

Scottish Tourism Forum Weekly News Digest



26 January 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

STF News

VisitScotland is providing regular updates on trends affecting Scottish tourism in the current economic climate. [Click here](#) for more information.

STF attended VisitBritain's British Tourism Week's planning meeting and also received an update on the review of VisitBritain. Tourism Trends for Inbound Domestic Tourism (Jan 09) were also reported on [ClickHere](#) to download the document.

STF attended a conference covering the transport review and key infrastructure projects moving forward including the new Forth Crossing.

STF attended the Scottish Destination Management Association AGM which highlighted the importance and opportunities around tourism.

STF held a meeting to discuss Area Tourism Partnerships and a review being held into methods of local engagement.

HIT Scotland is now seeking nominations for the Lifetime Achievement Award. The HIT Scotland Dinner has raised over £1m to support HIT Scotland's Scholarship and Bursary programmes. Each year the

In This Issue

[STF News](#)

[Scottish Tourism News](#)

[UK Tourism News](#)

[International Tourism News](#)

[STW Open Meeting](#)

[STW ScotHot Seminars](#)

[STF Industry Dinner](#)

[VS & STF QA Workshop](#)

[Tourism Industry Friends Offer](#)

[Member 2 Member Scheme](#)

[Events](#)

[Competitions for Chefs](#)

Events

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, Cairngorms Mountain. The conference will centre on development and promotion of service and business excellence in Scotland, through quirky and innovative knowledge sharing exercises and workshops.

For more information visit www.tourism-excellence-scotland.co.uk or email

charity awards a Lifetime achievement award to a deserving member of the industry. Nominations are now open. If you know of someone deserving of recognition please contact david.cochrane@hitscotland.co.uk with a short note about your nominee. Visit <http://www.hitscotland.co.uk>

Scottish Tourism News

18 January 2009 - **Utility sale 'could fund bridge'** - [BBC](#)

19 January 2009 - **Edinburgh Conference Centre plans unveiled** - [Scotsman](#)

20 January 2009 - **Labour wants woman to defend Strang seat** - [Scotsman](#)

20 January 2009 - **50m wind-turbine investment talks** - [UK Trade and Investment](#)

January 2009 - **VisitScotland changes name of TICs across Scotland to VICs** - [VisitScotland](#)

January 2009 - **A Sustainable Future for Scottish Tourism** - [VisitScotland](#)

20 January 2009 - **Olympic team for Forth crossing** - [BBC](#)

20 January 2009 - **City event has golden knock-on effect** - [Edinburgh Evening News](#)

21 January 2009 - **Jurys Inn plans new hotel next to SECC in Glasgow** - [The Herald](#)

21 January 2009 - **Negative views on economy not helpful** - [Inverness Courier](#)

21 January 2009 - **Joint approach to weathering storm** - [Strathspey & Badenoch Herald](#)

21 January 2009 - **New 'jobs' agency Chair unveiled** - [BBC](#)

21 January 2009 - **Sunday golf ban could cost island course £75,000 grant** - [Scotsman](#)

22 January 2009 - **'Alien' threat to iconic red deer** - [Scotsman](#)

22 January 2009 - **'Radical' steps key to Dundee V&A bid** - [The Courier](#)

22 January 2009 - **Star attractions in festival line-up** - [The Herald](#)

22 January 2009 - **Michelin star boost for hotel** - [Northern Times](#)

23 January 2009 - **Homecoming starts with sell-outs but no way to track visitor numbers** - [The Herald](#)

23 January 2009 - **Enhanced responsibilities**

[promotions.com](#)

3 February 2009

Tourism Innovation Day

Glasshouse, Eskmills

Spot the opportunities for innovation and growth in your organisation, learn from experts on 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

10am - 1.30pm

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. To book a place please visit

www.registerforevent.co.uk/visitorworkshop or for further information contact visitor@starkeventsuk.com

10 February 2009 9.30am - 4.30pm

100k Welcomes - Operational

Carnegie Conference Centre, Dunfermline

The course is designed to be motivational and interactive with the focus being on empowerment for each individual, creating a workforce that not only delivers excellent Customer Service but also enthusiastically drives 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

promised for Flooding Bill - [Holyrood](#)

