Inbound Traveler Shopping:
Retail experts provide insider tips and detail emerging shopping districts

9 National Monuments & State Parks:
Under-the-radar areas for boating, hiking and history

Iconic American Main Streets:
Walkable districts feature peerless dining, shopping and live entertainment
Welcome to Today's Best Western™

With 16 brands under the Best Western® Hotels & Resorts name, finding one perfect for your client has never been easier. With more than 4,500 hotels worldwide*, there’s a Best Western that’s perfect for every client and destination, wherever life takes them. Check out Today’s Best Western.

Best Western Hotels & Resorts is proud to partner with IITA in providing the best travel experience to their clients.

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Today’s Best Western™ has something for everyone

The iconic hospitality powerhouse now features 16 incredible brands to suit the needs of guests in every market. Best Western-branded hotels include: Best Western®, Best Western Plus®, Best Western Premier®, Vīb®, GLō®, Executive Residency by Best Western®, Sadie HotelSM, Aiden HotelSM, BW Premier Collection® and BW Signature Collection®. Through recent acquisition, Best Western now also offers WorldHotels® Luxury, WorldHotels Elite and WorldHotels Distinctive brands. Completing its portfolio, Best Western offers SureStay®, SureStay Plus®, and SureStay Collection® franchises.

With its extensive brand offerings, fresh hotel designs, upgraded services and unrivaled value, today’s Best Western offers the amenities and experiences travelers are looking for in the destinations they want to be in.

Whether travelers are looking to relax on the warm coastal beaches, experience the thrill of shopping at some of the most famed streets in the world, or explore the quiet nature in the National Parks, Best Western has nearly 2,000 hotels in the U.S. to ensure travelers enjoy all that this magnificent country has to offer.

Now celebrating more than 70 years in hospitality, Best Western Hotels & Resorts is a privately held hotel brand based in Phoenix, Arizona, with a global network of over 4,500 hotels in nearly 100 countries and territories worldwide*.

The brand continues to set industry records with its awards and accolades, earning recognition from top companies in both the leisure and business travel space. In 2018, a total of 1,974 Best Western-branded hotels worldwide received a TripAdvisor Certificate of Excellence, 1,353 of which were in North America. Additionally, Business Travel News® ranked Best Western Plus and Best Western number one in upper-midscale and midscale hotel brands respectively for two consecutive years, and Fast Company honored Best Western Hotels & Resorts with a spot in the Top 10 Most Innovative Companies in the Augmented Reality/Virtual Reality category. Best Western was also top ranked in breakfast (food and beverage category) by J.D. Power’s 2018 North America Hotel Guest Satisfaction Index Study – ranking first for midscale; and second for upper midscale.

* Numbers are approximate, may fluctuate, and include hotels currently in the development pipeline.
YOU HAVEN’T SEEN AMERICA UNTIL YOU’VE SEEN OKLAHOMA

Take an epic journey through America’s heartland in Oklahoma. Experience authentic cowboy culture at a dude ranch or rodeo. Discover Native American traditions at colorful powwows and cultural centers. Then explore quirky landmarks and retro diners on America’s longest stretch of Route 66. Want to savor the essence of America? Then you’ve got to see Oklahoma.

Discover one-of-a-kind adventures in America’s heartland.

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The St. Louis Loop Trolley runs past the historic Pageant Theater in the Delmar Loop.
(Photo credit Explore St. Louis)

White Sands National Monument is a dramatic landscape of rare white gypsum sand dunes.
(Photo credit NPS)
IITA: Unrivaled Resources & Community

The organization offers educational programming to keep members on the cutting edge of the marketplace

EDUCATION AND ADVOCACY top the list of priorities for the International Inbound Travel Association. The association provides the opportunity for industry leaders and experts to work together for long-term health and growth of international inbound travel to the United States. Through IITA, the international travel trade can access the most knowledgeable, professional and innovative inbound operators, travel suppliers and destination marketers here in the U.S.

With a concerted focus on education, IITA paves the way for industry improvement, best practices and innovative products and services for international visitors. Our Inbound Insider Steps to Success education and training program is specifically geared to professionals on the travel industry’s supply side as a means of readying them to work more effectively with inbound operators and to be prepared to greet and care for international visitors.

The program is presented throughout the country by ALON Marketing Group, the country’s leading training and inbound marketing firm. ALON has successfully helped destinations develop their B2B international inbound tourism strategies for 20-plus years. The six-step program emphasizes understanding sales cycles, developing diverse itineraries and collecting a library of promotional assets.

Steps to Success helps travel suppliers be better prepared to provide services for leisure and business travelers, groups and FITs and to customize itineraries based on destination, special interest and activities that are important to your clients.

Additionally, IITA’s annual Summit features the latest information and a slate of industry experts offering up their perspectives on today’s cutting edge ideas and concepts in travel and tourism. This insider knowledge offers a major advantage for international operators looking to include the U.S. market when they partner with an IITA member operator. Be sure to register for this year’s Summit, which will be held in beautiful St. Pete-Clearwater on February 2-5, 2020.

The culmination of these many educational opportunities available to IITA members results in better-prepared and connected partners for international operators. We’re making sure the U.S. travel industry is “international ready” for visitors from around the world.

IITA also actively educates U.S. policymakers in Washington D.C. about issues impacting international visitors like changes in National Park access, visa and entry processes and air travel regulations. Through committee work and public-private partnering in the travel industry, IITA members are not only educating themselves about governmental policies impacting their business, they are helping to shape those policies. We are steadfastly committed to being proactive in building the future of international inbound travel.

IITA has established working partnerships with the U.S. Department of Commerce’s National Travel and Tourism Office and Commercial Service, the National Park Service, Brand USA, U.S. Travel Association and others.

We invite you to learn more about IITA and its membership benefits. IITA members stand ready to provide the best and broadest range of products and services, and the IITA brand offers international operators a stamp of reassurance as they seek out experiences for their clients traveling to the U.S.

Safe Travels,

Gary Schluter
Chairman
International Inbound Travel Association
If you’re invested in Latin America inbound travel, then you know the Power of Relationships.

La Cita has become the event of choice for the most respected professionals focused on inbound travel from Mexico, Central, South American and the Caribbean.

La Cita’s buyers are hand-picked to participate in La Cita’s cutting-edge approach to appointment matching.

La Cita exhibitors represent destinations, properties and experiences from across the U.S. and specialize in servicing Latin American markets.

Latin America buyers can expand their inbound business at La Cita, September 4-6, 2019 at the Omni Orlando Resort at ChampionsGate, Kissimmee, FL. Learn more at: www.lacitaamericas.com or call 904-533-9300.

1. Did Latin America REALLY steal our name?

A unique relationship exists between the Americas. We are linked by continents, but many don’t understand the depth of our engagement. If you lived there, worked there or married into the culture, you understand the distinctive differences between each country and the huge economic forces that consistently make inbound travel one of the top sectors in U.S. exports.

2. There may be no such thing as tourism. It is an industry. In fact, the travel and tourism industry is one of the world’s largest industries, with a global economic contribution (direct, indirect and induced) of over 8.3 trillion U.S. dollars in 2017. This includes VFR (visiting friends and relatives), Business, Commercial and Technical travel (the exchange of knowledge, goods and services) and Leisure Travel (OK - tourism). The U.S. is the second-largest Spanish-speaking country in the world, and most travel from Latin America is fueled by “family ties.”

3. Strange and unexpected opportunities. In late 2018, Brazilians were the largest real estate holders in the South Florida area until, to everyone’s surprise, Argentinians took over the number one position, even though the Gross Domestic Product of Argentina is less than the GDP of the State of São Paulo! In challenging times, travel by most Latin Americans may be slowed, but it continues because the people who travel internationally keep much of their wealth invested in hard currencies such as the U.S. dollar. And when they come to the U.S., they also buy real estate, businesses and other investments.

4. Latin America is more lucrative than many believe. Per capita expenditures from Latin America are more than three times those of Canadians and consistently more than Europeans. Check the data available through travel.trade.gov and see for yourself!

5. It’s all about timing. Depending on which country you look at, high seasons for travelers from various Latin American countries cover the entire calendar. When it’s summer in Argentina and Chile, snow skiers are coming to the U.S. If you’re looking to fill in shoulder seasons and slow months, there’s an answer for you in Latin America.

6. It’s also about relationships. In a region that will always see shifts in economies and politics, Latin American travel leaders want to know that the person pitching their business when the markets are booming is also going to be there during challenging times. It’s not about clicks, impressions or click-throughs.

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Inbound tour operators, destination marketing organizations and suppliers gathered for “Creating the American Experience” at the IITA 2019 Summit

By Lisa Simon

Each February, leaders of the U.S. inbound travel industry gather to discuss trends, share ideas and best practices, and develop new and unique experiences – all in preparation of being the best at what they do... creating experiences and providing services for international visitors.

Inbound tour operators participate in an annual Operator Forum to identify and discuss critical trends and issues affecting their businesses: emerging markets, growth of MICE travel, quality control through best practices, supplier partners and online booking competition.

This year, the top critical issues identified were how distribution channels are forcing tour operators to change the way they do business and the need for suppliers to understand how to work with inbound operators to develop international business. The latter is already being addressed through IITA’s Inbound Insider Steps to Success program launched late last year.

STEPS TO SUCCESS IN INBOUND TRAVEL

The Steps to Success program includes a series of seminars and workshops presented by ALON Marketing Group that educates U.S. travel suppliers on the importance of international travel to their destinations and how to grow visitation by working with inbound tour operators. The program has been featured in a number of destinations across the country, and the introductory seminar was offered to supplier and destination representatives at this year’s Summit.

“Our inbound operator members have consistently expressed the value they place on partners understanding their business,” said Lisa Simon, IITA’s executive director. “Those suppliers completing the Steps to Success courses can demonstrate their understanding and commitment to the inbound market.”

