



**THE LEADING
LUXURY
TRAVEL
EXHIBITION**
In Eastern Europe, Russia & CIS

Almaty, Kazakhstan
at the Ritz-Carlton, Almaty

Date: March 5, 2019



GENERAL INFO AND DEADLINES:

Your action is required on the following:

- By the **25th of December 2018** please submit to artyom.polanskiy@luxurytravelmart.ru the list of your top-clients, which you would like to nominate to attend **LTM** as hosted buyers and VIP buyers. Maximum 10 companies, please.
- Please do not invite any partners of your company/hotel to the **Luxury Travel Mart** without receiving approval from the organizers in advance.
- Please book your accommodation by the **1st of February 2019**.
- Please request an invitation letter and apply for an entry visa for Kazakhstan (if required). Please note that it may take a long time to receive an entry visa to Kazakhstan, so start the process as soon as you can.
- Please check that all your tickets and transfers are booked and all travel arrangements are in order. If you sent your brochures in advance, please check that they have arrived safely and are not stuck in customs.
- **November 12, 2018:** Opening of registration for the buyers.
- **On the February 11, 2019** you will receive an access code for your personal web-page on the **LTM** web-site, where you can schedule appointments with buyers, upload info for the catalogue, exchange messages with buyers, etc. Detailed instructions on how to use the online system and how to set up your appointments will be sent for your attention.
- **February 12 – 25, 2019** – scheduling of appointments. Please note that it is your own responsibility to maintain the schedule. If you forget or are too late to schedule and it turns out that you don't have any pre-scheduled appointments – we will not accept any responsibility for this.
- **February 26, 2019:** Your schedule should be ready and available for printing. Final exhibitors' check.



**THE LEADING
LUXURY
TRAVEL
EXHIBITION**
In Eastern Europe, Russia & CIS

Almaty, Kazakhstan
at the Ritz-Carlton, Almaty

Date: March 5, 2019

**Esentai Tower, 77/7 Al-Farabi Avenue, Almaty, 050040 Kazakhstan,
telephone: +7 727 332-8888**

PROGRAM OF THE EVENT:

09:00 – 09:30 – Registration of exhibitors. Please contact the registration desk, which will be located in the foyer of the Grand Ballroom Hall; you will be provided with a badge and information pack. After the registration, please proceed to the hall where your table is assigned. Please check your table allocation on the floor plan.

The set-up of the **Luxury Travel Mart** is a “classroom” format; you will have a table with a sign with your company/hotel name on it, and 2 chairs on each side. Power supply will be available at each table (for your laptop presentations). Wi-Fi connection is available through the hotel, free of charge. Please note that wall or standing posters are not allowed; you can only use the space on your table. In case of any damage done to the hotel by sticking posters to the wall, you’ll be asked to pay the cost of repairs.

10:00 – 12:55 Individual pre-scheduled appointments with top-buyers. Each appointment will last 10 minutes according to the following scheme (5 minutes added for moving from one exhibitor to the next):

**10:00 – 10:10 / 10:15 – 10:25 / 10:30 – 10:40 / 10:45 – 10:55 / 11:00 – 11:10 / 11:15 – 11:25 /
11:30 – 11:40 / 11:45 – 11:55 / 12:00 – 12:10 / 12:15 – 12:25 / 12:30 – 12:40 / 12:45 – 12:55**

12:55 – 14:00 Buffet-lunch. During this time you will have the opportunity for an informal chat with buyers.

Place: foyer of the Grand Ballroom Hall.

14:00 – 16:55 Individual pre-scheduled appointments.

**14:00 – 14:10 / 14:15 – 14:25 / 14:30 – 14:40 / 14:45 – 14:55 / 15:00 – 15:10 / 15:15 – 15:25 /
15:30 – 15:40 / 15:45 – 15:55 / 16:00 – 16:10 / 16:15 – 16:25 / 16:30 – 16:40 / 16:45 – 16:55**

Place: Grand Ballroom Hall.

A bell will ring at the end/start of each appointment. Complementary soft beverages, coffee and tea will be available during the day on request; please ask the waiters or our staff if you need anything.

19:00 – 22:00 **Luxury Travel Mart** cocktail for owners and managers of travel agencies, tour operators, corporate travel managers. The more relaxed atmosphere of the evening reception will give your company an opportunity to increase its contacts, creating the possibility for future cooperation. A guest list will be provided on the day of the event by email.

Place: Grand Ballroom Hall.

All events are available only to pre-registered visitors.

Non-participating hoteliers, DMC companies and other hospitality providers will not be permitted to attend the **Luxury Travel Mart** Almaty as visitors.

