

Scottish Tourism Forum Newsletter: Autumn 2007

Dear STF Member,

Welcome to your latest newsletter from Scottish Tourism Forum, the independent forum for tourism in Scotland.

This newsletter details information on STF activities and events, including the forthcoming **STF Open Meeting at Glasgow Royal Concert Hall on Dec 5th** (book now!) and a sneak preview of confirmed events for Scottish Tourism Week 2008 - which is shaping up to be even bigger and better than before.

STF Events

STF Open Meeting; Wednesday 5th December 2007, Glasgow Royal Concert Hall

'**Rising To The Event: Profiting through event collaboration**' is the theme of our next Open Meeting at Glasgow's Royal Concert Hall on Wednesday 5th December.



Guest speakers include Glasgow City Marketing Bureau Chief Executive, **Scott Taylor** (*pictured left*) who will address delegates on the impact which the Bureau's 'Glasgow: Scotland with Style' brand has had on the city.

Other speakers include **Lynne McPhee**, Marketing Manager of Glasgow 2014, **Fiona Hampton**, Project Director of Highland 2007, **Fiona Murray**, Tourism Initiative Manger at Forestry Commission Scotland and **Mike Jardine**, Director of Rare Management.

View more [info](#) on the meeting.

NB: Our recent meeting at Discovery Point in Dundee sold out weeks beforehand so please register as soon as possible to ensure your place at the Glasgow meeting.

Email: events@stforum.co.uk or call **0131 220 6321** for more info.

View a [photo gallery](#) of the recent STF meeting in Dundee.

find out more [click here](#)
“ **scottish tourism week**™ ”

Scottish Tourism Week 2008, 4th - 11th March 2008

A full calendar of events is shaping up for Scottish Tourism Week 2008, with the following dates confirmed:

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New STF Members

ACDM Ltd



One of our newest members is **Aviemore and Cairngorm Destination Management Ltd**, headed up by former Chief Executive of STF Alan Rankin.

The vision of ACDM is to make the area a better place to live, work and visit. Working with businesses, community groups and public sector stakeholders ACDM looks to support profitable tourism development in the area within the Cairngorm National Park from Grantown on Spey to Dalwhinnie, improve the customer experience and help sustain a world class destination.

- Scotland United, Wed 5th March, Murrayfield Stadium, Edinburgh
- MSP Reception, Wed 5th March, Holyrood, Edinburgh
- STW Dinner, Thursday 6th March, Glasgow Science Centre, Glasgow (see below for more information)

A further range of exciting events is planned including a Futures Lecture by VisitScotland's scenario planner Professor Ian Yeoman, on hotel revenue management and a workshop by Highlands Business Research on using free online tools to better understand your customers. Industry key players will also visit the colleges where they trained to offer inspiration to young people considering careers in tourism.

If your company, organisation, forum, association or academic institution would like to host an event or be actively involved please get in touch with [Sharon](#) at the STF office as soon as possible.

STW 08, Scotland United, Wednesday 5th March 2008, Murrayfield Stadium, Edinburgh

This major industry conference, jointly hosted by the Scottish Tourism Forum and BHA (British Hospitality Association) Scotland has moved from November 2007 to 5th March 2008 to become one of the highlights of Scottish Tourism Week 2008.



This year STF will chair the event, with BHA taking a vice-chair role. We're lining up an exciting programme of international speakers from the private sector and will announce the agenda as soon as final details are confirmed.

Please contact [Sharon](#) for information on market place opportunities at this prestigious event.



STW 08, Industry Dinner, Thursday 6th March 2008, Glasgow Science Centre

Join us at an industry dinner to celebrate the achievements of the sector. This high-profile event has a chic, contemporary theme in keeping with the dynamic waterfront setting of the Glasgow Science Centre.

The evening represents an excellent networking opportunity as well as a glamorous, enjoyable occasion.

John Swinney, Cabinet Secretary for Finance and Sustainable Growth, will address guests.

Tickets are now available at £70+VAT per person or just £650+VAT for a table of ten.

Email events@stforum.co.uk to reserve your place.

HIE/STF E-Tourism workshops, March 2008

STF, in partnership with Highlands and Islands Enterprise, has recently completed the first phase of a new, innovative series of **E-Tourism Workshops** in the Highlands and Islands, with workshops delivered in Lochgilphead, Fort William, Portree, Stornoway, Forres and Inverness. Feedback from delegates has been extremely positive.

