



Go West Virtual 2021 International Trade Show Notes

Company Name	Company Country	Notes From Show	Show
Juan Toselli International Tours	ARGENTINA	Met with Juan at 2021 GWS Virtual - Juan Toselli International Tours is out of Argentina offering inbound tours to the US. He currently has tours coming into Miami even during the pandemic. He has been to Montana and Missoula and loves this part of the US. He is looking for video links and perhaps come copy to help sell the area. We talked about the different travel corridors, GNP, reds, Sun Tours, GPBC, Flathead Lake, NBR, WMR, Kalispell (museums), Missoula culture and the variety of itineraries he could put together. Interested in the ID/MT, YNP and Canadian Rockies. I did not ask which receptive he works with. No particular follow up needed from GC partners at this time.	2021 GWS Virtual
Relaxaway	AUSTRALIA	Met with Lisa Robinson at 2021 GWS Virtual. She FB messengered me on Sunday before GWS because her time frame for appointments were not correct. I gave her Bob's email. They began as a wholesale tour operator over 20 years ago. Their first expansion into the US was a 2015 North America (Canada-Alaska) brochure. They have been selling the US for the last 5 years but have been in Canada for awhile. They have spent the lockdown focused on their website. They have a Above 360 - which is their North America products and will launch as soon as the borders and flights open up to the US from Australia. Montana will have it's own page and she is looking for images and video. Told her about our new stuff, AC, Wren, Clear Sky, BaseGlamp, Roam Beyond. They are currently working with Hotelbeds, Bonotel, Mark Travel, ATI as their main US Receptives, but with a focus on Real America have been working with RMH Tours as well. She was interested in our luxury lodges so I will send her contact information and GC partners can follow up with Craig or Lisa.	2021 GWS Virtual
Premier World Discovery	UNITED STATES	Met with Michael at 2021 GWS Virtual. He had never done GWS before and was overwhelmed with a whole week of appointments. Premier has has ongoing tours to Western Montana for years. He has moved his group to the Red Lion Kalispell out of Whitefish and things are going great. Will use Grouse for the higher-end tours. Worked things out with Pursuit (working with Sarah) and getting the number of room nights needed in Glacier Park Lodge. Asked about GNP being open on the east side this year. They have summer tours headed our way. Their Montana tour sold very well in 2019 and hope that 2021 will sell well after not touring in 2020. He is looking at developing itineraries for more of Montana including Missoula. I told him about our two new hotels opening soon, AC and The Wren. Activities, Smokejumper, RMEF, Fort Missoula. Sent him the Boise Idaho to Glacier MT itinerary and he liked it. PWD is a great tour company with higher end clients.	2021 GWS Virtual
Argus Reisen GmbH	GERMANY	Met with Dirk at 2021 GWS Virtual. They are a German tour operator specializing in riding vacations, resorts, lodges and other unique accommodations and outdoor activities. (fly fishing, mountain biking and whitewater rafting) and winter activities (skiing, snow shoeing, dog sledding and snowmobiling) They work with ITO's including RMHTours, America 4 You, ATI, Bonotel, GTA. They are currently in another 4 week COVID lockdown in Germany and everything is closed. They are currently restructuring their home page and really want to highlight our ranch stays. They are always looking for more guest ranches to work with (talked about PU, RRC, TCR, Bar W) and outdoor activities and outfitters. They currently utilize 8 guest ranches in Montana. He really wants an introduction to Rich Ranch and says that his clients will sign up for a 7 day guest ranch stay at FLL (asked if they pay commission). He asked to be notified if we had any other ranches coming online. I will send info on Cheff and RiverView Ranch as well.	2021 GWS Virtual

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American Ring Travel Inc.	UNITED STATES	Met with Richard at 2021 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. They have currently reset 8 departure dates for 2021 and the first 2 have cancelled and the others aren't looking good. 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) Delaware 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. GC partners can follow up with Richard at rgroesz@americanringtravel.com	2021 GWS Virtual
Discover North America	UNITED KINGDOM	Met with Alain at 2021 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 keeping in contact with clients as we see light at the end of the tunnel for COVID. He was interested to hear about Clear Sky Resort, BaseGlamp and Roam Beyond for unique lodging options, AC and Wren for traditional. They are working on a contract with CamperVan to offer RV tours in the states. We talked about our rural corridors and natural settings. They are a specialist in providing holidays to the USA. They have dedicated to selling the GAW region and have spent a great amount of time traveling the area. They have put together a whole brochure about the GAW with 5 itineraries with help from the states and want to be the UK experts. They currently work with RMHTours, ATI and TourMappers as receptives in our area. The best way to work with them is through receptive tour operators.	2021 GWS Virtual
GetYourGuide	GERMANY	Met with Kate at 2021 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%. In 2020, 21,000 buyers visited the Montana page with 500 bookings. We talked about her focusing outside the park. She hasn't been able to focus on the Mountain West this year due to loss of people at GYG and the pandemic. 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	2021 GWS Virtual
BnBerry	UNITED STATES	Met with Charles at 2021 GWS Virtual. BNBerry is a distribution channel, designed for hotels and resorts to maximize the utilization of available inventory through lodging marketplace platforms. They have dynamic connections now with Synexis Travel Click and others. Based in Miami, established in 2011 offering accommodations all over the United States and Caribbean. BnBerry is a commission based company wanting to help properties drive and manage sales through online hospitality marketplaces all over the world: from big international platforms like Airbnb, VRBO, Homeaway 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 to offer a class at our summit and provide information on how to tap into their platform. GC partners can feel free to contact Charles for more information to be listed on his accommodations platforms.	2021 GWS Virtual
G2 Travel USA Ltd.	UNITED STATES	Stella was not able to make the meeting at 2021 GWS Virtual.	2021 GWS Virtual

