

Scottish Tourism Forum Weekly News Digest



22 June 2009

Dear Member,

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 is fuller this week due to increased parliamentary activity in the run up to parliamentary recess.

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

Scottish Government have published the report of Tourism Education and Training Task Group. STF as a result of this report will be forming a new industry steering group. [Click here for the report.](#)

The Economy, Energy and Tourism Committee met on 17 June for a review of the tourism inquiry (in private). The committee discussed its review of the tourism inquiry with its advisory. At its next meeting on 23 June they will hear from the Minister Jim Mather on his take of progress against the committees findings.

STF held its board meeting on Wednesday 17 June. Minutes of the meeting will be published on the members' section of the website once the minutes have been passed by the board.

STF held the TFFC Review Workshop at the Royal Hotel, Bridge of Allan. The event was well attended with good feedback. A report on the outcome of the day will be placed on the members' section of the website and available on request.

STF attended Business in the Parliament conference held by Scottish Parliament on 19 June.

Highland Airways Ltd launched regular scheduled service links a year ago to the communities of Coll, Colonsay and Tiree with the mainland town of Oban. Over 2000 passengers have used the service in the first year with passenger numbers from Coll and Tiree exceeding estimates. For more information visit www.highlandairways.co.uk or contact

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STF Swine Flu Web Poll - please cast your vote!

STF is running a new 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.

Events

**25 June 2009 11am
Tourism Society Annual Conference 2009,
Hospitium, York**

2009 marks the fortieth anniversary of Labour's Development of the Tourism Act, and will be a crucial year for changes that will determine the future performance of Britain's tourism industry. Nigel Leacock, Director of Lloyds TSB Cardnet will set the scene with a keynote address on 'The State of the UK Economy'.

Iain Herbert, CE of STF, will be speaking. Other speakers include Penelope, Viscountess

cmunro@highlandairways.co.uk

The Scottish Government is to double the number of Modern Apprenticeships in the hospitality sector by opening the apprenticeship to all ages of applicants. [Click here](#) for more information.

The Scottish Government is conducting research into travel needs within Scotland's island and peninsular communities with the intent of using the findings to help shape future strategic plans for transport services. If your business uses or otherwise relies upon internal ferry services in Scotland, please take 10 minutes to complete the survey: [Click here](#) to open the survey

In collaboration with a number of industry bodies, People 1st (the Sector Skills Council for the Hospitality and Tourism Sector) is carrying out a piece of research designed to help highlight Occupational Skills Shortages in relation to chef positions. This will help establish if there continues to be a need for these positions to be filled by workers from outside the UK and European Union. People 1st would be grateful if you would complete this short survey www.people1stsurveys.co.uk/migrationsurvey

On Thursday 11th June STF member Rabbie's Trail Burners attended the Scottish Business in the Community Awards for Excellence in Corporate Social Responsibility and were extremely honoured to be awarded a Special Judges award for "Inspiration" in front of an audience of Corporate Scotland. "Inspiration Award - Rabbie's Trail Burners" for tackling climate change in a highly appropriate way for their core businesses, for being innovative and thorough, and generous in sharing their learning, for being an inspiration to SMEs.

STF member Trees4Scotland mentioned in [allmediascotland](#) article.

Scottish Tourism News

14 June 2009 - **Apprenticeships in hospitality** - [Scottish Government](#)

15 June 2009 - **Price-conscious tourists give city guesthouses a big boost** - [Scotsman](#)

15 June 2009 - **City's green shoots** - [Edinburgh Evening News](#)

16 June 2009 - **Labour promises to deliver Calman reform in 10 months** - [Scotsman](#)

16 June 2009 - **New Lufthansa flight between Inverness and Dusseldorf** - [VisitScotland](#)

16 June 2009 - **Trossachs Trundler bus service returns** - [VisitScotland](#)

16 June 2009 - **'ScotAction' for tourism industry** - [Scottish Government](#)

17 June 2009 - **Funding boost to help talented chefs** - [The Herald](#)

Cobham FTS, Chair of VisitEngland; Andy Tordoff FTS, Assistant Director Environment (Tourism) Yorkshire Forward and Garry Verity, CE, York Tourist Board; Carolyn Smith, Director of International Promotion and Visitor Economy, London Development Agency.

