

# Gostelow Report Live

exclusively for ILTM/Reed Travel Exhibitions

## SPECIAL REPORT

Shanghai, November 1st, 2018

At the request of ILTM I do daily **Gostelow Reports Live for ILTM China**. Today and tomorrow you will find insider news from this, the first show that is exclusively dedicated to China's outbound market. ILTM China 2018 has attracted 215 luxury travel suppliers from 44 countries. There are also 205 buyers. The two sectors, suppliers and buyers, are paired by computer for one-to-one serious business meetings and over the two days this means a total of over 10,000 appointments.

The digital newsfeed *Skift* reported this Monday that China's outbound travellers upped six percent in 2017, to reach 130 million, and Ctrip says 42% of those were independent travellers rather than in groups (this number is up two percent from 2016). Australia expects 58% of its inbound visitors to be travelling by themselves this year: of the visitors to the USA in the period April through to June 2018, 78% were travelling independently • Such figures must make top travel advisors smile. So where, you may ask, do ILTM China 2018's buyers come from? They represent 18 of the most important Chinese cities, namely, in alphabetical order, Beijing, Changchun, Chengdu, Chongqing, Dalian, Dongguan, Foshan, Guilin, Guangzhou, Hangzhou, Kunming, Nanjing, Shanghai, Shenyang, Shenzhen, Tianjin, Wenzhou and Wuhan.

At yesterday's outstanding opening Forum, speaker Chloé Reuter spoke of the increasing growth of family travel, especially Millennials with young children – whoever realised that kids' clubs offering organic food is an important factor in attracting young millionaire parents? • A member of **The Leading Hotels of the World** group has one of the world's best kids facilities. The owner of The Gleneagles Hotel, in Scotland (GM Conor O'Leary) has young children, as a result of which the hotel has a separate ground-floor wing for children's supervised entertainment and education. Cleverly, for safety's sake, only parents' room keys can access the area, and watch everything from kids-theatre to cooking classes, all ages. Adults, meanwhile, have a range of the best, from spa through to four championship golf courses, riding, and wine-tasting – about the only thing missing, indeed, is river cruising • For some of the best travels-on-the-water, Pacaya Samiria National Reserve in Peru's Amazon region offers unlimited experiences. **Delfin Amazon Cruises'** three vessels, Delfin I, Delfin II and Delfin III, are all members of **Relais & Chateaux** which, says Carla Acosta, is credit to the boutique ships' quality and authenticity when it comes to service and gastronomy – during the three- or four-night cruises, there are many opportunities to discover wildlife ashore, and interact with local villagers • China's wine connoisseurs will also love the fact that on **Aqua Expeditions'** two Amazon ships, Aqua Amazon and Aria Amazon, the wine lists include exceptional organic house wines from Argentina and Chile, bottled exclusively for the company. As anyone who knows him will of course guess, these labels have been personally chosen by Aqua Expeditions' intrepid connoisseur CEO, Francesco Galli Zugaro. He also, incidentally, often offers lectures by onboard experts, to guide passengers in identifying exotic fruits and learning about ceviche, tamales – or, at other times, how to take even more professional photographs.