TECHNOLOGY-DRIVEN DISTRIBUTION

While inbound operators generally have online booking capabilities, hotels and other suppliers have outpaced operators in incorporating multiple online distribution channels in their business-to-business dealings. Inbound operator companies range from smaller, family businesses to mega corporations, requiring suppliers to have multiple channels available for their partners.

Inbound operators are investing in technology to more efficiently work with their partners, however there continues to be a need for a better understanding of each other’s business to work collaboratively on the best solutions.

These are some of the tough business issues that IITA members come together to discuss and learn about at IITA’s Summit. Of course, the Summit is also a time for business and pleasure.

WORKING TOGETHER

Operators and suppliers meet in business appointments to develop new products as well as enhance existing partnerships. Perhaps the best way to build those solid partnerships is through the more informal networking and just having fun together.

This year, Visit Savannah hosted the IITA Summit and showcased its southern charm, period architecture, and haunting ghost stories all under its veil of Spanish moss – one of the city’s most memorable features. Next year’s Summit will be held in St. Pete/Clearwater, Florida, February 2-5, 2020.

IITA’s inbound community lead the field in inbound expertise because they have the advantages of specific, industry-focused education; shared best practices; and a network of knowledgeable and experienced experts they can trust.
We don't believe in tourists.

We believe in visionaries who can turn skyscrapers into mountains. Explorers who would rather discover the 'real west' than watch it on television. Where visitors become friends and locals become guides. We don't believe in tourists.

We believe in explorers.

Explorers welcome.
VisitCOS.com
“BEYOND THE EXPERIENCE”
EMERGING TRENDS IN AMERICAN SHOPPING

These emerging destinations blend retail, live entertainment and urban adventure

By Carolyn Feimster

Tour operators continue to seek what’s new, and they want their clients to be the first to experience a new attraction, district or neighborhood. In this case, the emerging trend is a new breed of mixed-use districts that blend shopping, cultural activities and live entertainment.

A preeminent example of this is Hudson Yards, which recently opened in New York City’s West Side as the city’s newest neighborhood. A model for sustainable and resilient cities, Hudson Yards is a vibrant center of commerce, culture and community. The neighborhood is home to more than 100 shops and restaurants, including New York City’s first and only Neiman Marcus; culinary experiences by notable chefs and restaurateurs; dynamic cultural institutions; 4,000 state-of-the-art modern residences; a new 750-seat public school; a 212-room Equinox Hotel and more than 14 acres of public plazas, gardens and groves.

“We have all the ingredients of a must-visit destination with world-class cultural institutions, over a mile of shopping and dining, one-of-a-kind experiences and connections to High Line and the largest public open space created in New York City since Central Park,” said Stacey Feder, Chief Marketing Officer, Hudson Yards. “Whether it’s a business traveler looking for a place to spend a few hours between meetings, a couple having a romantic evening out, a culture seeker, wellness enthusiast or a family searching for a full day of entertainment, Hudson Yards is a place where visitors will always discover something new.”

Another district in this emerging model that international travelers should consider is Fifth + Broadway Nashville, which opens in the fall of 2020. Located in downtown Nashville at the site of its former convention center, Fifth + Broadway Nashville is introducing a new level of shopping experience specifically designed with the visitor in mind and will also cater to the needs of the tour operator. “To enhance downtown Nashville’s offerings beyond the popular honky-tonk bars on Broadway, our new project was designed to seamlessly become part

Macerich

BEYOND THE EXPERIENCE
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Macerich
of the fabric of the Music City, expanding what is possible and available to all,” explained Hillary Crowe, Vice President of Culture + Marketing for Brookfield Properties. “Besides the Museum and stellar shopping, there will be culinary experiences with a Food Hall with chef-driven outlets, wine tastings, local eateries, a Rooftop Terrace overlooking Broadway and more.”

In addition to the reinvention of the shopping destination, tour operators are looking at new ways to partner. Because today’s new shopping destinations offer more than traditional malls, centers have become multi-use districts. Brookfield Place NY’s Tourism Manager Karen Ehrisman explains, “We start off with a tour that will provide our guests with an overview of the experience that awaits them, including art and culture activations, marina activities such as sunset cruises and sailing lessons in addition to the luxury shopping.

Another forward-thinking shopping operator in this mold is Macerich, which hybridizes shopping, dining, and entertainment experiences. According to AVP of Tourism, Kate Birchler, “We’re excited to offer attractions including the Cayton Children’s Museum at Santa Monica Place; Wonderspaces at Scottsdale Fashion Square; The Void at Tysons Corner Center; and major art installations throughout Fashion Outlets of Chicago. It is an exciting ‘experience-forward’ mix that adds energy to our centers.”

To effectively communicate their experiences to the tour operator, Simon has produced a first-of-its kind travel shopping video series that features 10 California properties. Videos feature premium retailers, unique features and dining experiences all within the context of where these centers fit into the travel itinerary and packages.

Looking to experience multiple sites without the logistical hassle? Alliances remain a popular platform for the tour operator because it provides them with access to multiple destinations while working with just one contact. Launched in 2016, the USA Luxury Shopping Consortium targets those tour operators who are interested in enhancing their packages with unique luxury experiences provided by any one of a collection of 10 member shopping destinations. Because of their ability to curate luxury custom experiences for the tour operator to include in packages, they were awarded Virtuoso’s 2018 “Most Innovative Alliances Partner Award.”

Shop America Alliance (SAA) also continues to provide creative and unique packages for the tour operator to sell. According to SAA President Rosemary McCormick, “We challenge our members to continue to innovate and seek special experiences while creating their packages. The more unique and experiential, the more likely the tour operator will be motivated to market to their clients.”

There are nearly innumerable shopping opportunities for inbound travelers who want to experience the best of American retail. Partner with your shopping center contacts by meeting up with them at trade shows, explain to them what you want, and you will be able to provide your clients with an incredible array of new experiences.
LOCATED IN THE HEART of America’s Deep South, Alabama offers a beach vacation only hours away from New Orleans in its southern region and both music history and Rocket City in the north, just south of Nashville. The center of Alabama is all about history. It’s this diversity that draws the attention of the world’s tour companies.

Alabama’s Gulf Coast, the twin communities of Orange Beach and Gulf Shores offers 32-miles of white-sand beaches, fresh seafood and live music. The recent addition of several hotels, including the only hotel along two miles of beaches in a state park, has increased the housing options for tour companies. (gulfshores.com)

Also in Alabama’s southern region is the historic port city of Mobile. It was the first capital of the Louisiana Territory, before being moved two hours west to New Orleans. America’s first Mardi Gras celebration was staged in the port city of Mobile, where visitors can catch the spirit at Mardi Gras Park with its colorful statues and the Mobile Carnival Museum. History buffs will like touring Historic Oakleigh and the Bragg-Mitchell Mansion, two of Mobile’s stately antebellum homes, and the USS Alabama Battleship from World War II. GulfQuest: National Maritime Museum of the Gulf of Mexico has interactive exhibits on maritime topics like commerce, navigation, hurricanes and shipwrecks. At Bellingrath Gardens and Home in nearby Theodore, there’s always something in bloom, from azaleas in the spring and roses in summer to chrysanthemums in autumn and camellias in winter. It is for all these reasons Mobile is becoming a twin city stay with New Orleans for many international visitors. (mobile.org)

In Central Alabama, Montgomery, the state’s capital, and Birmingham, its largest city, have museums and memorials that chronicle the tragedies and triumphs of the civil rights movement led by Dr. Martin Luther King and other activists in the 1950s and ’60s. Tourists from all over the world are drawn to shrines like the Birmingham Civil Rights Institute and Montgomery’s Rosa Parks Museum and new Legacy Museum. Tuskegee claims several key African-American historical sites, including a museum that honors the heroic feats of black World War II pilots, the Tuskegee Airmen.

Birmingham is home to Barber Vintage Motorsports Museum, which boasts the world’s largest collection of motorcycles. In Montgomery, the six blocks of Old Alabama Town comprise 50 restored buildings from the 19th century and early 20th century. (inbirmingham.com, visitmontgomery.com)

In Northern Alabama, the U.S. Space & Rocket Center in Huntsville showcases one of the world’s largest collections of space and rocket hardware, with artifacts such as the Saturn V moon rocket and exhibits that simulate the experience of space flight. At Huntsville’s Alabama Constitution Village, reenactors in period clothing demonstrate pioneer trades and crafts. (huntsville.org)

Alabama’s musical heritage comes alive in the Muscle Shoals/Florence area, where visitors can tour sound studios that hosted recording artists such as Aretha Franklin, Cher, Rod Stewart, Bob Dylan and the Rolling Stones. At the Alabama Music Hall of Fame in Tuscumbia, you’ll learn about talented people from Alabama, climb aboard a tour bus used by the group Alabama and make your own music in an actual recording booth. (visitshoalsal.com, visitflorenceal.com)

For more information, log on to the Alabama Department of Tourism’s website, www.alabama.travel.
OFFER YOUR CLIENTS AN EPIC SOUTHERN ADVENTURE

Centrally located in the South, Alabama is close to many of the region’s iconic cities. Begin your travel offering in Nashville or Memphis, then immerse yourself in Alabama and wind up in New Orleans, Louisiana.

Top reasons this is a hit with tour operators worldwide:

**North Alabama** is the home of space adventure at the U.S. Space & Rocket Center and Space Camp in Huntsville. Just a short drive away is Muscle Shoals/Florence, the “Hit Recording Capital of the World” where The Rolling Stones, Cher and Bob Dylan recorded. **Both go together well with Memphis and Nashville.**

**Central Alabama** is where Rosa Parks and Dr. Martin Luther King, Jr., changed the world. This area of Alabama has the **highest concentration of U.S. Civil Rights Trail sites** in America. Beyond rich history, Birmingham also offers the world’s largest motorcycle collection and the last of the true backyard juke joints. Montgomery includes country music legend Hank Williams’ museum and gravesite, a riverfront and compact walkable downtown.