In the afternoon there will be an overview from different sectors; Tour Operations, Hospitality, Attractions, Aviation.

For more information www.tourismsociety.org

25-28 June 2009 Royal Highland Show 2009 Ingliston, Edinburgh

For four days only, Edinburgh plays host to a show like no other! Welcome to The Royal Highland Show. Join the hundreds of families that flock to Ingliston near Edinburgh Airport to touch, taste, see and hear the very best Scotland has to offer by way of entertainment, childrens' activities, outdoor living & countryside, shopping & fashion, food & drink and the finest farmyard animals. It is simply Scotland's biggest and best event ... and not to be missed! For more information visit www.royalhighlandshow.org

25 - 28 June 2009 Flavour of Shetland 2009

Flavour of Shetland is a major outdoor event showcasing some of the very best food, drink, music, craft and culture on Victoria Pier in Lerwick.

Enjoy some true Shetland hospitality with the sound of traditional and contemporary music and the taste of the very best of Shetland food and drink. Take time to delve into Shetland's past and explore today's diverse crafts and famous knitwear

For more information visit www.flavourofshetland.com

6 July 2009 Scottish Borders Campus, Netherdale, Galashiels

A seminar has been organised by the New Ways Partnership to explore ways in which Scottish Borders Council and partners can help individuals, organisations and businesses to examine alternative banking solutions in the current economic climate. The seminar is free but places are limited. 9.30 - 12.30. To register contact sglendinning@scotborders.gov.uk For more information www.visitscotland.co.uk

16-19 July 2009 The Open Championship Turnberry 2009

The Open Championship returns to the Ailsa Course at Turnberry in July for the first time since 1994. The famous Ayrshire links will attract as many as 120,000 visitors to the 138th staging of the golf's oldest major.

25 - 26 July 2009 Cowalfest Summer Walks Weekend

A weekend of taster walks that will put you in the mood for Cowalfest's Walking and Arts Festival in October. Enjoy guided walks from Forestry Commission rangers, hill walks, and a magical walk through a glen. For further details on the walks visit www.cowalfest.org

1 September 2009 Global Ambitions: Scotland's International Future

17 June 2009 - **Wind farms could cover same area as National Park** - [Scotsman](#)

17 June 2009 - **Shirley-Anne Somerville: Troubled times can't keep a good city down** - [Scotsman](#)

17 June 2009 - **Economists condemn proposed reforms as 'recipe for instability'** - [Scotsman](#)

17 June 2009 - **Five star hat-trick for Chivas Brothers Visitor Centres** - [Allmediascotland](#)

17 June 2009 - **Chivas Brothers creates perfect blend of support as it joins Trees4Scotland Conservation Project** - [allmediascotland](#)

17 June 2009 - **Exclusive: animal lovers invade Loch Lomond island to halt wallaby cull** - [Daily Record](#)

18 June 2009 - **Tourist sites reap rewards of trend for 'staycations'** - [Scotsman](#)

18 June 2009 - **Jeremy Purvis MSP urges 'Year of Walter Scott'** - [Southern Reporter](#)

18 June 2009 - **New Funding for Science Festivals in the North of Scotland** - [allmediascotland](#)

18 June 2009 - **Quality Hotel Edinburgh Airport and Comfort Inn Edgware Road best in Europe** - [TravelDailyNews](#)

18 June 2009 - **Eastern Airways introduces more services from Southampton to Aberdeen** - [TravelDailyNews](#)

18 June 2009 - **Row erupts over £20bn North Sea oil cash shortfall claims** - [Scotsman](#)

19 June 2009 - **DELTA Airlines is dropping its service between New York** - [Business 7](#)

19 June 2009 - **Fears for future of Aviemore resort** - [STV](#)

19 June 2009 - **Major Orkney festival under way** - [BBC](#)

19 June 2009 - **Police probe over poisoned eagle** - [BBC](#)

19 June 2009 - **Enchanted Forest Organisers Expect Sell Out Homecoming Show as 2009 Theme Explores Scotland's Myths & Legends** - [allmediascotland](#)