Shiro Tsui, from **Abercrombie & Kent China**, says his company has six DMCs here, covering South America, Europe, South and East Africa, Jordan, Sri Lanka, and India (A&K is also showing safari lodges, expedition ships, and Sanctuary Retreats. With 56 years' experience A&K's difference, says Tsui, can be seen in the details of its creative and personalised itineraries through to expert ground operations and the very best guides (also, it worth noting that all A&K's global DMCs are well-versed in specific Chinafy services, which include cuisine options and language services • Need a DMC in Turkey? Karen Fedorko Sefer, Owner-President **Seasong**, can cover, it seems, the whole country, offering ancient-site visits, ballooning, gulet sailing, restaurants – and shopping • **Çiragan Palace Kempinski, Istanbul**, has a Chinese-language website and a WeChat account – plus a Chinese corner at Laledan's breakfast buffet. At this historic Ottoman palace, literally 20 metres from the Bosphorus, swim in the always-heated Olympic-sized outdoor pool and look across to Asia, past the waterway that is a fascinating ever-changing panorama of passing cruise ships and smaller craft. For best views, reserve a bedroom, say #459 at the end of the building's three wings: for yet another memory, book dinner at the just-launched Sultans' Dinner, for royal delicacies served by waiters in traditionally embroidered gowns • Another of Kempinski's renowned hotels, the 303-room **Siam Kempinski Hotel Bangkok**, GM Samir Wildemann, also offers superlative cuisine, at Michelin-starred Sra Bua by Kiin Kiin (where else can you taste Thai food with the texture of the best ice-cream, and lobster-bites wrapped in gelatinous pearls?). This is truly an urban resort, wrapped around gardens with canals and swimming pools – some like canal-set swim-in, swim-out rooms, say #35, but do make sure your booking gives access to the 17th floor club lounge. The hotel is a few metres' walk directly to the city's most famous retail, at Paragon Mall, a complex that understands the need to make retail into an experience for Chinese visitors • The 'experience' component of real shopping, as opposed to online, is, by the way, becoming more and essential. Last Thursday, October 25th 2018, Richemont announced a partnership with Alibaba that will see Richemont's Net-a-Porter and Mr Porter sites launched on Alibaba's Tmall Luxury Pavilion: Alibaba rival Tencent, owner of, among other essential sites, WeChat, reckons that Chinese consumers, already responsible for 33% of all luxury sales worldwide, will up that figure to over 40% by 2024.

The Alpine Spa at **Bürgenstock Resort Lake Lucerne** has a heated infinity-edge pool where the boundary between water and sky appears to melt away like in a dream – look down, past grassy meadows, to the lake, 1,600 feet below. A legend since 1873, the resort's massive renovation was finally completed in 2017, and as well as superb Spa wellness this is a prime spot for golf, tennis and alpine hiking (GM Robert Herr's team can loan you Alpine walking sticks for authentic-looking selfies). There are several lodging options: Bürgenstock Hotel's two-floor, 5,400 sq ft Presidential Suite comes with a 14-seat dining table and a private spa. Of the eight restaurants and bars, Spices has live cooking with 12 chefs producing authentic Chinese, Indian, Japanese and Thai cuisine. Bürgenstock is only 30 minutes, by car or boat, from Luzern, home of Bucherer and De Grisogono (yes, these business-oriented watch greats even keep their stores open on Sundays) • Phuket's **Nam Harn** is also part of the community – a Giving Bag in all 130 rooms invites guests to support The Phuket Sunshine Village. (Formerly known as The Royal Yacht Club, Nam Harn is now owned by SC Capital Partners, who have recently added the island's first rooftop, sea-view, sashimi and sushi bar). Best lodging, says GM Frank Grassmann, is one of the four Royal Ocean Suites, each 111 sq m.

The **Ritz-Carlton** brand, part of Marriott Luxury Brands, is led in China by Shanghai-based Rainer Burkle. The Ritz-Carlton Beijing will host the finale of a Ritz-Carlton gastronomic tour, running in all from November 1st through to December 1st: the tour includes

patissier [Richard Long](#), from Hong Kong, and mixologist [Oscar Mena](#), plus, all Michelin-starred, [Paul Lau](#), Tin Lung Heen at The Ritz-Carlton Hong Kong; [Gordon Guo](#), Lai Heen at The Ritz-Carlton Guangzhou, and [Cheung Siu Kong](#), Summer Pavilion in The Ritz-Carlton Millenia Singapore • Thanks to service led by GM [Peter Mainguy](#), the 32-floor **Ritz-Carlton Millenia Singapore**, incidentally, is a favourite for many **ILTM Asia Pacific** participants – of the 608 rooms, choose one facing Marina Bay and iconic Marina Bay Sands, and buy-up to get access to the top floor club lounge. It is well worth investing time in a self-guided tour of some of the hotel's art collection, said to number over 4,000 pieces by such notables as glassblower [Dale Chihuly](#) and the artist who specialises in sculptures that sometimes look like twisted blue balloons, [Jeff Koons](#) • There are Koons, too, and such other artists as [Liao Yibai](#), at **Wynn Resorts** two big-and-lavish Macau resorts, run by President of Wynn Macau Ltd [Ian Coughlan](#), and Chinese visitors particularly like, on the non-gaming entertainment side, Dragon of Fortune, Performance Lake and Tree of Prosperity (their favourites on the dining side are Golden Flower, Mizumi, Ristorante il Teatro, and Wing Lei).