**South Alabama pairs with New Orleans,** making a three stop Southern Coast USA mini-route or the final connecting points in Alabama between New Orleans and Nashville. Here you find the beach resort cities of Gulf Shores and Orange Beach along with the historic port city of Mobile, birthplace of Mardi Gras in America. This area of Alabama is full of fresh seafood and celebrations.

Let the team at Alabama Tourism Department help you put together the newest Epic Southern Fly-Drive or Escorted Tour Itinerary.

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Sweet Home Alabama
www.Alabama.Travel
Traveling abroad poses logistical hurdles (passports, lodging, transportation), that make planning daily itineraries overwhelming. These 10 American main streets allow visitors to walk and take inexpensive public transportation while experiencing authentic live entertainment, delicious restaurants and local culture all within a dense few blocks. From coast to coast, here are 10 streets worth the stroll.

10 TOP AMERICAN MAIN STREETS

No driving required on these iconic American streets that offer historical, culinary and musical adventures

By Miles Dobis

Traveling abroad poses logistical hurdles (passports, lodging, transportation), that make planning daily itineraries overwhelming. These 10 American main streets allow visitors to walk and take inexpensive public transportation while experiencing authentic live entertainment, delicious restaurants and local culture all within a dense few blocks. From coast to coast, here are 10 streets worth the stroll.

16TH STREET MALL
DENVER, CO

Designed by renowned architect I.M. Pei, this pedestrian promenade is paved with red, white and gray granite to resemble the skin of a rattlesnake. Nearly 50 outdoor cafes and 200 trees line this mile-long walkway that stretches from Denver Union Station to the Colorado State Capitol. Visitors can go on foot, board a free MallRide trolley or experience a horse-drawn carriage ride after dark. History buffs should stop to admire the 1909 D&F Tower, a two-thirds replica of the Campanile of St. Mark’s in Venice, while shoppers can browse the 40 stores contained in Denver Pavilions. Dining options for every taste abound, including Yard House (an enormous sports bar with more than 130 beers on tap), Lime American Cantina (which serves award-winning margaritas on a spacious patio) and ChoLon Bistro (a James Beard Finalist specializing in Vietnamese fusion). The Mall’s north end deposits visitors at Denver Union Station, a renovated 1914 Beaux-Arts train station that houses boutiques, bars and the 112-room Crawford Hotel.
MARKET STREET
SAN FRANCISCO, CA
The entire spectrum of San Francisco’s charm is contained in Market Street, which stretches five miles from the winding hillside streets of Twin Peaks to the bustling Ferry Building and downtown area. Begin your adventure at Kite Hill, which offers stunning views of the Golden Gate Bridge and San Francisco Bay, before descending to the Castro District. Intersected by rainbow crosswalks and filled with colorful Victorian architecture, one of the world’s most famous LGBT communities is populated by cafes and theaters ideal for a relaxing lunch or matinee show. Next, board one of the city’s famed trolleys and embark on a journey through San Francisco’s architectural history. Stops can include the Flood Building (a rounded, 12-story highrise that was one of the West Coast’s first skyscrapers), the Palace Hotel (a recreation of the original after it was destroyed in the earthquake of 1906) and the art deco Central Tower. After passing by modern office towers downtown, conclude with a meal fresh from the ocean in the San Francisco Ferry Building, a restored shipping port and food hall that houses dozens of local seafood vendors.

BULL STREET
SAVANNAH, GA
A beguiling grid of preserved city squares and cobblestone alleys populated by lush vines and oak trees, Savannah is a singular American city. A peaceful port designed by Georgia founder James Oglethorpe, the downtown area was meticulously designed to maximize public space. The most prominent parkway is Bull Street, a thoroughfare that passes by colonial homes, lush plazas and hearty Southern restaurants. Begin your walk at Forsyth Park to admire the 19th century fountain and colorful gardens before proceeding north to the Gryphon Tea Room. Housed in an old apothecary and featuring relaxing views of Madison Square, this hidden gem allows visitors to experience traditional English tea service like British colonists. From there, leisurely browse independent bookstores like the Book Lady before admiring the restored cotton warehouses along the Savannah River. This rejuvenated district has converted these buildings into quaint brew pubs, boutique hotels and galleries that offer ineffable, relaxed Southern charm.
INNER HARBOR
BALTIMORE, MD

A thriving port city for centuries, Baltimore’s economic prospects dwindled when its Inner Harbor could not compete with container ships after World War II. Rather than be deterred, the city poured in billions of dollars to revitalize its historic downtown, and the Inner Harbor today is a stunning example of waterfront development. Visitors can easily walk the entire boardwalk that includes a world-renowned aquarium, countless seafood restaurants and colonial history. The harbor’s centerpiece is the Historic Ships of Baltimore, a maritime collection that includes the Civil War-era USS Constellation, the USS Torsk (a World War II submarine painted like a shark) and the USCGC Taney, which fought at Pearl Harbor. Considered one of the world’s preeminent aquariums, the National Aquarium houses over 17,000 animals and also features a 4D immersion theater, tactile exhibits and a 35-foot-tall waterfall. Looking for a photo opportunity? Enjoy the panoramic view of the harbor from the Top of the World Observation level or venture to sea on Baltimore Spirit Cruise, which departs from shore and includes delicious food like Maryland blue crab.

BEALE STREET
MEMPHIS, TN

Blues legends like B.B. King and Muddy Waters passed through what is now Tennessee’s most-visited attraction. What was once a modest strip of juke joints has flourished into an entertainment district lined with barbecue restaurants, live music venues and neon signs that pay homage to the legendary record label STAX. Free concert series are presented throughout summer months, and blues fans can listen to jam sessions in Blues Hall, Rum Boogie Café and Tin Roof. Before an evening on the town, dive into a messy rack of Memphis-style BBQ ribs at King’s Palace Café or shrimp n’ grits at Itta Bena before sampling spiked smoothies at Wet Willies or craft beer at Silky O’Sullivan’s. Sports fans can enjoy a Memphis Grizzlies basketball game at FedEx Forum next door, while riverboat cruises embark for Mississippi sightseeing voyages from Beale Street Landing.
GEORGE WASHINGTON PARKWAY
FAIRFAX COUNTY, VA

Before Fairfax County developed into a thriving region just outside the nation's capital, George Washington explored these sloping riverlands as a land surveyor and farmer before becoming an iconic general and president. Washington's rich legacy can be explored along multiple stops on Highway 235, which winds along the scenic Potomac River. Begin at George Washington's Mount Vernon, a beautifully preserved plantation and mansion where you can learn about the man's agricultural innovations, military service and political career. Stops can include the Palladian-style mansion, stables and tombs of George and his wife, Martha Washington. Next, venture along the Mount Vernon Memorial Parkway to George Washington's distillery, which has been excavated and reconstructed based on the original architectural plans. Attend a tour to see and taste whiskey stilled in the 19th century fashion, and be sure to sample the rye whiskey and hard cider made on the premises.

PIKE PLACE MARKET
SEATTLE, WA

America's oldest continuously operating farmers market welcomes over 10 million annual visitors and attracts shoppers with its farm-fresh produce, award-winning restaurants and peerless views of Puget Sound. This multilevel space houses over 500 shops, venues, restaurants and bars, so the uninitiated may want to sign up for a Free Seattle Walking Tour to navigate this multistory Seattle institution. Start with the market’s iconic Fish Market to watch the morning fishmongers toss the daily catch to vendors and the original Starbucks, which has resided in the market since 1975. Sample fresh Washington apples and peaches from local vendors before descending to the market’s second floor for more offbeat shops that sell everything from magic tricks to rare comic books. For a sitdown meal, experience the throwback charm of Shug’s Soda Fountain, enjoy fresh seafood at Lowell’s or craft a picnic spread from the cheeses and charcuterie selections at DeLaurenti.

ST. GEORGE STREET
ST. AUGUSTINE, FL

Founded in 1565 as a Spanish military outpost, St. Augustine is America's oldest town and filled with rich colonial history. The epicenter of this Florida city is St. George Street, a pedestrian-only thoroughfare that includes centuries-old Spanish colonial buildings, cafes and charming plazas. Historic buildings available to tour include the Gonzalez-Alvarez House (the oldest residence in Florida and believed to be constructed in 1723), Cathedral Basilica (Florida’s oldest church) and the Oldest Schoolhouse. Living history awaits in the Colonial Quarter, where you can interact with costumed reenactors, sip fresh coffee from the Spanish Bakery and learn about swashbuckling seafarers at the Pirate & Treasure Museum. St. George Street is at its most charming in the evening, when temperatures drop and lanterns give the walkway a welcoming glow. Listen to live music from the preserved wooden deck of the Castillo de San Marcos, sample craft beer at the Mill Top Tavern or a cocktail in cozy watering holes like the Bull & Crown Publick House or Taberna del Caballo.
DELMAR LOOP
ST. LOUIS, MO
Known by locals as simply the “The Loop,” this six-block stretch is recognizable for its vintage trolley, preserved neon signs, outdoor cafes and St. Louis Walk of Fame, which honors Miles Davis, Scott Joplin and Tina Turner. It’s also the city’s bohemian hub, where you’ll find independent bookstore Subterranean, the progressive alt-weekly Riverfront Times and the Tivoli Theater, which screens cult and foreign films late into the night. Music fans will want to catch a show at the Pageant (the city’s premier music venue), Blueberry Hill (a music hall and diner where Chuck Berry performed regularly) and Pin-Up Bowl, a bowling alley and martini lounge with retro charm. Window shoppers can browse over 140 specialty shops and those with a diverse palate can try everything from Korean tacos to toasted raviolis in the St. Louis Italian immigrant tradition.