UK Tourism News

15 June 2009 - **UK 'to recover slowly from 2010'** - [BBC](#)

16 June 2009 - **'Huge job cuts' for public sector** - [BBC](#)

16 June 2009 - **Travelodge starts winter room sale** - [Travelmole](#)

17 June 2009 - **Britain's best attractions - by some of the country's national treasures** - [Telegraph](#)

17 June 2009 - **September launch for national venison day** - [Meat.info.co](#)

19 June 2009 - **Good exchange rates and Easter breaks**

Murrayfield Stadium, Edinburgh

Improving Scotland's international performance and integrating our international activity will be key to growing the Scottish economy in the future. This action learning event will examine Scotland's current position in the global community, share and exchange best practice in international trade and business development and provide practical, experience based information and support to help Scottish businesses grow their export business. Confirmed speakers to date include: John Swinney MSP, Cabinet Secretary for Finance and Sustainable Growth; Marcia Campbell, Head of Operations, Standard Life; Ian Irvine, Co-Founder and Technical Director, SgurrEnergy; Alan Keir, Group General Manager, Commercial Banking Europe, HSBC; Lena Wilson, Chief Executive, Scottish Development International

The conference will provide the opportunity to network with over 250 business delegates from a range of sectors of the Scottish economy. For more information email info@global-ambitions.com

17 - 18 September 2009

The Changing Nature of Scotland Perth Concert Hall

Scottish Natural Heritage's conference explores the changes that are taking place 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

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. More details available shortly.

1 October 2009

STF AGM and Open Meeting

Discovery Point, Dundee

More information to follow

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.

11 November 2009

World Responsible Tourism Day

World Responsible Tourism Day, the only global day of action of its kind, is being supported by the UNWTO and leading industry associations. The day is vital for business, for profitability and for our planet. It means taking care of a world that we seek to promote. For more information visit www.wtmwrtd.com

2 December 2009

STF Open Meeting

Eden Court Theatre, Inverness

help support British tourism - [TravelDailyNews](#)

International Tourism News

15 June 2009 - **Drop in flights helps punctuality at UK airports** - [Travelmole](#)

15 June 2009 - **Airlines must 'come clean' over lost bags** - [Travelmole](#)

15 June 2009 - **Ryanair calls for abolition of '£10 tourist tax'** - [Travelmole](#)

16 June 2009 - **BA asks staff to work for nothing** - [BBC](#)

17 June 2009 - **The Historic Hotels of Europe 2009 General Assembly** - [TravelDailyNews](#)

18 June 2009 - **Cheapflights.co.uk finds Brits leapfrog Continental Europe** - [TravelDailyNews](#)

18 June 2009 - **Tour operators offer 20% savings compared to 2008** - [TravelDailyNews](#)

Training Courses

REHIS Elementary Food Hygiene Course - 1 Day - £75

Essential learning for anyone involved in any aspect of food handling Dates (2009) 25 June (exam 02 July), 24 Sept (exam 01 Oct)

BIIAB 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) 23 June, 25 Aug, 22 Sept, 27 Oct, 24 Nov

BIIAB Scottish Certificate for Licensed Premises Staff - ½ day (am) - £65

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 sell alcohol to the public. Dates (2009) 24 June

For more information or to book your place on any of these programmes contact: Business Development Centre, Perth College Tel: 01738 877333 Email: info.bdc@perth.uhi.ac.uk