Dates and venues are still to be confirmed for the second stage in the schedule, with workshops taking place in Wick, Lerwick and Kirkwall in March 2008.

Alan comments: "The Aviemore and Cairngorms DMO is at the forefront of developing what may be the new local development model for tourism businesses and their communities. ACDM is keen, through contact with STF, to keep our members as up to date as possible with issues that really matter. We look forward to working with the national voice for tourism and hospitality businesses in Scotland."

Visit the ACDM Ltd website, www.visitaviemore.com

Dornie Lodges Ltd



Dornie Lodges are high quality self catering accommodation in the Highlands run by husband and wife team Geoff and Wendy Bush. The business consists of three high quality, modern, self catering houses with wonderful loch and mountain views in the village of Dornie in Lochalsh.

Geoff comments: "We joined STF to keep up to date with industry developments and to be part of an organisation which has a voice in the future of Scottish tourism."

Visit the Dornie Lodges Ltd website: www.dornie-lodges.co.uk

Delegate places are limited for these events (there are only three places left at the Lerwick event) but you can register your interest now at events@stforum.co.uk

[More Info](#)

STF Activities

Our **new Chief Executive Iain Herbert** officially stepped into the role in mid-September although he had represented STF at numerous events in the preceding weeks.

Iain set out his initial thoughts on the future of the Forum in his introduction to our annual report. "As we head into the next year I look forward to working closely with the staff, members, Board and key partners to provide a clear direction for the future. Growth of membership, both in terms of its numbers and breadth, is a major objective that will stand the Forum on solid foundations for the long term sustainable future."

Iain looks forward to meeting with all of you in the near future and discussing the way forward for our industry and your forum's future.



Lobbying



Tourism Seminars

Iain Herbert, numerous members of the STF board and other stakeholders in the industry have attended the **tourism seminars** hosted by [Jim Mather](#) MSP, Minister for Enterprise, Energy and Tourism (pictured left). The Minister has affirmed his support for the joint growth ambition of 50% for the tourism industry, as outlined in the Tourism Framework for Change strategy.

Feedback from the seminars has been positive, with attendees hailing the Minister's approach as "refreshing". STF Chair Peter Taylor commented: "The seminar identified both the opportunities and barriers for the growth of tourism in Scotland. We found the minister's approach very refreshing. There may have been no conclusion to the question of the 50 per cent target, but the minister made clear he sees it as a good starting point. He clearly thinks the opportunities for the industry are bigger than that." View news article on the reaction of the first seminar in [The Scotsman](#) STF has provided a link to the government document which outlines the outcomes of the first seminar.

View or download the Minister's [summary note](#)

EET Committee

Iain Herbert also gave oral evidence to the **Enterprise, Energy and Tourism Committee** on Sept 5th and highlighted the issue of skills and training for the industry. He told the committee: "Any employer who does not want to invest in their staff will fall behind. Indeed, it is becoming



Going Forth Ltd



Going Forth Ltd celebrates it's 10th birthday this year. Initially established for the youth market the company prides itself on its friendly and personable approach. There are now 5 main products.

- 1) Going Forth (now **Wild in Scotland** tours)
- 2) **Tailor made:** This included VIP transport for the G8 summit in 2006.
- 3) **Language Journeys:** Combining English Language lessons with the scenery of the Highlands and Islands
- 4) **Fire up your Life:** Firewalking and personal development workshops in the Highlands of Scotland.
- 3) **Exclusive experiences** of Edinburgh, Hadrian's Wall and the Lake District - e.g., having tea with Lord and Lady Polwarth, descendents of Sir Walter Scott, making scones with Mrs Adam at the former home of Robert Adam and making sausages on Peelham organic farm near Berwick.

Director Charlie Cornelius made some great contributions to the debate on 'food and tourism' during the recent STF Open Meeting in Dundee and he told us; "I joined the STF to get more informed and involved with the tourism community. Networking will be a bonus!"

Visit the Going Forth Ltd website: www.goingforth.co.uk

clear that employers should invest not only in training but in a career path for the individuals who will move forward in their organisation."

View the [minutes](#) for the 5th September EET Committee

STF is currently preparing a written submission for the EET Committee's **Tourism Revenue Growth Inquiry**. View the EET committee's [press release](#). The full terms and reference for the call for evidence can be viewed on the committee's [web pages](#).