Cheval Blanc, which is owned by LVMH, calls its hotels 'maisons', which it believe shows that its contemporary and refined hospitality presents an entirely new concept of high-end luxury, with exceptional surroundings, spacious living areas and high-end facilities. Represented here at ILTM by **Heavens Portfolio**, Cheval Blanc hotels can explain their culture, which includes craftsmanship, creativity, exclusivity and privacy. In The Maldives, for instance, Le Cheval Blanc Randheili has its own, hotel-branded Twin Otter seaplane for the 40-minute flight from Male. On arrival you are greeted jetty-side, by what looks like a Paris-catwalk of fashion models (= hotel staff) in buttercup-yellow gear: 330 staff look after 45 villas, all with 38-foot private pools. GM [Renato Chizzola](#) has recently added a highly popular outdoor Teppanyaki to the dining options – book far ahead for one of the 12 seats, and the prepared-in-front-of-you meal might well include hamachi sashimi, French foie gras, Maldivian lobster, Kagoshima wagyu and coconut ice cream • Heavens' selection here at ILTM also includes two other fashion-oriented hotels. Armani Hotel Dubai – winner of the world's best spa 2018, World Spa Awards, Maldives, last weekend – is within walking distance of Dubai Mall (which claims to be the world's largest such destination), and Armani Hotel Milano, a few minutes from Via Montenapoleone • Similarly, in New York, Heavens Portfolio suggests what is currently a one-off, the 114-key Baccarat Hotel on W 53rd Street. [Hermann Elger](#) is GM, and interiors by two of France's finest, [Patrick Gilles](#) and [Dorothee Boissier](#), working as Gilles & Boissier, are exaggeratedly and memorably gorgeous and theatrical. There are so many photo opportunities you do not know where to start (in the bar, perhaps, or down in the 55-foot swimming pool area?). As you expect, there is Baccarat, from bathroom drinking glasses to elaborate chandeliers, everywhere. Check out the Library's 250 white leather-bound books: pages are empty except for numbers so you can write a message, to look up on subsequent visits.

Think of Italy, says [Stefania Pellucchi](#) from Milan-based **Charme&Adventure**, launched 2014 by multimedia Cinehollywood Srl, which operates in the television, home entertainment, media and events business. Because of this ownership, Charme&Adventure, led by CEO [Roberto Cepparo](#), is able to maximise partnerships with big names, perhaps getting [Andrea Bocelli](#) to sing at an anniversary dinner (it also works with such global motoring names as supercar marque Pagani, and F1 legend Eddie Irvine) • [Armani Hotel Milano](#) GM [Mirko Aru](#), is already working hard on Chinese digital and social media and on social influencers, and it is shortly to unveil Chinese-language room automation services, plus reservations for Armani/Ristorante, Armani/Bamboo Bar and Armani/SPA (the 95-room hotel is only a few minutes' walk from the Duomo, and several galleries).

**Mandarin Oriental Beijing**, in Wanfujing, will, when it opens early 2019, be the closest luxury hotel to the Forbidden City – 73 keys, including a 2,700 sq ft Presidential Suite with a 3,100 sq ft terrace offering amazing views (GM is [Mark Bradford](#), and the restaurants and bars are designed by Adam Tihany) • Beijing's 99-room The Opposite House, GM [Mark Passmore](#), was the first opening, in 2008, of what is now called **The House Collective**, a group of refined luxury hotels by Swire Hotels. The Collective also includes Hong Kong's 117-room The Upper House, GM [Marcel Thoma](#); Chengdu's 100-room The Temple House, GM [Kurt Macher](#), and, the latest addition, the 111-studio The Middle House in Shanghai, GM [Michael Faulkner](#). Swire Hotels' [Chrissie Lincoln](#) says, incidentally, The Middle House's adjacent Residences are an ideal choice for longer stays.

Still one more day of ILTM China - and remember tonight is **ILTM China Official Party**, on the fourth floor of The Portman Ritz-Carlton, Shanghai, 8 p.m. to 10.30 p.m. See you there (remember, [Rupert Hoogewerf](#) shared yesterday that Ritz-Carlton is top brand for *Hurun Report's* millionaires!

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