



INTERNATIONAL GO WEST TRADE SHOW NOTES

Company Name	Company Country	Notes From Show	Show
American Tours International, LLC	UNITED STATES	Met with Nimfa at 2020 GWS Virtual. ATI is the largest Visit USA receptive tour operator. They currently do FIT/ family drive tours in our area -- and more are being developed. ATI packages hotel, car, and activities, typically 7-14 day trips. They usually customized to suit clients from the suggested itineraries in their tariff, including the "Best of the West" and "Grand MT". They do a combo of basic hotels and ranches. 2018 and 2019 were good MONTANA is UP while Wyoming is down 3%. All 2020 cancelled and they have partnered with AAA and TravelZoo to do more domestic. FlexiTravel is a big focus this year domestically. They are working on Youtube channels and other social to keep USA top of mind. She wanted to be reminded of our newer hotels (Red Lion Polson, Firebrand, SpringHill Suites, Hampton Inn, Country Inn & Suites, TownePlace, Marriott, Residence Inn and AC in MSO and also told her about the new WREN) Currently they just offer fly drive in Montana with product in Kalispell and Missoula. They have a new tour North by Northwest: staying in Kalispell for 2 nights (Red Lion) and Whitefish 2 nights (Kandahar Lodge). They have 5 departure dates start in San Francisco end in Calgary (19 days) She says she has access to branded hotels with their dynamic solutions for allotments which has helped a lot with our area. GC partners should contact Nimfa if looking for a massive receptive tour operator to get their product in the international realm.	2020 Go West
Travel Trade Tickets and Tours	UNITED KINGDOM	Met with Peter Mackness at 2020 GWS Virtual - Last 40 years as a receptive tour operator, specializing in US, Mexico, and Canada. Peter worked with Trailways for year and they have offices in Florida and UK. He was chatting with me from the South of France where he has a home, wife is in Florida. While he is familiar with the area and brought a group through for the Square Dance competition years ago wants updates. We talked about the rural corridors. Lolo, Travelers Rest SP, Holt Heritage Museum, St. Mary Mission, Daly Museum. Smokejumper, Fort Missoula. He wants images, itinerary suggestions and attractions. GC partners can reach out to Peter with information. Shared safety current messaging.	2020 Go West
Adventure World	AUSTRALIA	Met with Kristy Prince at 2020 GWS Virtual. One of the most well respected tour operators out of Australia. Kristy spent time in GNP just before IPW 2019 and we arranged lodging at Izaak Walton Inn and The Lodge at Whitefish Lake. She would like more information on our winter product. Purchased by Travel Corp. This Australian company is seeing increasing interest in FIT tours (self/drive, multi-night stays) to the US. They think our region is a perfect fit for their company and that western National Parks are their best seller. They are currently working on 2021 and 2022. They use RMHTours and America 4 You, in our region as the receptive . They have just recently partnered with National Geographic. Their "Value Tours" program sells Big Sky and Sun Valley; follow up from Whitefish Mountain Resort might be beneficial .They currently have a coach tour that starts in Edmonton includes GNP on down to Las Vegas. She asked if we had plans to do a virtual FAM tour and thinks it would be a wonderful idea for our region. GC partners can follow up with Kristy at kristy.prince@adventureworld.com.au	2020 Go West
American Ring Travel Inc.	UNITED STATES	Met with Richard at 2020 GWS Virtual. American Ring Travel is a receptive tour operator specializing in individual fly-drive tours, hotel and National Park accommodations, escorted coach tours and special groups. In their catalog they have 2 different suggested itineraries for individuals that fly-drive. Northwest 1 is a 22 day trip. Seattle, Port Angeles, Victoria, Vancouver, Banff, DAY 13 GNP, DAY 14 Missoula (include a stop at St. Ignatius Mission and National Bison Range) Yellowstone, Twin Falls, Pendleton, Portland. For most clients they customize and create a book for each. Coach tours they specialize in Danish/German tourists. For 2020 they had 9 buses coming to Glacier National Park and surrounding region. They did have 2 come into the region in May, and the rest were cancelled. They have currently reset 8 departure dates for 2021. We discussed our rural corridors. He asked specifically about Sun Tour as an alternate and know that the French and Germans really want to learn about the first nations. They have created a Go As YOU PLEASE map in 7 languages and it includes our major cities in MT. At this time they contract with Pursuit (St. Mary Lodge, GPL, Grouse) Delftware North (BWRML, Pine Lodge) He asked about the Firebrand and I told him I would send him information on it as well as Glacier Under Canvas, and in Missoula I told him about The Wren and AC going into downtown. Shared safety messaging. GC partners can follow up with Richard at rgroesz@americanringtravel.com	2020 Go West

