

# Scottish Tourism Forum Weekly News Digest



23 February 2009

## Dear STF 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 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](mailto:ruth.greig@stforum.co.uk)

## STF News

STF attended the Government led Skills Group to focus on the needs of tourism and hospitality against the current provision. The group is due to conclude with a final meeting in March. STF is pushing for a clear outcome and direct actions to result.

In discussion with VisitScotland, STF has agreed to use its position as the independent voice of the industry to carry out detailed research around Area Tourism Partnerships and now seeks members' opinion. We welcome your comments on ways to improve methods of engagement. We ask you to complete this short survey as part of the **Area Tourism Partnership Review**. To complete the survey click on the link below:

[http://www.surveymonkey.com/s.aspx?sm=QdC1ycQNu8XfcFNvXuGLvw\\_3d\\_3d](http://www.surveymonkey.com/s.aspx?sm=QdC1ycQNu8XfcFNvXuGLvw_3d_3d)

Try out STF's new web poll by visiting our website and voting on Area Tourism Partnership review. [www.stforum.co.uk](http://www.stforum.co.uk)

Scottish Tourism Week is only a week away. At our STF Conference 'Coming to Scotland, Uniting to be the Best', Jim Mather MSP, will be taking questions from the floor. If you have any questions you would like raised at the Conference please email [ruth.greig@stforum.co.uk](mailto:ruth.greig@stforum.co.uk)

STF mentioned in Sunday Herald article. [Click here](#)

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## Events

**26 - 27 February 2009**

**Association for Cultural Enterprises 10th Annual Convention & Exhibition  
Mitchell Library, Glasgow**

ACE represents all aspects of the cultural and heritage sector including historic houses, royal palaces, libraries, gardens, castles, museums and galleries. The Convention is ideal for anyone involved in commercial activities within the cultural or heritage sector including retail, publishing, licensing, catering, location hire, filming, ticket sales and corporate events. For further details visit [www.acenterprises.org.uk](http://www.acenterprises.org.uk)

**1 March 2009**

**The Scottish Hotel Awards  
Crowne Plaza, SECC, Glasgow**

The opening event for ScotHot 09, launched

## Scottish Tourism News

13 February 2009 - **Edinburgh airport creates 200 new jobs** - [Holiday Extras](#)

14 February 2009 - **Scottish financial industry 'is more resilient'** - [Scotsman](#)

15 February 2009 - **Nairn puts new Cook School on back burner** - [Scotsman](#)

16 February 2009 - **Nuclear future 'key for Scotland'** - [BBC](#)

16 February 2009 - **Offshore wind farm sites set out** - [BBC](#)

16 February 2009 - **Scottish turbines power Antarctic base** - [Scotsman](#)

18 February 2009 - **Trump defiant over golf course project** - [The Herald](#)

18 February 2009 - **Aviemore resort plan hangs in the balance** - [The Press and Journal](#)

18 February 2009 - **£4 million package to help bus industry** - [Holyrood](#)

18 February 2009 - **Retail sales strongest since summer as Scots shoppers go for bargains** - [Scotsman](#)

18 February 2009 - **Culloden battlefield given five-star rating** - [Opodo](#)

18 February 2009 - **Scotland's oldest distillery captures carbon to make biofuel** - [New Energy Focus](#)

19 February 2009 - **Fashion hotel set to be big attraction in the heart of capital** - [Scotsman](#)

19 February 2009 - **Big thumbs-down for 'private' forests** - [Scotsman](#)

19 February 2009 - **Second hotel group signals difficult times for the industry** - [Scotsman](#)

20 February 2009 - **Ditch the kitsch or tourists will desert Scotland, expert warns** - [Scotsman](#)

20 February 2009 - **Contract row derails tram project** - [BBC](#)

20 February 2009 - **Hands-on Stagecoach chief Souter grabs controls at South West Trains** - [Scotsman](#)

February 2009 - **A substantial package of support to help Scotland's food and drink industry increase its international profile has been unveiled** - [Scottish Government](#)

20 February 2009 - **ScotHot announces red hot schedule** - [Caterer.search](#)

21 February 2009 - **Capital trams face another year's delay** - [Scotsman](#)

by the First Minister.

