented the self-catering sector, the Scottish Government has decided to withdraw the current fire safety guidance for small bed and breakfast providers. It was agreed that a working group, including tourism industry representatives, would be convened to

3 March 2009
Scottish Enterprise Visitor Experience Conference
Glasgow Science Centre, Glasgow
9.30am - 4.30pm
Benefit your business by delivering outstanding visitor experiences in your area. The conference will look at visitor experience on offer across Scotland, examining practical ways we can work together to turn ambitions into reality, and great examples of how good the future could be if we can deliver. Speakers include: Gregg Patterson, GM, The Beach Club, Santa Monica, California; Inaki Gaztellumendi, MD, Santiago Turismo, Santiago de Compostela, Spain; Michelle Thompson, Dalvay by the Sea Resort Hotel & National Historic Site, PRince Edward Island, Canada.
Cost: £50 + VAT. For more information visi www.registerforevent.co.uk/visitorexperience or phone 0141 357 2235

17 March 2009
Edinburgh Tourism Action Group Conference
James Watt Centre, Edinburgh Conference Centre, Heriot Watt University
Fee £50 + VAt 9am - 4.30pm
To register for event www.registerforevent.co.uk/etag_conference_2009/

19-20 March 2009
The 38th Scottish Council Forum
Fairmount St Andrews Hotel

Speakers: Alex Salmond MSP, Peter Head, Sustainability, Arup; Jim Hyde, T-Mobile; Ian Livingstone, BT; Eric Reilly, New Media Literacies; Dr E Sreedharan, Delhi Metro.
The 2009 Forum will focus on the theme of connectivity with a range of high profile international and national speakers. Key areas include: ICT, transport, energy, connecting people in education, business and wider society.
For more information visit **www.connecting-scotland.com**

28-29 March 2009
Best of Britain & Ireland Travel Trade Forum
ExCel, London
For more information visit www.tourismtrade.org.uk

31 March 2009
Fife Business Conference
The Old Course Hotel, Golf Resort & Spa, St Andrews
Inspiring and innovative presentations from key industry speakers who understand the challenges businesses face the the opportunities these bring. Practical workshops delivered by businesses to share their innovative approaches.
For more information www.springboarduk.net or email fife@springboarduk.org.uk

14-15 April 2009 9.30 - 4.30
100k Welcomes - Leadership
Carnegie Conference Centre, Dunfermline

A 2 day leadership programme which concentrates on leadership skills which make a difference to you, your organisation and its ongoing profitabilitiy: Develop the Vision, Hire for Attitude and Train for Skills, Create Teams who are motivated and focussed, Maximise the Potential of your Customer

produce new guidance, which will be subject to full consultation.
However, the only reason why there has not been problems in the self-catering sector is because it has generally not been inspected yet. ASSC lobbied VisitScotland ahead of their recent key meeting with the senior government Fire officers, and the good news is that it has been agreed that self-catering will now also be included in the review of small sleeping accommodation alongside B&Bs. ASSC will once again play an active part in the working group.
This is very welcome news, and it is good to see VisitScotland taking a robust stance on this at government level on behalf of the industry.
It is important to note that while the guidance for Small Sleeping Accommodation has been suspended for small B&Bs, it has not been for self-catering.
ASSC members should still be doing their Fire Risk Assessments, but should perhaps put off any major investment until things become clearer.Please continue to let us have any feedback on how the Fire Regulations are affecting you meantime.

Scottish Tourism Conference - Coming to Scotland, Uniting to be the Best

4 March 2009, Dynamic Earth, Edinburgh

With challenging times for the foreseeable future, the tourism industry is demonstrating its endurance during the toughest economic environment for many years. We need to remove barriers, and create opportunities together, to meet the economic battles that lie ahead.

We have arranged a series of high profile guest speakers providing knowledge and inspiration from a range of organisations, across the tourism spectrum, including an international investor's viewpoint of Scotland and its unique offer on the world tourism stage. The meeting will provide an excellent platform to raise issues of importance such as the growing concern for rural tourism. Delegates will be updated on the TFFC report and future plans.

We are delighted **John Swinney MSP, Cabinet Secretary for Finance and Sustainable Growth**, has also confirmed his attendance offering to take questions from the industry.

Experience.
£180 pp inc lunch.
For more information contact Heather Malcolm on 01383 845 019 or hmalcolm@carnegiecollege.ac.uk

22-23 April 2009
VisitScotland Expo 2009
SECC, Glasgow
Flagship business to business event for the travel trade. VisitScotland Expo is open to buyers from all sectors of the industry - coach tour operators, group travel organisers, conference an incentive buyers, travel agents and independent tour operators, wholesalers.
For more information visit www.visitscotlandepo.com or email events@visitscotland.com

12-15 May 2009
World Mountainbike Conference
Easterbrook Hall, Dumfries
For more information visit www.worldmountainbikeconference.com

19-20 May 2009
Travel Distribution Summit
Business Design Centre, London
A series of conferences including: Online Travel Strategies Conference, Revenue Management Conference, Travel Payment and Fraud Conference, Hotel Technology Forum, Ancillary Revenue & Partnership Technology Conference.
For more information events.eyefortravel.com/tds/conference/

Our Scottish Tourism Week Sponsors

Visit Our Sponsor The Caravan Club

Visit our sponsor VisitScotland

Fees:

Members: £70 + VAT, non-members £110 + VAT

Exhibitor fees: members £150 + VAT, non-members £250 +VAT.