We kindly ask you not to invite any of your colleagues from other hotels, cruise companies, DMCs, etc as there might be a conflict of interests with other exhibitors.

Thank you for your understanding.

ACCOMMODATION:

A block of rooms has been reserved for exhibitors at The Ritz-Carlton, Almaty:

Deluxe Room Single occupancy – 230 USD per night,

Deluxe Room Double occupancy – 260 USD per night

Breakfast is included, 12% VAT is not included.

For reservations please email: rc.alarz.reservations@ritzcarlton.com

Rooms can be cancelled at no cost 5 weeks prior to arrival date. In case of cancellation between 4 weeks and 7 days prior to arrival date the guest is obliged to pay 50% of the total reservation value.

In case of cancellation between date of arrival and 7 days prior to arrival date the guest is obliged to pay 100% of the total reservation value. In case of no-show or early departure the total or remaining reservation value will be charged. Payment in Kazakh tenge only, at the exchange rate on the day of payment.

Minimum stay of 2 nights is required.

VISAS:

An entry visa for Kazakhstan is not required for most EC citizens, or for citizens of the USA and Russia. However, we strongly recommend that you check with the nearest Consulate of Kazakhstan to see if you require a visa. If you find out that you do, in fact, require a visa, please contact our ground handler to receive a visa support letter: Bagdat Kurmanbayev, Manager of Sales and Marketing, Travel Center Ltd, email: bagdat@travelcenter.kz (a fee will apply).

TRANSFERS:

It's strongly recommended that you order transfer or taxi in advance. Private transfers could be ordered through our ground handler Travel Center Ltd. For reservations please contact Bagdat Kurmanbayev, Manager of Sales and Marketing, Travel Center Ltd, Bagdat Kurmanbayev, email: bagdat@travelcenter.kz. Prices starts from 55 USD for one-way transfer.

FREQUENTLY ASKED QUESTIONS:

Q: Where and when will I get my badge?

A: On the day of the event, at the **Luxury Travel Mart** reception desk, from 9:30.

Q: How many brochures do I need to bring for the event?

A: 150-200 copies

Q: Can I send brochures in advance to the venue?

A: No, as the Kazakh customs services are very strict – please bring all brochures with you as luggage. In Kazakhstan you may order a Fast-Track service, which more or less guarantees that you won't have problems at customs.

Q: Can I invite my colleagues/friends from other hotels or DMC?

A: No, as non-participating travel services providers are not allowed at the event due to possible conflicts of interest with other paying exhibitors. Security won't admit any non-participating hotels, DMC, etc.

Q: When will I get a list of the visitors?

A: On the date of the event, by email. Also you will be able to see the visitors on your personal web- page of **LTM**. Please note that no hard copies (printed versions) of exhibitors info pack will be distributed.

Q: Can I use a banner in front of my table or behind it?

A: No, as it might disturb other exhibitors. You may use and decorate only the space on your table, but no bulky and tall banners please, and it's strictly forbidden to stick anything on the walls of the hotel. If you do so, any charges for repairs will be invoiced to you.

Q: Is there a chance that I will have a no-show for the appointments?

A: Yes, as the buyers are in their home city and we can't fine them for no-shows (except for hosted buyers).

Q: How many people are allowed to participate from each exhibitor?

A: Two. Due to the set up of the event it is not possible to fit three or more at the table (2 chairs for exhibitors and 2 chairs for buyers at each table).

Q: Do I need an interpreter for the event?

A: Most of the agents speak English, however - we'll have our staff at the event that will be happy to assist you if there are any communication problems.

Q: Do I need to bring or send give-aways for the event?

A: Yes, please do, they are always appreciated. Please keep in mind that mainly top managers and directors participate in the morning session.

Q: What's the dress code for the event?

A: Business.

Q: Can I invite my partners and clients from travel companies in the CIS?

A: No. You may send us your recommendations, and we'll invite your partners on your behalf. All visitors should be approved by us. Only registered guests are allowed to visit **Luxury Travel Mart**.

Q: Can I use a laptop for presentations?

A: Yes. For the working session a power socket will be connected to all tables. Please make sure that you have an adaptor (can be bought at any airport worldwide). Wi-Fi is available throughout the hotel.

Q: Can I get another place instead of the one allocated on the floor plan?

A: No, as the floor plan has been made in accordance with your registration and payment dates.

Please don't leave any belongings unattended. Neither the Organizer nor the Venue operator or their agents or employees shall have any liability for any loss, damage or stolen incurred.