[www.scottishhoteloftheyear.com](http://www.scottishhoteloftheyear.com)

Tickets £89 per person or £890 for tables of ten.

**5 March 2009 11.30am - 2.30pm**  
**Glasgow Caledonian University**  
**Innovation Technology Event**  
**Hillington Park Innovation Centre,**  
**Glasgow**

A practical lunchtime session to meet Glasgow Caledonian University engineering and computer experts who will be available to offer advice on:

communication systems and engineering, software development (ecommerce/web development, database engineering), interactive media/digital training.

To register: tel 0141 331 8458 or email [audrey.meikle@gcal.ac.uk](mailto:audrey.meikle@gcal.ac.uk) or register [online](#).

**3 March 2009**  
**Tourism Xchange Day - Investing in Borders Tourism**  
**Springwood Hall, Border Union**  
**Showground, Kelso** 10.30 am - 12.30 pm

Find out about £50m investment in Rutherford Castle, the new 5\* hotel opening in Peebleshire. Scottish Border Council Economic Development Team will advise how to access funding and business support. Find out about Abbotsford, the home of Sir Walter Scott, and their £10m investment if their Heritage lottery fund is available.

For more information email [jordon.cleland@visitscotland.com](mailto:jordon.cleland@visitscotland.com)

**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/etaq\\_conference\\_2009/](http://www.registerforevent.co.uk/etaq_conference_2009/)

**17 March 2009**  
**Business and Flood Risk Seminar**  
**Royal College of Surgeons, Edinburgh**  
SEPA is hosting a free event for businesses, which will address issues of flooding in Scotland. Areas of discussion; upcoming flooding projects and legislation, flood trauma and impact on workforce, business continuity modelling and business recovery from floods. For more information email [jean.atkinson@sepa.org.uk](mailto:jean.atkinson@sepa.org.uk)

**19 March 2009**  
**Preparing the Commonwealth Games 2014**  
**Matching ambition and opportunity**  
**Hampden Park, Glasgow**

On 23 July 2014, Celtic Park in Glasgow will be hosting the opening ceremony for the 20th Commonwealth Games ahead of 11 days of high level sporting competition. But what will hosting the Games mean to Glasgow, and to Scotland, in terms of its sporting, and wider ambition? Join our high

22 February 2009 - **Scotland the bargain: tourism must capitalise on the cheap pound** - [Sunday Herald](#)

## UK Tourism News

13 February 2009 - **Best airports and airlines named** - [Holiday Extras](#)

15 February 2009 - **BT and Tesco may abandon huge new eco-projects wind farms following a last-minute rule change by the government** - [Times](#)

16 February 2009 - **Tourism chiefs lobby to be taken more seriously** - [Guardian](#)

16 February 2009 - **Bank whistleblower calls on PM to resign over recession** - [The Herald](#)

16 February 2009 - **Referendum? Bring it on, says Ashdown** - [Scotsman](#)

16 February 2009 - **BA inspects nine aircraft following incident at London City** - [Travelmole](#)

16 February 2009 - **News: London City wins best UK airport award** - [Flightmapping](#)

18 February 2009 - **Self-catering on the rise as recession takes hold** - [Travelmole](#)

18 February 2009 - **Business travel slump hits Holiday Inn parent** - [Scotsman](#)

19 February 2009 - **Ryanair launches in-flight mobile phone service** - [holiday lettings.com](#)

19 February 2009 - **bmi British Midland airline to cut Heathrow flights** - [AlternativeAirlines](#)

20 February 2009 - **Lord Mandelson announces Government guaranteeing more than £1m loans a day** - [BERR](#)

## International Tourism News

17 February 2009 - **Plans underway to sell Nova Scotia in Scotland** - [The ChronicleHerald](#)

## 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

profile speakers to examine how Glasgow and the whole of Scotland can best meet the challenges and take advantage of the opportunities that hosting the Games will bring. For full details please see [www.holyrood.com/commonsealthgames](http://www.holyrood.com/commonsealthgames)