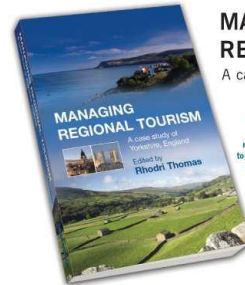


CPD opportunities available with new MSc International Tourism Enterprise at Glasgow Caledonian University

The University has just launched a new suite of postgraduate courses designed to maximise opportunities and specialise in specific areas of enterprise, with awards in: Tourism, Hospitality, Heritage and Events. The course combines management development skills with an understanding of international contexts. Taught within the Caledonian Business School's Division of Cultural Business, it is the only MSc International Tourism Enterprise programme in Scotland. Offers flexible modes of study: individual modules can be taken; alternatively the course can be studied part-time over two years/full-time over one year. The teaching format combines lectures, seminars, and utilisation of a virtual learning environment. September start date. Details can be found in the attached PDF, and further information is available at www.caledonian.ac.uk/study/postgraduate/courses/x00003.html For any queries, please contact: msctourism@gcal.ac.uk

More information to follow.

"Managing Rural Tourism" £5 discount for STF members



MANAGING REGIONAL TOURISM

A case study of Yorkshire, England
Edited by Rhodi Thomas

"...valuable reading, not only for those examining tourism in Yorkshire, for whom it should be mandatory, but also those with a wider interest in tourism ... how it is embedded in broader issues of regional development, governance and planning"
Professor G. Michael Hall,
University of Canterbury, New Zealand

[CLICK HERE TO FIND OUT MORE](#)

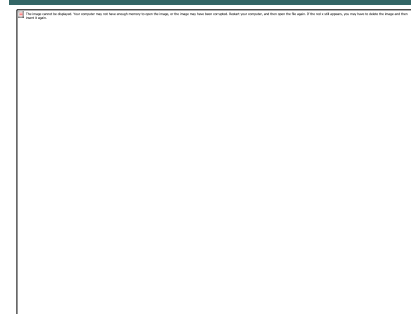
GREAT NORTHERN

Great Northern Books is offering STF members a £5 discount on their new book "Managing Regional Tourism, A Case Study of Yorkshire, England". Managing Regional Tourism is the only book available on this topic and will be an invaluable tool for those involved in the tourism industry as a whole and particularly those involved in the regional tourism sector. The book examines in depth the challenges and opportunities of managing regional tourism in advanced capitalist economies. Emphasis is given to the following areas of study:

- tourism marketing
- economic development
- sustainable tourism
- social and cultural heritage
- 'governance' how tourism is organised

To find out more, or to order a copy visit www.gnbooks.co.uk/mrt and quote 'NewsDigest' to gain your £5 discount.

Competitions and Awards



The Townhouse Collection has recently launched a

photographic competition 'My Scottish Experience'. This is a chance to win a seven night city holiday in Scotland, including a full itinerary of Scottish Experiences, plus a 50% discount for life on accommodation at The Townhouse Collection of hotels. *Prizes and entries to the competition are strictly subject to The Townhouse Collection terms and conditions.

How to enter Simply visit www.townhousecompany.com website to upload an image and description of an

Business Club Scotland

By Jane Gotts, Project Manager, BCS.

Scotland is building an international reputation in hosting major sporting and cultural events which provide huge opportunities for tourism and hospitality businesses.

In this year of Homecoming, we have world class events across Scotland, including The Open Championship, The Edinburgh International Festival, The Gathering, The Mobo Awards and the Rally Of Scotland. 2014 will be another big year for Scotland. Not only will we host the Ryder Cup at Gleneagles but we will also welcome hundreds of thousands of visitors along with 6,000 athletes to participate in the Commonwealth Games in Glasgow - the largest sporting event Scotland has ever hosted.

