

*Luxury Travel Mart, Almaty, Kazakhstan  
September 25, 2015  
at The Ritz-Carlton, Almaty*

**GENERAL INFO AND DEADLINES:**

***Your action is required on the following:***

---

Please book your accommodation at the link below  
(by the 25th of August 2015).

☐

---

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.

☐

---

**Deadlines:**

**May 27, 2015:** Opening of registration for the buyers.

**August 24, 2015:** Password, user name and detailed instructions on how to use the online system and  
to set up your appointments will be sent for your attention.

**September 1 – September 17, 2015:** Scheduling of appointments for the morning session.

**September 18, 2015:** Your schedule should be ready and available for printing.

**September 18, 2015:** Final exhibitors' check.

A floor plan will be sent for your attention in early September 2015.

***Luxury Travel Mart, Almaty, Kazakhstan  
September 25, 2015  
at The Ritz-Carlton, Almaty***

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

## ***PROGRAM OF THE EVENT:***

Registration desk will be located in the foyer of the Grand Ballroom Hall.

### ***10:00 – 14:20 Morning session.***

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

11:55 – 12:10 – coffee break

12:10 – 12:20 / 12:25 – 12:35 / 12:40 – 12:50 / 12:55 – 13:05 /

13:10 – 13:20 / 13:25 – 13:35 / 13:40 – 13:50 / 13:55 – 14:05 / 14:10 – 14:20

A bell will ring at the end/start of each appointment.

Place: Grand Ballroom Hall.

### ***14:30 – 15:30 After-session networking and buffet-reception.***

Place: Foyer of the Grand Ballroom Hall.

### ***15:30 – 17:45***

Non pre-scheduled appointments with hosted buyers and major key accounts from Almaty. Buyers will be seated, and exhibitors will move around. Each appointment – 5 minutes (70 hosted buyers). Please see the details below for more information.

Place: Grand Ballroom Hall.

### ***19:00 – 21:00 Evening session.***

Workshop and cocktail reception for travel agents, corporate clients and journalists in a relaxed atmosphere.

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.**

## Detailed schedule:

**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 for the morning session on the floor plan.

**Set-up for the morning session of the Luxury Travel Mart.** The set-up for the morning session is “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.**

**09:30 – 10:30 – Arrival of buyers for the morning session, registration.**

**10:00 – 14:20 – Individual appointments as scheduled** (schedule can be printed from your personal cabinet at [www.luxurytravelmart.ru](http://www.luxurytravelmart.ru) and it will also be provided on the day of the event). Please note that all appointments are scheduled for 10 minutes maximum – please keep an eye on the time otherwise buyers will be late for their next appointment. A guest list will be provided on the day of the event on flash card.

Complementary soft beverages, coffee and tea will be available during the morning session on request; please ask the waiters or our staff if you need anything.

**After the morning session** please leave your boxes and packages clearly labeled, standing on your table, we'll move them to your table at the evening session. Please clearly indicate your boxes or packages with the stickers that will be placed on your table. All brochures must be placed in boxes – our staff won't collect individual brochures from the tables. **Please ensure that there are no valuables left behind** – we cannot take any responsibility for lost or stolen items.

**14:30 – 15:30 – After session networking and buffet-reception.** During this time you will have the opportunity for an informal chat with buyers. Place: Foyer of the Grand Ballroom Hall.

**15:30 – 17:45 – Appointments with hosted buyers.** Place: Ballroom Hall. Buyers will be seated, exhibitors will move from one buyer to another, without pre-scheduled appointments. 5 minutes strictly for each appointment; at the end of each appointment a bell will ring. Please respect other exhibitors and move forward to the next buyer immediately after the bell.

**Please note that if you are sharing space with another hotel or colleague, you must attend all meetings with the hosted buyers together, no separate appointments are allowed in this case.**

**18:45** – Set-up for the evening session of the Luxury Travel Mart. Please check your table allocation for the evening session on the floor plan. **Please make sure to start set-up at 18:45 exactly as guests for the evening session usually arrive earlier.**

**19:00 – Luxury Travel Mart workshop / cocktail reception (canape and alcohol drinks will be served from 19:00),** for owners and managers of travel agencies, tour operators, corporate travel managers and the press. The more relaxed atmosphere of the evening session 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 on flash card.

For the evening session the tables will be placed along the walls of the Grand Ballroom Hall, you will stand in front of your table (which is approximately 60 cm long). Again, a sign with your company/hotel name will be provided.