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Scenic-roads	UNITED STATES	Met with Emmanuelle at 2021 GWS Virtual. They offer tours for French clients. Currently focused on the end of 2021 and 2022. She is in Las Vegas and has spent the last year driving and seeing the states around her. She also did a FAM to Texas. We talked about the new direct flights and that Southwest is flying into Bozeman from Las Vegas and Denver. We talked about the new unique offerings of geodomes and Roam Beyond. The day after the appointment she sent me an email about Clear Sky Resorts opening near the Grand Canyon that I had told her about. 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. She has not been to Montana so gave MT overview. GC partners and follow up with Emmanuelle.	2021 GWS Virtual
Southwest Adventure Tours LLC	UNITED STATES	Met with Julie at 2021 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 did run one trip to GNP in July 2020 but cancelled 3 others. It went as good as can be expected with all the limitations. They are getting busier mainly small groups in Sprinters and self drive. They plan on 3 guaranteed departures to GNP in July 2021. Stay at Glacier Peaks, Hampton in Whitefish. She is interested in more info on Clear Skys and Roam Beyond for self drive along with the ID/MT itinerary. 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.	2021 GWS Virtual
American Tours International, LLC	UNITED STATES	Met with Aminta at GWS Virtual. ATI is the largest Visit USA receptive tour operator. They currently do FIT/ family drive tours in our area, but Amita has a group coming in a coach to GNP in June. She focuses on Latin America and Mexico. 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. All 2020 cancelled and they have partnered with AAA and TravelZoo to do more domestic while borders are closed called Drive America. She wanted to be reminded of our newer hotels and told her about the new AC, Wren coming online and also about unique lodging. I told her about Clear Sky Resorts, Roam Beyond, BaseGlamp, Snowbear Chalets. She wants more info on all of these along with my one sheet and ID/MT itinerary. Amita has a group coming to GNP this year and wants to be kept up to date on GTTSR and east side of park opening. Any restrictions that might hinder her group from accessing the park. Any lodging partner of GC that wants to work with a large receptive can reach out to Amita.	2021 GWS Virtual
Pleasant Holidays	UNITED STATES	Met with Kelly at 2021 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 and BW Grant Creek in Missoula. Wanted to know about downtown Missoula talked DoubleTree, Holiday Inn, Residence Inn, AC and The Wren. 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. She wanted more information on geodomes.	2021 GWS Virtual
American Incoming	UNITED STATES	Met with Dean at 2021 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 says they are back to ground zero and will be focused on NY and SFO in October of this year not our area. They fly into and out of LA. We discussed our direct flights from LA. He didn't think he would have anything for us, but knows where to reach out if he needs any help. Ended the meeting at 15 minutes. No follow up needed.	2021 GWS Virtual
Rocky Mountain Holiday Tours	UNITED STATES	Met with Hideki at 2021 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 the 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. This year they have offered their expertise to the domestic traveler since there are no international travelers to work with during the pandemic. Chris is the owner and has spent time in the region on FAM tours and invited to talk at educational sessions. Hideki and I talked about the new hotels in the region. AC and Wren going in Missoula. We also talked about my introduction via email to Clear Sky Resorts and Roam Beyond. I told him BaseGlamp was on the horizon as well. 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. They are the experts in the Rocky Mountain region.	2021 GWS Virtual