1ST AVENUE
BIRMINGHAM, AL
Known for its civil rights history, diverse golf courses and hearty cuisine, Birmingham is a thriving mid-sized city in the heart of the American South. Birmingham’s broad range of cultural and historical contributions can be sampled with a stroll down 1st Avenue, a downtown artery that’s lined with restaurants, bars and boutiques. Peanuts are one of Alabama’s largest cash crops, and their many uses are presented at the Alabama Peanut Co., which has been roasting the legumes in the same Morris Street building since 1907. Try their signature $3 lunch special, which includes a bag of peanuts, a Coke and a Southern favorite—a Moon Pie. Nightlife also abounds; take in a skyline view and glass of wine at the Moon Shine rooftop bar, small-batch tequila at Pilcrow Cocktail Cellar and craft beer at the Atomic Bar & Lounge—a throwback to mid-century dive bars.
NATIONAL PARKS SUCH AS Yellowstone and Yosemite have drawn international visitors for over a century, but their natural beauty can be compromised by throngs of holiday travelers. Fortunately, the National Park Service also oversees 87 National Monuments—preserved sites of geological or historical interest that boast just as many amenities and ranger services as the nation’s parks. Also welcoming to international guests are America’s state parks. Over 10,000 of these areas dot the American landscape and feature everything from placid lakeshores to sprawling mountain ranges, and they often provide lodging and services at lower rates than what their National Parks counterparts charge. IITA is spotlighting nine National Monuments and state parks that showcase America’s beauty from coast to coast, and they can all be easily integrated into itineraries that cover larger metro areas.
AWASH WITH SUNSHINE ALL year round, New Mexico’s White Sands are an eerie landscape of undulating dunes in the northern mountain-ringed basin of the Chihuahuan Desert. Upon closer inspection, these dunes consist not of sand but of gypsum that was deposited here millions of years ago when this area was a shallow sea, and it remains the largest gypsum dune field on Earth. Federally protected since 1933, this area is also famous for the Trinity Site, where the first atomic bomb test was performed in 1945. Orient yourself at the Pueblo Revival visitor center, which oversees a peaceful garden of desert plants and is staffed by rangers who can offer hiking or horseback excursions. Adventurous groups should try White Sands’ most iconic activity: sledding. No winter clothing is required to fly down the dunes, whose powdery gypsum is conductive for the traditionally cold-weather sport. Waxed plastic snow saucers can be purchased at the gift shop, equipment to travelers.
RAINBOW BRIDGE NATIONAL MONUMENT
UTAH

OVERSHADOWED BY BETTER-KNOWN
Arches National Park in the public imagination, Rainbow Bridge National Monument matches those natural landmarks in scope and harsh beauty. Located in the Glen Canyon Recreation Area in southern Utah, the largest natural bridge is 234 feet tall and was held in sacred regard among native Pueblo people. The monument was formed by hyper-condensed sandstone distributed when this area was once a vast ocean, and ancient ice age rivers dried up to create the stunning valleys that remain. The area can be accessed by a two-hour boat ride across Lake Powell. From there, visitors can embark on a rocky one-mile hiking trail from National Park Wharf to take in one of America’s least-visited natural landmarks.

WUPATKI NATIONAL MONUMENT
ARIZONA

IT MAY SEEM DIFFICULT to believe, but a thriving civilization once occupied the harsh Painted Desert near Flagstaff, Arizona. While the Ancient Pueblo people have long since left this region, their incredible handiwork remains in Wupatki National Monument, a collection of ruins that retains the rich history of Southwestern Native American culture. Wupatki, which means “tall house” in Hopi, makes for an excellent complementary experience to the Grand Canyon, which is less than 90 minutes away. Visitors are free to hike through the ruins or register for an interpretive tour, in which a park ranger discusses Pueblo traditions and the park’s proximity to the Sunset Crater. The monument’s largest structure Sinagua Pueblo contains over 100 rooms, a community center and ball court, and it remains the largest building for 50 miles. Other structures available for exploration along Loop Road is the Citadel (where soldiers kept watch atop the hill) and Wukoki Ruins (where visitors can climb the tower).
A BOUNTY OF OUTDOOR activities—including golf, swimming and hiking—can be found among the craggy cliffsides and ambling glens of one of America’s most accommodating state parks. Named for the tallest free-fall waterfall east of the Mississippi River (at 256 feet), this landscape on the far end of the Cumberland Plateau is conducive to multi-day excursions, with cabins, campsites and an inn all available for groups of any size and budget. The campus includes a conference center, 18-hole golf course and Olympic-sized swimming pool, while visitors seeking a more rugged experience can hike through the Rumbling Falls Cave—the second-largest in the United States after Mammoth Cave. The park includes 56 miles of trails of various intensity (so visitors can pass through numerous overlooks and waterfalls), a fleet of watercraft to rent (which includes paddle boats, canoes and kayaks) and an interpretive center with a variety of nature and ecology programs for guests of all ages. Looking for a forest canopy adventure? Swing through the woods on the park’s elaborate zip line course, which takes over two hours and includes over 70 balance beams, wobbly bridges and rope swings to provide both a different perspective and full-body workout.

FALL CREEK FALLS STATE PARK
TENNESSEE

ADIRONDACK PARK
NEW YORK

AMERICA’S LARGEST STATE PARK spans over six million acres and covers more area than Yellowstone and Yosemite combined. Encompassing 102 towns, 46 mountain peaks, over 3,000 lakes and 30,000 miles of rivers, this sprawling region in upstate New York can accommodate nearly every outdoor activity imaginable. It’s impossible to experience everything in the Adirondacks, so make sure to orient yourself at one of the park’s two interpretive centers: Paul Smith’s College Visitor Interpretive Center (where visitors can embark on naturalist-led canoe trips on Barnum Pond) and the Newcomb Center (which oversees several miles of cross-country skiing trails in the winter). The area’s quaint towns are tucked amongst the valleys and rolling Mountain ranges, and they welcome visitors with everything from quaint bed-and-breakfasts to large conference centers. Ideal hub-and-spoke villages include Lake Placid (which twice hosted the Winter Olympic Games and offers several venues for touring), Lake George (home to Fort William McHenry, immortalized by James Fenimore Cooper’s The Last of the Mohicans), and Saranac Lake (where locals construct an enormous Ice Palace during the annual Winter Carnival). Want to take a break from hiking and participate in a tour for local products? The region offers numerous wine, maple syrup and craft beer trails for you to indulge in.
BOSTON HARBOR ISLANDS
NATIONAL RECREATION AREA
MASSACHUSETTS

NOT EVERY AMERICAN NATIONAL Park experience requires rustic accommodations or hours of driving. Boston Harbor Islands National Recreation area—a collection of Atlantic islands located just off the Massachusetts coast—lets visitors tour preserved forts, climb historic lighthouses and camp in wooded glens all while viewing the Boston skyline. Depart from the mainland and make Georges Island your first stop. Here you can tour Fort Warren, a Civil War-era structure that is rumored to be haunted by the Lady in Black. Enjoy a ranger-led tour, walk the preserved ramparts or enjoy a picnic lunch with beautiful views of downtown Boston. Next, embark on a Boston Harbor Lighthouse Cruise to see some of the nation’s oldest surviving structures like Long Island Light, Graves Light and Boston Light (America’s oldest surviving lighthouse). Hikers can find routes of various difficulty on several of the harbor’s islands, including Paddocks Island (which features Fort Andrews, another Civil War battlement available for touring), Spectacle Island (where visitors can hike to a gazebo that offers 360-degree views of the harbor) and Thompson Harbor (a more isolated island with over 200 acres of undisturbed marshland). Visitors simply looking for a suntan or moment of relaxation can take advantage of the islands’ nearly 50 miles of public beaches.

ANZA-BORREGO DESERT
STATE PARK
CALIFORNIA

NAMED FOR 18TH CENTURY explorer Juan Bautista de Anza and the Spanish word for sheep (the park has a thriving bighorn sheep population), California’s largest state park is a stunning 600,000-acre landscape of harsh desert terrain. By day, visitors can hike the 110 miles of hiking trails and explore 12 designated wildlife areas, while at night participating in some of North America’s best stargazing. Despite the harsh climate, the area is known for its diverse wildflowers, which are best seen in the springtime when accompanied with a guide. Designated trail loops can lead hikers through fields of cacti, indigo and ocotillo, while several campsites are located near agave—the monocot plant used to create tequila and mescal. Despite plants, there are other beings growing out of the sandy ground, as the park is also home to over 130 animal sculptures created by artist Ricardo Breceda. Ranging from the prehistoric (woolly mammoths and dinosaurs) to the fantastic (dragons), these enormous creatures dot the desert landscape and are available for photo opportunities.
NEW REQUIREMENTS
FOR COMMERCIAL TOUR OPERATORS
VISITING U.S. NATIONAL PARKS

The U.S. National Park Service recently announced new requirements for commercial tour operators bringing visitors to any of its 415 national parks, monuments and historic sites. Effective October 1, 2019, tour operators will be required to obtain Commercial Use Authorization (CUA) permits and submit end-of-year Management Reports. The new policies also require tour operators to pay three fees per park: a CUA application fee ($300 per park annually), per-person entrance fees where applicable and a Management Report fee ($5 per visitor they brought into parks for the year). When charged a per-person entrance fee, tour operators will not be required to pay the $5 per-person management fee. Instead, NPS will allocate that amount from the entrance fees paid.

Most national parks have not required tour CUAs or permit fees in the past, and few have required the management fees, so these new requirements will require significant changes to operators visiting multiple national parks.

The International Inbound Travel Association has been and will continue working with the National Park Service and U.S. legislators to ease the administrative and financial burdens the new requirements will have on tour operators. One positive outcome of IITA’s advocacy is an online application system that NPS is developing for tour operators to apply and pay for all CUAs in one place at one time. Operators will also be able to file (and pay) end-of-year Management Reports.

Among the concerns IITA has expressed to the National Park Service are:

• Substantial cost increases for tours already sold due to the inability to include in tour pricing.
• With international consumer laws, tour operators will have to fulfill their itinerary obligations.
• Disproportionately higher cost to group tour visitors compared to independent visitors.
• Lesser-known/visited parks would be eliminated from tour itineraries to keep costs down. The parks that want more visitors will be left wanting, while the parks that are overcrowded will remain overcrowded.