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Discover North America	UNITED KINGDOM	Met with Alain at 2020 GWS Virtual. Alain just left his career at British Airways with the reduction in staff due to COVID-19. Now full time as a tour operator for Discover North America. They are a specialist in providing holidays to the USA. They tailor every detail to the client knowing that not one vacation speaks to all people. They have dedicated to selling the GAW region and have spent a great amount of time traveling the area. I met with Paul and Alain in August 2019 while they were here. They have put together a whole brochure about the GAW with help from the states and want to be the UK experts. Clients will not book until the borders are open so working hard to get organized for when that happens. They are working on a contract with CamperVan to offer RV tours in the states. He would like information on our rural corridors and natural settings like NBR, biking the GTTSR with Glacier Guides, rafting with Montana Raft Co. They currently work with RMHTours, ATI and TourMappers as receptives in our area. Shared safety message for Montana.	2020 Go West
Sports Leisure Vacations	UNITED STATES	Met with Scott at 2020 GWS Virtual. Sport Leisure Vacations specializes in tour packages that offer unique attractions and hotels and off the beaten track destinations. Primarily senior adults that are seasoned travelers who expect above average service. Scott is planning to put a tour together for summer of 2022 to Glacier. They have been to the area, but not lately. He is pulling out the old itinerary and wants new ideas. Fly into GPI, stay in Whitefish. Talked walking distance to Firebrand (wants contact information), gondola ride at WMR. Rafting with Great Northern Guides, Glacier Raft Co and or hiking/rafting with Glacier Guides. Staying on the east side at St. Mary Lodge. Asked if Llama trekking with Swan Mountain Outfitters would be an option? Also wants Prince of Wales and will work with Pursuit. He asked if David Walburn is still around. I will check to see if I have a contact number for him and get them connected. They did sell into Western Leisure's tour (TAP Alliance). Shared current safety messaging.	2020 Go West
GetYourGuide	GERMANY	Met with Kate at 2020 GWS Virtual. GetYourGuide is the premier site to book experiences across the globe. Since 2009, they have gained the trust of millions of travelers and established themselves as the authority in unique and unmissable things to do. They show travelers the best of destination: whether it's skipping the line to the top of the Eiffel Tower, taking a traditional cooking class in Rome, or discovering Amsterdam by bike. Together with top-rated ACTIVITY partners and 24/7 customer service, they guarantee that everything from booking to day-of details is easy, fun, and incredible. They do not charge a fee, just a commission once the booking happens (negotiable 10 to 20% in our region). They are tops in Europe right now but will probably be breaking into other markets and will compete with Viator and Expedia. In Germany they are searched more than Google. They are focused on developing the mountain west and want tour and attractions and since coming into the market Rocky Mountain West landing page views are up 123% and purchases are up 178%. She is struggling with concessionaires inside the park due to the commission and prices being set by the NPS. We talked about her focusing outside the park. I will give her a list of companies and a possible introduction. They offer information in 18 different languages. All GC tours and attractions that want to be offered on their website can contact Kate at kate.semenova@getyourguide.com	2020 Go West