There will be no power supply at the evening session, so please make sure that the batteries of your laptop are fully charged. **Please note that it is not allowed to use any kind of posters or individual stands at the workshop due to the limited space.**

**21:00 – Workshop ends.**

*Luxury Travel Mart, Almaty, Kazakhstan  
September 25, 2015  
at The Ritz-Carlton, Almaty*

**ACCOMMODATION:**

A block of rooms has been reserved for exhibitors.

**The Ritz-Carlton, Almaty:**

Single occupancy – 49 000 Kazakh Tenge (approximately 241 euro) per night,

Double occupancy – 55 500 Kazakh Tenge (approximately 273 euro) per night,

The above rates are exclusive of VAT (12%). Full American breakfast (buffet) is included in the rates.

For reservations please visit this link:

<https://www.ritzcarlton.com/en/Properties/Almaty/Reservations/Default.htm?ci=9:24:2015&co=9:26:2015&ng=1&nr=1&up=false#top>

and book online. The group code is JSCJSCB

Rooms should be guaranteed by deposit or credit card; all the rooms should be prepaid by the 30th of August 2015. Cancellations after the 25th of August are non-refundable.

Please note that we don't offer any alternative accommodation in Almaty, and we would highly appreciate it if could stay with the group.

*Luxury Travel Mart, Almaty, Kazakhstan  
September 25, 2015  
at The Ritz-Carlton, Almaty*

## VISAS:

A visa is required for most nationalities. Entry to Kazakhstan is possible with a tourist or business visa, see below. We would recommend you to apply for a business visa with an invitation letter. This letter can be received through the LTM ground handler – “Travel Center”, you will find a service request form below. A charge is made for the invitation letter, which should be paid directly to “Travel Center”.

Please note that it will take our agent up to 3-5 days to issue a visa support letter. Therefore our advice is to apply for the visa support letter and for your visa no later than one month prior to the expected trip. Standard visa processing time at the consulate is 5 working days. In some cases it may take longer. If you submit documents in person you will be given a receipt and will be informed when you can collect your passport.

### **Documents required by Kazakh consulates for tourist and business visas:**

- 1** A completed visa application form (one per person). All fields must be completed and signed otherwise your application will be refused.
- 2** A letter with a request to issue a visa addressed to the Consular Section of the Embassy of Kazakhstan.  
Please, indicate the purpose of your trip, your contact in Kazakhstan, the dates of your planned trip, and places to be visited. The letter should be typed on a computer, printed out and signed/stamped (if applicable). For double entry, the full itinerary must be presented.
- 3** A valid passport (a photocopy will not be accepted), which should have at least one blank page for a visa. Your passport must be valid for at least six months longer than the validity of the requested visa.
- 4** One recent, color photo of the applicant, which should be stapled to the marked space in the upper right hand corner of the application form
- 5** Confirmation of a hotel booking should be provided in printed form (for a Tourist visa only).
- 6** Visa fee
- 7** A copy of the invitation letter issued by the host organization/private person in Kazakhstan. The original copy of the letter should be submitted to the Department of Consular Services of the Ministry of Foreign Affairs of Kazakhstan\*;

\* The citizens of the following countries DO NOT require an official invitation for a single business visa (up to 30 day of validity), single (30 days) or double (60 days, no more than 30 days per visit) tourist visas, or a single private visa (30 days):

Australia, Austria, Belgium, Brazil, Canada, Croatia, Denmark, Finland, France, Germany, Greece, Hungary, Israel, Italy, Ireland, Iceland, Japan, Liechtenstein, Luxemburg, Malaysia, Monaco, the Netherlands, New Zealand, Norway, Poland, Portugal, Saudi Arabia, Singapore, Slovakia, South Korea, Spain, Sweden, Switzerland, the United Kingdom of Great Britain and Northern Ireland, USA, United Arab Emirates, Croatia, Czech Republic, Romania, Bulgaria, Malta, Cyprus, Slovenia, Lithuania, Latvia, Estonia, the Sultanate of Oman.

Please be aware, if your country is not in the list, you will need to obtain an official invitation letter arranged through the Ministry of Foreign Affairs or Ministry of Internal Affairs in Kazakhstan before submitting your documents for a visa.

The visa fee varies from USD40 for a single entry to USD60 for a double entry. Please double check with the Kazakh consulate in your country for more information.