Other potential changes on the horizon include proposed reservation systems for some highly visited parks like Acadia, Arches and Zion. Reservations for tour operators/groups would be managed via CUA permits. As currently proposed, tour operators would need to submit

CUA applications by December 31 of the prior year and list all dates and estimated number of participants across all groups, at which point they would be collectively considered and scheduled by the park. Tour operators will not be able to include parks in their early bookings/itineraries nor will they be able to accept late bookings.

IITA’s U.S. inbound/receptive operators want park visitors to have the best possible experiences. Therefore, IITA will continue working with the National Park Service to find reasonable solutions for ease and access to America’s greatest attractions for international visitors.

As policies for tours to national parks continue to be moving targets, international tour operators can rely on their IITA inbound operator partners to be in-the-know and ready to service their groups seamlessly, as they expertly navigate the complexities of the U.S. National Park Service and business/legal requirements of the CUA program.

For more information, contact IITA at headquarters@inboundtravel.org.
Join us for the 2020 IITA Summit
February 2-5, 2020 • St. Pete/Clearwater, Florida

- Appointment marketplaces, the popular platform where U.S. suppliers and tour operators meet one-on-one
- Education sessions with recognized experts on industry-impacting topics
- Industry networking in a fun, relaxed atmosphere

The Summit is the leading source of valuable contacts and critical information that will help you become an Inbound Insider and shape your strategy for the coming year. Save the date! Plan now to attend the 2020 IITA Summit taking place February 2-5 in St. Pete/Clearwater, Florida.

Learn more at inboundtravel.org/summit2020
Specializing in Travel Services for FIT, groups, students, MICE and leisure, 7M Tours currently offers tour packages for the United States, Canada, South America, Australia and New Zealand. They have also launched USATravels.com, a B2B online travel portal for affiliated travel agents to book American travel services with ease.

**Cities, States and Regions Where Operated**
All regions across the United States, with the main office located in Orlando, Florida

**Countries Served**
India, United Arab Emirates, Australia, New Zealand, Brazil, Argentina, Peru, Canada, United States

**Languages Spoken**
English, Hindi, Spanish, Portuguese

**What’s Trending in 2019**
With our unique tour packages and new online booking portal, USA Travels.com makes bookings and travel services easier for our agents and clients to ensure that all have “Fun in Every Trip!”

**Contacts**
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Amadeo Travel Solutions offers mini tours across the East and West coasts in nine different languages with unlimited availability and guaranteed departures. There are more than 28 different programs with daily departures designed to satisfy even the most demanding travelers.

**Cities, States and Regions Where Operated**
New York City, San Francisco, Las Vegas, Los Angeles

**Countries Served**
Italy, Japan, China, Spain, Germany, Brazil, United States, Canada

**Languages Spoken**
English, Italian, Portuguese, Japanese, Spanish, Chinese, French, German

**What’s Trending in 2019**
Amadeo sees a significant increase in customers visiting national parks and booking historical tours. Both international and domestic markets will continue to grow in these sectors.

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America 4 You is a boutique receptive offering FIT hotels, activities, ranches and fly-drives. Focus is given to unique properties and destinations. As a family business, America 4 You strives to provide hands-on service with customizable itineraries and in-depth knowledge of the United States.

- **CITIES, STATES AND REGIONS WHERE OPERATED**
  Southwest, Pacific Northwest, Rocky Mountains, Great Lakes, Southern states

- **COUNTRIES SERVED**
  Europe, Australia, New Zealand

- **LANGUAGES SPOKEN**
  English and German

- **WHAT’S TRENDING IN 2019**
  In 2019, we are seeing a rise in solo travel and continued focus on off-the-beaten-track experiences. Consumers are also putting more focus on eco-friendly and sustainable practices and specifically seeking out destinations and properties that make that a priority.

- **CONTACTS**
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  - Lena Ross, Director of Product Dev., lena@america4you.net, 714-447-3826

American Executive provide specialized and custom-built services to the different market segments.

- **CITIES, STATES AND REGIONS WHERE OPERATED**
  Florida, California, New York, New Orleans, Chicago, Las Vegas, Texas. We offer thousands of hotels through our online reservation system as well as ground services and tours in the entire United States.

- **COUNTRIES SERVED**
  Latin America, Europe, Russia, China

- **LANGUAGES SPOKEN**
  English, Spanish, French, Italian, Russian

- **WHAT’S TRENDING IN 2019**
  Mergers and acquisitions; the challenges RTO and hotels face from the OTAs breaking the rules of best-price guarantee.

- **CONTACTS**
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As North America’s leading wholesale travel service provider, ATI offers escorted tours, individual packages, special group services and discounted rates at over 30,000 hotel, attraction, and transportation suppliers.

- **CITIES, STATES AND REGIONS WHERE OPERATED**
  All 50 states & territories

- **COUNTRIES SERVED**
  Over 70 international markets.

- **LANGUAGES SPOKEN**
  English, German, Chinese, Japanese, French, Italian, Spanish, Portuguese, Dutch, Arabic, Swedish, Danish, Finnish and more.

- **WHAT’S TRENDING IN 2019**
  Aside from our traditional portfolio of hotels, escorted tours, fly-drives and groups, ATI offers specialty accommodations such as deluxe tents in National Parks. We cater to traditional leisure travelers as well as those looking to maximize multi-generational travel, family getaways including unique experiences throughout the USA and Canada.

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America’s Hub World Travel is a professional services company possessing extensive local knowledge, expertise and resources, specializing in the design and implementation of events, activities, tours, transportation and program logistics. We specialize in unique travel experiences in the Pacific Northwest and beyond. A selection of FIT and group package excursions can be scheduled and customized with departures, transportation and tour activities for groups, business travel, leisure, conference and conventions.

- **CITIES, STATES AND REGIONS WHERE OPERATED**
  Cities: Portland, Eugene and Bend, OR
  States: Oregon, Washington
  Regions: West Coast

- **COUNTRIES SERVED**
  China, Japan, United Kingdom, Australia, New Zealand

- **LANGUAGES SPOKEN**
  English, Chinese, Spanish, French

- **WHAT’S TRENDING IN 2019**
  Experiential travel and eco-friendly travel

- **CONTACTS**
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Americascope is a New York-based destination management company and receptive tour operator/wholesaler specializing in incentive, ad hoc, professional and leisure travel group programs throughout the United States and Canada. It offers personalized service and custom-designed itineraries for groups of 20 or more.

**CITIES, STATES AND REGIONS WHERE OPERATED**
All of the United States and Canada. Main cities are New York, Washington, D.C., Boston, Chicago, Miami, Orlando, San Francisco, Los Angeles, Las Vegas, Montreal, Toronto, Quebec.

**COUNTRIES SERVED**
Our groups are mainly from France. However we have handled and quoted programs from other places such as Belgium, Switzerland, Germany, Italy, Great Britain, Martinique, Greece and Turkey.

**LANGUAGES SPOKEN**
English, French and Spanish

**CONTACTS**
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ATP (formerly AlliedTPro) has been offering top-notch customer service throughout all distinct product lines for over 60 years, including FIT, VIP concierge/custom FIT, coach tours, group travel, meetings & incentives, thematic & experiential travel and newly added corporate travel.

**CITIES, STATES AND REGIONS WHERE OPERATED**
Inbound to United States, Canada and Caribbean

**COUNTRIES SERVED**
All European countries, India, Brazil, Argentina, Chile, Peru, Colombia, Australia, New Zealand, Southeast Asia, South Africa, Canada

**LANGUAGES SPOKEN**
Dutch, English, French, German, Italian, Japanese, Spanish, Portuguese, Hindi, Russian, Hungarian, Turkish, Croatian

**WHAT’S TRENDING IN 2019**
Travelers now are looking for unique experiences, flexibility and customization, and they are willing to pay more to get it.

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Aside from the FIT hotel portfolio, Bonotel offers its unique BEYOND product line.

- **CITIES, STATES AND REGIONS WHERE OPERATED**
  United States, Brazil, UK, Thailand, United Arab Emirates.

- **COUNTRIES SERVED**
  Entire world

- **LANGUAGES SPOKEN**
  English, German, Spanish, Portuguese, Dutch, Italian

- **WHAT’S TRENDING IN 2019**
  Health and wellness is becoming a key factor for luxury travelers, as many are becoming increasingly aware of the benefits of wellness travel. Bonotel offers exclusive and preferred hotel deals at many luxury wellness hotels and resorts throughout North America.

- **CONTACTS**
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  - Elliot Calloway, Director of Contracting, Brand Partnerships, elliott@bonotel.com, 702-796-9007

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Beyond Times Square services include private and custom tour itineraries, theater and entertainment tickets, culinary and theatrical experiences, car service, restaurant reservations and other services our clients require.

- **CITIES, STATES AND REGIONS WHERE OPERATED**
  New York, Washington, D.C., Boston, Philadelphia and Niagara Falls

- **COUNTRIES SERVED**
  United States, UK, Mexico, Argentina, Australia, New Zealand

- **LANGUAGES SPOKEN**
  English and Spanish

- **WHAT’S TRENDING IN 2019**
  Family travel, culinary travel and unique experiences

- **CONTACTS**
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Las Vegas

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Las Vegas
Cosmopolitan Incentives, based in New York City with branches in Orlando and Barcelona, was created in 2010 by a team of travel industry professionals. The company boasts a dynamic, creative team of highly qualified, multilingual “destination designers” with over 15 years of experience in organizing and planning incentive programs, business travel and special programs for VIPs, families and honeymooners. Cosmopolitan Incentives’ main goal is to fulfill the needs of its clients by designing high-quality, fully customized “out-of-the-box” programs.