BnBerry	UNITED STATES	Met with Charles at 2020 GWS Virtual. BNBerry is a distribution channel, designed for hotels and resorts to maximize the utilization of available inventory through lodging marketplace platforms. Based in Miami, established in 2011. At present time their portfolio includes over 90 hotel and resorts, offering accommodations all over the United States and Caribbean. BnBerry is a FREE SERVICE to drive and manage sales through online hospitality marketplaces all over the world: from big international platforms like Airbnb, VRBO and Flipkey to smaller local ones. Might be good for shoulder season business as they can provide 100 million eyes a month. He would like me to come up with a list for him at one time. GC partners can feel free to contact Charles for more information to be listed on his accommodations platforms.	2020 Go West
Western Leisure Inc.	UNITED STATES	Met with Mayuko at 2020 GWS Virtual. They are TAP members and sell guaranteed departures each year to Glacier Country. I love this tour because it encompasses so much of our region. They visit the Smokejumper Center, stay at the BW Grant Creek Inn, visit St. Ignatious Mission, stop in Bigfork, RL in Kalispell, float the Middle Fork, boat Swift Current Lake with GPBC and Red Bus the GTSR. She has been with WL for 20 years and is familiar with Montana but wanted a refresher on what is in Western Montana. We discussed newer hotels in Flathead (Firebrand, TownePlace, Hampton Inn Whitefish, SpringHill, Country Inn & Suites). We discussed biking on the GTTSR with Glacier Guides (she is a road biker). She was not familiar with Sun Tours so we discussed them and the Native American Speaks program. 2020 is a bust gearing up for 2021. She wanted information on the National Bison Range, Garden of One Thousand Buddhas and Ninepipes Museum of Early Montana and Ninepipes Lodge for lunch at Allentown Restaurant. GC partners that want to work with a truly respected tour operators can follow up with Mayuko mayuko@westernleisure.com and earn their business. Shared Montana safety message.	2020 Go West

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Style in Travel	NETHERLANDS	Met with Birgitte at 2020 GWS Virtual. Style in Travel purchased GoAmerika making them one of the leading USA specialists in The Netherlands. They offer tailor-made holidays to the USA and several other destinations through a collection of niche tour operators. They focus on self-drive itineraries to lesser-known destinations or like to show our clients the other side of popular destinations. Their goal is to offer clients a local experience, by adding unique excursions and staying in characteristic accommodations. Have Dutch clients, couples, age 55+ or families, business class. Offer fly drives of 3-4 week itineraries. Like unique lodging, local experiences. These are repeat travelers, not always requiring top level stops, likes to promote higher end, interested in guest ranches. 2021 will be limited. Holland doesn't have to refund just offer vouchers for future travel. Dutch will wait to travel until there is a vaccine. They have spent time gearing up and have a new website. Large cities are a no go and they are looking for PNW and GAW regions for future travel. She wants our rural corridor itineraries and scenic drives for FIT. Working with RMHTours as receptive. No follow up need at this time from GC partners. Shared safety message about Montana.	2020 Go West
Scenic-roads	UNITED STATES	Met with Emmanuelle at 2020 GWS Virtual. They offer tours for French clients. Currently focused on 2021 and 2022. Have many clients coming to West Yellowstone for YNP, some to GNP. Wants to add more locations in MT. Groups of 40 ppl and fly drives from DEN. Also want to offer smaller group tours. Interested in nature (Reds, Sun Tours, Glacier Guides), ranches (Bar W, Rich Ranch, Paws Up, Triple Creek), horseback riding and talked llama trekking (Flathead Lake Lodge, Swan Mountain). She has not been to Montana so gave MT overview. She said she has time this year to read all the material so send her itineraries. GC partners and follow up with Emmanuelle.	2020 Go West
Southwest Adventure Tours LLC	UNITED STATES	Met with Julie at 2020 GWS Virtual. SAT is a receptive tour operator and destination management company offering small group, private and large group tours throughout the SW USA. They focus on scenic, adventure and photography tours. Both Julie and Shawn have moved from Western Leisure over to Southwest Adventure Tours bringing with them a vast knowledge about Western Montana. Shawn was the National Park specialist at his old job. This company is 8 years old and working mostly with custom FIT, self drive and small groups in Mercedes Sprinter Vans. They also have larger groups with guaranteed departures with smaller buses and motor coaches. They rescheduled their 2020 Glacier tour they had 3 departures, they did run one to GNP in July. It went as good as can be expected with all the limitations. We chatted about new things in GC. 2 new hotels planned in MSO (Wren and AC) and filling growlers at the Dram Shop and rafting with River City Brews Rafting. They are very familiar with our area and are great partners. I suggest GC partners reach out to be on their radar for future tours. Shared current safety messaging.	2020 Go West