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America As You Like It	UNITED KINGDOM	Met with Cath at 2021 GWS Virtual. I've gotten to know her counterpart Maggi who has spent a lot of time in our region. Maggi has been to IRU consistently for several years. She specializes in USA and Canada and offers a unique program of fly-drives, city breaks and accommodations. Their holidays are tailored to completely match each individual clients requirements and their flexible approach means clients have the option to book a complete package including flights or just the ground arrangements. They have rebooked 80% from 2020 to 2021 and are hoping there will be an announcement in April that flights and borders will be opening up in May. She was interested in getting more info on the geodomes. Division called GO FISHING WORLDWIDE features freshwater and saltwater fishing around the world for angling enthusiasts as well as catering for non-fishing companions. Division called WINDOWS ON THE WILD brings a range of unique and exciting wildlife holidays and adventures including watching dog sledding, canoeing and adventure experiences. They work with RMHT, GTA, Hotelbeds, Tourico. No follow up needed.	2021 GWS Virtual
Caracteres D'Ameriques	FRANCE	Met with Caroline at 2021 GWS Virtual. Caracteres D'Ameriques is a French tour operator. We discussed the pandemic. She said that they are still in lockdown and that there is a curfew at 6:00 pm. All restaurants are closed. She said that visitors to our area are repeat visitors that have already been to the major cities and that want a slower experience and stay several nights in one location so that they can get to know the place. She did attend IRU in Butte back in 2006 and Boise in 2012 so knows the GAW region. She was very interested in having a refresher about Glacier Country. We talked about rural corridors, GNP, Whitefish and WMR, Flathead Lake, NBR, Smokejumper, Traveler's Rest. She wants information on Clear Sky Resorts, pictures of GNP and NBR. I will follow up.	2021 GWS Virtual
Globus Family of Brands - Globus, Cosmos, Monograms, Avalon	UNITED STATES	Met with Philip at 2021 GWS Virtual. They specialize in escorted group tours. This is such a big company with so many different levels of service and different company programs. Philip hadn't met with a lot of the destinations so he decided to take the appointments at GWS this year. He is the hotel contractor for west US and Canada. He has never been to MT himself. He says that 2022 they will be adding product in our area that is new. He says that the 11 departures before clients go on an Alaskan cruise were selling VERY well but since cruising isn't happening, our product isn't being offered. They had 8 departures for their Geysers to Glaciers tour, only ran 4 of them but they always give a tour 3 years before deciding if it need revamping. We chatted about the new AC and Wren but that I didn't have any new hotels in Flathead, just unique properties that are new. All GC partners if you want to expose your business to the group tour market. Follow up with Philip or Angie.	2021 GWS Virtual
Original Travel	UNITED KINGDOM	Met with Oliver at 2021 GWS virtual. FIT only. Office in London has 65 agents, 5 sales people focus on North & South America. Clients mainly English speaking, from various continents. Offer luxury trips. Like to offer original and unique destinations, focus on activities, mainly summer trips. Oliver is new to the company so we did a Western Montana overview, rural corridors, GNP (reds, sun tours, gpbc, swan mountain). Luxury guest ranches, Triple Creek, Paws Up, Ranch at Rock Creek, FLL. Down to Missoula, NBR, Smokejumper, Travelers Rest, St. Mary/Daily Mansion. He would like more info on geodomes, tree houses and MT/ID itineraries. No specific follow up needed from GC partners at this time.	2021 GWS Virtual
Resort Inventory Group, LLC	UNITED STATES	Met with David at 2021 GWS Virtual. Actually David had double booked himself so we met the next week via Zoom. He is an avid fly fisher and has been to Montana several times to fish the Yellowstone, Missouri, Gallatin, Bitterroot Rivers. For the last 14 years he has set up memberships with hotels around the world selling 3, 5 and 7 night stays at resorts and hotels. Nothing in Montana. He thought I repped the whole state and was interested in Big Sky Resort. Not an OTA, all members are private (think Costco) and there is no cost to try. The company has booked 94,200 in the last year with average of 6.2 nights per booking. Currently partner with 135 hotels. They are very interested in extended stays and 3 star hotels here in MT since the average stay is longer and perfect for families. They work off of net rates, and will mark up. Will work with black out dates, shoulder seasons etc. Hotels can reach out to David for more information.	2021 GWS Virtual
Veena World	INDIA	Scheduled to meet with Sudhir at 2021 GWS virtual. He was not feeling well and asked that I send him information via email.	2021 GWS Virtual
ATP	UNITED STATES	Luisa used to work for Team America. Looks like she has a new job at ATP. She was not available for our meeting as she had a funeral to attend. Will meet up with her and discuss her job change soon and what she might need from Glacier Country Tourism.	2021 GWS Virtual

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American Tours International, LLC	UNITED STATES	Met with Karin at GWS Virtual. I've worked with Nimfa for years, but with the pandemic she had been furloughed. ATI is the largest Visit USA receptive tour operator. They currently do FIT/family drive tours in our area. Karin is focused on their Drive America focused on domestic itineraries for travel agents. 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. Told her about unique lodging and she wants an intro to the Triple Creek, Clear Sky Resorts, and Green O. She wants more info on all of these along with my one sheet and ID/MT itinerary. Any lodging partner of GC that wants to work with a large receptive can reach out to ATI.	2021 GWS Virtual