Meetings

STF's Chair Peter Taylor met with [John Swinney](#), Cabinet Minister for Finance and Sustainable Growth

Iain Herbert met with [Liam McArthur](#), Scottish Liberal Democrat MSP for Orkney and substitute member for the EET Committee.

Licensing Regulations

As the transition to the new licensing regime approaches STF intends to explore the economic impact of the new regulations on tourism businesses and will be compiling case study evidence to submit to the government.

Member to Member Deals

The secure members' section of the STF website launched in August with a great range of offers, including a car rental deal from Enterprise-Rent-A-Car (you can use a dedicated members link and earn 10% commission), a substantial discount on Eat Scotland's annual subscription fees and discounts on PPD's popular Bags of Info for Kids service, conference facilities at The Falkirk Wheel, Dal Riata's dining terrace and the opportunity to claim a free breakfast at the five-star SmartCity Hostel in Edinburgh.



Please contact STF if you are taking advantage of the Enterprise Rent-a-Car deal to give us permission to pass your contact details on to Enterprise to enable them to pay your commission.

New offers will be highlighted in the member newsletter - a recent great deal is an offer from Profile Plus of discounted PR and marketing services.

Remember your employees and association members can also take advantage of the range of offers!

You can also access members-only news on the secure pages, including a summary of STF in the media. We will be developing new content for this section, including posting board minutes to the website, and we welcome suggestions from members as to what you would like to see on these pages.

Email [Sharon](#) with your comments.

iFrame Media Ltd



iFrame Media is a multi-disciplined company which specialises in video production, photography and broadcast equipment. The company also has expertise in multimedia, audio visual equipment supply and install, and web development.

iFrame Media has also created a video web portal for the promotion of tourism and business within Scotland - the website aims to promote Scotland's businesses to the world purely by the use of video. By integrating the site with a Google Maps and full content management system the site will be user friendly for the visitor and the administrators for each of the 32 regions of Scotland.

Managing Director John Donaldson comments: "We thought that joining the STF would help us enhance our knowledge on how other tourism businesses were trying to promote themselves to the world and allow them to see what we were doing."

Visit the company's website:
www.scotlandonvideo.com

Red Tape News



Fire Safety Regulations Following significant revisions in response to concerns raised by the industry the guidelines for premises providing sleeping accommodation are now available. You can download the guides for free from the website www.infoscotland.com/firelaw. You can also access a useful first time user guide on this site.

Hard copies of the guidelines are available free from Blackwells bookshop in Edinburgh (up to) 50 at a time.

View an [information note](#) from the Scottish Government, which includes comment from STF.

The Scottish Government is running a series of **Fire Safety Risk Assessment workshops** for those who fall under the regulations for the first time. The workshops will run from January 2008 until March 2008 in the following locations - Stornoway, Portree, Fort William, Kirkwall, Lerwick, Stirling, Falkirk, Dumfries, Stranraer, Oban, Largs, Galashiels, Ayr, Dundee, Perth, Glenrothes, St Andrews, Lochgilhead, Elgin, North Berwick, Inverness, Glasgow, Edinburgh and Aberdeen.

The sessions will be free and run for three hours. STF will have detailed information next week and will highlight to members how to register for these guidance sessions. The government anticipate a high demand for places at the workshops and they will be allocated on a first come first served basis.

CGT Taper Relief

Subscribe to the petition on No. 10's website "to support new business and ensure that CGT does not increase by 80% for SMEs". Please also circulate this link; <http://petitions.pm.gov.uk/CGTforSMEs/>

Website Accessibility

Members should be conscious of issues of **website accessibility** - many businesses are currently unaware of their obligations to ensure their websites are fully accessible to blind and disabled users and are legally compliant under the Disability Discrimination Act (DDA).

A substantial number of accommodation operators are not only still in breach of the law but also potentially losing business from disabled customers.

Bringing sites up to date can mean improving the clarity of text and increasing the number of audio and video files for partially sighted users. [News article](#).
[More info](#)

Postal Scam

The Trading Standards Office is highlighting a **postal scam** which is currently in operation. A card is posted through your door from a company called PDS (Parcel Delivery Service) suggesting that they were unable to deliver a parcel and that you need to contact them on 0906 6611911 (a premium rate number). Do **NOT** call this number, as this is a mail scam originating from Belize.