- **CITIES, STATES AND REGIONS WHERE OPERATED**

- **COUNTRIES SERVED**
  Spain, Mexico, LATAM (Argentina, Chile, Colombia)

- **LANGUAGES SPOKEN**
  English, Spanish, Catalan

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DETOURS provides day tours to some of the American West’s most popular destinations such as Antelope Canyon, Horseshoe Bend, Sedona, Canyon De Chelley, Monument Valley, Death Valley, Zion National Park, Bryce Canyon, the Grand Canyon and so much more! Our sales department also specializes in multi-day and private tours that focus on unique and custom-built itineraries.

CITIES, STATES AND REGIONS WHERE OPERATED
Operating out of Phoenix and Las Vegas and conducting tours in Arizona, Nevada, California, Utah and New Mexico.

COUNTRIES SERVED
Mexico, Canada, South America, Europe, Australia, New Zealand, Asia

LANGUAGES SPOKEN
English, Spanish, German, Japanese, French, Italian, Portuguese

WHAT’S TRENDING IN 2019
As the millennial market continues to grow, we have seen a trend towards the unique and specialized tour experience. The younger generation is fascinated with “Instagram-able Moments,” and we believe this will only continue to grow more prevalent.

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Duluth, GA 30097
404-333-8686 • Fax: 404-585-5000
www.discover-destinations.com

Discover Destinations will work with groups or individuals associated with corporate, student, church, honeymoon, incentive or leisure trips. Services offered include hotel bookings, flight booking, charter flights, tours & tickets, event management, VIP social dinners, shows & entertainment, meetings & incentive trips, luxury & standard transportation, itinerary planning and tailor-made tours.

CITIES, STATES AND REGIONS WHERE OPERATED
United States, Mexico, Canada (Canadian Rockies, East Coast Canada), Caribbean (Bahamas, Puerto Rico, Turks and Caicos, Jamaica), South America (Brazil, Argentina, Peru, Chile, Ecuador), Central America (Costa Rica, Panama, Guatemala, Nicaragua and Honduras), Antarctica, Alaska, Hawaii

COUNTRIES SERVED
Europe, Asia, Middle East, North America, South America, Central America

LANGUAGES SPOKEN
English, Spanish, Gujarati, Hindi, Indonesian

WHAT’S TRENDING IN 2019
There is an increasing demand for off-the-beaten-path travel. Individuals and groups are looking for more adventure and to feel more connected with the culture and people of the country.

CONTACTS
• Umang Malbari, President, umang@discover-destinations.com, 404-333-8686
• Shital Shah, Manager, shital@discover-destinations.com, 404-333-8686
Founded in 1987, FMT dedicates itself to fulfilling high-quality service for wholesale partners and strong relationships with suppliers. It specializes in providing arrangements throughout North America, offering hotels, attractions, transportation, groups, golf and a concierge desk. Clients appreciate that FMT does not have voicemail during business hours.

- **CITIES, STATES AND REGIONS WHERE OPERATED**
  United States, Canada

- **COUNTRIES SERVED**
  Iceland, Norway, Sweden, Denmark, Finland, Germany, France, Italy

- **LANGUAGES SPOKEN**
  English, Danish, French, German

- **WHAT’S TRENDING IN 2019**
  Dynamic connections are key to availability and pricing. We also offer our clients API or XML connections for fast results. Additionally, we implemented our own unique quality control process to insure travelers have no worries, and our emergency numbers are answered by people not voicemail.

- **CONTACTS**
  - Michael Marzano, President, michael@fmtours.com, 407-895-5634
  - For information for all offices Info@FMTours.com

Diversity of programs from transportation, custom-made programs, city breaks, hotels, tours, groups and tickets.

- **CITIES, STATES AND REGIONS WHERE OPERATED**
  United States and Canada

- **COUNTRIES SERVED**
  Latin America, Portugal, Spain, Scandinavia

- **LANGUAGES SPOKEN**
  English, Portuguese, Spanish

- **WHAT’S TRENDING IN 2019**
  Excellent hotels with low prices and last-minute reservations

- **CONTACTS**
  - Armindo Ferreira, Managing Director, aferreira@emiglobalusa.com, 855-491-1354
  - Luis Tonicha, GM, ltonicha@emiglobalusa.com, 855-491-1354
Gen Travel Solutions
One Financial Plaza, 100 SE. 3rd Ave., 10th floor
Fort Lauderdale, FL 33394
Phone: 954-367-2658 • Fax: 954-239-7783
www.gentravelsolutions.com

Go West Tours
790 Eddy St.
San Francisco, CA 94109
415-837-0154 • Fax: N/A
www.gowesttours.com

The best group rates for transportation, hotels, activities and meetings.

- CITIES, STATES AND REGIONS WHERE OPERATED
  All 50 states in the United States, plus Canada and the Caribbean

- COUNTRIES SERVED
  Latin America, Spain

- LANGUAGES SPOKEN
  English, Spanish, Italian, Portuguese

- WHAT’S TRENDING IN 2019
  Our clients are focusing much more on the “white glove” treatment rather than rates, demanding excellent customer services only provided by Gen Travel.

- CONTACTS
  • Gabriel E. Nuñez, President, gabriel@gentravelsolutions.com, 954-665-5300
  • John de Denghy, Partner, john.dedenghy@gentravelsolutions.com, 954-329-9957

Go West Tours is a receptive tour operator specializing in quality travel in the United States and Canada. Its products are exclusively sold through tourism professionals (travel agencies & tour operators).

- CITIES, STATES AND REGIONS WHERE OPERATED
  United States and Canada

- COUNTRIES SERVED
  Western Europe, Latin America, Australia, New Zealand

- LANGUAGES SPOKEN
  English, German, Swedish, Finnish, French

- WHAT’S TRENDING IN 2019
  National Parks, New York City, Chicago, San Francisco, Miami, Las Vegas, ranches, architectural programs, urban MICE

- CONTACTS
  • Stephan Forget, President, sforget@gowesttours.com, 415-225-1866
  • Florence Solal, Vice President Sales, fsolal@gowesttours.com, 415-837-0154
  • Massimiliano Barletta, Director of Contracting, mbarletta@gowesttours.com, 415-837-0154
Grand Destinations was registered in both the United States and Canada, where both MICE and inbound tours from China are offered. They provide one-stop concierge travel service specifically tailored to Chinese customers, including California leisure and business travel planning and coordination. Grand Destinations offers authentic local travel services with Chinese characteristic and emphasis. We know Chinese and we know California. We strive to exceed your expectation on what a memorable trip can and should be.

**CITIES, STATES AND REGIONS WHERE OPERATED**
United States East and West Coasts, Canada

**COUNTRIES SERVED**
Mainland China Taiwan, India, South Asia

**LANGUAGES SPOKEN**
Mandarin, English

**WHAT’S TRENDING IN 2019**
Uniquely themed customized group such as national park photographer adventure tour, cowboy life adventure tour, catering tour, etc.

**CONTACTS**
- Ocean Ma, Operations Manager, oceann@gdmusa.com, 626-310-7378
- Emma You, Supervisor, emmay@gdmusa.com, 626-310-7378

Kelly Tours – Gray Line Savannah
2788 US Hwy. 80 W.
Garden City, GA 31408
912-964-2010 • Fax: N/A
www.tourslimited.com

S.E. Premier Coach Charter Company & Receptive Tour Operator boasts the youngest fleet of vehicles in the area: full size touring motor-coaches, mini-coaches, trolley and convertible Mercedes-Benz sprinter vehicles. We are the GrayLine licensee for Savannah, Georgia with panoramic touring vehicles and air conditioned trolleys for daily historic city tours.

**CITIES, STATES AND REGIONS WHERE OPERATED**
North Carolina, South Carolina, Georgia, Florida, Alabama, Mississippi, Louisiana, Tennessee, Kentucky, West Virginia, Virginia

**COUNTRIES SERVED**
UK, Ireland, Scandinavia, Australia, New Zealand, India, Japan

**LANGUAGES SPOKEN**
English, French, Spanish, Portuguese, German.

**WHAT’S TRENDING IN 2019**
Music and cultural interest itineraries are becoming more popular as travelers who have done Tier 1 destinations such as New York look for an authentic Southern experience.

**CONTACTS**
- Roger Baker, Vice President Group Travel, roger@kellytours.com, 843-564-1642 x 504, 800-442-6152
- Shelley Riner, Charter Sales, shelley@kellytours.com, 912.964.2010 x 211, 800-442-6152
New World Travel
The America Specialists

New World Travel
1040 Avenue of the Americas, 7th Floor
New York, NY 10018
212-754-9100 • Fax: 212-888-4812
www.newworldtravel.com

With offices in New York City, Los Angeles and Miami, New World Travel offers tailor-made FIT and fly-drive packages, personalized leisure and incentive group programs and pre- and post-cruise arrangements throughout the U.S. and Canada. Its online system enables users to search and book hotels, services and transfers in real time.

■ CITIES, STATES AND REGIONS WHERE OPERATED
Offices in New York, Los Angeles and Miami, covering every aspect of a DMC, specializing in travel arrangements throughout the United States and Canada.

■ COUNTRIES SERVED
The traveling world

■ LANGUAGES SPOKEN
English, German, French, Spanish, Italian

■ WHAT’S TRENDING IN 2019
The world of travel is constantly changing, and Meeting Point is changing along with it. Summer 2019 will prove a renaissance year for MPNA. Its product is certain to interest, intrigue and impress future travelers. Check back soon and join the adventure.

■ CONTACTS
• Adam Rogers, CEO, adam.rogers@meetingpointnorthamerica.com, 646-733-8323
• Penny McNamara, Chief Contracting Officer, penny.mcnamara@meetingpointnorthamerica.com, 407-309-4566
Ocean Beds has access to the largest inventory of villas, condos and townhouses in the Sunshine State, providing a unique in-house Homes Inspection Team to maintain our high level of service. Offering advanced technology with full XML connections to various platforms and in-house extranet capabilities for easy distribution.