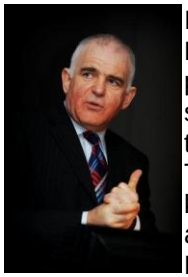
Insert: member £50 + VAT, non-member £75 + VAT.

Exhibitor & insert: member £175 + VAT, non-member £275 + VAT.

To book your place email events@stforum.co.uk

STW ScotHot Seminars, SECC

Scotland's most important business event for the foodservice and hospitality industry is only weeks away. ScotHot 2009 takes place at the SECC, Glasgow between 2-4 March 2009 and for the first time ever, the event is one of the major highlights of Scottish Tourism Week.



In partnership with the Scottish Tourism Forum, ScotHot will include a high profile seminar programme including sessions on Licensing, Recruitment and the Green Tourism Business Scheme. The First Minister, Alex Salmond and key figures in the hospitality industry will also deliver keynote addresses,
New features for ScotHot 2009 include Café Life Scotland, dedicated to the quickservice industry and for the first time the Show will host the Finals of the UK Barista Championships 2009.
ScotHot brings together over 200 companies in the catering and hospitality industry displaying their latest products and services to over 9,000 visitors over the three days.
The Show hosts several prestigious chef competitions, showcasing the talents of some of Scotland's finest, and various awards such as the KNORR Scottish Chef of the Year and the Scottish Hotel Awards will be announced during ScotHot 2009.
You can register online now for ScotHot 2009, thus guaranteeing fast track entry at the door and you'll also save the £15 entrance fee.
www.scothot.co.uk
For more information on the seminars visit www.stforum.co.uk or to reserve your place at a seminar email events@stforum.co.uk

STW Industry Dinner

Visit our sponsor BHHPA

Visit our sponsor VisitBritain

Visit our sponsor Mey Selections

Competitions

Photographic Competition launched - Vision of Banffshire Coast

The photographic competition is judged by members of the Scottish Professional Photographers Association invites pictures which are from the Banffshire Coast area in the last year. Prize fund of £1,000 and a series of trophies. **Closing date 20 March 2009**. vissit www.banffshirecoast.com for an application form.

2009 Roux Scholarship - deadline 23 January 2007.
Chefs looking to take part in the 2009 Roux Scholarship are being urged to submit their recipes now.
Entry forms can be downloaded by visiting

Scottish Tourism Week Industry Dinner 9 March 2009

The prestigious annual STW Industry Dinner will be held at The George Hotel, Edinburgh.

The Keynote speaker is John Swinney, MSP, Cabinet Secretary for Finance and Sustainable Growth.

Tickets for the event are: £70 + VAT per person or £650 + VAT for a table of ten. **Tickets are selling fast with 76% of tickets sold to date.** We encourage you not to delay in booking your ticket as we expect to sell out.

To book your ticket email Elaine Townsend at dinner@stforum.co.uk

STW MSP Reception - 4 March 2009

6pm - 8pm The Garden Lobby, Scottish Parliament, Edinburgh Hosted by Tavish Scott, MSP, Scottish Liberal Democrat Party Leader. The reception is a chance for the tourism industry to network with decision makers at the highest level.

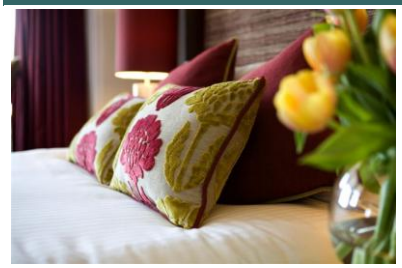
The reception is free, however numbers are limited. Those attending the Open Meeting wishing to attend the MSP Reception can register on a first come first served basis. Those wishing to attend the reception only will be added to the waiting list. Members will be given piority over non-members. To reserve your place email events@stforum.co.uk

www.rouxscholarship.co.uk

To enter, submit a recipe, to serve 4, using two best ends of lamb (leaving bone in) accompanied by two garnishes, one of which must be potato, and the other using one green vegetable.

A £5,000 cash prize (by the Savoy Educational Trust to be used to further their culinary studies),also included in the prize is a three month stage at a 3 Michelin starred establishment, trips to Italy to visit Caffe Musetti, courtesy of L'Unico and Champagne courtesy of Champagne Gosset, as well as a week in New York with Restaurant Associates. For further details visit www.rouzscholarship.co.uk

Tourism Industry Friends Offer



The Town House Collection, four individually designed 4 and 5 star Town House Hotels in central Edinburgh are extending the Tourism Industry Friend's offer valid from January 2009 to 31 March 2009. Bookings can be made online using promotional code reference STF99 or by telephoning 0131 274 7409. To book online click on the name of the hotel you wish to stay and the link will take you direct to the booking system. **The Bonham** **and** **Channings** £99.00 for 2 guests including 2 course dinner, bed, full breakfast and VAT at 15%. **The Howard** **and** **Edinburgh Residence** £139 for 2 guests including 2 course dinner, bed, full breakfast and VAT at 15%.

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