BusinessClub Scotland has been created to make sure businesses right across Scotland, but particularly those businesses in the tourism and hospitality sectors maximise the opportunities these events will provide. The club is a free service, it is delivered by business for business and its core objective is to get businesses and organisations right across our country engaged in Scotland's event programme by providing support to build more effective business networks, win procurement contracts and to help maximize and develop commercial opportunities linked to major events.

BusinessClub Scotland aims to ensure that all of Scotland's businesses have the opportunity to benefit from our world class events programme right up to 2014 and beyond.

The tourism and hospitality industry is vital to the success of the Scottish economy. Events in 2009 such as the Open Golf Championship at Turnberry and The Rally of Scotland offer the opportunity for your business to get engaged and take advantage of the range of opportunities these events bring. By working in partnership with the Scottish Tourism Forum, BusinessClub Scotland will ensure that the tourism and hospitality industry are kept updated and are made aware of the events opportunities that are happening. Through this your business and organisation can work to develop promotional and marketing opportunities linked to these major international events.

Since its launch just over four months ago BusinessClub Scotland already has almost 1500 businesses signed up for the service. If you are not already part of the BusinessClub Team, sign up at www.businessclubscotland.co.uk to ensure you and your organisation is kept updated and you have the opportunity to be involved.

experience you have had in Scotland. This can be anything from hill walking in the highlands, skiing, experiences at the festivals, fishing, sailing to simply being out on the town with friends, cooking and dining experiences, staying in a hotel or walking the dog along your favourite Scottish beach.

The
Highlands
and
Islands

Tourism Awards

The regions prestigious hospitality and tourism industry awards has launched two new categories: Most Entrepreneurial Business and Leadership Award.

Nominations can be filed on-line at www.highland-tourism-awards.co.uk The closing date for registration is **31 August** and entries is **7 September**. Shortlist finalists will be announced in October and winners at the Award ceremony at Drumossie Hotel in Inverness on 20 November 2009.

Highland and Islands Food and Drink Awards 2009

Entries are now open for the 2009 Williamson Foodservice Highlands and Islands Food and Drink Awards, a celebration of the best food and drink produced and served in the area.

The awards are open to individuals, businesses and organisations throughout the Highlands and Islands. A new award for 2009 is the Young Ambassador of the Year. Entries for the awards close on **20 July 2009**. For full details of how to enter visit

www.hifoodanddrinkawards.com. Winners of the awards will be announced at the Awards Dinner at the Drumossie Hotel, Inverness on 23 October 2009.

Making the Most of STF - Set up a member2member scheme

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

Email 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 www.stforum.co.uk for full details of offers below:

Members' Offer - The Townhouse Collection

2 course dinner, bed and breakfast from £99.
Tel 0131 274 7409 and quote STF99

Members' Offer - Profile Plus 10% discount on PR work. Tel Robyn Glynne-Percy on 0131 554 6111 or visit www.profileplus.co

Members' Offer - Enterprise-Rent-A-Car Book

car hire for your customer via a web link and earn commission. Full details on the STF web site.

Members' Offer - Trees4Scotland 10% off trees, enabling STF members to plant a tree for £9. Call 0131476 5929 and quote STF01.

Members' Offer - Clayton Graham Free web audit full details on STF website. Visit www.claytongraham.co.uk/page/stf_webaudit to register.

Members' Offer - Marcliffe Hotel Stay at Marcliffe Hotel 3 nights B&B and dinner on one night and one golf round at Royal Aberdeen, Murcar and Cruden Bay £555 pp. Email reservations@marcliffe.com or tel 01224 861 000

Members' Offer - The Inn at Lathones Pay for dinner and breakfast and accommodation is free. Minimum stay two nights at weekends. Call 01334 840 494 or email lathones@theinn.co.uk

Members' Offer - Highland Cottage £99 per person per night on DBB rate. Normally a restriction of 2 nights. Call 01688 302 030