Brand USA	UNITED STATES	Met with Erin and Mitch at 2020 GWS virtual. Erin works for Brand USA as the partner engagement manager. Mitch works for Miles Partnership. They of course have taken a pause with all international marketing and are hot and heavy into research right now. Active on social and working with reps in market. They will stretch the Global Inspiration Guide into 2021 and work with the digital side, Go USA TV and Global Marketplace. No need for GC partner follow up with them as they work with DMOs around the US.	2020 Go West
Pleasant Holidays	UNITED STATES	Met with Kelly at 2020 GWS Virtual. LOVED HER. They are a California based company and started in HI with sandy beach vacations. They sell luxury but also 3 star as well. They have a deal with Best Western so working with BW Rocky Mountain Lodge and BW Flathead Lake in Kalispell. I mentioned the BW Grant Creek in Missoula. Luxury wise suggested Paws Up, Triple Creek, Lodge at WF Lake, and the Flathead Lake Lodge. Wanted to know about downtown Missoula talked DoubleTree, Holiday Inn, Marriott. Talked rural corridors and GNP (reds, GPboats, Swan horseback riding, GGuides hiking) Their customers tend to come from California, so was interested to hear about the direct CA flights. They are owned by AAA. Shared MT safety message.	2020 Go West
National Park Express	UNITED STATES	Met Belinda at 2020 GWS Virtual. They are a receptive tour operator working with hotels, tours, attractions and activities. Currently in the SW but looking to expand to other destinations. Their clients have been from ASIA, but since that market will not be back for awhile, they are focusing on others like Europe, Australia, Latin America and North America. Looking at an itinerary including Bryce, Zion, Antelope Canyon. Next will be to our area. We chatted about rural corridors, GNP (reds, Sun Tours, GPBC, SMO) Whitefish, Kalispell, Flathead Lake, Missoula, Seeley and Bitterroot. Will send links to those things requested. GC partners can follow up with Belinda at bbishop@nationalparkexpress.com Shared safety message for Montana.	2020 Go West

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American Incoming	UNITED STATES	Met with Dean at 2020 GWS Virtual. American Incoming specializes in leisure and business group travel to the US and Canada. Or as he stated "old people on buses" but mostly the French. He is looking to expand into the region and PNW. We discussed our rural corridors and what they have to offer. His groups like soft adventure. Talked hiking and biking in GNP with Glacier Guides, rafting with Great Northern Guides. Indian culture on Blackfeet and Flathead Nations. Wants suggested itineraries sent along with Sun Tours information. GC partners can follow up with Dean. Shared Montana safety message.	2020 Go West
Rocky Mountain Holiday Tours	UNITED STATES	Met with Hideki at 2020 GWS virtual. Rocky Mountain Holiday Tours is a service-oriented receptive tour operator based in Colorado. They specialize in the Western United States, especially the national parks, offering a number of services in that region. While FIT (individual/couples/families) lodging is their biggest focus, they also work with ranches, activities of all types, winter resorts, as well as groups. Gary Schluter has spent time in the region with GC speaking at our B2B Workshops in Missoula and Whitefish. Gary has now retired and Chris is the owner. Hideki and I talked about the new hotels in the region. TownePlace in Whitefish, Country Inn & Suites in Kalispell and the new Wren going in Missoula along with the Marriott AC. We talked about the Missoula Marriott and the room renovations at DoubleTree, Holiday Inn and Hilton Garden Inn. ALL GLACIER COUNTRY PARTNERS THAT WANT TO ATTRACT MORE INTERNATIONAL VISITORS OR WORK IN THE INTERNATIONAL ARENA NEED TO FOLLOW UP WITH Hideki or Chris@RMHTours.com They are the experts in the Rocky Mountain region.	2020 Go West