*Luxury Travel Mart, Almaty, Kazakhstan  
September 25, 2015  
at The Ritz-Carlton, Almaty*

**INVITATION LETTER,  
TRANSFERS AND FAST TRACK:**

If you need a business visa support letter please fill in the questionnaire and send it to Yelena Khmyzova at "Travel Center" by email: [yelena@travelcenter.kz](mailto:yelena@travelcenter.kz)  
It's strongly recommended that you order a transfer or taxi in advance. Private transfers can be ordered through the hotel or through our ground handler "Travel Center" by email as above.

"Travel Center" also offers Fast Track at the airport, which is necessary if you would like to avoid queues at passport control and difficulties with customs.

**REQUEST FORM:**

Family Name (as in passport) \_\_\_\_\_ First Name \_\_\_\_\_

Date of Birth \_\_\_\_\_ Place of Birth \_\_\_\_\_ Sex \_\_\_\_\_

Nationality (as in passport) \_\_\_\_\_ Citizenship (as in passport) \_\_\_\_\_

Passport number \_\_\_\_\_ Date of Passport Issue \_\_\_\_\_

Date of Passport Expiry \_\_\_\_\_ Place of Work – Company, Address \_\_\_\_\_

Position at the company \_\_\_\_\_ Place of Residence, Home address \_\_\_\_\_

Place visa is to be obtained \_\_\_\_\_ Type of Visa \_\_\_\_\_

Expected dates of the visit to Kazakhstan \_\_\_\_\_

Purpose of the visit to Kazakhstan \_\_\_\_\_

Invitation letter fees, transfers and Fast Track service (to be paid to "Travel Center"):

Business visa invitation – List A (Europe)	116 USD person <input type="checkbox"/>	Rate is applicable for a single entry visa. Additional charges are applied for visa to be issued in the Embassy of Kazakhstan.
Business visa invitation – List B (China, India, Iran, Thailand and other countries)	155 USD person <input type="checkbox"/>	Rate is applicable for a single entry visa. Additional charges are applied for visa to be issued in the Embassy of Kazakhstan.
Individual transfer: arrival (airport-hotel)	55 USD <input type="checkbox"/>	Date:
Toyota Camry 40		Flight number:
Toyota Camry 50	80 USD <input type="checkbox"/>	Arrival time:
		Hotel name and address:
Individual transfer: departure (hotel-airport)	55 USD <input type="checkbox"/>	Date:
Toyota Camry 40		Flight number:
Toyota Camry 50	80 USD <input type="checkbox"/>	Departure time:
		Hotel name and address:
Fast track at the airport – arrival	75 USD per person <input type="checkbox"/>	Date:
		Flight number:
		Arrival time:
Fast track at the airport - departure	101 USD per person <input type="checkbox"/>	Date:
		Flight number:
		Departure time:

I agree to the above fees, and they will be paid immediately upon presentation of the invoice.

Name:

Signature:

Date:

***Luxury Travel Mart, Almaty, Kazakhstan  
September 25, 2015  
at The Ritz-Carlton, Almaty***

**FREQUENTLY ASKED QUESTIONS:**

**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: Where and when will I get my badge?**

**A:** On the day of the event, at the Luxury Travel Mart reception desk, after 9:00.

**Q: Do I need an interpreter for the event?**

**A:** Most of the agents speak English, however - we'll have 10 interpreters at the event who will be happy to assist you if there are any communication problems.

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

**A:** 100-140 copies

**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: Can I send brochures in advance to the Intercontinental?**

**A:** No, as the Ukrainian and 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: What's the dress code for the event?**

**A:** Business.

**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 (except for airlines).

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

**A:** Yes, please do. They should register online at [www.luxurytravelmart.ru](http://www.luxurytravelmart.ru)  
Only registered guests are allowed to visit Luxury Travel Mart.

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

**A:** On the date of the event, on CD-rom. 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 laptop for presentations?**

**A:** Yes. For the morning session a power socket will be connected to all tables. However, for the evening session, please make sure that your battery is full as a limited number of power sockets will be available. Please make sure that you have an adaptor (can be bought at any airport worldwide). Wi-Fi is available throughout both venues.

**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: 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.

**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: Can I smoke at the event?**

**A:** No, all conference rooms will be non-smoking. Both venues are completely non-smoking by law, so smoking is permitted only outside the hotels.