23 January 2009 - VisitScotland announces its Drive it Home giveaway promotion - [Golfing The Globe](#)

24 January 2009 - Edinburgh hotels start to suffer - [Scotsman](#)

24 January 2009 - Scottish Enterprise in jobs and pay freeze after overspend - [The Herald](#)

UK Tourism News

21 January 2009 - British Airways launches 'London for Free' promotion - [Trading Markets](#)

22 January 2009 - British Gas in 10% gas price cut - [BBC](#)

22 January 2009 - Interim role created as VisitBritain seeks new CEO - [Travelmole](#)

23 January 2009 - UK in recession as economy slides - [BBC](#)

International Tourism News

22 January 2009 - Russia is ending space tourism - [The Philadelphia Inquirer](#)

22 January 2009 - Easyjet revenues boosted by switch from long-haul holidays - [Travelmole](#)

23 January 2009 - Obama election gives USA travel an immediate 10% increase in visitor interest - [TravelDailyNews](#)

23 January 2009 - Heathrow third runway a 'threat to Gatwick' - [Daily Telegraph](#)

24 January 2009 - British Airways to introduce mobile phones on planes - [The Daily Telegraph](#)

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.

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

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. 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 9.30am - 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 + VAT. To book katharine@starkeventsuk.com or [www.registerforevent.co.uk/gleneagles](#)

1 March 2009 The Scottish Hotel Awards Crowne Plaza, SECC, Glasgow

The opening event for ScotHot 09, launched by the First Minister. [www.scottishhoteloftheyear.com](#)
Tickets £89 per person or £890 for tables of ten.

3 March 2009 SE 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 Gaztelumendi, 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 visit [www.registerforevent.co.uk/visitorexperience](#) or phone 0141 357 2235

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.



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 on events@stforum.co.uk 0131 220 6321

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,

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/

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

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 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 Visit Scotland Growth Fund.

To book a place email 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

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 Elaine Townsend at events@stforum.co.uk or 0131 220 6321

STW Industry Dinner



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 or tel 0131 220 6321

VisitScotland QA Workshop

At the STF Open Meeting in December we heard that VisitScotland is taking a fundamental, long-term look at the role of quality and VisitScotland quality activities to drive long-term growth.

STF discussed this further with VisitScotland and we are holding a joint Quality Workshop on **12 February 2009 at Dunkeld Hilton Hotel, Dunkeld at 10.am - 3.30pm.** (This event is free).

The Scottish Government's tourism strategy sees quality and service as integral to achieving a world-class and competitive industry for Scotland. VisitScotland's Quality Assurance schemes are recognised here and worldwide as providing a high profile single standard to promote and maintain quality standards. The rapid growth of on-line consumer information provides opportunities to look at ways of

of 12 is applicable until the 27th Feb. To book visit 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 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

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, independent tour operators and wholesalers. For more information visit www.visitscotlandexpo.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/

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

Our Scottish Tourism Week Sponsors



[Visit Our Sponsor The Caravan Club](http://www.visitScotland.co.uk)

working innovatively and driving our long-term ambitions by meeting our customers' needs.

STF and VisitScotland want your input to help determine what the role of VisitScotland should or shouldn't be in achieving our customers' needs.

Registration 10am for 10.30am start.

Numbers are limited, so we ask that you register your interest by emailing Elaine Townsend events@stforum.co.uk or tel 0131 220 6321 and we will forward on the agenda nearer the time

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 with 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



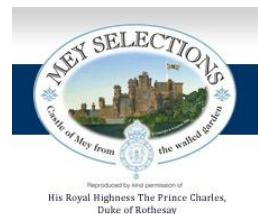
[Visit our sponsor VisitScotland](#)



[Visit our sponsor BHHPA](#)



[Visit our sponsor VisitBritain](#)



[Visit our sponsor Mey Selections](#)

Competitions

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%.



Photographic Competition launched - Vision of Banffshire Coast



The photographic competition is judged by members of the Scottish Professional Photographers Association and 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 for an application form.

[Forward email](#)

✉ [SafeUnsubscribe®](#)

This email was sent to ruth.greig@stforum.co.uk by ruth.greig@stforum.co.uk. Instant removal with [SafeUnsubscribe™](#) | [Privacy Policy](#).

Email Marketing by



Scottish Tourism Forum | 29 Drumsheugh Gardens | Edinburgh | EH3 7RN | United Kingdom