**19-20 March 2009**  
**The 38th Scottish Council Forum**  
**Fairmont 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](http://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](http://www.tourismtrade.org.uk)

**31 March 2009**

**Fife Tourism and Business Conference**  
**Seizing Opportunities - Today and Tomorrow**

**The Old Course Hotel, St Andrews**

Join us for inspiring and innovative presentations from influential industry speakers who understand the challenges your business faces and the opportunities that these bring.

Keynote speakers: Bob Downie, CE, The Royal Yacht Britannia; Debbie Taylor, MD, Old Course Hotel, St Andrews.

Workshops include: E-Marketing, Know your Customer, Selling Techniques, Customer Feedback, The VisitScotland Growth Fund.

To book a place email [fife@springboarduk.org.uk](mailto:fife@springboarduk.org.uk) or tel 07724112954

**2 April 2009**

**Annual HIT Dinner**  
**Glasgow Hilton**

THE Industry dinner is once again at the Hilton Glasgow. We're transporting you back to the Sixties with a groovy mix of music, food and entertainment. Don't miss out and book now!

Early Bird rate of £95 per ticket or £1140 per table of 12 is applicable until the 27th Feb.

To book visit [www.hitscotland.co.uk](http://www.hitscotland.co.uk)

**14-15 April 2009 9.30am - 4.30pm**  
**100k Welcomes - Leadership**

**Carnegie Conference Centre, Dunfermline**  
A 2 day leadership programme concentrating on leadership skills which make a difference to you, your organisation and its ongoing profitability: Develop the Vision, Hire for Attitude and Train for Skills, Create Teams who are motivated and focussed, Maximise

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, to demonstrate Scotland's unique offer on the world tourism stage.

Our speakers include: **Jim Mather**, Minister for Enterprise, Energy and Tourism; **Philip Riddle** OBE, Chief Executive of VisitScotland; **Gordon Dewar**, Managing Director, BAA Edinburgh Airport; **Stephen Leckie**, Managing Director, Crieff Hydro; **Bernard Donoghue**, Head of Government and Corporate Affairs, VisitBritain; **Bob Downie**, Chief Executive, The Royal Yacht Britannia. For full details of the speakers [Click Here](#).

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 **Jim Mather, Minister for Enterprise, Energy and Tourism**, has also confirmed his attendance offering to take questions from the industry.



#### 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 Elaine Townsend [events@stforum.co.uk](mailto:events@stforum.co.uk) tel 0131 220 6321

## STW ScotHot Seminars, SECC



**Scottish Tourism Week and ScotHot will be officially opened by Jim Mather, Minister for Enterprise, Energy and Tourism** who will also make an address as part of the seminar sessions alongside key industry speakers.

The seminar programme includes sessions on:

**Trends, analysis and tactical marketing** by Chris Greenwood, VisitScotland;

**Life in the Industry** by David Maguire of Glasgow Restaurateurs' Association;

**Commonwealth Games 2014 and impact on tourism** by Gordon Arthur, Glasgow 2014;

**Alcohol licensing is there life after transition?** by Janet Hood

the Potential of your Customer Experience. £180 pp including lunch. For more information contact Heather Malcolm on 01383 845 019 or [hmalcolm@carnegiecollege.ac.uk](mailto: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 and incentive buyers, travel agents, independent tour operators and wholesalers. For more information visit [www.visitscotlandexpo.com](http://www.visitscotlandexpo.com) or email [events@visitscotland.com](mailto:events@visitscotland.com)

#### 12-15 May 2009

#### World Mountainbike Conference Easterbrook Hall, Dumfries

For more information visit [www.worldmountainbikeconference.com](http://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/](http://events.eyefortravel.com/tds/conference/)

#### 11 November 2009

#### World Responsible Tourism Day

WTM 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](http://www.wtmwrtd.com)