If you call the number and start to hear a recorded message you will already

J.Graham & Son

An embryonic tourism business based in Denny. Letitia Graham plans to start a bed and breakfast in the near future and joined the Forum at this early stage to ensure she is kept up to date with legislation and requirements for the proposed business. We will highlight further information about Letitia's business once it launches.

Scottish Linen



Founded in 2005 on the shores of Loch Sunart in Morvern, **Scottish Linen** designs and creates luxurious linens inspired by Scotland. Initially supplying wholesale and retail customers Scottish Linen is now building up a strong relationship with Scotland's premier hospitality providers.

Corporate clients include hotels, lodges and guest houses for whom Scottish Linen provides bed and bath linens of the highest quality. Their services include free site visits and tailored "Sleep Solutions" - anything from supplying full bed ensembles to customising bedding designs and accessories. Scottish Linen's founder Deborah Watson has devised a sell-through plan for hoteliers to ensure her clients

have been billed £15 for the phone call. If you do receive a card with these details, then please contact Royal Mail Fraud on 02072396655 or ICSTIS (the premium rate service regulator) at www.icstis.org.uk

Awards

The closing date for the **HIT Scotland Sponsorships 2008** is **30th November 2007**. The limited Scholarships are available to all aspiring individuals within Scottish hospitality and the awards are presented at the annual Emerging talent conference, which takes place in February. The venue for 2008 is the Edinburgh International Climbing Arena in Ratho. [More info](#) (including a downloadable application form).

Voting has started in this year's **Scottish Hotels of the Year Awards**.

Nominations can also still be made via the online ballot. The Awards Night Party is to be held on February 24th 2008 at Prestonfield.

"This year we have listened to feedback and have improved the grouping of awards as the event has matured," comments Gary McLean of *Hotel Review Scotland* who chairs the judging panel. [More](#)

The **Springboard Awards for Excellence 2007** are now open for entries. The awards recognise and reward excellence in Promoting Careers; Attracting People and Best Employment Practice in the Hospitality, Leisure, Travel and Tourism industries. If you have a scheme or incentive that has worked well in these areas over the past 12 months, Springboard would like you to enter and share your great ideas with the rest of the industry, so that you can receive the applause and acclaim you deserve for your efforts. [More info](#)

A new project, **innovation eg**, part of the Glasgow Edinburgh Collaboration Initiative, is aimed at encouraging new, collaborative thinking from young professionals in Scottish tourism and hospitality, supported and mentored by more experienced leaders in their sector, to develop a range of projects that would help to attract new visitors to both cities within key product areas for Glasgow and Edinburgh - food, whisky, culture, retail, adventure.

The project seeks **Rising Stars** in Scottish tourism to participate in a mentored collaborative project culminating in a 'dragon's den' style event. The first event, *The Ideas Exchange*, and the setting up of the mentoring teams will take place at the Glasgow Science Centre on the 25th February 2008. During March and April, the project teams will develop their ideas and the shortlisted projects will be showcased at a 'dragon's den' style of event at *Our Dynamic Earth* in Edinburgh on 23 May 2008. To find out how to get involved contact the project via info@tallpoppies-scotland.co.uk or telephone **0131 449 7377**.

Candidates are invited to apply for the **Tourism For Tomorrow Awards 2008** which recognise achievements in sustainable tourism. The categories are Destination, Conservation, Investor in People and Global Tourism Business Award. Deadline is 5th December. [More Info](#)

reap the full commercial reward of providing a beautiful bed for their guests

Deborah, who recently exhibited at the STF Open Meeting at Discovery Point. comments:

"When tailoring and presenting Scottish Linen's services to my corporate clients in the hospitality industry, it is imperative that I have a thorough understanding of their specific market forces. The STF provides me with an invaluable insight into the key issues of the Scottish tourism industry and offers me unparalleled B2B networking opportunities with its key players. I have been impressed by the membership and the services of the STF and look forward to participating in its various activities."

Visit the Scottish Linen website www.scottishlinen.co.uk

Training for Tourism



TrainingForTourism.com has been developed by The Robert Gordon University in partnership with the ESF. It is a FREE online training resource, covering all aspects of tourism in 'bite sized' chunks specifically aimed at Scottish tourism.