**CITIES, STATES AND REGIONS WHERE OPERATED**
Ocean Beds specializes in vacation homes in Orlando and the Gulf Coast of Florida, with hotel contracts Florida-wide.

**COUNTRIES SERVED**
We offer distribution in the UK, Europe, United States, Canada and Latin America markets and work with partners worldwide.

**LANGUAGES SPOKEN**
English and Spanish

**CONTACTS**
- **Clare Harvey**, Key Account Director, clare.harvey@ocean-holidays.co.uk, +44 (0) 203-816-0903
- **Zoe Place**, Business Development Manager, zoe.place@ocean-holidays.co.uk, +44 (0) 203-816-0951
- **Ann-Maria Agar**, Head of Sales & Operations, ann-maria.agar@ocean-holidays.co.uk, +44 (0) 203-823-9827

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Personal RGE Tours & Travel offers hotel accommodations, tours, transfers, cruises and tickets for all major attractions & sports events. Groups and FITs include agricultural tours, religious tours, shopping tours, MICE, sports tours, students groups, seniors groups and luxury travel.

**CITIES, STATES AND REGIONS WHERE OPERATED**
Personal RGE Tours & Travel services clients all over the United States including Hawaii, but their major destinations are Florida, New York, California, Chicago and Las Vegas.

**COUNTRIES SERVED**
All Latin America, Portugal and Spain

**LANGUAGES SPOKEN**
Portuguese, English, Spanish

**WHAT’S TRENDING IN 2019**
Personalized tours and experiences

**CONTACTS**
- **Marianna Silva**, Vice President, marianna.silva@prgeusa.com, 407-370-2882
- **Tereza Cristina Reis**, President, tereza.reis@prgeusa.com, 407-370-2882
Philadelphia Hospitality
1401 Walnut St., 9th Floor
Philadelphia, PA 19102
215-790-9901
www.philahospitality.org

Philadelphia Hospitality arranges VIP private access to museums, gardens, private clubs, performances, sporting events and hidden gems in our region. They reserve attractions, expert guides, scholars, transportation, hotels and restaurants. Signature tours include a welcome at a private residence.

CITIES, STATES AND REGIONS WHERE OPERATED
Philadelphia Hospitality arranges private, custom tours of area attractions in the Delaware Valley, specializing in Philadelphia, Lancaster and the Poconos.

COUNTRIES SERVED
UK, France, Germany, Brazil, Mexico, China and Canada

LANGUAGES SPOKEN
English, French, Spanish, Portuguese, German, Italian, Cantonese, Mandarin, Hebrew

WHAT’S TRENDING IN 2019
Visitors continue to request art and garden tours. Noticing more inquires to include culinary experiences beyond dining, also more interest with outdoors and spa/wellness retreats. Adventure tours are being added to expand our offerings that already include experiential river sports, hot air balloon ing, helicopter, bike and Segway tours. And, of course, shopping remains popular.

CONTACTS
• Katherine Wong, Senior Program Manager, kwong@philahospitality.org, 215-790-9901

Rocky Mountain Holiday Tours
P.O. Box 272730
Fort Collins, CO 80525
970-482-5813 • Fax: 970-482-5815
www.rmhtours.com

RMHT specializes in tailor-made itineraries through the western United States with a focus on being inside the national parks. Our hands-on itineraries include not only lodging but activities and all-inclusive ranches as well.

CITIES, STATES AND REGIONS WHERE OPERATED
Western United States, including Colorado, Wyoming, Montana, South Dakota, North Dakota, Texas, Arizona, New Mexico, Utah, Nevada, Idaho, California, Oregon and Alaska

COUNTRIES SERVED
France, Netherlands, Belgium, United Kingdom, Germany, Italy, Switzerland, Sweden, Norway, Denmark, Spain, Australia and Canada

LANGUAGES SPOKEN
English and French

WHAT’S TRENDING IN 2019
The trends for 2019 are unique lodging, which includes glamping, B&Bs, Conestoga wagons, ranches and boutique hotels. We have also seen more interest in all types of activities, especially small-group and private options.

CONTACTS
• Chris Pilley, CEO, chris@rmhtours.com, 970-482-5813
• Gary Schluter, Founder, gary@rmhtours.com, 970-657-6982
• Hideki “Brian” Gomi, Product Manager, products@rmhtours.com, 970-482-5813

Devils Tower
See USA Tours
1270 Broadway, Suite 1107
New York, NY 10001
212-944-0906 or 212-944-4919 • Fax: N/A
www.seeusatours.com

See USA Tours can arrange hotel reservations, API and FIT programs, transportation, sightseeing tours, meet & greets, activities, shows, etc. See USA Tours has been in business for more than 20 years and offers everything your clients need.

- **CITIES, STATES AND REGIONS WHERE OPERATED**
  New York, Las Vegas, Los Angeles, San Francisco, Miami, Orlando, Boston, Washington, D.C.

- **COUNTRIES SERVED**
  Europe (Spain, UK), Latin America (Mexico, Colombia, Peru, Chile, Argentina, Uruguay), Asia (China)

- **LANGUAGES SPOKEN**
  Spanish and English

- **WHAT'S TRENDING IN 2019**
  New dynamic packages with hotel selected and all other decisions left to the customer.

- **CONTACTS**
  - Peio Cuevas, Business Development, peio.cuevas@seeusatours.com, 212-944-0906, ext. 252
  - Jesus Claros, Commercial Director, jclaros@seeusatours.com, 212-944-4919, ext. 2019

Southwest Adventure Tours
382 650 S. Cir
Cedar City, UT 84720
435-590-5864 • Fax: N/A
www.southwestadventuretours.com

Southwest Adventure Tours specializes in small group tours to the national parks in the western United States. They also offer FIT and custom private tours for interested clients. Their tours are active hiking, scenic and photography tours.

- **CITIES, STATES AND REGIONS WHERE OPERATED**
  Southwest United States

- **COUNTRIES SERVED**
  United States, Canada, UK, France, Germany, Australia, New Zealand, Italy, Spain, Japan

- **LANGUAGES SPOKEN**
  English, German, French, Japanese

- **WHAT'S TRENDING IN 2019**
  Trending in 2019 and 2020 are the Mighty 5 Tours to the five parks in Utah with guaranteed departures every Monday; our small group tours to Oregon, Yellowstone and Grand Teton; and our cultural tours throughout the southwestern United States.

- **CONTACTS**
  - Julianne Fredrick, Director of Sales and Marketing, sales@southwestadventuretours.com, 800-970-5864
  - Shawn Horman, Director of Group Sales, shawn@southwestadventuretours.com, 800-970-5864
Sweet Magnolia Tours specializes in exceptional Deep South experiences for international travelers. Itineraries can include local Nashville adventures, the Ultimate VIP Tour at Graceland and a Jack Daniels experience in Lynchburg that includes a meal at Miss Mary Bobo's.

■ CITIES, STATES AND REGIONS WHERE OPERATED
Emphasis on Deep South: Tennessee, Mississippi, Louisiana, Georgia, Texas

■ COUNTRIES SERVED
Germany, Australia, UK, France, Austria, Netherlands, New Zealand

■ LANGUAGES SPOKEN
Spanish, French, German, Mandarin, Portuguese

■ WHAT’S TRENDING IN 2019
Travelers more than ever seek authentic experiences. Sweet Magnolia Tours strives to give inbound travelers an authentic American experience in some of the United States’ most iconic cities.

■ CONTACTS
- Dawn Evans, President & Owner, dawn@sweetmagnoliatours.com, 615-242-5373, ext. 104
- David Walters, Director of Int’l Sales, david@sweetmagnoliatours.com, 615-242-5373, ext. 103

Together, we can keep international inbound business thriving. IITA membership features:
- Custom Inbound Insider educational programming
- IITA/Brand USA partnership
- Experienced advocacy on today’s critical issues
- IITA’s Inbound Insider publication and directory
- IITA Summit, featuring the latest travel industry trends and one-on-one appointments among operators and suppliers
- Meaningful connections resulting in sales and significant return on investment
Our 3,000 products are a distinct collection of accommodations, attractions, tours and top-of-the-line escorted excursions, all of which can be effortlessly booked in our Java-based reservation system: D.R.E.A.M. 2017 was celebrated with well over 250,000 room nights across all markets, and we are always in search of quality products.

**CITIES, STATES AND REGIONS WHERE OPERATED**
New York, Miami and Los Angeles

**COUNTRIES SERVED**
United States, Canada, the Caribbean, Mexico, Central America, South America

**LANGUAGES SPOKEN**
English, Italian, Spanish, Portuguese, Russian, German, Arabic

**WHAT’S TRENDING IN 2019**
In 2019 we will see a lot more of the AI influence, with many more hotels adding check-in and keyless entry directly from their mobile apps, luggage tracking at airports, etc.

**CONTACTS**
- Vincenzo Perretta, CEO & Managing Director, enzo@teamamericany.com, 212-697-7165

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Tours include: 10 days on the East Coast: New York, Washington, D.C., Niagara Falls, Toronto, Ottawa, Montreal and Quebec; seven days in Houston, Dallas, Austin, San Antonio and New Orleans; 10 days in Chicago, New Orleans and Tennessee; nine days in Yellowstone National Park, Mount Rushmore, Arches National Park, West Canyon Skywalk and Antelope Valley.

**CITIES, STATES AND REGIONS WHERE OPERATED**

**COUNTRIES SERVED**
Asia, South America, Europe, United States, Canada

**LANGUAGES SPOKEN**
English, Tagalog, Chinese

**WHAT’S TRENDING IN 2019**
Travelers want more hands-on experience. Solo travel, foodie tours and dual countries travel.

**CONTACTS**
- Jane Stark, CEO, jane@tigtours.com, 866-218-1147
- Julie Padilla, General Manager, Julie@tigtours.com, 866-218-1147
TourMappers’ focus is on providing properties characteristic of their location, such as lodges in the Northwest, plantations in the Southeast, inns in New England and ranches in the Mountain West. We also are the exclusive agent for river and windjammer cruises and arrange our own small-group experiential tours.