## Our Scottish Tourism Week Sponsors



[Visit Our Sponsor The Caravan Club](#)

of British Institute of Innkeepers;

**Market trends and recruitment** by David Shirra of Caterer.com;

**E-business and marketing: Web 2.0** by Rene Looper of Tuminds Ltd and Stewart Macdonald of Netdata Ltd;

**Life in the Industry** by Shirley Spear of The Three Chimneys;

**DMO's Panacea or Pandemonium** by Patrick Laughlin, St Andrews World Class Initiative;

**Strategy for Growth** - the TFFC Review by Iain Herbert, Chief Executive of STF;

**Are you good enough to be a Good Employer?** Gerry Brown, Head of Business Solutions, People 1st;

**Sustainable futures - meeting the global challenges** by Philippe Rossiter and Philip Stanley, Institute of Hospitality

**Water Audit Services** by Greg Shelton.

**Marco Pierre White** will also be giving a talk on Wednesday 4 March at 12 noon. Full details of the seminar programme are now available on our website. [Click here](#).

**Rt. Hon. Alex Salmond First Minister and Party Leader** will attend ScotHot as part of a Homecoming Scotland event featuring culinary teams from around the world in their grand prix.

You can register online now for ScotHot 2009, FREE thus guaranteeing fast track entry at the door and you'll also save the £15 entrance fee [www.scothot.co.uk](http://www.scothot.co.uk).

## Making the Most of STF Member2Member Scheme

We all know the current economic climate is tough for any business, and the tourism industry is no exception.

One of STF's strengths is the business to business networking opportunities, and we would like to use our communications to help strengthen these relationships. We know that some of our members are helping to fight off recession through packaging deals and special offers and we want to help members by raising the profile of these offers through our Member 2 Member 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.

With our help, your offers will reach a wider audience; not only STF members, but STF association\* members and staff, leading to thousands of individuals seeing your offers and learning more about your business. Email [ruth.greig@stforum.co.uk](mailto:ruth.greig@stforum.co.uk) with



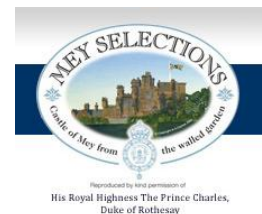
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details of the offers you would like us to promote.

\*Please note: This offer applies to all subscription paying members of STF.

## Tourism Industry Friends' Offer

The Town House Collection, four individually designed 4 and 5 star Town House Hotels in central Edinburgh is 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%.



[Visit our sponsor The Famous Grouse](#)

## 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.** visit [www.banffshirecoast.com](http://www.banffshirecoast.com) for an application form.

BII is seeking nominations for .

### **CIS Excellence Awards 2009.**



Nominations are now being invited for the CIS Excellent Awards 2009 in Scotland's catering, hospitality and tourism industry.

Open to all types of established and emerging businesses involved in these sectors. From chefs, foodie pubs, colleges and contract caterers, to hotels, restaurants, local authorities and food tourism enterprises, there is a category to suit you or your business.

**Deadline 16 March 2009.** Full details of all 11 categories, plus criteria, judging

guidelines and entry nomination forms are available at [www.cis-excellenceawards.com](http://www.cis-excellenceawards.com)

### **Food Excellence Awards**

This award offers great opportunities for quality Scottish Food & drink producers to profile their business and visitor experience to a wide range of consumers and visitors.

Scotland Food & Drink and the Royal Highland Agricultural Society of Scotland (RHASS) are looking for Quality Scottish food + drink producers who resonate authenticity, quality, and passion not only for their product but also for the visitors' experience to apply for the Food Tourism Excellence Award.

Due to the fact that Scottish distilleries are already considered world class in their visitor experience distilleries are excluded from this award. For further details [click here](#).

Applications need to be submitted directly to the RHASS and close Friday, **6th March 2009**. Awards will be presented at the Food Excellence Awards on 7th May at a black tie event at Kelvingrove Art Gallery & Museum in Glasgow

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