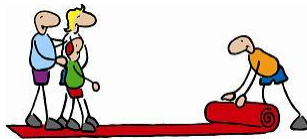
Project Assistant Tim Preston comments: "We hold the belief that through TFT, a no cost resource to the rank and file employed in Tourism; skill levels will be raised, awareness increased and benefits will result - particularly in regard to the growth targets set for the

Events

Monday 26th November, Pride & Passion Visitor Experience Workshop, National Hotel, Dingwall

Pride & Passion's popular Visitor Experience Workshops are fully booked across the country but there are still a few places available for the Dingwall event. The free workshop features theatrical techniques, amongst other things, to get the message across which is great fun, very flexible and totally user friendly. (*Pride & Passion would like to stress that those attending workshops are not expected to perform!*) You also get the chance to forge new links with tourism businesses in your area by doing a bit of tourism networking in an informal setting.

If you'd like to attend one of the events you can email the Pride & Passion team: team@prideandpassion.net or call them on **0800 028 0588**. [More Info](#)



Wednesday 5th December, 'Inflation and Tourism Spending', Futures lecture series, VisitScotland, Edinburgh

How does oil at \$100 a barrel impact on inflation and tourism spending? What are the prospects for inflation and interest rates? Tony Strachan, the Bank of England Agent for Scotland will explain the 'in's and out's' of inflation and how it is impacting on the prospects for the economy and tourism in Scotland. All are welcome. To reserve a place email: ian.yeoman@visitscotland.com **Free event**. [More info](#)

Monday 21st January, Scottish Enterprise Tourism Masterclass, 'Creating Legendary Customer Service', The Gleneagles Hotel, Perthshire

Paul Cookley, director of sales at the Ritz Carlton will be presenting this Masterclass. As one of the leading hotel chains in the world, Ritz Carlton is renowned for its legendary customer service which is given to every guest who passes through their doors. This Masterclass will look into how the Ritz Carlton philosophy and values translate into exceptionally high levels of customer satisfaction and loyalty.

From 9.30am - 2pm (includes lunch). **Cost: £85 & VAT.**

Contact Details: Katharine George katharine@starkeventsuk.com
0141 357 2235 [More info](#)

Friday 18th January 2008, Springboard Highlands and Islands Gala Dinner, Thistle Hotel, Inverness

Springboard will be announcing the winners of the Top 10 Highlands & Islands employers survey conducted recently in partnership with Highlands & Islands Enterprise and honouring some of their Highlands & Islands supporters.

For more info contact Roisin Taylor at roisint@springboarduk.org.uk

Thursday 28th February 2008, Tourism Innovation Day, Hampden, Glasgow

TID 2008 is at Hampden Park and showcases the best and latest in tourism technology. You'll be inspired by high profile tourism leaders who have used technology to succeed.

Ben Vinod, Chief Innovator at Sabre Holdings, the company behind many high profile brands including Lastminute.com, Holiday Autos and IgoYougo is one of the key note speakers. [More](#)

tourism&technology.
TOURISM INNOVATION DAY 08/

25th - 26th July 2009, The Gathering, Holyrood Park, Edinburgh

One of the key events of Homecoming Scotland 2009, The Gathering is an international clan gathering and the largest highland games ever held in

industry."

The business is keen to firm up a relationship with the Scottish Tourism Forum as it believes the Forum is "a prime voice within the industry."

Visit the **Training for Tourism** website

www.trainingfortourism.com

Members News

Congratulations to...

STF Chair, **Peter Taylor** of **The Townhouse Company**, who received the AA Award for Outstanding Lifetime Achievement...

...to STF Board Director, **Marjory Rodger**, the Scottish Director of the **Confederation of Passenger Transport UK** who was celebrated for her Outstanding Contribution to Transport across Scotland at the recent Scottish Transport Awards...

...to STF members who won awards at the recent VisitScotland Thistle Awards - the 'tourism Oscars' - including the following businesses:

- **Cambo Estates** (Events and Festivals: Regional)
- **Just Go Scotland from Jac Travel Scotland Ltd** (Operator Programme of the year)
- **Loch Lomond Seaplanes** (Innovation)
- **Rabbie's Trail Burners** (Sustainable Tourism)
- **The Townhouse Company** (People

Scotland.

The organising team, led by Lord Jamie Semple, will be sending out regular newsletters about the event and a website will provide all the up to date information as it develops. To register for updates or for further information go to www.thegathering2009.com

Industry Updates

VisitScotland

VisitScotland's annual report for 2006/7 is totally on-line for the first time. The website focuses on several 'customer journeys', demonstrating the role that VisitScotland plays in the process, from inspiring visitors to book a trip to Scotland, to giving them ideas of what to see and do on their trip and finally, keeping in touch with them through a variety of marketing activities when they return home.