**CITIES, STATES AND REGIONS WHERE OPERATED**
New England, Mid-Atlantic, Southeast, Southwest, Great Lakes, Pacific Northwest, West Coast and Mountain West

**COUNTRIES SERVED**
UK, Ireland, Belgium, Netherlands, France, Germany, Italy, Austria, Switzerland, Norway, Sweden, Denmark, Finland, Australia, New Zealand, Brazil

**LANGUAGES SPOKEN**
English, French, German, Italian, Spanish, Swedish

**WHAT’S TRENDING IN 2019**
An interest in taking part in experiences that are typical of a region; more attraction and excursion inclusions in both self-drive packages and group touring; small-group touring with focused interests

**CONTACTS**
- Julie Katz, Managing Director, julie@tourmappers.com, 617-236-1236
- Sue Norrington-Davies, Director of Business Development, sue@tourmappers.com, 617-236-1236
- Silke Garrity, FIT Sales Director, silke@tourmappers.com, 617-236-1236
Tours Limited specializes in operating leisure groups, school groups, "out of the box" MICE groups, private van tours, FIT and honeymoon packages.

- **CITIES, STATES AND REGIONS WHERE OPERATED**
  All over the world

- **COUNTRIES SERVED**
  India and the Middle East

- **LANGUAGES SPOKEN**
  Dutch, English, French, German, Italian, Japanese, Spanish, Portuguese

- **WHAT’S TRENDING IN 2019**
  Other than the main gateway cities like New York, Washington, D.C., Niagara, Las Vegas and San Francisco, second-time tourists are interested in new destinations. Rather than simple city tours, passengers are now interested in experiencing the city like a local.

- **CONTACTS**
  - Pabs Raghava, CEO, pabs@tourslimited.com, 770-235-4325
  - Madhavi Chimalapati, Sr. Director Global Sales and Marketing, madhavi@tourslimited.com, 678-882-9811
  - Niddhi Mehta, Sr. Director Global Operations, niddhi@tourslimited.com, 770-617-2575
  - Radhika Tripurani, Director Public Relations and Digital Marketing, radhika@tourslimited.com, 770-235-4325

TransOcean Tourist helps create personal and meaningful travel experience for their valued customers when it comes to destinations in Vietnam. They help with trip planning, provide 24/7 customer support both in the U.S. and Vietnam and provide expert local guides and knowledge to make sure your experience is the most authentic one.

- **CITIES, STATES AND REGIONS WHERE OPERATED**
  Dallas and Fort Worth, Texas

- **COUNTRIES SERVED**
  Vietnam

- **LANGUAGES SPOKEN**
  English and Vietnamese

- **WHAT’S TRENDING IN 2019**
  Southeast Asia has experienced a huge increase in travel interest from 2016-2018. People have come to Vietnam to see Halong Bay (one of Vietnam’s most beautiful areas), Sapa, Hoi An and Ho Chi Minh City. What’s trending for Vietnam in 2019 and 2020 will be Danang (central Vietnam) and Phu Quoc Island (the largest island in Southern Vietnam).

- **CONTACTS**
  - Vu Tran, Manager, vu.tran@transoceanservice.com, 479-208-4638
Travalco
Village at Gulfstream Park, 601 Silks Run, Suite 2470
Hallandale Beach, FL 33009
305-866-5555 • Fax: 305-866-7788
www.travalco.com

Offering more than 150 flexible self-drive programs for North America with market leading documentation in eight languages and multiple formats including a mobile app. Large number of directly contracted hotels, experiences and FIT services through Web and XML API based interfaces. Seat-in escorted tours as well as group tour series and ad-hoc programs.

■ CITIES, STATES AND REGIONS WHERE OPERATED
All 50 U.S. states, Canada, Caribbean

■ COUNTRIES SERVED
More than 50 inbound markets from all continents

■ LANGUAGES SPOKEN
English, German, Dutch, Italian, French, Spanish, Portuguese, Russian

■ WHAT’S TRENDING IN 2019
Deeper exploration of unique and authentic experiences to meet the ever-increasing level of expectations from the newly evolved FIT markets. We see the desire to create highly individualized programs at a smart price point.

■ CONTACTS
• Peter van Berkel, President, pvanberkel@travalco.com, 305-866-5555
• Lieke Heije, Account Manager, sales@travalco.com, 305-866-5555
• Anna Steinhart, Product Manager, product@travalco.com, 305-866-5555
TravelAdvocates is a global hotel site selection company focused on getting the lowest hotel room rates for meetings, conferences, tour groups and sports teams (no FITs). Our groups average in size of 10-42 guest rooms per night, generally staying 2-3 nights. We also do “buy-outs” of hotels for corporate meetings. There is no cost for our service.

- **CITIES, STATES AND REGIONS WHERE OPERATED**
  North America

- **COUNTRIES SERVED**
  Worldwide

- **LANGUAGES SPOKEN**
  English, Spanish

- **WHAT’S TRENDING IN 2019**
  We find small group experiences (5-to-10-room groups) as a growing trend. Getting hotels to understand this isn’t always easy, but more and more are offering great group rates for this size.

- **CONTACTS**
  • Robert Miller, Owner, robert@traveladvocates.com, 201-222-1990, ext. 200
  • Jason Wood, VP of Operations, jason@traveladvocates.com, 201-222-1990, ext. 201
  • Tish Losure, National Account Manager, tish@traveladvocates.com, 201-222-1990, ext. 207

Tailor-made ad hoc groups only, working with clients to design and execute long touring groups in the U.S. and Canada.

- **CITIES, STATES AND REGIONS WHERE OPERATED**
  United States and Canada

- **COUNTRIES SERVED**
  Latin America, United States, Spain, Israel and Australia/NZ

- **LANGUAGES SPOKEN**
  English, Spanish, Portuguese and Hebrew

- **WHAT’S TRENDING IN 2019**
  Pacific Northwest as well as New England are being rediscovered by South Americans, in particular those that have already been to all the tier 1 destinations. Cruises departing in both above regions are providing opportunities for pre- and post-land stays.

- **CONTACTS**
  • Douglas Schapiro, GM, douglas@travelarchitects.ca, 604-428-9696
Visit America Inc. specializes in creating customized programs for groups coming to all major cities for meetings, events and incentive trips. We provide and manage all services on your behalf including events, galas, exhibitions, hotels, buses, restaurants, etc.

**CITIES, STATES AND REGIONS WHERE OPERATED**
All major cities in the United States and Canada

**COUNTRIES SERVED**
Scandinavia, northern and central European countries, British Isles, Mexico, Canada, Australia, Singapore and Hong Kong along with U.S. corporate travel.

**LANGUAGES SPOKEN**
English, German, Swedish, Finnish and French

**WHAT’S TRENDING IN 2019**
Customized experiences which are unique to a destination and encompass the true nature of the destination. Customer service is also a vital aspect of the business.

**CONTACTS**
- Nicole Risafi, President, nicole@visitamerica.com, 212-683-8082, ext. 11
- Roger Meier, Manager Groups & Incentives, roger@visitamerica.com, 212-683-8082, ext. 17
- Linnear Williams, Office Manager, linnear@visitamerica.com, 212-683-8082, ext. 14

Together, we can keep international inbound business thriving. IITA membership features:
- Custom Inbound Insider educational programming
- IITA/Brand USA partnership
- Experienced advocacy on today’s critical issues
- IITA’s Inbound Insider publication and directory
- IITA Summit, featuring the latest travel industry trends and one-on-one appointments among operators and suppliers
- Meaningful connections resulting in sales and significant return on investment
## ACCOMMODATIONS

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<tr>
<th>Hotel Name</th>
<th>Address</th>
<th>Contact Person</th>
<th>Email</th>
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<tr>
<td><strong>Best Western Hotels &amp; Resorts</strong></td>
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<td></td>
<td>20400 N. 29th Ave. Phoenix, AZ 85027</td>
<td>Sandi Lackey</td>
<td><a href="mailto:sandi.lackey@bestwestern.com">sandi.lackey@bestwestern.com</a></td>
<td>619-347-3600</td>
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<td><strong>Blair Hotels</strong></td>
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<td>P.O. Box 30 Cody, WY 82414</td>
<td>Quintin Blair</td>
<td><a href="mailto:blair_q@blairhotels.com">blair_q@blairhotels.com</a></td>
<td>307-587-3654</td>
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<td>Northeast 17 Brace Rd. Newington, CT 06111</td>
<td>Kiersty Kastner-Burr</td>
<td><a href="mailto:kiersty.kastnerburr@crescenthotels.com">kiersty.kastnerburr@crescenthotels.com</a></td>
<td>703-261-5677</td>
<td><a href="http://www.crescenthotels.com">www.crescenthotels.com</a></td>
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<tr>
<td><strong>The DeSoto Savannah</strong></td>
<td>15 E. Liberty St. Savannah, GA 31401</td>
<td>Kim Chambless</td>
<td><a href="mailto:kchambless@thedesotosavannah.com">kchambless@thedesotosavannah.com</a></td>
<td>912-232-9000</td>
<td><a href="http://www.thedesotosavannah.com">www.thedesotosavannah.com</a></td>
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<tr>
<td><strong>Doubletree by Hilton</strong></td>
<td>New York Times Square West 350 W. 40th St. New York, NY 10018</td>
<td>Esther Barbosa</td>
<td><a href="mailto:esther.barbosa@hilton.com">esther.barbosa@hilton.com</a></td>
<td>912-607-8888</td>
<td><a href="http://www.doubletreehotels.com">www.doubletreehotels.com</a></td>
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<tr>
<td><strong>Forever Resorts</strong></td>
<td>7951 E. McCormick Pky Scottsdale, AZ 85258</td>
<td>Michelle Kien</td>
<td><a href="mailto:mkien@foreverresorts.com">mkien@foreverresorts.com</a></td>
<td>877-386-4383</td>
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