Klook	UNITED STATES	Met with Alegria at 2020 GWS Virtual. Klook is a travel activities and services booking platform founded in Asia in 2014. The are a one-stop platform for FIT travelers to book in-destination services. 2 years ago they expanded to the west coast and Canada. Much like Get Your Guide, they specialize in activities for the Asian traveler. They are looking for activities in the GC region and are commission based. Partners do not pay anything just a commission once the activity is booked. All GC partners wanting to learn more can reach out to Alegria @ alegria.mora@klook.com	2020 Go West
ATP	UNITED STATES	Met with Dan at 2020 GWS Virtual. They are a prominent leader in the US inbound market and served more than 600 tour and travel providers in 50+ countries. They have 5 product lines, FIT, American Classics, Coterie Designs, Premiere and Brite Spokes so work with a variety of leisure, group and corporate clients. In our area they are working with the Lodge at Whitefish Lake for their ski program. Also using the Holiday Inn Missoula in the warm season. 2021 options will involve cars with families and more outdoor adventure and nature. National Parks are the rage. They work with Pursuit for properties around GNP. Talked about others in Kalispell (Red Lion, Homewood Suites, HGI) and Whitefish (LWL, Firebrand) Ranched (PU, RRC, TC) Rural corridors. All GC lodging properties that would like to work with a large receptive tour operator can contact Dan. Shared safety message.	2020 Go West
Excursionist, LLC	UNITED STATES	I had an appointment to meet with Rakela at 2020 GWS Virtual. Excursionist is the premier luxury inbound Destination Management Company for the US Canada and the Caribbean. They design customized itineraries for individual travelers, family groups and corporations and package unique experiences, tours, transportation and luxury accommodations. Affiliations include Virtuoso, UltraLuxe, Traveller Made, Signature and Ensemble. She sent an email that she couldn't attend, but to send her information. I will follow up with Rakela to see what she needs.	2020 Go West
Vanity Travel & Tours	PHILIPPINES	Met with Celia at 2020 GWS Virtual. Vanity Travel & Tours offers travel services from Philippines to US working with leisure, luxury and MICE for FIT and group. The US is a fairly new destination for her so we did an overview of the region and rural corridors. GNP (reds, sun tours, GPBC, GG). She has VIP guests that want ranches (PU, TCR, RRC and FLL) Budget as well highlighted Whitefish, Kalispell and Missoula. Will send itinerary suggestions. No follow up from GC partners needed at this time. Shared safety messaging.	2020 Go West
Open Roads Tour & Travel Solutions LLC	UNITED STATES	Met with Kevin at 2020 GWS Virtual. They focus on the west coast and Canada as a receptive tour operator. Students, seniors mainly. Festivals and events, parades and other special events are of interest. He was very interested in rural corridors and suggested itineraries. He does not own any coaches just charters for preformed groups. He will work NTA as a tour operator and ABA as a receptive to the west coast. We need to get Kevin on our FAM to see the area. GC Partners can follow up with Kevin regarding your offerings. Shared safety messaging.	2020 Go West
Village Travel	UNITED STATES	Met with Jenny at 2020 GWS Virtual. They have a YNP/GNP tour planned for next year. In our area they will stay at Best Western Flathead Lake Inn. GNP, Reds, GPBC and then do a tour on Flathead Lake with Far West Boat Tours. She wants to do another with the Canadian Rockies and wants to see my itinerary. She cut our meeting short because she was having issues with a tour that was taking place and needing help due to COVID. Again she is always looking for new attraction ideas for groups of 40 people. Shared current safety messaging.	2020 Go West

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Destination America	UNITED STATES	Met with Rich at 2020 GWS Virtual. DA designs operates and delivers group motor coach tours that showcase the best destinations in North, Central and South America. They currently have 10 departures to Montana in the summer and they are running smoothly. 2020 was looking good offering 20 brand new tours and then suspended all until November 30. They currently have 3 trips planned for 2021 through Trefalger and Insights. We talked llama trekking, biking GTTSR, NBRange and new properties in Missoula (AC, The Wren). They are always looking for new partners, destinations and unique offerings and best in class accommodations. Shared safety messaging.	2020 Go West