The annual report also sets out VisitScotland's vision for growth: the [Tourism Prospectus](#). It contains ideas for ways in which all tourism stakeholders might make the necessary step change to achieve growth. Everyone in the industry shares the ambition to grow revenues by a further 50% in 2015, generating over £6 billion for the economy. The Prospectus is a starting point to stimulate discussion and to prompt action among businesses and public agencies. VisitScotland's key achievements in 2006-07 are outlined in the annual report, including:

- Exceeding the 'return on investment' target in UK and Ireland marketing campaigns - target £30:£1, actual £39:£1
- Increasing value of Business Tourism from £905m to £911m
- Exceeding the 'return on investment' target in International marketing campaigns - target £23:£1, actual £25:£1
- Working with 11,000 tourism businesses in Scotland to maximise their opportunities for marketing
- Raising awareness, accessibility and revenue for the industry through increased usage of visitscotland.com and other niche websites
- Working with 9,000 business members of our respected Quality Schemes

"This is a good way of providing a sustainable annual report. The report clearly demonstrates the full range of activities which VisitScotland delivers," comments Iain Herbert, STF Chief Executive.

View the VisitScotland [annual report](#)

Climate Change Scotland

The wraps have come off a new initiative aimed at encouraging tourism businesses to reduce their carbon emissions - and offset their impact on the environment.

[Climate Change Scotland](#) is the brainchild of industry leadership organisation, Tourism Innovation Group (TIG), and is now fully live.

[More Info](#)

Scottish Tourism in the Future, the second guide in the Series from Tourism Intelligence Scotland, is available now. Find out what is happening in tourism worldwide and what the future of Scottish Tourism is likely to be; who our visitors will be; what experiences they will be looking for and how to use this information

Development: Large)

...and to STF members **Historic Scotland** and **Radical Travel** who were shortlisted. View the [full list of winners...](#)

...to **Susan Gunn**, Duty Manager, Retail & Admissions at The Real Mary King's Close in Edinburgh (part of **The Continuum Group**) who won the 'Rising Star Award' at the Association of Scottish Visitor Attraction's Autumn Conference in Crieff...

...to **SmartCity Hostels** in Edinburgh who gained five star status...

Sad news...

...STF was deeply saddened to hear of the death of David Welsford, the Director General of **The Camping and Caravanning Club**, on Nov 8th after a protracted illness...

New products from...

...**ACDM Ltd** has launched a business barometer...

...**Scottish Tourism Guide** is launching a print magazine in the first quarter of 2008. [More...](#)

New Roles ...

...at **The Gleneagles Hotel** **Peter Lederer** recently became Chair of the company and **Patrick Elsmie** was promoted to the role of Managing Director. **Bernard Murphy** returns to the five star resort as General Manager on 10th December...

New Faces at...

...**Tartan Silk** who have appointed **Colin McGregor**, former RAF fighter pilot and elder brother of Ewan McGregor, as 'ambassador' for the company in Inverness. **Sarah Dow** joins Tartan Silk's Edinburgh office...

Support needed....

...**Springboard Scotland** who

to grow your business and to exceed visitors' expectations. Visit www.tourism-intelligence.co.uk to download the guides, to register your details if you want to receive the future guides as they are launched and to provide feedback.

Tracking Tourism

Highland Business Research's new industry business research blog, Tracking Tourism is proving to be an extremely useful resource.

The purpose of the blog is to disseminate accessible, practical research tips and findings and useful industry case studies out to tourism business businesses and bodies.

The blog operates under a creative commons policy whereby anyone is welcome to use the content as long as Highland Business Research is credited and a link to the blog is included. Highland Business Research also provides an RSS feed on the site.

Tracking Tourism has quickly established itself and is one of only 3 UK blogs to be featured in Tips From The T List, the first collaborative tourism book produced by travel industry bloggers worldwide. You can download the book for free and view the Tracking Tourism blog via this link:

<http://blog.highlandbusinessresearch.co.uk/>

are currently organising a 2nd fundraising trek and limbering up for the Peru Inca Trail in April 2008. [More Info](#)

Join Our Mailing List!

Keep in touch with the STF team about your news and events.

Email your news, events and suggestions to [Sharon](#).

Please advise [Elaine](#) of any changes in your contact details.

Kind Regards

STF Team